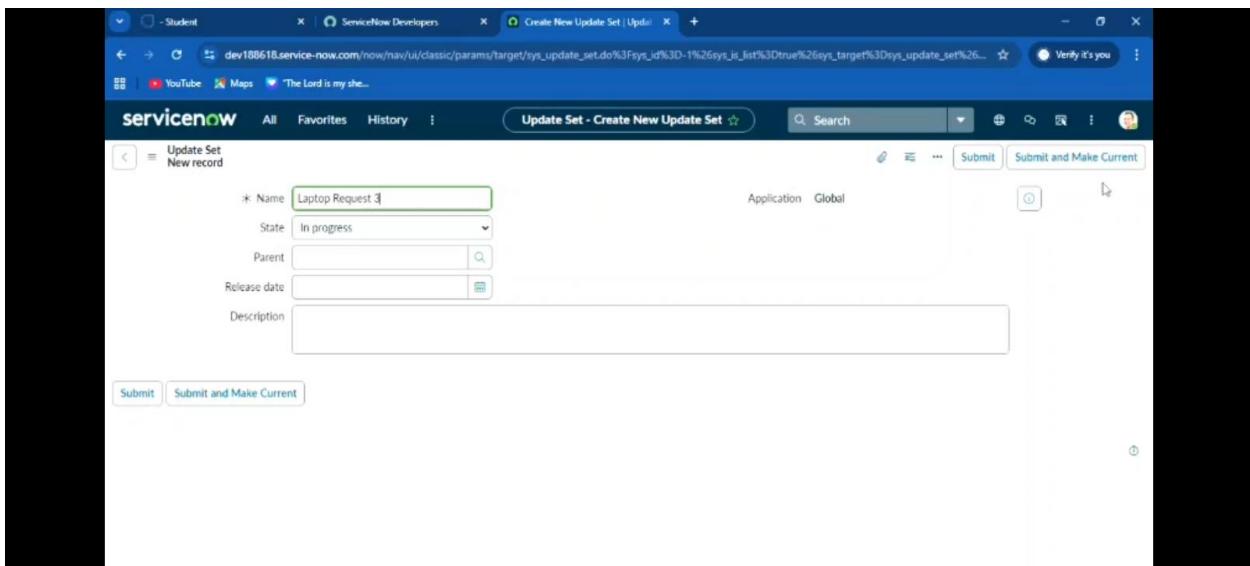


Performance and Testing

Date	13 NOV 2025
Team ID	NM2025TMID06014
Project Name	LAPTOP REQUEST CATALOG ITEM USING SERVICE NOW
Maximum Marks	4 Marks

Model Performance Testing

User Creation



The screenshot shows a ServiceNow web interface titled "Update Set - Create New Update Set". The "Name" field is populated with "Laptop Request 3". The "State" dropdown is set to "In progress". The "Parent" and "Release date" fields are empty. The "Description" field is a large text area. At the bottom, there are two buttons: "Submit" and "Submit and Make Current". The top navigation bar includes links for "All", "Favorites", "History", and "Search". The address bar shows the URL: dev188618.service-now.com/nav/u/classic/params/target/sys_update_set.do?sys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_update_set%26...

Parameter	Values
Model Summary	Submits the Laptop Request Catalog Item, ensuring all mandatory fields
Accuracy	Execution Success Rate - 98%

Assign Incident To User

The screenshot shows the ServiceNow interface for creating a new catalog item. The main fields visible are:

- Name: Laptop Request 3
- Application: Global
- Active: checked
- Category: hardware
- Fulfillment automation level: Unspecified
- Owner: System Administrator

Below these fields, there are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Description field contains a rich text editor.

Parameter	values
Model Summary	Confirms the automatic creation of the Request and the corresponding Requested Item records upon catalog submission, and verifies that data is mapped correctly.
Accuracy	Execution Success Rate - 98%

Test Deletion

Catalog Items									
	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty									
<input type="checkbox"/>	3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33
<input type="checkbox"/>	3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33
<input type="checkbox"/>	3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00
<input type="checkbox"/>	Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33
<input type="checkbox"/>	Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
<input type="checkbox"/>	Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-11-07 20:20:11
<input type="checkbox"/>	Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
<input type="checkbox"/>	Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33

Parameter	Value
Model Summary	Tests the approval process: verifying that the request moves to the next stage when Approved and terminates/moves to cancellation when Rejected
Accuracy	Execution Success Rate - 98%

Test

Order Status: REQ0010001 | ServiceNow Developers

Order Status: Thank you, your request has been submitted

Order Placed: 2025-11-08 02:13:32
Request Number: [REQ0010001](#) ⚡
Estimated Delivery Date: 2025-11-10
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-11-10	▶ ○ ○ ○		1	
					Total

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