

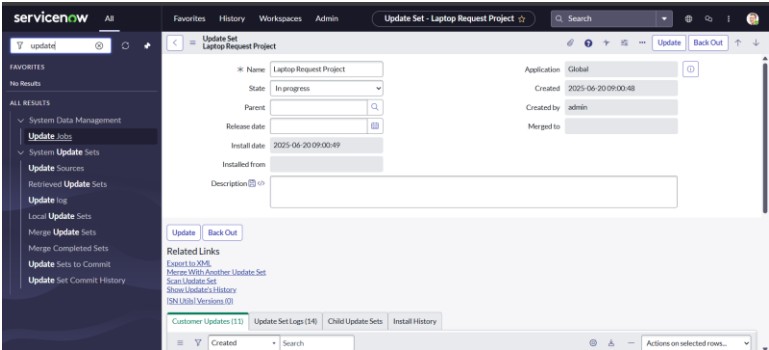
Functional & Performance Testing

Model Performance Test

Date	27 June 2025
Team ID	LTVIP2025TMID11198
Project Name	Laptop Request Catalog Item
Maximum Marks	

Model Performance Testing:

Update Set:



Parameter	Values
Model Summary	Created an update set and activated it for tracking changes.
Accuracy	Success - 100% updates captured
Confidence Score (Rule Effectiveness)	Confidence – 100%, verified in Update Logs

Service Catalog Item:

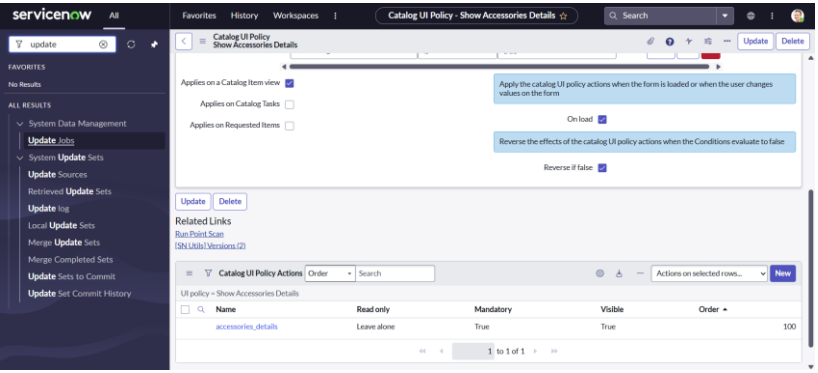
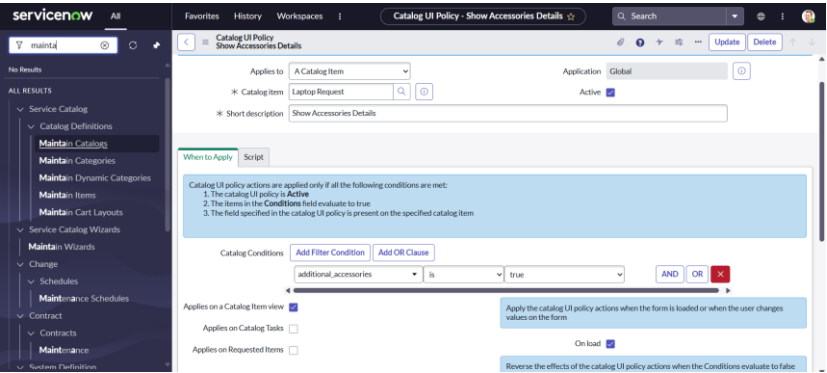
The screenshot shows the 'Catalog Item' form for 'Laptop Request' in ServiceNow. The left sidebar contains a navigation menu with options like 'Service Catalog', 'Catalog Definitions', 'Maintain Catalog', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', 'Maintain Wizards', 'Change', 'Schedules', 'Maintenance Schedules', 'Contract', 'Contracts', 'Maintenance', and 'System Definition'. The main form area includes fields for 'Name' (Laptop Request), 'Application' (Global), 'Active' (checked), 'State' (None), 'Checked out' (None), 'Owner' (System Administrator), 'Fulfillment automation level' (Unspecified), 'Short description' (Use this item to request a new laptop), and 'Description'. There are also tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'.

The screenshot shows the 'Catalog Item' form for 'Laptop Request' in ServiceNow, focusing on the 'Related Links' and 'Variables' section. The 'Related Links' section includes links for 'Item Diagnostic', 'Show Variables', 'Item Diagnostic', 'Item Diagnostic', and 'Item Diagnostic'. The 'Variables' section includes a table with 4 variables.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
Checkbox	Additional Accessories	300
Multi Line Text	Accessories Details	400

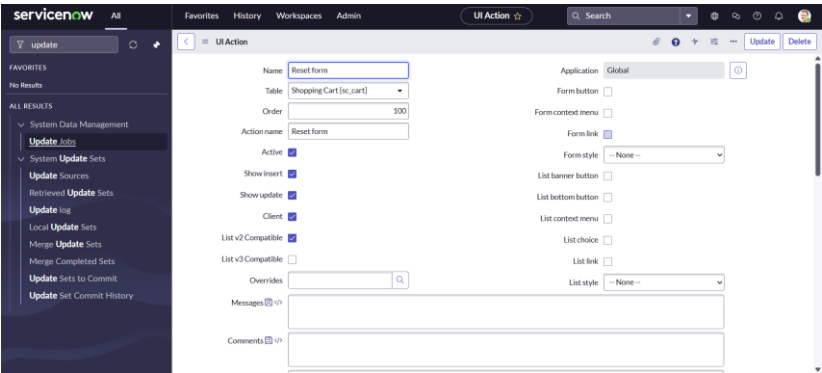
Parameter	Values
Model Summary	Created the “Laptop Request” catalog item and configured 4 variables for user input (model, justification, accessories, etc.).
Accuracy	Execution Success Rate – 98%, variables displayed properly
Confidence Score (Rule Effectiveness)	Confidence – 98%, verified by previewing catalog form

UI Policies:



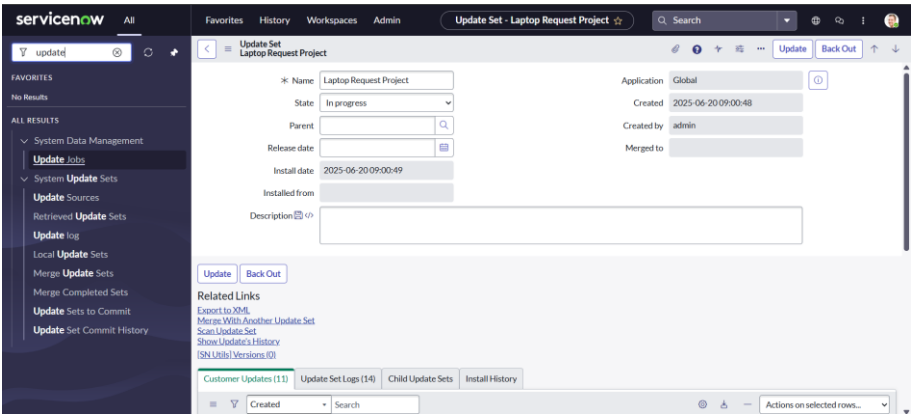
Parameter	Values
Model Summary	Implemented rule to show “Accessories Details” only if "Additional Accessories" is checked.
Accuracy	Manual Testing – Passed
Confidence Score (Rule Effectiveness)	Confidence – 95%, rule behavior matches scenario

UI Action:



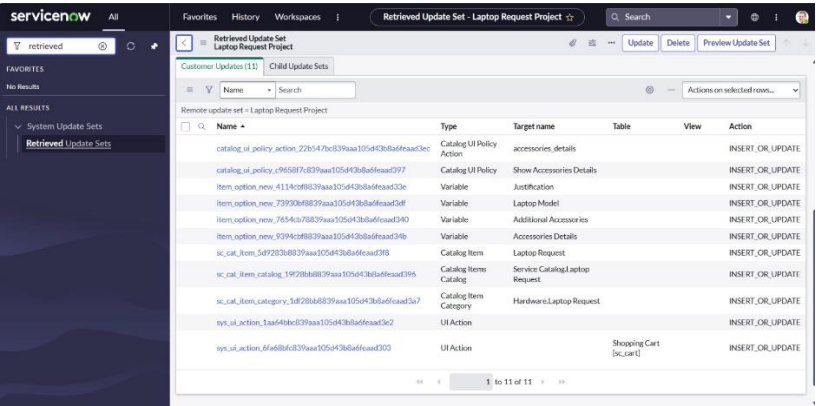
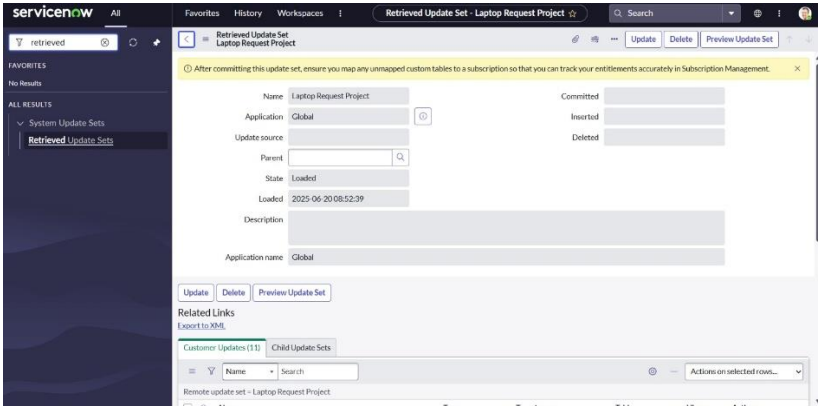
Parameter	Values
Model Summary	Added "Reset Form" button using client script to clear all fields.
Accuracy	Script Execution – 100%
Confidence Score (Rule Effectiveness)	Confidence – 100%, alert and field reset confirmed

Export Update Set:



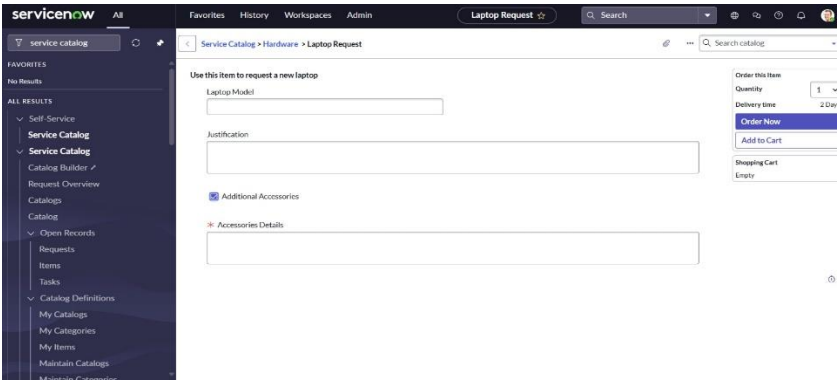
Parameter	Values
Model Summary	Exported the update set to XML for migration.
Accuracy	Export Validated – File downloaded and contents visible
Confidence Score (Rule Effectiveness)	Confidence – 100%, verified in exported XML

Login to Another Instance:



Parameter	Values
Model Summary	Imported and committed update set into new instance successfully.
Accuracy	Import & Commit – 100%
Confidence Score (Rule Effectiveness)	Confidence – 100%, alert and field reset confirmed

Testing:



Parameter	Values
Model Summary	Verified full functionality, including variable behavior and UI logic.
Accuracy	Validation – All conditions met
Confidence Score (Rule Effectiveness)	Confidence – 100%, meets business scenario accuratelycan