LAPTOP REQUEST CATALOG ITEM

PERFORMANCE TESTING

*Team ID: NM2025TMID0**0876***

Team Size: 4

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Objective:

To ensure the *Laptop Request Catalog Item* functions efficiently under varying workloads, maintaining quick response times and reliable performance without failures or lags.

Test Catalog Item:

1. Search for service catalog in application navigator in target instance.

2. Select catalog under service catalog.

3. Select hardware category and search for 'laptop request' item.

4. Select laptop request item and open it.

5. It shows three variables only.

6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory.

7. Now see the results,it fulfills our requirements.

Key Activities:

1. **Define Performance Criteria:**
   - ❖ Set benchmarks for acceptable response times (e.g., under 2 seconds per action).
   - ❖ Define acceptable load limits — number of concurrent users and transactions.

2. **Test Environment Setup:**
   - ❖ Prepare a controlled ServiceNow instance that mirrors the production environment.
   - ❖ Configure data and user profiles for realistic test scenarios.

3. **Load Testing:**
   - ❖ Simulate multiple users requesting laptops simultaneously.
   - ❖ Measure the system's performance under normal and peak loads.

4. **Stress Testing:**
   - ❖ Push the system beyond expected usage levels to identify breaking points.
   - ❖ Observe how the system handles resource exhaustion (CPU, memory, etc.).

5. **Scalability Testing:**
   - ❖ Evaluate how the system scales with additional users or data growth.
   - ❖ Ensure it can handle increased demand over time.

6. **Monitoring and Analysis:**
   - ❖ Track response times, CPU utilization, and memory consumption.
   - ❖ Identify performance bottlenecks or lagging components.

7. **Optimization:**
   - ❖ Apply improvements such as script optimization, form simplification, or cache tuning.
   - ❖ Retest after changes to verify enhancements.

Deliverables:

- ❖ Performance Test Plan

- ❖ Load and Stress Test Reports

- ❖ Identified Issues and Recommendations

- ❖ Final Performance Validation Report

Conclusion :

The Laptop Request Catalog Item project successfully streamlines the process of requesting laptops within the organization by leveraging ServiceNow's Service Catalog capabilities. Through the implementation of a dynamic catalog item, the project ensures that users have an intuitive and user-friendly interface, reducing errors and improving efficiency.This project demonstrates how ServiceNow can be used to replace manual, error-prone processes with automated, efficient, and user-centric solutions. It not only improves service delivery but also enhances employee satisfaction by providing a modern and streamlined request experience.