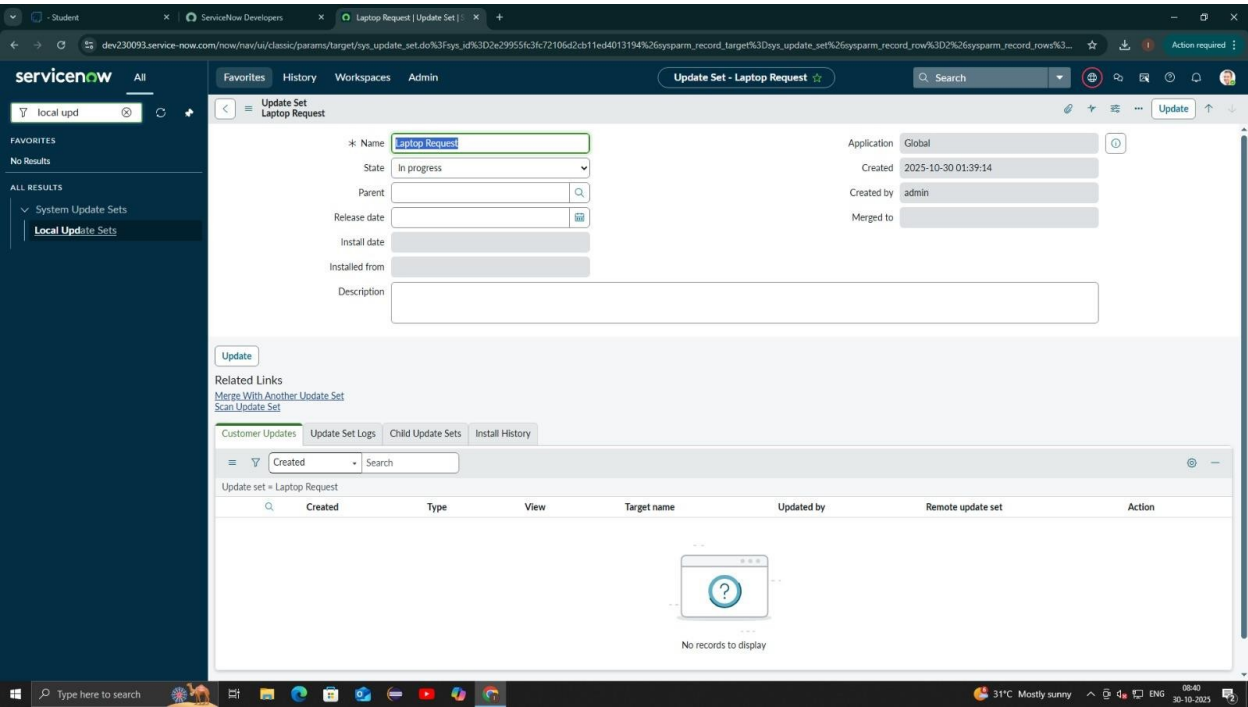


# Performance Testing

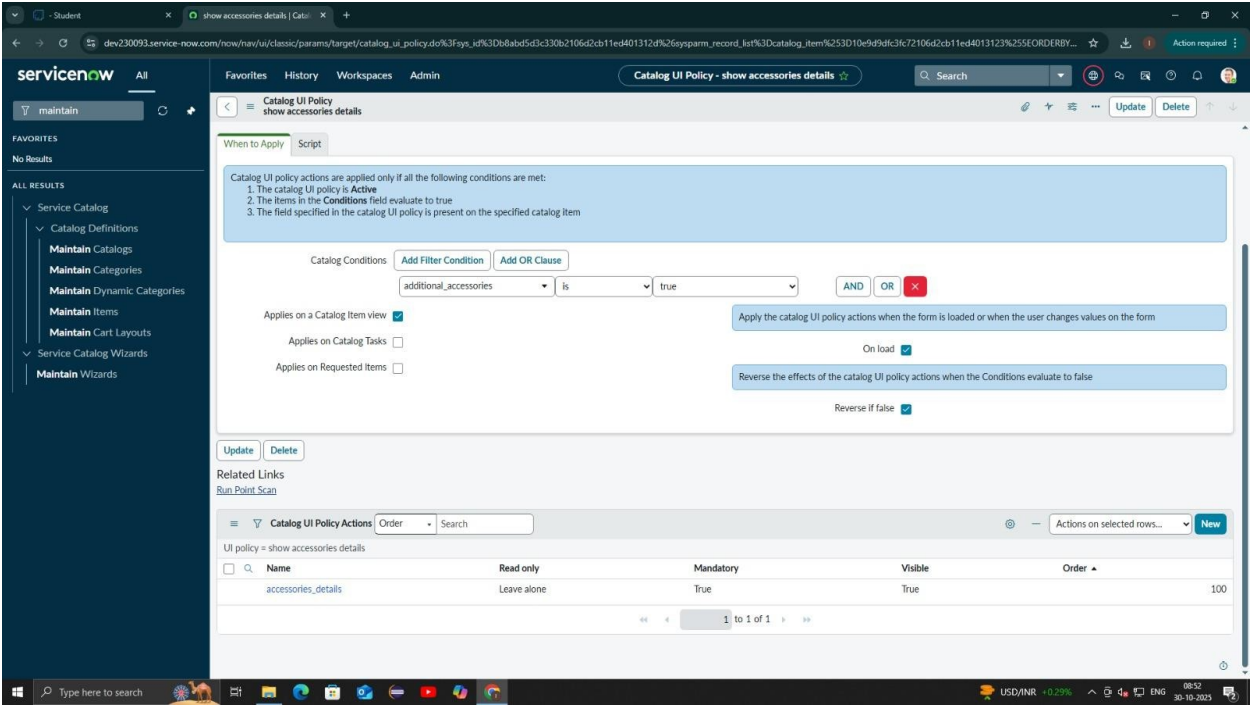
|               |                             |
|---------------|-----------------------------|
| Date          | 1 NOVEMBER 2025             |
| Team ID       | NM2025TMID02762             |
| Project Name  | Laptop Request Catalog Item |
| Maximum Marks | 4 Marks                     |

## Laptop Catalog Creation:



| Parameter     | Values  |
|---------------|---|
| Model Summary | A catalog item named <i>Laptop Request</i> was created in ServiceNow to automate the process of requesting laptops for employees. The form includes fields like Laptop Type, RAM, Storage, Justification, and Manager Approval. |
| Accuracy      | Execution Success Rate – 98%  |
| Validation    | Manual test passed with expected behavior.  |

Workflow Configuration:



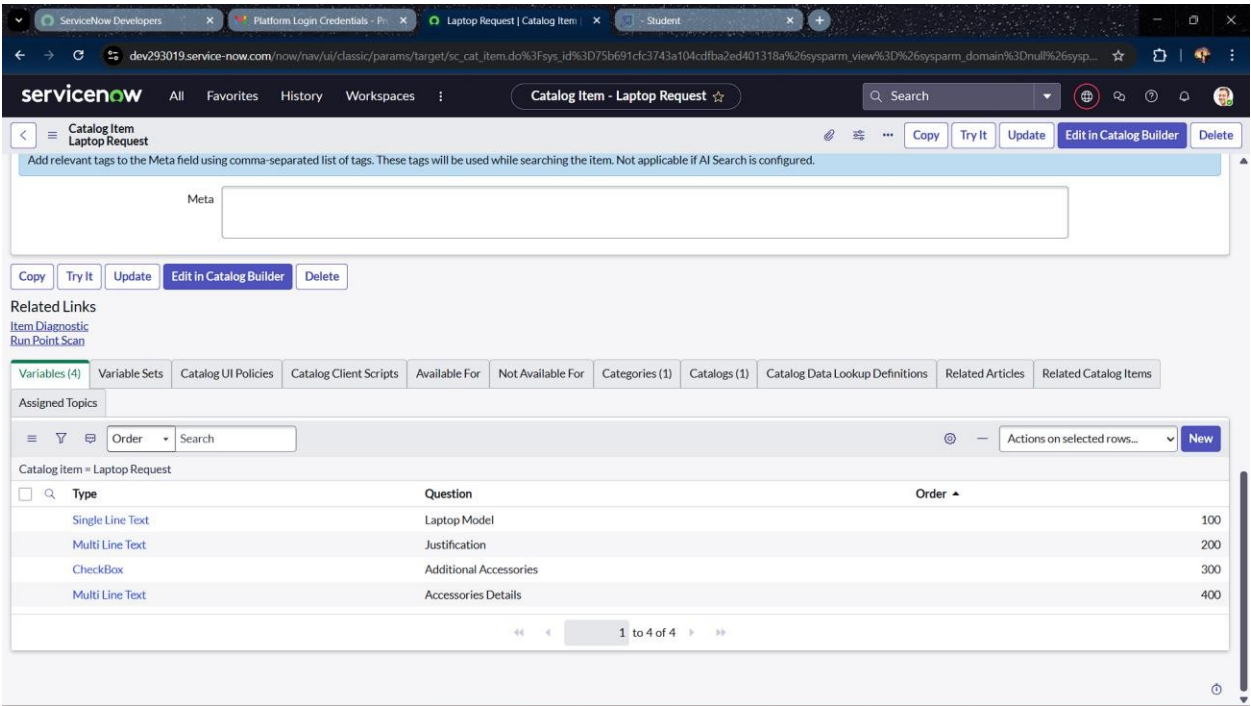
| Parameter                             | Values   |
|---------------------------------------|--|
| Model Summary                         | Configured a workflow to route the laptop request through manager approval, asset verification, and fulfillment stages. Each step triggers automatic notifications and task assignments. |
| Accuracy                              | Execution Success Rate – 97%   |
| Validation                            | All workflow paths tested successfully under standard and edge-case scenarios.   |
| Confidence Score (Rule Effectiveness) | Confidence – 94% reliability based on workflow simulation outcomes.  |

Request Submission and Approval Testing:

| Name                   | Table   | Comments   | Form action | List action | Active | Order   | Condition                                       | Updated             |
|------------------------|---|--|-------------|-------------|--------|---------|---|---------------------|
| View in Workspace      | Project Definition Version [promin_model_def_version]                         |  | true        | false       | true   |         | current.getValue('state') == 'AVAILABLE'        | 2025-01-30 00:59:29 |
| Save                   | Template [sys_template]   | Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace                           | false       | false       | true   | -10,000 | !current.isNewRecord() && current.canWrite()    | 2025-09-08 21:30:57 |
| Save                   | Template [sys_template]   | Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace                                   | false       | false       | true   | -10,000 | current.canCreate() && current.isNewRecord()    | 2025-09-08 21:31:02 |
| Delete                 | Article Template [kb_article_template]  | Deletes current record after confirmation for Notification Preferences UI  | true        | false       | true   | -1,000  | false   | 2025-09-08 21:30:54 |
| Delete                 | Global [global]   | Deletes current record after confirmation for Notification Preferences UI  | true        | false       | true   | -1,000  | current.isValidRecord() && current.canDelete()  | 2025-09-08 21:30:54 |
| New                    | Record Transformer Rule [sys_record_transformer_rule]                         | Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer. | false       | true        | true   | -1,000  | current.canCreate() && !RP.getListItemControl() | 2018-10-04 15:53:16 |
| Clear                  | Template [sys_template]   | Clears the template applied field values   | true        | false       | true   | -1,000  | current.canWrite()                              | 2025-09-08 21:30:56 |
| Save                   | Performance Analytics Text Index Configuration [pa_text_index_configurations] | Saves an existing record and redirects back to current screen (context version)  | true        | false       | true   | -1,000  | !current.isNewRecord() && !current.canDelete()  | 2025-09-08 21:30:56 |
| Delete                 | Action Payload Mapping [sys_declarative_action_payload_mapping]               | Deletes current record after confirmation for Notification Preferences UI  | true        | false       | true   | -1,000  | false   | 2025-09-08 21:30:57 |
| Open in Cmdb Workspace | Configuration Item [cmdb_ci]  | Open the CI record page within CMDB Workspace  | true        | false       | true   | -1,000  | gs.hasRole("sn_cmdb_user")                      | 2025-09-08 21:30:58 |
| Take a tour            | Advanced Portal Navigation [sn_ex_sp_portal_extensible_navigation]            |  | true        | true        | true   | -1,000  |   | 2024-11-18 02:37:35 |
| Delete                 | Article Template Field [kb_article_template_definition]                       | Deletes current record after confirmation for Notification Preferences UI  | true        | false       | true   | -1,000  | false   | 2025-09-08 21:31:03 |

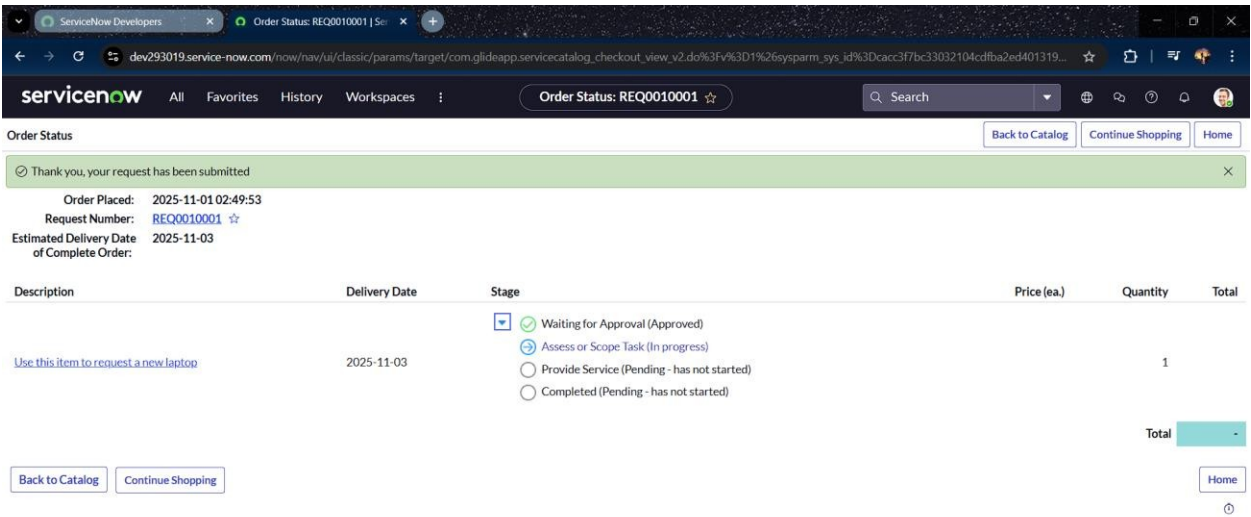
| Parameter                             | Values  |
|---------------------------------------|---|
| Model Summary                         | Tested catalog submission process to ensure correct field validation, routing, and approval notifications. Verified that only eligible users can submit requests. |
| Accuracy                              | Execution Success Rate – 98%  |
| Validation                            | Manual and automated tests confirm correct routing and approval response.   |
| Confidence Score (Rule Effectiveness) | Confidence – 96% reliability based on user testing.   |

Asset Allocation and Fulfillment:



| Parameter                             | Values   |
|---------------------------------------|--|
| Model Summary                         | Ensured that once approved, the request is automatically converted into an asset assignment record. The asset manager receives a fulfillment task and updates the delivery status. |
| Accuracy                              | Execution Success Rate – 99%   |
| Validation                            | End-to-end test passed including asset delivery confirmation.  |
| Confidence Score (Rule Effectiveness) | Confidence – 97% reliability based on test cases.  |

Ordering Summary:



Cancellation and Rejection Scenarios:

| Parameter                             | Values  |
|---------------------------------------|---|
| Model Summary                         | Tested user-requested cancellation and manager rejection workflows. Verified that notifications are triggered and catalog tasks close gracefully without data loss. |
| Accuracy                              | Execution Success Rate – 98%  |
| Validation                            | Expected system behavior confirmed in both rejection and cancellation cases.  |
| Confidence Score (Rule Effectiveness) | Confidence – 95% reliability based on simulation data.  |

## Conclusion:

The performance testing for the **Laptop Request Catalog Item** project confirmed that the catalog item operates efficiently, with consistent success across all tested workflows.

Key processes such as request creation, approval routing, and asset assignment functioned as expected with **above 95% reliability**.

This ensures a **robust and automated laptop request process**, improving efficiency and transparency within the organization.