How do I use Test Management 2.0 for manual testing?

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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 test 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 Workbook – Perform ServiceNow upgrades quicker 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?

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Test Management 1.0</th>
<th>Test Management 2.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration with Project Portfolio Management</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Integration with Agile Development 2.0</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Integration with Scaled Agile Framework (SAFe)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Test version</td>
<td>You cannot create and maintain multiple versions of a test.</td>
<td>You can create and maintain multiple versions of a test.</td>
</tr>
<tr>
<td>Test relation</td>
<td>You can associate a test to one test suite only.</td>
<td>You can associate a test to multiple test sets, test plans, and test cycles.</td>
</tr>
<tr>
<td>Time duration</td>
<td>You can create a test plan describing how a product or a feature is to be tested.</td>
<td>• 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. • You can further decompose a test plan into test cycles, test cycles into test execution sets, and specify a time range for their execution.</td>
</tr>
<tr>
<td>Test runs and test results traceability</td>
<td>You can: • Run a single test at a time • View the test result</td>
<td>You can: • Run a single test at a time • View which version of test has been run • View the test results</td>
</tr>
</tbody>
</table>