

## Performance Testing

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

### 1. Create Local Update Set

The screenshot shows a ServiceNow update set creation page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Update Set - Create Laptop Request Project 2', 'Search', and various system icons. The main form has fields for 'Name' (Laptop Request Project), 'State' (In progress), 'Parent' (dropdown), 'Release date' (date picker), and 'Description'. At the bottom are 'Submit' and 'Submit and Make Current' buttons.

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

### 2. Create Service Catalog Item

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

### 3. Add variables

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

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

Parameter Values

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

#### 4. Create Catalog UI policies

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to: A Catalog Item      Application: Global

\* Catalog Item: Laptop Request      Active:

\* Short description: Show Accessories Details

When to Apply: Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: Add Filter Condition | Add OR Clause

additional\_accessories is true

Applies on a Catalog Item view:       Applies on Catalog Tasks:

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load:

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

#### 5. Create UI action

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

## 6. Exporting changes to another instances

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

## 7. Retrieving the update set

The screenshot shows the ServiceNow interface with the title "Retrieved Update Set - Laptop Request Project". The main area displays the following data:

Field	Value
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, there are summary statistics:

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

Below the main details, there are "Related Links" for "Show Commit Log" and "Show All Preview Records". At the bottom, there is a table titled "Customer Updates (10)" with columns for "Name" and "Search". A note at the bottom left says "Demote update set = Unlink Dataset Direct".

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

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

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

Order this Item

Quantity: 1

Delivery time: 2 Days

**Order Now**

**Add to Cart**

Shopping Cart

Empty

Service Catalog > Hardware > Laptop Request

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

\* Accessories Details

Order this Item

Quantity: 1

Delivery time: 2 Days

**Order Now**

**Add to Cart**

Shopping Cart

Empty

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

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