

Functional & Performance Testing Template

Model Performance Test

Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog
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Test Scenarios & Results

Test Case ID	Scenario (What to test)	Test Steps (How to test)	Expected Result	Actual Result	Pass/Fail
FT-01	Catalog Item Creation & Variable Configuration	1. Create catalog item "Software Installation Request". 2. Add 4 variables (Software Name, Version, Justification, Urgency).	Item created with variables visible and mandatory fields enforced.	As expected	Pass
FT-02	Workflow Attachment to Catalog Item	1. Open catalog item. 2. Attach "Software Request Workflow" in Process Engine. 3. Save and publish.	Workflow attached successfully; only one active workflow.	Workflow linked correctly	Pass
FT-03	End-to-End Request Submission & Automation	1. Login to Service Portal. 2. Submit software request with details. 3. Check REQ/RITM/SCTASK creation.	REQ, RITM, and SCTASK created; variables mapped accurately.	Records created and variables populated	Pass
FT-04	Approval Routing & Task Assignment	1. Submit request. 2. Approve as manager. 3. Verify task assigned to Software Support Team.	Approval updates status; task auto-assigned to correct group.	Task assigned and state updated	Pass

FT-05	Data Integrity – Mandatory Fields & Validation	1. Submit request without mandatory fields (e.g., Justification). 2. Attempt submission.	Error shown; submission blocked until complete.	Validation enforced	Pass
FT-06	Update Set Migration	1. Complete Update Set. 2. Export XML. 3. Import to another instance. 4. Commit.	All configurations (catalog, variables, workflow) transferred successfully.	Update Set migrated without issues	Pass
PT-01	Portal Form Load & Submission Performance	1. Open portal form. 2. Submit multiple requests. 3. Measure time.	Form loads < 3 sec; submission instant with confirmation.	Fast and responsive	Pass
PT-02	Concurrent Request Handling	1. Simulate 5 users submitting requests simultaneously.	No errors; all requests processed correctly.	Stable under load	Pass