

## Performance and Testing

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

### Model Performance Testing

#### User Creation

The screenshot shows the ServiceNow 'Create New Update Set' form. The form is titled 'Update Set - Create New Update Set' and has a search bar. The form fields are:

- Name: Laptop Request 3
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form, there are two buttons: 'Submit' and 'Submit and Make Current'.

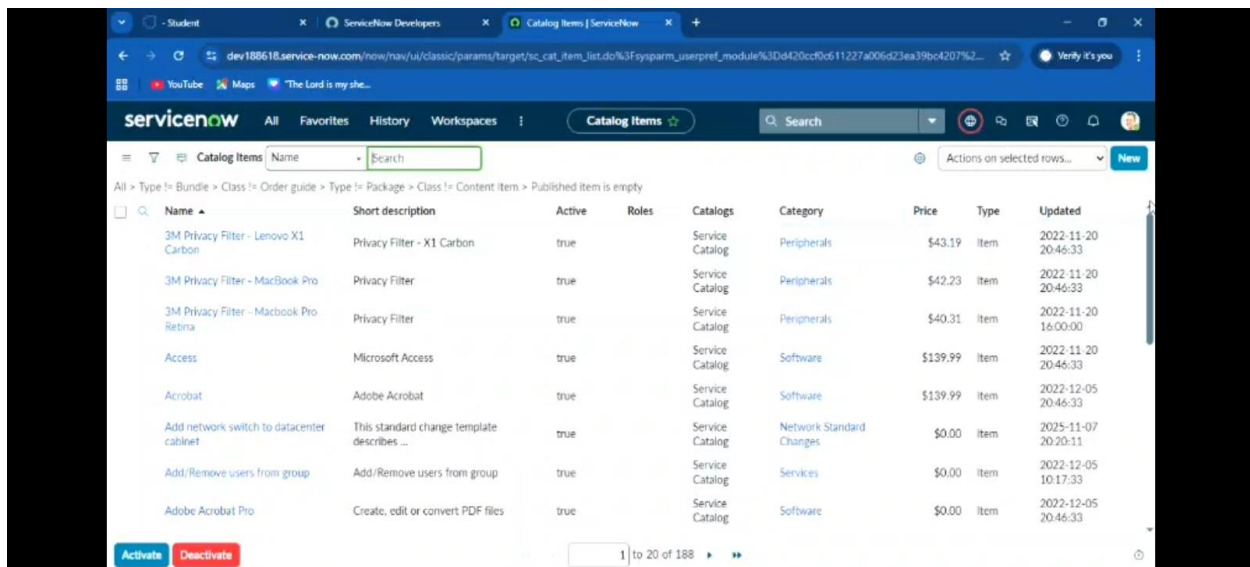
Parameter	Values
Model Summary	Submits the Laptop Request Catalog Item, ensuring all mandatory fields
Accuracy	<b>Execution Success Rate - 98%</b>

## Assign Incident To User

The screenshot shows the ServiceNow 'Catalog Item - New Record' form. The form is for creating a new catalog item. The 'Name' field is 'Laptop Request 3'. The 'Application' is 'Global'. The 'Active' checkbox is checked. The 'Fulfillment automation level' is 'Unspecified'. The 'Catalog' dropdown is set to 'Service Catalog'. The 'State' dropdown is set to 'Hardware'. The 'Checked out' dropdown is set to 'Hardware Asset'. The 'Owner' dropdown is set to 'System Administrator'. The 'Short description' field is empty. The 'Description' field is empty. The 'Item Details' tab is selected.

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

## Test Deletion



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

## Test

