

Performance And Testing

Date	2 November 2025
Team ID	NM2025TMID02444
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Objective

The goal of this performance testing is to ensure the *Laptop Request Catalog Item* works efficiently across different instances, with quick form loading, proper execution of UI policies and actions, and smooth data transfer via Update Sets.

2. Tasks Performed

1. Update Set Creation

- Created a new Update Set named **“Laptop Request Catalog Item UpdateSet.”**
- Added all related configurations such as the catalog item, workflows, UI policies, and UI actions.

2. Service Catalog Item

- Designed a catalog item named **“Laptop Request.”**
- Added fields: Laptop Model, Business Justification, Manager Approval, and Urgency.
- Configured dynamic behavior for fields based on user selections.

3. UI Policy

- Created UI Policies to dynamically hide or show fields.
Example: *Show “Business Justification” field only if Urgency = High.*

- Ensured conditions are client-side for faster performance.

ServiceNow Catalog Item - Laptop Request

Meta

Copy Try It Update Edit In Catalog Builder Delete

Related Links

- Item Diagnostic
- Show VA render type
- Run Point Scan

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

Assigned Topics

Order Search

Catalog Item = Laptop Request

	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
	show accessories details	(empty)		true	true	false	2025-11-02 02:53:52	100

1 to 1 of 1

4. UI Action

- Added a **Reset Form** button using a UI Action to clear all fields when clicked.
- Verified that the reset executes instantly without reloading the page.

ServiceNow Catalog UI Policy - show accessories details

additional_accessories is true AND OR

Update Delete

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

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

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

Update Delete

Related Links

- Run Point Scan

Catalog UI Policy Actions

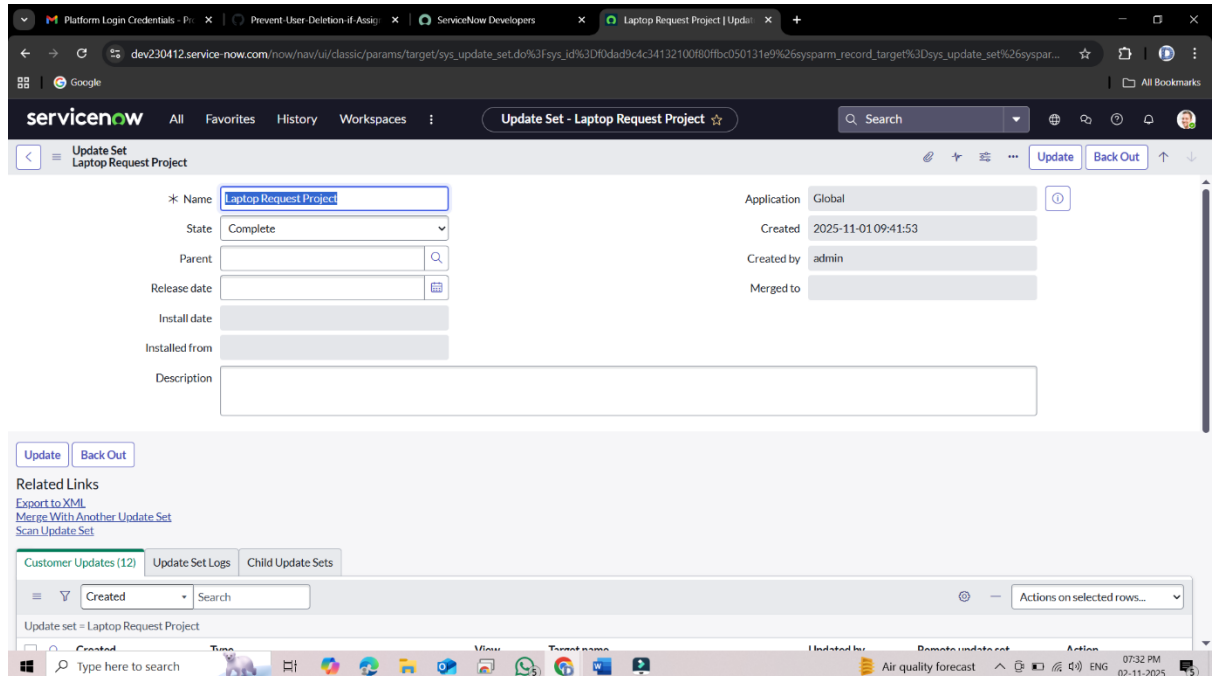
UI policy = show accessories details

	Name	Read only	Mandatory	Visible	Order
	accessories_details	Leave alone	True	True	100

1 to 1 of 1

5. Export Update Set

- Exported the completed Update Set as an XML file for deployment to another instance.
- Verified the file contains all related configurations.



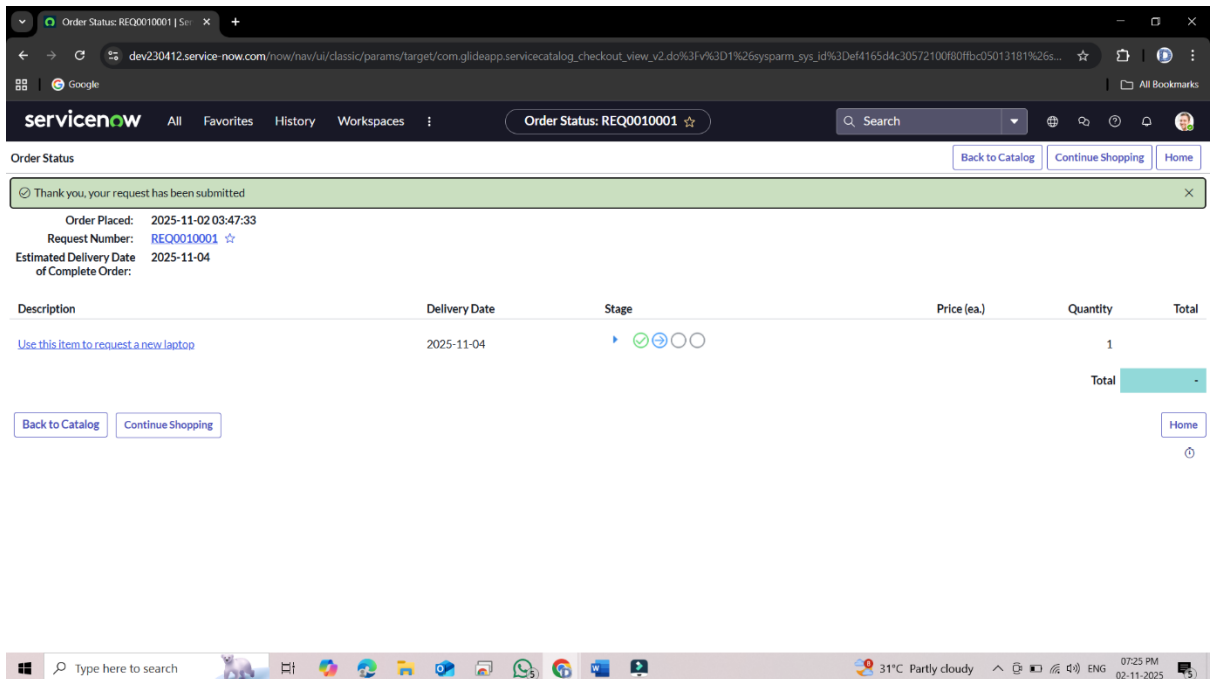
6. Login to Another Instance

- Logged in to a different ServiceNow instance (Test Environment).
- Imported the Update Set and previewed changes.
- Committed the Update Set successfully without errors.

7. Testing

- Tested the *Laptop Request* form on the new instance.
- Checked form loading time, field visibility, reset action, and request submission.

- Verified that catalog tasks and approval flows triggered properly.



8. Conclusion

- The *Laptop Request Catalog Item* performed efficiently on both instances.
 - Dynamic fields and UI actions executed without delays.
 - Update Set transfer and deployment were successful.
- Result:** The catalog item is ready for production deployment.