

## Functional & Performance Testing Template

### Model Performance Test

<b>Project Name</b>	An Employee Requests Installation of Licensed Software through the Service Catalog
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#### Test Scenarios & Results

<b>Test Case ID</b>	<b>Scenario (What to test)</b>	<b>Test Steps (How to test)</b>	<b>Expected Result</b>	<b>Actual Result</b>	<b>Pass/Fail</b>
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

<b>FT-05</b>	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
<b>FT-06</b>	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
<b>PT-01</b>	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
<b>PT-02</b>	Concurrent Request Handling	1. Simulate 5 users submitting requests simultaneously.	No errors; all requests processed correctly.	Stable under load	Pass