

## **Project Performance Testing Overview (for ServiceNow Catalog Item)**

### **Objective:**

Ensure that the Laptop Request Catalog Item functions correctly and efficiently under expected workloads, without latency or failures.

#### **What to Test**

##### **1. Form Load Time**

Measure the time it takes for the catalog form to fully render.

Validate no delays in fetching dependent fields (e.g., via UI Policies).

##### **2. Submission Process**

Ensure the request is submitted within an acceptable time range.

Check back-end processing (workflow or flow designer) for bottlenecks.

##### **3. UI Policy/UI Action Responsiveness**

Validate that UI rules (like making fields mandatory or visible) respond instantly.

##### **4. Data Update via Update Sets**

Ensure that after applying update sets, changes reflect properly.

No stale or incorrect configuration should persist.

## 5. Cross-Instance Performance

After exporting/importing the update set into another instance, confirm no lag or data inconsistency.

## 6. Concurrent Requests

Simulate multiple users requesting laptops at once and observe performance.