

SERVICENow UPGRADE

Date 5/5/2024

Snr Product Owner: Victor Onwuadiamu

INTRODUCTION

PURPOSE

The purpose of this document is to outline results of UAT testing activities performed during the ServiceNow Upgrade project. This summary report is intended for project stakeholders. It documents test methods, practices and result summaries employed to ensure the San Diego upgrade is fit for production release.

OBJECTIVES

MAIN TESTING OBJECTIVES

- Ensure the solution has been configured and implemented correctly, providing all requested instance upgrade
- Functional testing of new instances after upgrade.
- Test non-production instances

CRITICAL TESTING ELEMENTS

- Function stability
- Validation
- Positive user experience

TEST APPROACH

SCHEDULE

EVENT	TARGET COMPLETION
Test Plan	15-Apr-24
Testing	5-May-24

Go-live	5-May-24
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ROLES AND RESPONSIBILITIES

The ServiceNow product team was led by Victor Onwuadiamu, Snr. Product Owner. Membership included subject matter experts (SMEs) and functional leads from Digital Services. Functional leads tested core functionality and verified that this solution is usable for current business processes.

Test users executed predefined test scenarios and ad hoc testing, reported test results, and logged defects to validate that all requirements were met, confirming system readiness for production release.

PROJECT TEAM MEMBERS:

No	Participants	Role	Email
1	Victor Onwuadiamu	Snr Product Owner	Victor.Onwuadiamu@Reg.ORG
2	Matthew Young	Application Administrator II	xxxx@LCRA.ORG
	Dana Nordaune	Application Administrator Sr	xxxx@LCRA.ORG
3	Alan Boatright	IT QA/QC Test Lead	xxxxx@LCRA.ORG
4	Carl Drescher	IT QA/QC Tester	xxxxx@LCRA.ORG
5	Rob Sarro	IT QA/QC Tester	xxxxx@LCRA.ORG

TEST ENVIRONMENTS AND TOOLS

ServiceNow training environment

- https://lcratrnservice-now.com/nav_to.do?uri=%2Fhome.do

TEST RESULTS

TEST SCENARIO RESULTS

- Main Functional Suite:
 - 23 passed
 - 0 failed
- Critical Access Module
 - 8 passed
 - 0 failed

DEFECT SUMMARY

No defects were found during the testing process.

TEST ACCEPTANCE

The UAT acceptance phase involves fulfillment of a variety of tasks by product stakeholders:

- All testing complete by Digital Services Product Management.
- All open defects addressed
 - Open defects in a “blocker” or “critical” status fixed before acceptance phase completion, with enumerated exceptions.
 - Any defects in a “major” or “minor” status would normally be placed in the Backlog to be addressed at a future date.

Test Acceptance Criteria	
• All Priority 1 and Priority 2 defects must be resolved, retested, and closed. • Functional Leads certify the completion of UAT rounds and recommend to go live • Certification by Digital Services Quality Assurance, that Information Security controls have been met, architecture standards followed, and test completions has been achieved.	
<i>P1 - Priority 1 Blocker</i>	<i>Test cases are blocked from execution and the product is not acceptable unless these resolved, retested and closed before go-live</i>
<i>P2 - Priority 2 Critical</i>	<i>The product is not acceptable unless resolved, retested and closed before go-live</i>
<i>P3 - Priority 3 Major</i>	<i>The product is acceptable with planned resolution and there are workarounds to these bugs</i>
<i>P4 - Priority 4 Minor</i>	<i>The product is acceptable without resolution and there are workarounds to these bugs</i>

SMEs/FUNCTIONAL LEADS

SMEs and functional leads have completed and signed off on all functional testing tasks via closeout of test cases in an Excel workbook, indicating their approval to promote the system to production (go live).

SIGN-OFF

Digital Services staff have validated that this solution meets agreed-upon release criteria based on technology and security requirements. This solution meets all required Digital Services architecture standards and satisfies all requisite controls.

Victor Onwuadiamu – Snr Product Owner

Date

Matthew Young – Application Administrator

Date

Dana Nordaune – Application Administrator

Date

Alan Boatright – IT QA/QC Test Lead

Date