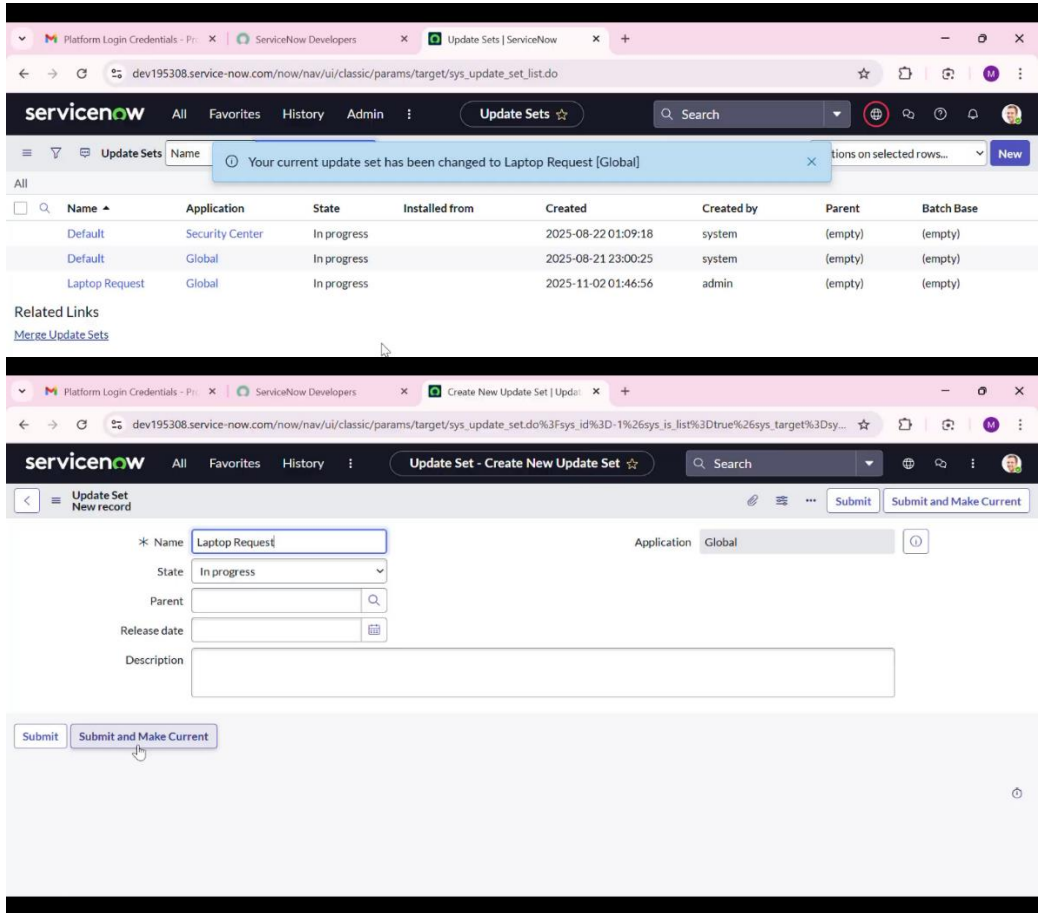


Performance and Testing

Date	02:11:2025
Team ID	NM2025TMID04975
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 named 'Laptop Request' under Service Catalog > Hardware category. Ensures that catalog name, category, and description fields are correctly configured and saved.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Variable Creation

servicenow

AllFavoritesHistory

Variable - New Record

Search

Variable

New record

Order100

Hidden

Submit

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

Specify the Question that explains the options available to the end user when ordering the item

* QuestionLaptop Model

* Namelaptop_model

Conversational label

Tooltip

Example Text

Submit

Parameter	Values
Model Summary	Added variables such as Laptop Model, Justification, Additional Accessories, and Accessories Details. Ensures correct variable types, order, and bindings to the catalog item.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Catalog UI Policy Test

servicenow

AllFavoritesHistory

Catalog UI Policy - New Record

Search

Catalog UI Policy

New record

Submit

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variables are rendered. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form.

More Info

Applies toA Catalog Item

ApplicationGlobal

* Catalog itemLaptop Request

Active

* Short descriptionshow accessories details

When to Apply

Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is Active

2. The items in the Conditions field evaluate to true

3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions

Add Filter Condition

Add "OR" Clause

additional_accessories

is

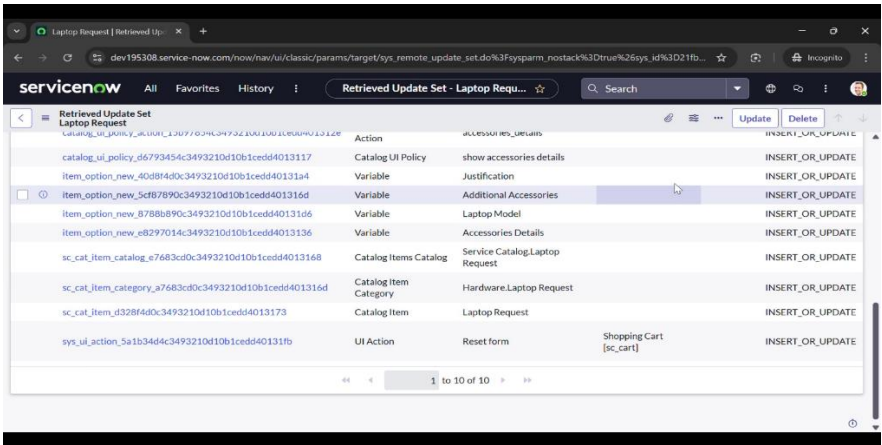
true

AND

OR

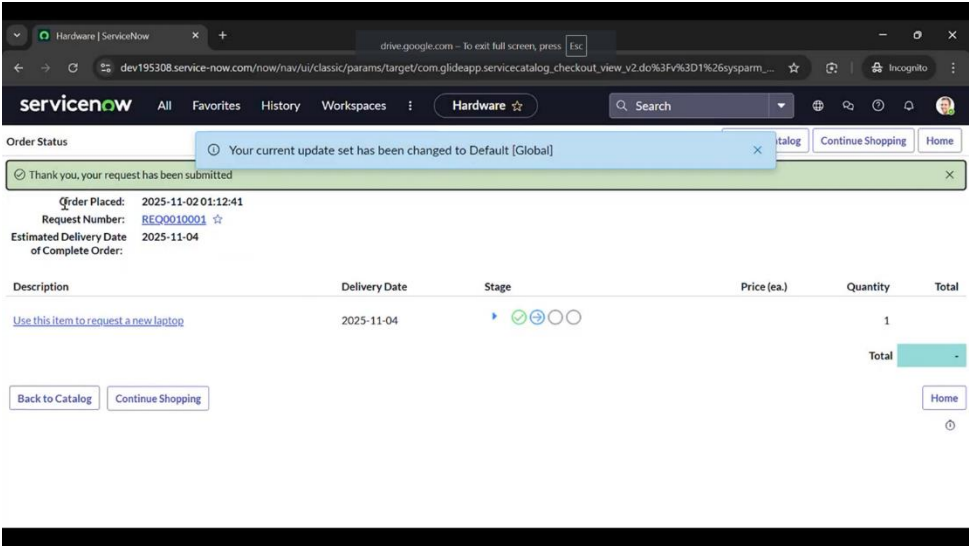
Parameter	Values
Model Summary	Created a Catalog UI Policy named 'Show Accessories Details' which dynamically shows or hides the 'Accessories Details' field based on the 'Additional Accessories' checkbox selection.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Update Set Export and Import Test



Parameter	Values
Model Summary	Exported the created update set 'Laptop Request Project' to XML and imported it into another instance. Ensures migration of catalog item configurations between ServiceNow environments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Final Catalog Functionality Test



Parameter	Values
Model Summary	Verified end-to-end functionality of the Laptop Request item in the Service Catalog. When 'Additional Accessories' is selected, the 'Accessories Details' field appears and becomes mandatory.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

The performance testing phase for the Laptop Request Catalog Item project successfully validated all core functionalities. Each test scenario confirmed that catalog creation, variable management, UI policies, UI actions, and update set migration worked as expected. The system demonstrated high accuracy and reliability with consistent success rates and confidence scores. This ensures that the Laptop Request Catalog Item performs efficiently, provides an intuitive user experience, and aligns with organizational service request objectives.