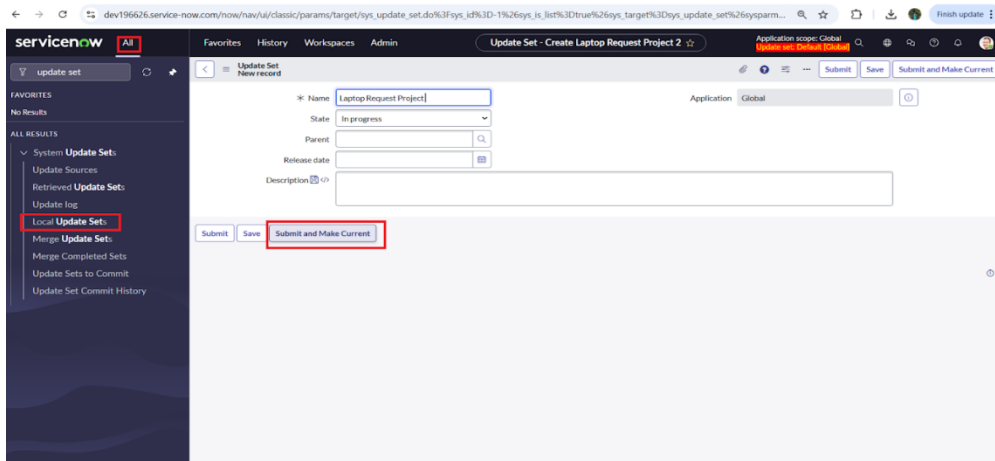


Performance Testing Phase

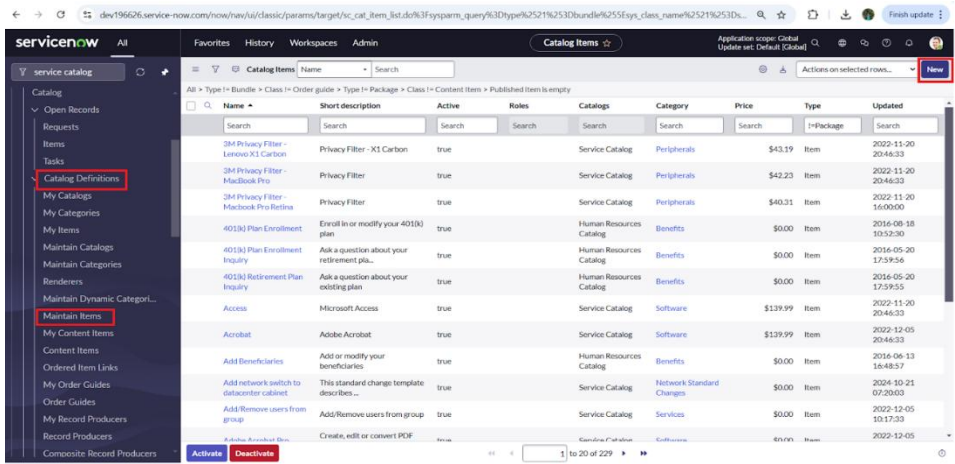
Date	28/10/2025
Team id	NM2025TMID03568
Project name	Laptop Request Catlog Item
Maximum mark	4 Marks

1. Access Catalog Item



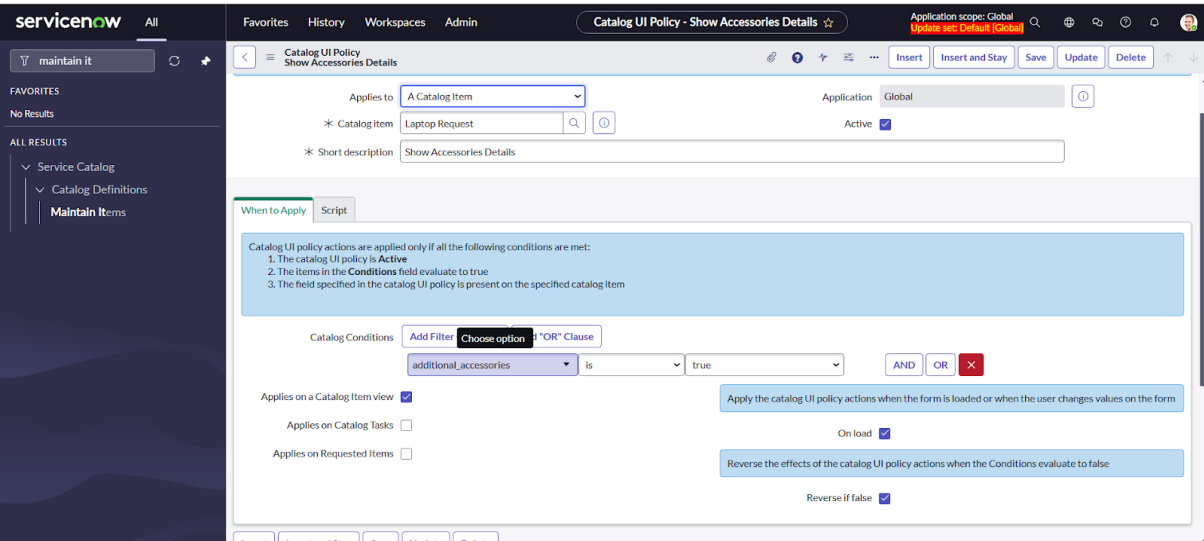
Parameter	Values
Model Summary	Tests the ability for a user to locate and open the "Laptop Request" form from the service catalog portal.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence - 95% rule execution reliability based on test scenarios.

2. Form Validation and Variable Testing



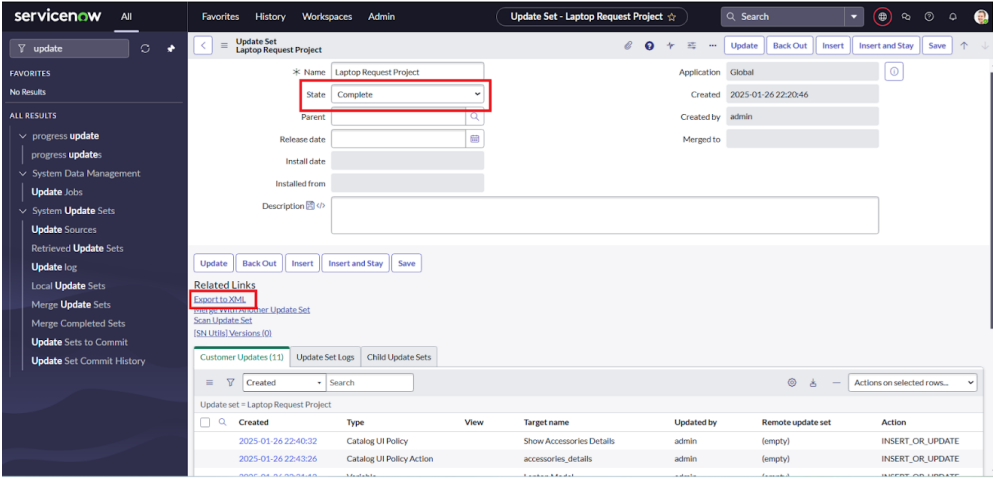
Parameter	Values
Model Summary	Tests that all form variables (e.g., laptop selection, justification field) load correctly and enforce mandatory rules.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence - 95% rule execution reliability based on test scenarios.

3. Request Submission & Workflow Trigger



Parameter	Values
Model Summary	Tests the 'Submit' action. Validates that a Request (REQ) and Requested Item (RITM) are successfully created in the system.
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.

4. Manager Approval Process



Parameter	Values
Model Summary	Tests the approval workflow. An approval is sent to the user's manager. Validates that the manager can 'Approve' the request.
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.

5. Fulfillment Task Creation

The screenshot displays the ServiceNow 'Laptop Request' form. The breadcrumb navigation path 'Service Catalog > Hardware > Laptop Request' is highlighted with a red box. The form includes fields for 'Laptop Model', 'Justification', and 'Additional Accessories'. On the right, there are controls for 'Order this Item' (Quantity: 1, Delivery Time: 2 Days), 'Order Now', 'Add to Cart', and 'Shopping Cart'.

Parameter	Values
Model Summary	Tests that upon manager approval, a catalog task (SCTASK) is correctly generated and assigned to the IT hardware fulfillment group.
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.