

# How do I use Test Management 2.0 for manual testing?

## Questions addressed:

Page 1:

- What is manual testing and Test Management 2.0?
- How do I get started with Test Management 2.0?
- What can I do with Test Management 2.0?

Page 2:

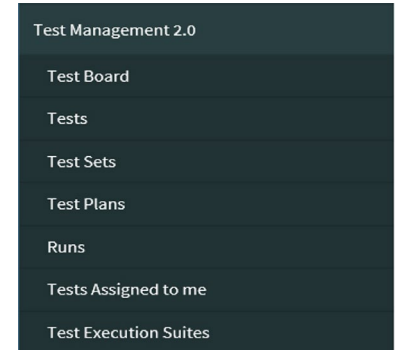
- What is the difference between Test Management 1.0 and 2.0?

*If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).*

With **manual testing**, you give someone a list of instructions to follow with expected results, and they document whether their testing returned expected results. [Test Management 2.0](#) is a ServiceNow® application that streamlines creating, managing, and executing the manual testing process.

## How do I get started with Test Management 2.0?

You'll need to [activate the Test Management 2.0 plugin](#) with an admin role if your instance doesn't include the Test Management 2.0 menu. Reference our product documentation on [activating a plugin](#) for more information. The name of the plugin to activate from the list is Test Management 2.0 (com.snc.test\_management.2.0).



## What can I do with Test Management 2.0?

### Test managers can:

- Create and manage [tests](#) and [test sets](#)
- Evaluate tests, tests steps, and test sets created by users
- Create [test plans](#), [test cycles](#), and [text execution suites](#)
- Initiate a testing process, assign testers, and monitor progress
- Assess test results and close a test plan

### Testers can:

- Create tests and test sets
- Perform tests and record test results
- Update the status of tests
- Report defects and retest, if needed

## Related resources

- [Success Quick Answer – How do I conduct effective and efficient testing?](#)
- [Success Playbook – Perform ServiceNow upgrades quick and more effectively](#)
- [Success Quick Answer – When and how should I use Automated Test Framework \(ATF\)?](#)
- [Success Quick Answer – What best practices should I consider when creating ATF tests?](#)

# How do I use Test Management 2.0 for manual testing? (Cont.)

## What is the difference between Test Management 1.0 and Test Management 2.0?

There are two version of the Test Management management application:

[Test Management 1.0](#) covers user acceptance testing but not key data model structures like test versions, test runs, or test results.

The Test Management 2.0 data model structures match industry standards. It supports integration with [Agile Development 2.0](#) and [Scaled Agile Framework \(SAFe\)](#).

Test Management 2.0 also includes [Test Board](#), which gives you a comprehensive view of all your test plans in a single user interface.

Feature	Test Management 1.0	Test Management 2.0
Integration with <a href="#">Project Portfolio Management</a>	No	Yes
Integration with Agile Development 2.0	No	Yes
Integration with Scaled Agile Framework (SAFe)	No	Yes
Test version	You cannot create and maintain multiple versions of a test.	You can create and maintain multiple versions of a test.
Test relation	You can associate a test to one test suite only.	You can associate a test to multiple test sets, test plans, and test cycles.
Time duration	You can create a test plan describing how a product or a feature is to be tested.	<ul style="list-style-type: none"> <li>You can create a test plan describing how a product or feature is to be tested and the time frame in which the test plan must be run.</li> <li>You can further decompose a test plan into test cycles, test cycles into test execution sets, and specify a time range for their execution.</li> </ul>
Test runs and test results traceability	<p>You can:</p> <ul style="list-style-type: none"> <li>Run a single test at a time</li> <li>View the test result</li> </ul>	<p>You can:</p> <ul style="list-style-type: none"> <li>Run a single test at a time</li> <li>View which version of test has been run</li> <li>View the test results</li> </ul>