

LAPTOP REQUEST CATALOG ITEM

PERFORMANCE TESTING

Team ID: NM2025TMID06464

Team Size: 4

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Objective:

To ensure the *Laptop Request Catalog Item* functions efficiently under varying workloads, maintaining quick response times and reliable performance without failures or lags.

Test Catalog Item:

1. Search for service catalog in application navigator in target instance.
2. Select catalog under service catalog.
3. Select hardware category and search for 'laptop request' item.
4. Select laptop request item and open it.
5. It shows three variables only.
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory.
7. Now see the results, it fulfills our requirements.

Key Activities:

1. **Define Performance Criteria:**
 - ❖ Set benchmarks for acceptable response times (e.g., under 2 seconds per action).
 - ❖ Define acceptable load limits — number of concurrent users and transactions.
2. **Test Environment Setup:**
 - ❖ Prepare a controlled ServiceNow instance that mirrors the production environment.
 - ❖ Configure data and user profiles for realistic test scenarios.

3. Load Testing:

- ❖ Simulate multiple users requesting laptops simultaneously.
- ❖ Measure the system's performance under normal and peak loads.

4. Stress Testing:

- ❖ Push the system beyond expected usage levels to identify breaking points.
- ❖ Observe how the system handles resource exhaustion (CPU, memory, etc.).

5. Scalability Testing:

- ❖ Evaluate how the system scales with additional users or data growth.
- ❖ Ensure it can handle increased demand over time.

6. Monitoring and Analysis:

- ❖ Track response times, CPU utilization, and memory consumption.
- ❖ Identify performance bottlenecks or lagging components.

7. Optimization:

- ❖ Apply improvements such as script optimization, form simplification, or cache tuning.
- ❖ Retest after changes to verify enhancements.

Deliverables:

- ❖ Performance Test Plan
- ❖ Load and Stress Test Reports
- ❖ Identified Issues and Recommendations
- ❖ Final Performance Validation Report

Steps:

This screenshot shows the 'Update Set - Create Laptop Request 2' form in ServiceNow. The form is titled 'Update Set - Create Laptop Request 2' and has a search bar. The form fields are:

- Name: Laptop Request
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

Buttons: Submit, Submit and Make Current

This screenshot shows the 'Catalog Item - New Record' form in ServiceNow. The form is titled 'Catalog Item - New Record' and has a search bar. The form fields are:

- Name: Laptop Request
- Application: Global
- Catalogs: Service Catalog
- Category: Hardware
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Fulfillment automation level: Unspecified

Buttons: Submit, Try It

Item Details: Process Engine, Picture, Pricing, Portal Settings

Short description: Use this item to request a new laptop

Description: (empty)

ServiceNow Catalog UI Policy Action - New Record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Laptop Request	Application	Global
Variable name	accessories_details	Mandatory	True
Order	100	Visible	True
		Read only	Leave alone
		Value action	Leave alone
		Field message type	None

Submit

Activate Windows
Go to Settings to activate Windows.

ServiceNow UI Action - New Record

Name	Reset form	Application	Global
Table	Shopping Cart [sc_cart]	Form button	<input type="checkbox"/>
Order	100	Form context menu	<input type="checkbox"/>
Action name		Form link	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>	Form style	-- None --
Show insert	<input checked="" type="checkbox"/>	List banner button	<input type="checkbox"/>
Show update	<input checked="" type="checkbox"/>	List bottom button	<input type="checkbox"/>
Client	<input checked="" type="checkbox"/>	List context menu	<input type="checkbox"/>
List v2 Compatible	<input checked="" type="checkbox"/>	List choice	<input type="checkbox"/>
List v3 Compatible	<input type="checkbox"/>	List link	<input type="checkbox"/>
Overrides		List style	-- None --
Messages			
Comments			
Hint			
Onclick			
Condition			

Submit

Activate Windows
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UI Action - New Record

Overrides List style -- None --

Messages

Comments

Hint

Onclick

Condition

Script

```
1 function resetForm()
2 {
3     g_form.clearForm();
4     alert("The form has been reset.");
5 }
```

Protection policy -- None --

Workspace Requires role

Activate Windows
Go to Settings to activate Windows.

Update Set - Laptop Request

* Name Laptop Request Application Global

State Complete Created 2025-10-30 09:10:39

Parent Created by admin

Release date Merged to

Install date

Installed from

Description

Update

Related Links
[Merge With Another Update Set](#)
[Scan Update Set](#)

Customer Updates (10) Update Set Logs Child Update Sets Install History

Created Search Actions on selected rows...

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-30 22:25:00	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT OR UPDATE
2025-10-30 09:22:21	Catalog UI Policy		Show accessories details	admin	(empty)	INSERT OR UPDATE
2025-10-30 09:20:32	Variable		Accessories Details	admin	(empty)	INSERT OR UPDATE

ServiceNow interface showing the "Update Set - Laptop Request" page. The page includes a search bar, a list of related links, and a table of update set items.

Update Set - Laptop Request

Update

Related Links

- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Created | Search

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-30 22:25:00	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:22:21	Catalog UI Policy		Show accessories details	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:20:32	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:18:39	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:17:21	Variable		Justification	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:16:02	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPD
2025-10-30 09:14:34	Catalog Item		Laptop Request	system	(empty)	INSERT_OR_UPD
2025-10-30 09:14:33	Catalog Items Catalog		Service Catalog.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-30 09:14:33	Catalog Item Category		Hardware.Laptop Request	admin	(empty)	INSERT_OR_UPDATE
2025-10-30 22:29:24	UI Action		Reset form	admin	(empty)	INSERT_OR_UPDATE

1 to 10 of 10

Activate Windows
Go to Settings to activate Windows.

ServiceNow interface showing the "Update Set - Laptop Request" page. The page includes a search bar, a list of related links, and a table of update set items.

Update Set - Laptop Request

Update

Related Links

- [Export to XML](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Created | Search

Update set = Laptop Request

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-30 22:25:00	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2025-10-30 09:22:21	Catalog UI Policy		Show accessories details	admin	(empty)	INSERT_OR_UPDATE

1 to 10 of 10

Activate Windows
Go to Settings to activate Windows.

ServiceNow Developers | Laptop Request | Retrieved Up...

dev310386.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsys_id%3D26e9de7c37c72105a08153ed4013128%26sysparm_record_target%3...

servicenow All Favorites History Admin Retrieved Update Set - Laptop Requi... Search

Retrieved Update Set
Laptop Request

After committing this update set, ens...

Update Set Preview

Succeeded 100%

Success! - Succeeded in 1 Second

Close

Close

Name L...
Application G...
Update source...
Parent...
State Previewed
Loaded 2025-10-30 22:39:37
Description...
Application name Global

Update Delete Preview Update Set

Related Links
Export to XML

Customer Updates (10) Child Update Sets

Name Search

Remote update set = Laptop Request

Name Type Target name Table View Action

Type here to search

06:04
31-10-2025

ServiceNow Developers | Laptop Request | Retrieved Up...

dev310386.service-now.com/now/nav/ui/classic/params/target/sys_remote_update_set.do%3Fsysparm_nostack%3Dtrue%26sys_id%3D26e9de7c37c72105a08153ed4013128...

servicenow All Favorites History Admin Retrieved Update Set - Laptop Requi... Search

Retrieved Update Set
Laptop Request

Update Delete

Related Links
Show Commit Log
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search

Remote update set = Laptop Request

Name	Type	Target name	Table	View	Action
catalog_ui_policy_action_e77631a3c37c72105a08153ed401311f	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
catalog_ui_policy_b1338b53c33832105a08153ed401312e	Catalog UI Policy	Show accessories details			INSERT_OR_UPDATE
item_option_new_38d20f13c33832105a08153ed4013144	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_4b520f9fc3f432105a08153ed40131d4	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_8512c3dfc3f432105a08153ed4013150	Variable	Justification			INSERT_OR_UPDATE
item_option_new_9bf14f9fc3f432105a08153ed40131cc	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_a4510b5fc3f432105a08153ed401314a	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_65a1079fc3f432105a08153ed4013190	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_a9a1079fc3f432105a08153ed4013198	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_962739e3c37c72105a08153ed4013156	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 10 of 10

Activate Windows
Go to Settings to activate Windows.

06:05
31-10-2025

Platform Login Credentials - Pri... x Student x ServiceNow Developers x Laptop Request | ServiceNow x +

dev310386.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3Da4510b5fc3f432105a08153ed401314a%26sys...

servicenow All Favorites History Workspaces Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Activate Windows

Go to Settings to activate Windows.

Type here to search

06:10 31-10-2025

Platform Login Credentials - Pri... x Student x ServiceNow Developers x Laptop Request | ServiceNow x +

dev310386.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3Da4510b5fc3f432105a08153ed401314a%26sys...

servicenow All Favorites History Workspaces Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

* Accessories Details

Order this Item

Quantity 1

Delivery time 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Activate Windows

Go to Settings to activate Windows.

Type here to search

06:10 31-10-2025

Conclusion:

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency. This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.