

Functional & Performance Testing Template

Model Performance Test

Project Name	Automated Network Request Management in ServiceNow
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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	Request Submission via Service Portal	1. Login to Service Portal. 2. Navigate to Network Request catalog item. 3. Fill mandatory fields and submit.	Request submitted successfully with REQ number generated.	As expected	Pass
FT-02	Flow Designer Automation (Variables Mapping)	1. Submit request. 2. Check Flow execution. 3. Verify custom table record creation.	Catalog variables mapped to custom table fields accurately.	Variables captured and stored correctly	Pass
FT-03	Approval Routing & Dynamic Assignment	1. Submit request. 2. Check approval task. 3. Approve/Reject.	Approval routed correctly; state updated on approval	Approval processed with conditional logic	Pass
FT-04	Email Notifications	1. Trigger events (submission, approval, closure). 2. Check System Logs > Emails.	Notifications sent with correct content and recipients.	Emails triggered and previewed correctly	Pass
FT-05	Access Control (ACLs)	1. Login as different roles. 2. Attempt read/write on custom table.	Restricted access enforced per role	Role-based restrictions applied	Pass

FT-06	Data Integrity Validation	1. Submit with missing mandatory fields. 2. Check auto-populate and validations.	Errors for incomplete; mandatory fields enforced.	Validations and auto-fills working	Pass
PT-01	End-to-End Request Lifecycle Performance	1. Submit multiple requests. 2. Measure time from submission to closure.	Full cycle completes efficiently (under 1 min for automation steps).	Smooth performance with no delays	Pass
PT-02	Concurrent Request Handling	1. Simulate multiple users submitting requests simultaneously.	System handles load without errors or slowdowns.	Stable under concurrent use	Pass