

# *LAPTOP REQUEST*

## *CATALOG ITEM*

### **PERFORMANCE TESTING**

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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.

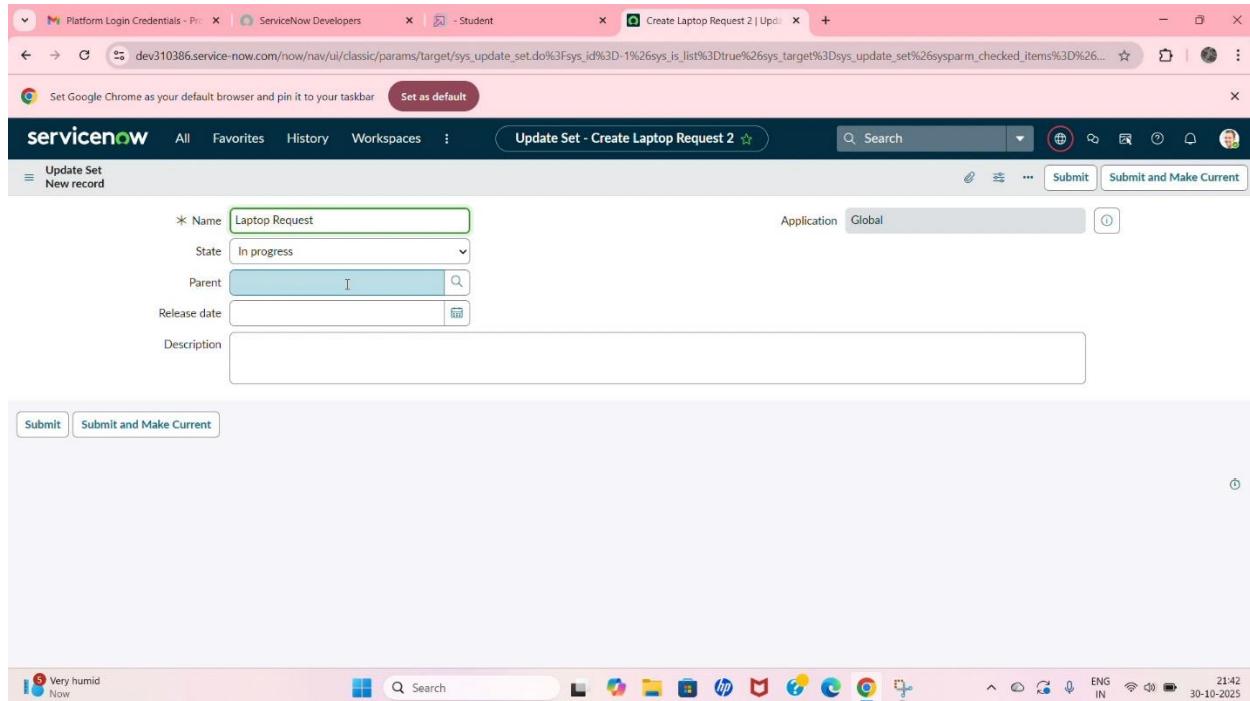
### **7. Optimization:**

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

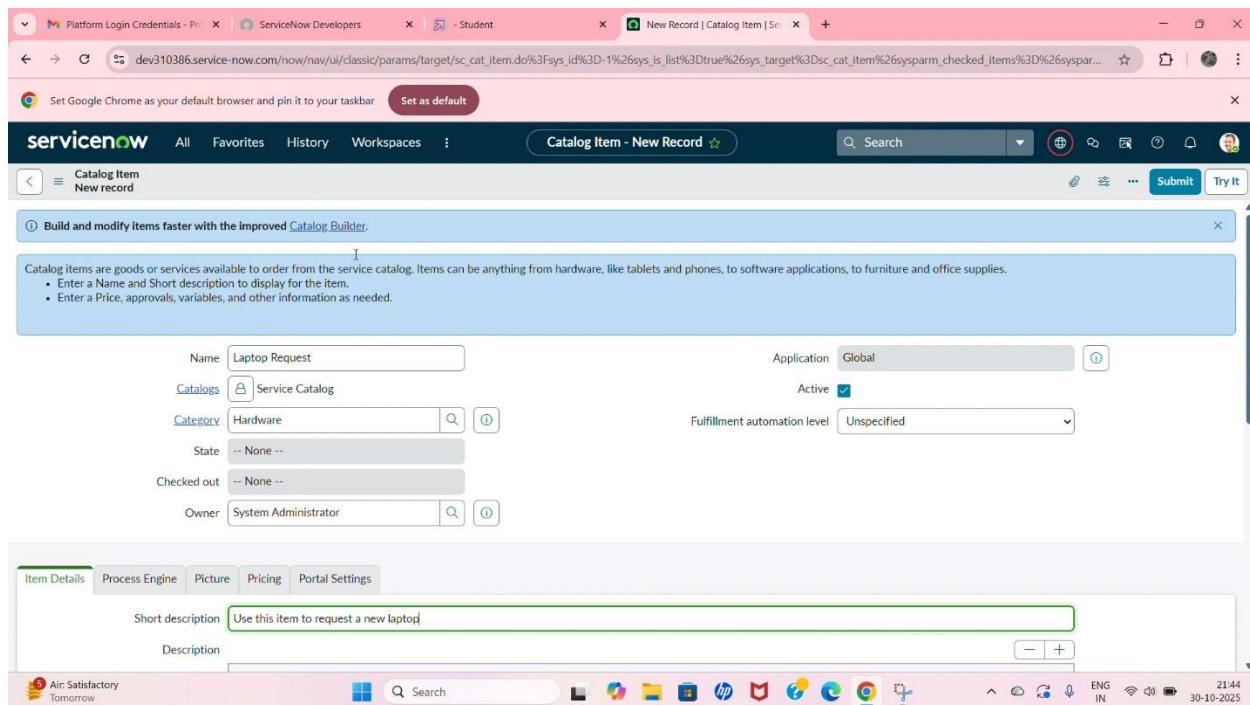
## **Deliverables:**

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

## Steps:



The screenshot shows the 'Update Set - Create Laptop Request 2' screen in ServiceNow. The page title is 'Update Set - Create Laptop Request 2'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Search', and 'Submit' buttons. The main form has fields for 'Name' (Laptop Request), 'State' (In progress), 'Parent' (empty), 'Release date' (empty), and 'Description' (empty). Below the form are 'Submit' and 'Submit and Make Current' buttons. The status bar at the bottom shows 'Very humid Now' and the date '30-10-2025'.



The screenshot shows the 'Catalog Item - New Record' screen in ServiceNow. The page title is 'Catalog Item - New Record'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Search', and 'Submit' buttons. A message bar at the top says 'Build and modify items faster with the improved Catalog Builder.' The main form has fields for 'Name' (Laptop Request), 'Catalog' (Service Catalog), 'Category' (Hardware), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). The 'Active' checkbox is checked. Below the form are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. Under 'Item Details', there is a 'Short description' field containing 'Use this item to request a new laptop'. The status bar at the bottom shows 'Air: Satisfactory' and the date '30-10-2025'.

Servicenow - Catalog UI Policy Action - New Record

Catalog Item: Laptop Request

Variable name: accessories\_details

Order: 100

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

Submit

Activate Windows  
Go to Settings to activate Windows.

Type here to search

Servicenow - UI Action - New Record

Name: Reset form

Table: Shopping Cart [sc\_cart]

Order: 100

Action name:

Active:

Show insert:

Show update:

Client:

List v2 Compatible:

List v3 Compatible:

Overrides:

Messages:

Comments:

Hint:

Onclick:

Condition:

Application: Global

Form button:

Form context menu:

Form link:

Form style: -- None --

List banner button:

List bottom button:

List context menu:

List choice:

List link:

List style: -- None --

Activate Windows  
Go to Settings to activate Windows.

Type here to search

Screenshot of the ServiceNow UI Action - New Record page.

**UI Action - New Record**

Overrides:  List style: -- None --

Messages:

Comments:

Hint:

Onclick:

Condition:

Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record, gs.hasRole("admin") condition restricts the UI Action to the users with admin role.

Script:

```

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

```

Protection policy: -- None --

Activate Windows: Go to Settings to activate Windows.

Workspace Requires role

Screenshot of the ServiceNow Update Set - Laptop Request page.

**Update Set - Laptop Request**

* Name: Laptop Request	Application: Global
State: Complete	Created: 2025-10-30 09:10:39
Parent: <input type="text"/>	Created by: admin
Release date: <input type="text"/>	Merged to: <input type="text"/>
Install date: <input type="text"/>	
Installed from: <input type="text"/>	
Description: <input type="text"/>	

**Update**

**Related Links**

- Merge With Another Update Set
- Scan Update Set

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

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)	Activate Vi	INSERT_OR_UPDATE
2025-10-30 09:22:21	Catalog UI Policy	Show accessories details	admin	(empty)	Go to Settings to activate Windows.	INSERT_OR_UPDATE
2025-10-30 09:20:32	Variable	Accessories Details	admin	(empty)		INSERT_OR_UPDATE

Activate Windows: Go to Settings to activate Windows.

Windows Taskbar: Type here to search, Start button, Task View, File Explorer, Edge, File Manager, Mail, 00:38, ENG, 31-10-2025

Screenshot of the ServiceNow Update Set - Laptop Request page.

**Related Links:**

- Merge With Another Update Set
- Scan Update Set

**Customer Updates (10)**

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.

**Downloads:**

- sys\_remote\_update\_set\_26e9fde7c37c72105a08153ed40131f6%26sysparm\_record\_target%3Dsys... 3128.xml could harm your device. Do you want to keep it anyway?
- ScreenRec\_webinstall\_all.exe

**Actions on selected rows...**

Screenshot of the ServiceNow Update Set - Laptop Request page.

**Related Links:**

- Export to XML
- Merge With Another Update Set
- Scan Update Set

**Customer Updates (10)**

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

**Activate Windows**  
Go to Settings to activate Windows.

The screenshot shows the ServiceNow web interface for a 'Retrieved Update Set - Laptop Request' record. The main title bar says 'Retrieved Update Set - Laptop Request'. The page displays various fields for the update set, including Name, Application, Update source, Parent, State (set to 'Previewed'), Loaded date (2025-10-30 22:39:37), Description, and Application name (Global). A prominent message box in the center says 'Success! - Succeeded in 1 Second'. Below the message box are buttons for 'Close' and 'Close' (with a green checkmark icon). At the bottom left, there are buttons for 'Update', 'Delete', and 'Preview Update Set' (which is currently selected). On the right side, there's a vertical toolbar with icons for search, history, and other functions. The bottom navigation bar includes links for 'Customer Updates (10)', 'Child Update Sets', and 'Actions on selected rows...'. The status bar at the bottom right shows the date as 31-10-2025.

ServiceNow Developers x Laptop Request | Retrieved Up... +

dev310386.service-now.com/nav/uiclassic/params/target/sys\_remote\_update\_set.do?sysparm\_nostack=3Dtrue%26sys\_id=3D26e9fde7c37c72105a08153ed4013128... Incognito

Retrieved Update Set - Laptop Requ... Search

Retrieved Update Set Laptop Request

Related Links  
Show Commit Log  
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search Actions on selected rows...

Remote update set = Laptop Request

<input type="checkbox"/>	Name	Type	Target name	Table	View	Action
<input type="checkbox"/>	catalog_ui_policy_action_e77631a3c37c72105a08153ed401311f	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
<input type="checkbox"/>	catalog_ui_policy_b1338b53c33832105a08153ed401312e	Catalog UI Policy	Show accessories details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_38d20f13c33832105a08153ed4013144	Variable	Accessories Details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_4b520fdfc3f432105a08153ed40131d4	Variable	Additional Accessories			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_8512c3dfc3f432105a08153ed4013150	Variable	Justification			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_9bf149fc3f432105a08153ed40131cc	Variable	Laptop Model			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_a4510b5fc3f432105a08153ed401314a	Catalog Item	Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_catalog_65a1079fc3f432105a08153ed4013190	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_category_a9a1079fc3f432105a08153ed4013198	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sys_ui_action_962739e3c37c72105a08153ed4013156	UI Action	Reset form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

Activate Windows  
Go to Settings to activate Windows.

Platform Login Credentials - P... - Student | ServiceNow Developers | Laptop Request | ServiceNow

dev310386.service-now.com/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do?3Fv%3D1%26sysparm\_id%3Da4510b5fc3f432105a08153ed401314a%26sy...

**Laptop Request**

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.



Platform Login Credentials - P... - Student | ServiceNow Developers | Laptop Request | ServiceNow

dev310386.service-now.com/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do?3Fv%3D1%26sysparm\_id%3Da4510b5fc3f432105a08153ed401314a%26sy...

**Laptop Request**

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.



## **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.