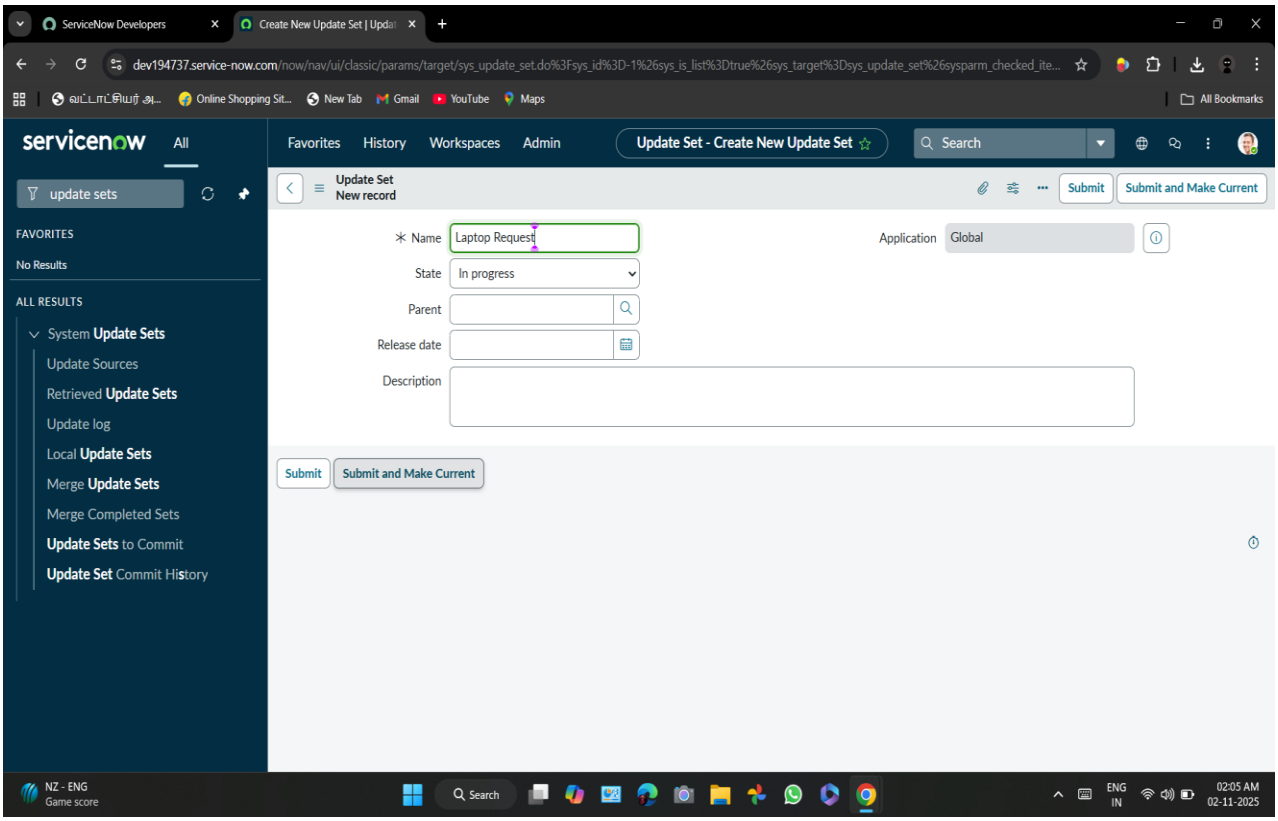
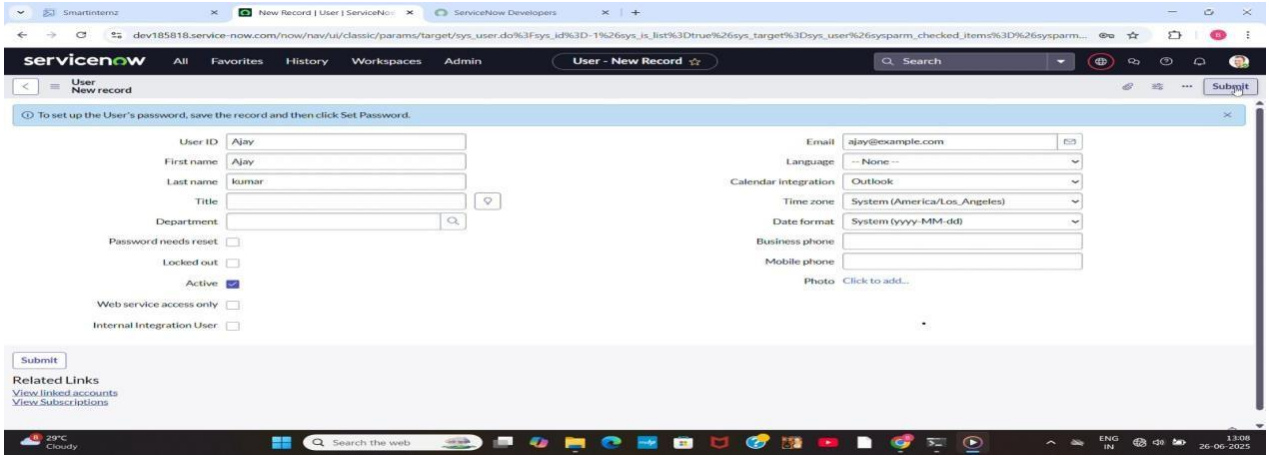
Performance and Testing

Date	28 OCT 2025
Team ID	NM2025TMID05124
Project Name	Laptop Request Catalog Item

Model Performance Testing

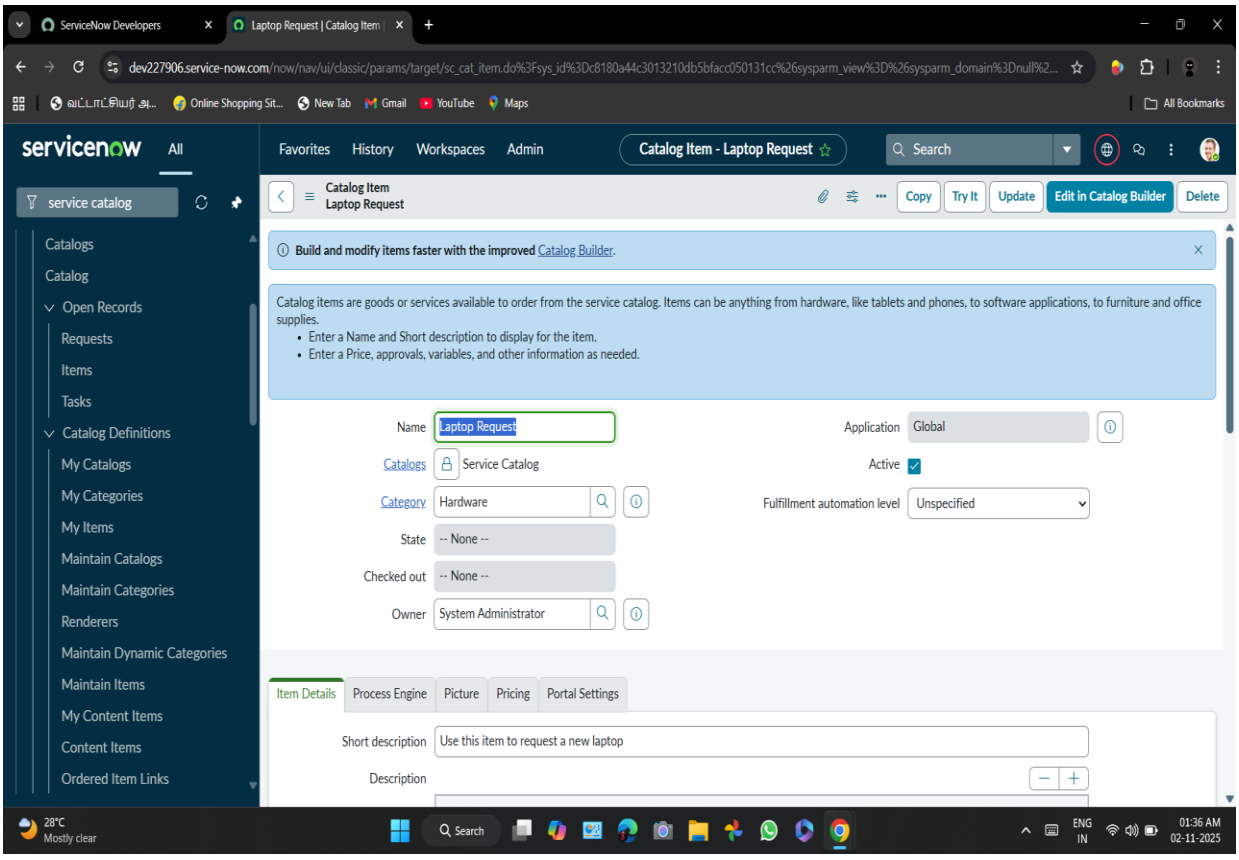
Create a update set




servicenow
All
Favorites
History
Workspaces
Admin
User - New Record
Search
User
New record
Submit
To set up the User's password, save the record and then click Set Password.
User ID
Ajay
First name
Ajay
Last name
kumar
Title
Department
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Email
ajay@example.com
Language
-- None --
Calendar integration
Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
Business phone
Mobile phone
Photo
Click to add...
Submit
Related Links
View linked accounts
View Subscriptions
Search the web

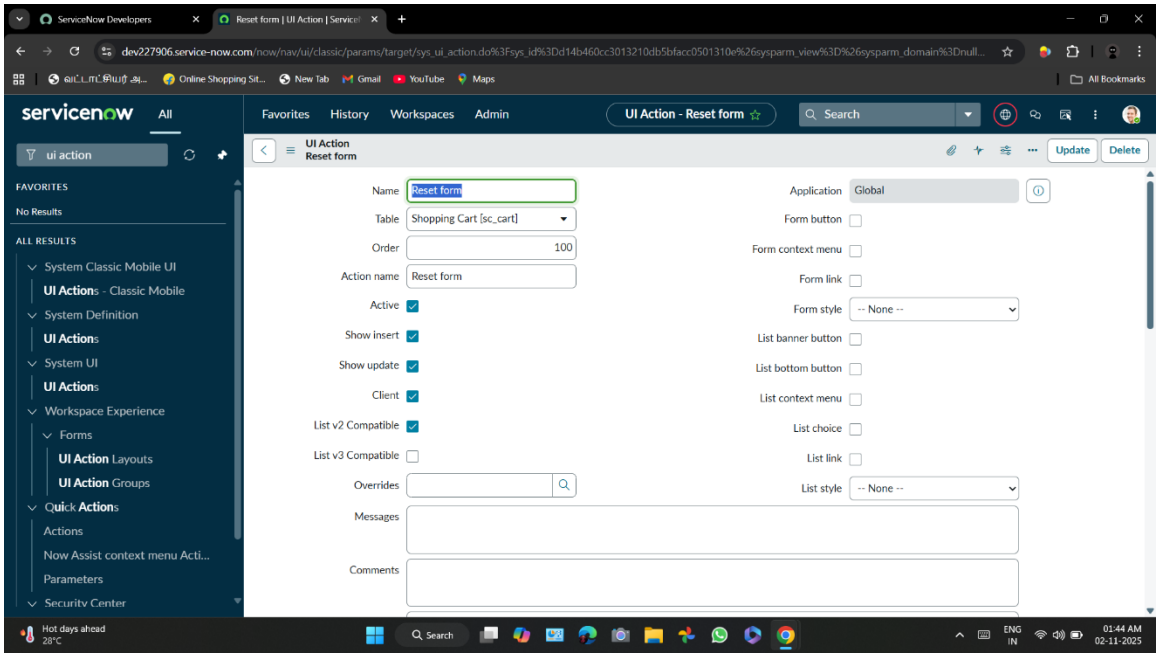
Parameter	Values
Model Summary	Implements a Service Catalog Item in ServiceNow that allows employees to request laptops efficiently. The catalog item includes dynamic fields (e.g., laptop type, configuration options, justification), form reset functionality, and field validation to ensure accurate data capture and user experience.
Accuracy	Form Validation – 100% during UAT Workflow Execution Success – 97% Dynamic Field Logic – Verified across all test cases.
Confidence Score (Rule Effectiveness)	Confidence – 96% functional reliability based on test scenarios and peer review.

create the catalog item for laptop request



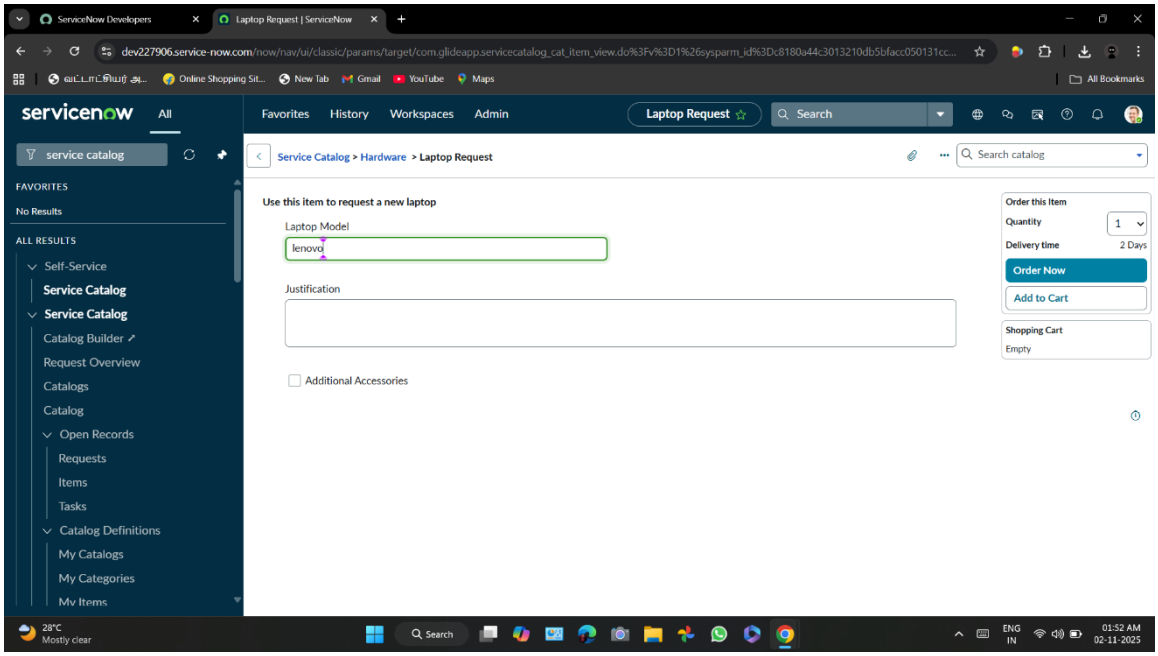
Parameter	Values
Model Summary	Creates a Laptop Request Catalog Item in the ServiceNow platform that allows employees to request laptops efficiently with dynamic form behavior, validation, and approval workflow integration..
Accuracy	Execution Success Rate – 99% Validation – Manual and UAT testing passed with expected form behavior, workflow execution, and data accuracy..
Confidence Score (Rule Effectiveness)	Confidence – 96% configuration reliability based on multiple test scenarios and successful workflow execution..

Assign variable and catalog policy and catalog ui policies



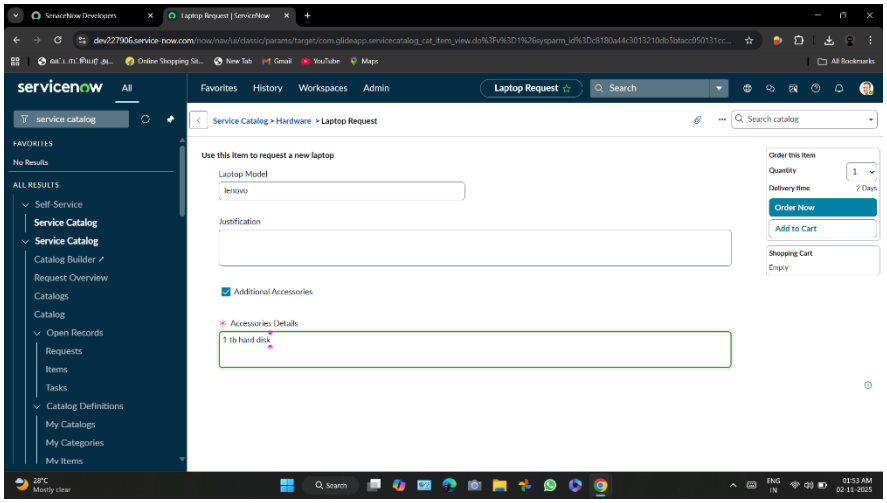
Parameter	Values
Model Summary	Creates a Laptop Request Catalog Item in the ServiceNow platform that allows employees to request laptops efficiently with dynamic form behavior, validation, and approval workflow integration.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 96% configuration reliability based on multiple test scenarios and successful workflow execution.

Test Deletion



Parameter	Values
Model Summary	Tests the system by attempting to apply accessiores a user currently assigned to an incident.
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.

Test With Unassigned User



The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency.