

Performance Testing

Date	02 November 2025
Team ID	NM2025TMID01653
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Model Performance Testing:

1. **Test Objective:** Ensure the catalog item performs efficiently under normal and peak usage.
2. **Use ATF:** Automate form submissions, workflow triggers, and SLA validations.
3. **Simulate Load:** Use tools like JMeter or LoadRunner to mimic multiple concurrent users.
4. **Measure Response Time:** Track form load speed and workflow execution latency.
5. **Validate UI Behaviour:** Confirm dynamic fields and client scripts render correctly under stress.
6. **Monitor Logs:** Use system logs and performance analytics to detect bottlenecks.
7. **Test in Sub-Prod:** Always run tests in a non-production environment with realistic data.
8. **Document Results:** Record thresholds, issues, and optimization recommendations.

Data preprocessing:

- **Validate required fields** to ensure completeness before submission.
- **Normalize input formats** (e.g., dates, phone numbers, asset tags).
- **Auto-fill user details** like manager, department, and location.
- **Apply conditional logic** to show/hide fields based on request type.
- **Sanitize inputs** using client scripts to prevent invalid characters.
- **Check for duplicates** to avoid multiple active requests per user.
- **Set default values** to guide users and reduce errors.
- **Tag metadata** (e.g., timestamp, user ID) for audit and governance.

Flow Design:

- **User selects request type**, triggering dynamic form behavior via UI Policies.
- **Preprocessing validates and auto-fills data**, ensuring clean and complete input.
- **Workflow automation routes approvals** and tracks SLA compliance.
- **Fulfillment tasks are created and assigned** to IT teams for action.
- **Governance is enforced** through audit logs, role-based access, and update sets.
- **Testing and deployment ensure stability**, with UAT and performance monitoring.

Screenshot:

Retrieved Update Set - laptop request project					
Customer Updates (10)		Child Update Sets			
	Name	Type	Target name	Table	Action
Remote update set = laptop request project					
<input type="checkbox"/>	<input checked="" type="checkbox"/> catalog_ui_policy_9a0a3336837032107efa11d6fead3e5	Catalog UI Policy	show accessories details		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> catalog_ui_policy_action_74aa3776837032107efa11d6feaad342	Catalog UI Policy Action	accessories_details		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> item_option_new_46787fbe833032107efa11d6fead3ea	Variable	Additional Accessories		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> item_option_new_4b1833e833032107efa11d6fead34f	Variable	Justification		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> item_option_new_8f197be833032107efa11d6fead3f0	Variable	Accessories Details		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> item_option_new_c197b37e833032107efa11d6fead3aa	Variable	Laptop Model		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> sc_cat_item_6196b3fa833032107efa11d6fead371	Catalog Item	Laptop Request		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> sc_cat_item_catalog_c5577b3e833032107efa11d6fead3c0	Catalog Items Catalog	Service Catalog.Laptop Request		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> sc_cat_item_category_ca577b3e833032107efa11d6fead3c8	Catalog Item Category	Hardware.Laptop Request		INSERT_OR_UPDATE
<input type="checkbox"/>	<input checked="" type="checkbox"/> sys_ui_action_246bfbb6837032107efa11d6fead3ee	UI Action	Reset Form	Shopping Cart [sc_cart]	INSERT_OR_UPDATE

servicenow All Favorites History Admin : Customer Update - sys_ui_action_246bb6837032107efa11d6feaad3ee

Customer Update
sys_ui_action_246bb6837032107efa11d6feaad3ee

Name sys_ui_action_246bb6837032107efa11d6feaad3ee Updated 2025-10-29 00:16:13

Created 2025-10-29 00:16:13 Updated by admin

Created by admin Updates 0

Type UI Action Target name Reset Form

Payload XML Turn on ECMAScript 2021 (ES12) mode ?

XML Editor

```
<?xml version="1.0" encoding="UTF-8"?><record_update sys_domain="global" table="sys_ui_action"><sys_ui_action action="INSERT_OR_UPDATE"><action_name>Reset Form</action_name><active>true</active><client>true</client><client_script_v2><![CDATA[function onClick(g_form) {<br/>    g_form.reset();<br/>}]]></client_script_v2><comments></comments><condition></condition><form_action></form_action><form_button>false</form_button><form_button_v2>false</form_button_v2><form_context_menu>false</form_context_menu><form_menu></form_menu><form_menu_link>false</form_menu_link><form_menu_button_v2>false</form_menu_button_v2><form_style></form_style><format_for_configurable_workspace>false</format_for_configurable_workspace><format_for_configurable_workspace></format_for_configurable_workspace><hint></hint><isolate_script>true</isolate_script><list_action>false</list_action><list_banner_button>false</list_banner_button></>
```

Comments

Remote update set laptop request project

Update set

Result:

- Dynamic form behaviour improves user experience with conditional fields and tooltips.
 - Validated and preprocessed data ensures clean, complete, and standardized inputs.
 - Automated approval workflows streamline routing and enforce SLA compliance.
 - Fulfillment tasks are generated and tracked efficiently through RITMs.
 - Governance is maintained via audit logs, role-based access, and update sets.
 - Non-functional goals met: usability, performance, security, scalability, and availability.
 - Tested and deployed using ATF, UAT, and performance monitoring for reliability.