

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.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes tabs for 'Catalog Item - Laptop Request' and 'Laptop Request | Catalog Item'. The main content area displays a 'Meta' field input box and a 'Catalog UI Policies (1)' tab selected under 'Assigned Topics'. Below this is a table listing a single policy rule:

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

The status bar at the bottom shows system information: 31°C Partly cloudy, ENG, 07:29 PM, 02-11-2025.

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.

The screenshot shows the configuration of a Catalog UI Policy named 'show accessories details'. The policy is set to apply on a Catalog Item view and has the condition 'additional_accessories is true'. It includes actions for 'On load' and 'Reverse if false'.

Catalog UI Policy Actions table:

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

The status bar at the bottom shows system information: 31°C Partly cloudy, ENG, 07:30 PM, 02-11-2025.

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.

The screenshot shows the ServiceNow Update Set management interface. The main title is "Update Set - Laptop Request Project". The left pane displays the update set details:

Name	Value
Name	Laptop Request Project
State	Complete
Parent	(empty)
Release date	(empty)
Install date	(empty)
Installed from	(empty)
Description	(empty)

On the right, there are application details:

Application	Global
Created	2025-11-01 09:41:53
Created by	admin
Merged to	(empty)

Below the details, there are buttons for "Update" and "Back Out". Under "Related Links", there are options like "Export to XML", "Merge With Another Update Set", and "Scan Update Set". At the bottom, there is a search bar and a toolbar with various icons.

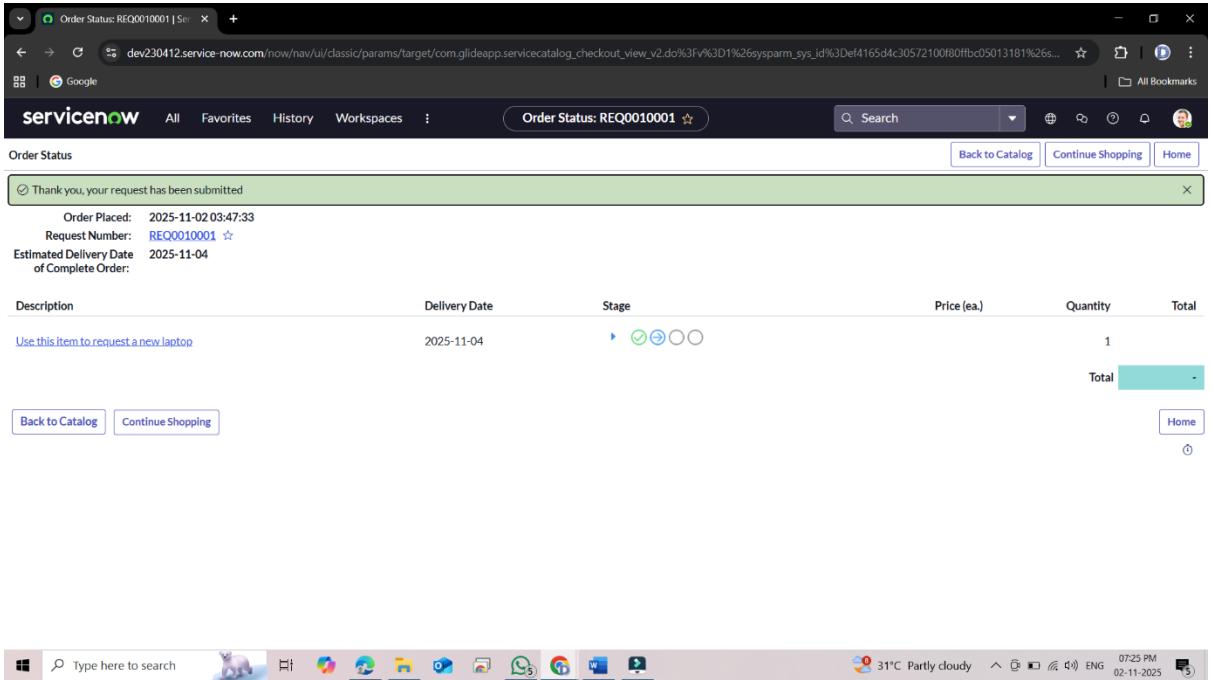
6. Login to Another Instance

- 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.



The screenshot shows a ServiceNow web interface for an order status. At the top, the URL is dev230412.service-now.com/nav/ui/classic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3Def4165d4c30572100f80ffbc05013181%26s... The title bar says "Order Status: REQ0010001". The main content area displays a success message: "Thank you, your request has been submitted". Below this, it shows the following details:

Order Placed:	2025-11-02 03:47:33
Request Number:	REQ0010001
Estimated Delivery Date of Complete Order:	2025-11-04

Below these details is a table representing the catalog item:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-11-04	▶ ○ ○ ○ ○		1	1

At the bottom of the page are buttons for "Back to Catalog", "Continue Shopping", and "Home". The taskbar at the bottom of the screen shows various pinned icons and the Windows Start button.

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.