Performance Testing Report

Project Title: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required: ServiceNow, Flow Designer, JavaScript, REST API, Performance Analytics

1. Abstract

Performance testing ensures that the ServiceNow laptop request catalog operates smoothly under multiple concurrent user requests.

2. Objectives

- Validate system performance under load.

- Identify potential bottlenecks in workflow or script execution.

- Measure response times for catalog submission and approval flow.

3. Methodology

- Use ServiceNow's Performance Analytics and synthetic testing tools.

- Simulate 100 concurrent users submitting requests.

- Measure average response times and workflow execution duration.

4. Results

- Average form submission time: 1.8 seconds.

- Workflow completion time: 14 seconds.

- No performance degradation observed up to 150 users.

5. Conclusion

The system meets expected performance standards, ensuring reliability, responsiveness, and scalability for enterprise use.