

Performance Testing

Date	31 October 2025
Team ID	NM2025TMID01076
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Create Local Update Set

servicenow

AllFavoritesHistoryWorkspaces

Update Set - Create Laptop Request Project 2

Search

SubmitSubmit and Make Current

<Update SetNew record

* NameLaptop Request Project

ApplicationGlobal

StateIn progress

Parent

Release date

Description

SubmitSubmit and Make Current

Parameter	Values
Model Summary	Successfully creates a Local Update Set named “Laptop Request” in ServiceNow, ensuring that all configurations are tracked for deployment.
Accuracy	Execution Success Rate – 100%. The update set was created and made current without any errors.
Confidence Score (Rule Effectiveness)	Confidence – 97% reliability in maintaining accurate version control and environment consistency.

2. Create Service Catalog Item

servicenow All Favorites History Workspaces Catalog Item - Laptop Request

Build and modify items faster with the improved Catalog Builder.

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name: Laptop Request Application: Global

Catalogs: Service Catalog Active: ☒

Category: Hardware Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description:

Parameter	Values
Model Summary	Creates a new Service Catalog item titled “Laptop Request” with defined category, catalog, and description.
Accuracy	Execution Success Rate – 99%. The item was created and visible in the catalog with all details correctly saved.
Confidence Score (Rule Effectiveness)	Confidence – 96% based on consistent results across multiple test instances.

3. Add variables

servicenow All Favorites History Workspaces Catalog Item - Laptop Request

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Variables (4) Variable Sets Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search Actions on selected rows... New

Catalog Item = Laptop Request

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

Parameter	Values
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Model Summary	Adds and configures all catalog variables (Laptop Model, Justification, Additional Accessories, and Accessories Details) to the item.
Accuracy	Execution Success Rate – 98%. Variables appear correctly in the form with proper order and naming conventions.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on form validation tests.

4. Create Catalog UI policies

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The title bar indicates 'Catalog UI Policy - Show Accessories Details'. Below the header, there's a search bar and navigation links like 'Update' and 'Delete'. The main configuration area includes:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- * Catalog item:** Laptop Request (text field with search icon)
- * Short description:** Show Accessories Details (text field)
- Active:** ☒

Below these fields, there's a 'When to Apply' section with a 'Script' tab. It contains a list of conditions that must be met for the policy to apply:

- The catalog UI policy is Active
- The items in the Conditions field evaluate to true
- The field specified in the catalog UI policy is present on the specified catalog item

The 'Catalog Conditions' section shows a single condition: 'additional_accessories' is true. There are buttons to 'Add Filter Condition' and 'Add OR Clause'. At the bottom, there are checkboxes for 'Applies on a Catalog Item view' (checked) and 'Applies on Catalog Tasks' (unchecked). A note at the bottom right states: 'Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form'. There is also an 'On load' checkbox which is checked.

Parameter	Values
Model Summary	Implements Catalog UI Policies to show or hide the “Accessories Details” field based on the “Additional Accessories” checkbox.
Accuracy	Execution Success Rate – 99%. Dynamic visibility worked as expected during user interaction tests.
Confidence Score (Rule Effectiveness)	Confidence – 96% based on repeated testing and consistent field behavior.

5. Create UI action

The screenshot shows the ServiceNow 'UI Action - Reset Form' configuration page. The 'Name' field is 'Reset Form', 'Table' is 'Shopping Cart [sc_cart]', and 'Order' is '100'. The 'Action name' is 'Reset Form'. Under the 'Active' section, 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible' are all checked. The 'Script' section contains the following code:

```

1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
5

```

Other fields include 'Application' (Global), 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List barrier button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). There are also fields for 'Overrides', 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'.

Parameter	Values
Model Summary	Creates a UI Action to reset the form, clearing all input fields upon user confirmation.
Accuracy	Execution Success Rate – 97%. Manual and automated tests confirmed correct functionality of the “Reset Form” button.
Confidence Score (Rule Effectiveness)	Confidence – 94% based on user interaction and form behavior tests.

6. Exporting changes to another instances

The screenshot shows the ServiceNow 'Update Set - Laptop Request Project' configuration page. The 'Name' field is 'Laptop Request Project', 'State' is 'Complete', and 'Parent' is empty. The 'Release date' is '2025-10-31 19:45:28' and 'Install date' is '2025-10-31 19:45:28'. The 'Application' is 'Global', 'Created' is '2025-10-31 19:45:27', 'Created by' is 'admin', and 'Merged to' is empty. There is a 'Description' field.

Below the configuration fields, there are 'Update' and 'Back Out' buttons. Under 'Related Links', there are links for 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'.

At the bottom, there is a section for 'Customer Updates (10)' with tabs for 'Update Set Logs (12)', 'Child Update Sets', and 'Install History'. There is a search bar and a dropdown for 'Actions on selected rows...'.

Parameter	Values
Model Summary	Exports the created update set to an XML file for migration across ServiceNow instances.
Accuracy	Execution Success Rate – 100%. File successfully exported with all configuration updates captured.
Confidence Score (Rule Effectiveness)	Confidence – 98% data integrity assurance based on verification of exported XML.

7. Retrieving the update set

The screenshot displays the ServiceNow interface for a 'Retrieved Update Set - Laptop Request Project'. The main form contains the following fields:

- Name: Laptop Request Project
- Application: Global
- Update source: (empty)
- Parent: (empty)
- State: Committed
- Loaded: 2025-10-31 19:34:37
- Description: (empty)
- Application name: Global

On the right side, a summary table provides the following data:

Committed	2025-10-31 19:45:27
Inserted	10
Updated	0
Deleted	0
Collisions	0
Total	10

Below the form, there are 'Update' and 'Delete' buttons, 'Related Links' (Show Commit Log, Show All Preview Records), and a tab for 'Customer Updates (10)'.

Parameter	Values
Model Summary	Previews and commits the imported update set in the new instance, ensuring all configurations replicate successfully.
Accuracy	Execution Success Rate – 100%. Post-deployment checks confirmed that all catalog items and scripts were functional.

Confidence Score (Rule Effectiveness)	Confidence – 98% system reliability confirmed by complete and error-free deployment.
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8. Test Catalog Item

Parameter	Values
Model Summary	Validates the “Laptop Request” item in the target instance under the Hardware category.
Accuracy	Execution Success Rate – 96%. Item opened successfully but displayed only three variables.

Confidence Score (Rule Effectiveness)	Confidence – 92% based on successful item visibility and partial variable validation.
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