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# Service Now Test Cases

## Case 1: Create a ticket in service Now for Asset Assignment from Saviynt

**Objective:**  Create a ticket in Service Now for New Joiner.

**Steps:**

1. Create ticket using the rule

* Create user update rule to create ticket for user in Service Now when user attribute is updated.

1. Update the user attribute in user profile. To execute the user update rule.
2. Once the rule is executed and the pending task will be created for Service Now ticket.
3. Run the provisioning job for to create a ticket in Service Now.

**Expected Result:**

* Pending task should be completed when ticket is closed from Service Now.

**Result:**

A screenshot of a computer

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A screenshot of a computer

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## Case 2: Create a ticket in Service Now for Asset Collection from Saviynt

**Objective:**  Create a ticket in Service Now for Leaver.

**Steps:**

1.Create ticket using the rule

* Create user update rule to create ticket for user in Service Now when user attribute is updated.

2.Update the user attribute in user profile. To execute the user update rule.

3.Once the rule is executed and the pending task will be created for Service Now ticket.

4.Run the provisioning job for to create a ticket in Service Now.

**Expected Result:**

* Pending task should be completed when ticket is closed from Service Now.

**Result:**

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## Case 3: Create a ticket in ServiceNow for an AD-Dependent Application Account and Entitlement Request from Saviynt

**Objective:** Create a ticket in Service Now for create account and assign access for Great Plains.

**Steps:**

1. When User requested for the application account and entitlement once the approval is completed task is getting created for creation account and access
2. Run the provisioning job for to create a ticket in Service Now.

**Result:**

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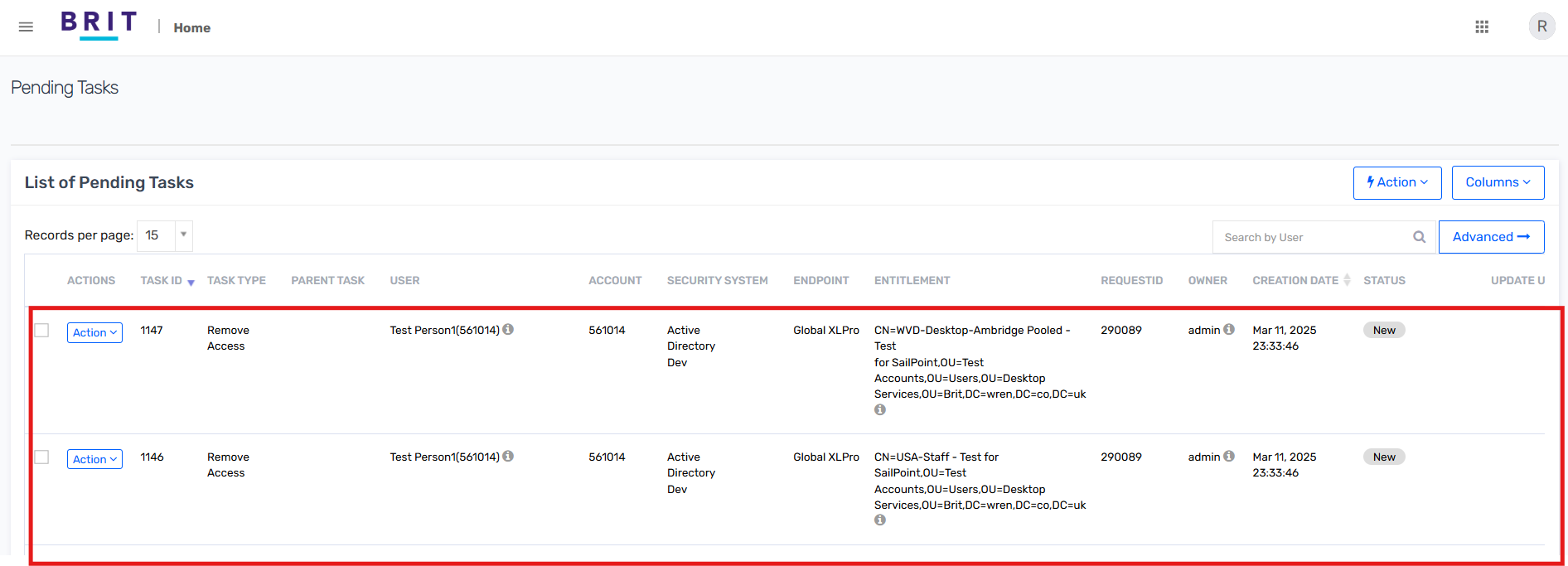
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## Case 4: Create a ticket in ServiceNow for an AD-Dependent Application Account and Entitlement remove Request from Saviynt

**Objective:** Create a ticket in Service Now for remove account and access for application.

**Steps:**

1. When User application account and entitlement remove request is create and the approval is completed task is getting created for remove account and access
2. Run the provisioning job for to create a ticket in Service Now.



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