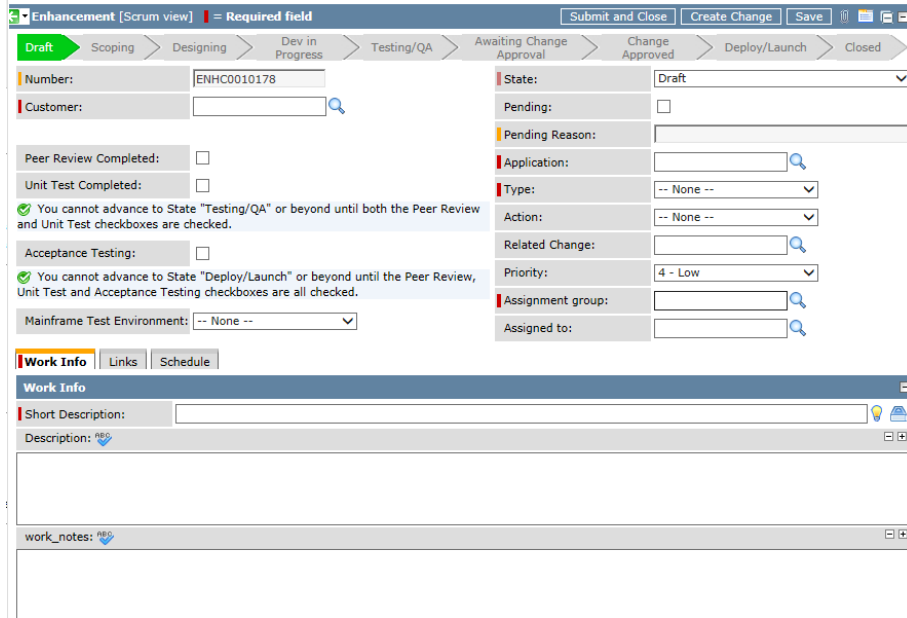


### Software Development Lifecycle (SDLC)

The Service Now SDLC module is used to track the Software Development Lifecycle of Enhancements and Defects. Both Waterfall and Scrum methods will begin the Lifecycle by creating an Enhancement/Defect record.

The record can be created from the incident by selecting the Enhancement tab at the bottom of the form or directly by accessing the SDLC module in ServiceNow.



### Create an Enhancement/Defect Record:

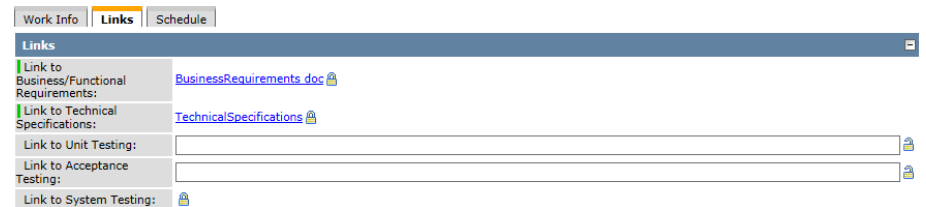
- In the SDLC Application, within the Enhancements/Defects section, click the **Create New** module link.
- Complete the following fields:
  - Customer**
  - Application**
  - Type** (select **Enhancement** or **Defect**)
  - Assignment Group** (defaults to the primary group of the person creating the record)
  - Short Description**
- Click the **Save** button

### SDLC States:

The value in the **State** field denotes the activity that is occurring with the Enhancement /Defect record. The State is updated as you progress the Enhancement/Defect record. The record can move forward or backward to any State based on needs. For instance, if issues arise during Testing, the State can be move back to Development, etc. Based on department business processes you may also want to change the Assignment group and/or Assigned to as the State progresses.

- Draft**— Initial creation of the Enhancement/Defect record
- Scoping** — Business/Functional requirements gathering
- Designing** — Technical Specification determined
- Development in Progress** — Coding, Peer Review and Unit Testing
- Testing/QA** — Acceptance Testing
- Awaiting Change Approval** — Link and submit Change Request, awaiting CAB approval
- Change Approved** — Change Request has been CAB approved, ready to deploy
- Deploy/Launch** — Release to Production
- Closed Complete** — Upon implementation the Enhancement/Defect record is closed
- Cancelled** — The Enhancement/Defect will not be pursued, cancellation can occur at any phase of the Lifecycle.

**Note:** As the record progresses through the States new fields may be required on the Enhancement/Defect form.



### Links Tab:

The Links tab on the Enhancement/Defect form allows users to enter links to their documentation.

**Note:** Scrum users will continue the SDLC process using the Scrum Stories section of the SDLC module.