

ServiceNow Test Cases	Pre condition	Expected Result	Actual Result	Post condition	Pass/Fail	Test Owner
Verify that new incidents can be created and submitted successfully.						
Verify that the incident form includes all required fields.						
Verify that the incident form is properly formatted and easy to read.						
Verify that incident updates can be added and viewed by authorized users.						
Verify that incident prioritization can be changed by authorized users.						
Verify that incident assignments can be changed by authorized users.						
Verify that incident status can be changed by authorized users.						
Verify that incident notes can be added and viewed by authorized users.						
Verify that incident attachments can be added and viewed by authorized users.						
Verify that incident history can be viewed by authorized users.						
Verify that incident reports can be generated by authorized users.						
Verify that incident search functionality works as expected.						
Verify that incident filtering and sorting options work as expected.						
Verify that incident escalations are handled properly.						
Verify that incident closures are handled properly.						
Verify that incident reopening is possible for authorized users.						
Verify that problem management functionality is properly integrated.						
Verify that change management functionality is properly integrated.						
Verify that knowledge management functionality is properly integrated.						
Verify that service catalog functionality is properly integrated.						
Verify that service level management functionality is properly integrated.						
Verify that performance analytics are correctly integrated.						
Verify that the system can handle a high volume of incidents.						
Verify that incident data is properly secured and protected.						
Verify that incident data is properly backed up.						
Verify that incident data can be easily restored in case of a system failure.						
Verify that user roles and permissions are correctly configured.						
Verify that user accounts can be created and managed by authorized users.						
Verify that authorized users can reset user passwords.						
Verify that user access can be revoked by authorized users.						
Verify that the system can integrate with other IT systems.						
Verify that system upgrades can be performed without disrupting service.						
Verify that system backups can be performed without disrupting service.						
Verify that system monitoring is appropriately configured.						
Verify that system notifications are properly configured.						
Verify that system logging is properly configured.						
Verify that system performance is meeting expectations.						
Verify that system scalability is meeting expectations.						

Verify that system availability is meeting expectations.						
Verify that system security is meeting expectations.						
Verify that system accessibility is meeting expectations.						
Verify that system usability is meeting expectations.						
Verify that system reliability is meeting expectations.						
Verify that system maintainability is meeting expectations.						
Verify that system recoverability is meeting expectations.						
Verify that system testability is meeting expectations.						
Verify that system portability is meeting expectations.						
Verify that system adaptability is meeting expectations.						
Verify that system functionality is meeting expectations.						
Verify that system performance is meeting SLAs.						