

Performance and Testing

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

Maximum Marks

Model Performance Testing

User Creation

New record

Build and modify items faster with the improved Catalog Builder.

Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

Catalogs

Category

State


Checked out

Owner

Application

Active☒

Fulfillment automation level

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.canCreated() && current.isNewReco...	2025-06-25 22:49:24
	Delete	Article Template [ib_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.canCreated() && \$!P.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
		Action Padlock Machine	Deletes current record after confirmation						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

Variable
New record






Application: Global
Type: CheckBox
Catalog Item: Laptop Request 3
Order: 300

Active: ☒
Selection Required: ☐
Read only: ☐
Hidden: ☐
Disable automatic slot fill based on user context: ☐

Question: Specify the Question that explains the options available to the end user when ordering the item
* Question: Additional Accessories
* Name: Additional_accessories
Conversational label:
Tooltip:

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	<input type="text" value="Laptop Request 3"/>		
<u>Catalogs</u>		Service Catalog	
<u>Category</u>	<input type="text" value="Hardware"/>		
State	<input type="text" value="-- None --"/>		
checked out	<input type="text" value="-- None --"/>		
Owner	<input type="text" value="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.