

## Performance And Testing

Date	2 November 2025
Team ID	NM2025TMID04710
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

### 1. Objective

The goal of this performance testing is to ensure the *Laptop Request Catalog Item* works efficiently across different instances, with quick form loading, proper execution of UI policies and actions, and smooth data transfer via Update Sets.

### 2. Tasks Performed 1. Update Set Creation

- Created a new Update Set named “**Laptop Request Catalog Item UpdateSet**.”
- Added all related configurations such as the catalog item, workflows, UI policies, and UI actions.

### 2. Service Catalog Item

- Designed a catalog item named “**Laptop Request**.”
- Added fields: Laptop Model, Business Justification, Manager Approval, and Urgency.
- Configured dynamic behavior for fields based on user selections.

### 3. UI Policy

- Created UI Policies to dynamically hide or show fields.  
Example: Show “Business Justification” field only if Urgency = High.
- Ensured conditions are client-side for faster performance.

## 4. UI Action

- Added a **Reset Form** button using a UI Action to clear all fields when clicked.
- Verified that the reset executes instantly without reloading the page.

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

## 5. Export Update Set

- Exported the completed Update Set as an XML file for deployment to another instance.
- Verified the file contains all related configurations.

The screenshot shows the ServiceNow interface for managing an update set. The main title is "Update Set - Laptop Request Project". The top section displays the following fields:

* Name: Laptop Request Project	Application: Global
State: Complete	Created: 2025-11-01 09:41:53
Parent: [empty]	Created by: admin
Release date: [empty]	Merged to: [empty]
Install date: [empty]	
Installed from: [empty]	
Description: [empty]	

Below the form, there are "Update" and "Back Out" buttons. Under "Related Links", there are links to "Export to XML", "Merge With Another Update Set", and "Scan Update Set". A "Customer Updates (12)" tab is selected, showing a list of 12 items. The bottom of the screen shows the Windows taskbar with various pinned icons and the system tray.

## 6. Login to Another Instance

- Logged in to a different ServiceNow instance (Test Environment).
- Imported the Update Set and previewed changes.
- Committed the Update Set successfully without errors.

## 7. Testing

- Tested the *Laptop Request* form on the new instance.
- Checked form loading time, field visibility, reset action, and request submission.
- Verified that catalog tasks and approval flows triggered properly.

The screenshot shows a ServiceNow web interface for an order status. At the top, the URL is dev230412.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicelog\_checkout\_view\_v2.do%3fv%3D1%26sysparm\_sys\_id%3Def4165d4c30572100f80ffbc05013181%26... . The title bar says "Order Status: REQ0010001". The main content area displays the following information:

Order Status

Thank you, your request has been submitted.

Order Placed: 2025-11-02 03:47:33  
Request Number: [REQ0010001](#) ★  
Estimated Delivery Date: 2025-11-04  
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2025-11-04	▶		1	

Buttons at the bottom: Back to Catalog, Continue Shopping, Home.

At the very bottom of the screen, the Windows taskbar is visible with icons for File Explorer, Edge, Google Chrome, and others. The system tray shows the date (02-11-2025), time (07:25 PM), temperature (31°C), and weather (Partly cloudy).

## 8. Conclusion

- The *Laptop Request Catalog Item* performed efficiently on both instances.
  - Dynamic fields and UI actions executed without delays.
  - Update Set transfer and deployment were successful.
- Result:** The catalog item is ready for production deployment.