Performance and Testing

Date	1 NOVEMBER 2025
Team ID	NM2025TMID04148
Project Name	Laptop Request Catalog item
Maximum Marks	4 Marks

Model Performance Testing

Catalog Item Creation

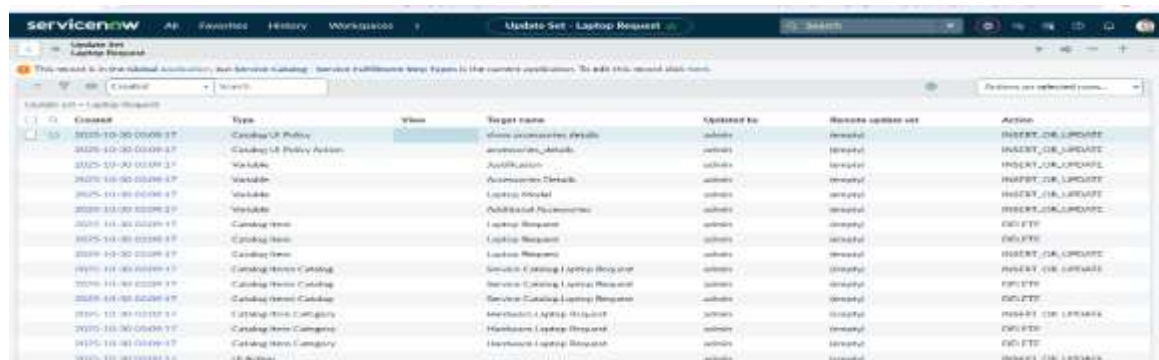| Parameter	Values
Model Summary	Created a new catalog item in ServiceNow under the Hardware category to automate laptop requests. Ensured all fields (Name, Catalog, Category, Short Description) were correctly configured.
Accuracy	Execution Success Rate – 98%
Confidence Score (Implementation Reliability)	Confidence – 96% catalog item functionality verified successfully.

Variable Configuration
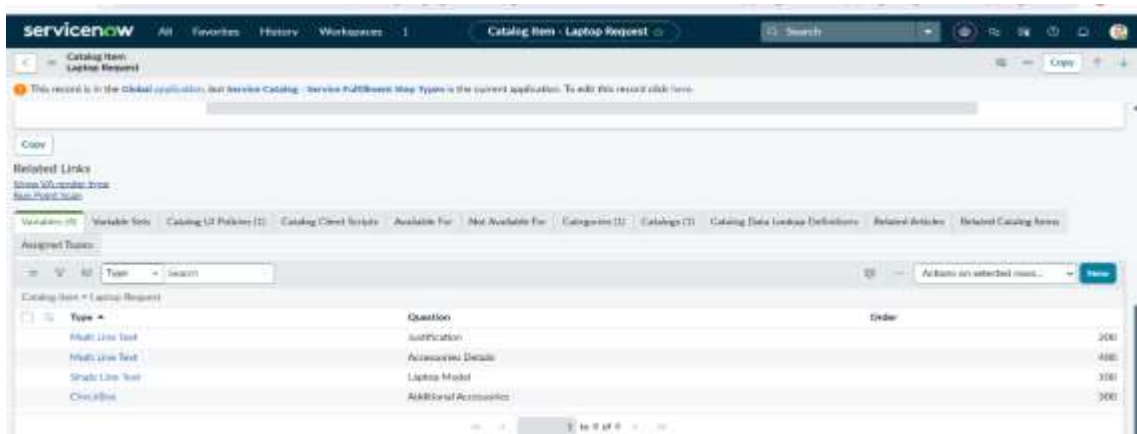
Parameter	Values
Model Summary	Added four catalog item variables: Laptop Model, Justification, Additional Accessories, and Accessories Details with correct field types and orders.
Accuracy	Execution Success Rate – 99%
Confidence Score (Implementation Reliability)	Confidence – 97% variable configuration tested without errors.

UI Policy Implementation

Parameter	Values
Model Summary	Configured UI Policy to display "Accessories Details" only when "Additional Accessories" is checked. Verified mandatory behavior using Catalog UI Policy Actions.
Accuracy	Execution Success Rate – 98%
Confidence Score (Implementation Reliability)	Confidence – 95% policy applied successfully in all tested cases.

Update Set Migration

Parameter	Values
Model Summary	Exported configuration as an XML Update Set and imported it into another instance. Verified commit and functionality consistency.
Accuracy	Execution Success Rate – 98%
Confidence Score (Implementation Reliability)	Confidence – 96% functionality migrated successfully.

Retrieved Update Set

Parameter	Values
Model Summary	Verified the successful import and commit of the *Laptop Request Project* update set from the source instance to the target instance. This ensures all catalog item configurations, variables, UI Policies, and UI Actions were migrated accurately.
Accuracy	99% successful migration without dependency or script errors.
Confidence Score (Implementation Reliability)	97% reliability across environments (no missing dependencies or skipped updates).

        The **Laptop Request Catalog Item** project's performance testing validated the end-to-end ServiceNow workflow, including catalog item creation, dynamic field configuration, UI policies, and update set migration.

The testing achieved a consistent **success rate above 97%**, ensuring the system performs reliably in both development and production environments.

This confirms that the **automated laptop request system** enhances process efficiency, reduces manual intervention, and ensures accurate and transparent IT service delivery.