

# Performance and Testing

	1 NOVEMBER 2025
	NM2025TMID03056
Date Team ID	Laptop request catalog
Project Name	4 Marks

Maximum Marks

## Model Performance Testing

### User Creation

The screenshot shows a 'Catalog item' creation page. At the top, there's a message about using the Catalog Builder. Below it, a list of required fields: Name (L4), Application (Global), Active (checked), and Fulfillment automation level (Unspecified). The 'Name' field is currently empty. The 'Application' dropdown is set to 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' dropdown is set to 'Unspecified'. Below these fields are optional fields: Catalogs (empty), Category (empty), State (None), Checked out (None), and Owner (System Administrator). At the bottom, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a rich text editor for 'Description'.

All	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.canWri...	2025-06-25 22:49:19
	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.isNewRec...	2025-06-25 22:49:24
	Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-06-25 22:49:16
	Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-06-25 22:49:17
	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() && !BP.getListContro...	2018-10-04 15:53:16
	Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-06-25 22:49:18
	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.canC...	2025-06-25 22:49:18
	Update	Action Payload Mapping	Deletes current record after confirmation	true	false	false	-1,000	false	2025-06-25

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

## Assign Incident To User

The screenshot shows the configuration of a variable named 'Additional Accessories' for a 'Laptop Request 3' catalog item. The variable is set to be active and has a checkbox type. The configuration includes tabs for Question, Type Specifications, Default Value, Auto-populate, Permission, and Availability. In the Question tab, the question is defined as 'Specify the Question that explains the options available to the end user when ordering the item'. The question text is 'Additional Accessories' and the name is also 'Additional accessories'. Other fields like Conversational label and Tooltip are empty. A 'Submit' button is visible at the bottom left.

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

## Service catalog

Name	Laptop Request 3
Catalogs	 Service Catalog
Category	Hardware  
State	-- None --
checked out	-- None --
Owner	System Administrator  

Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.