How do I use Test Management 2.0 for manual testing?

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 Management2.0?**

**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>
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</table>

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