

Performance Testing Phase

Model Performance Test - II

Date:	21-12-2025
Team ID:	
Project Name:	Automated Network Request Management in ServiceNow
Maximum Marks:	

1. Purpose

This document captures the **performance testing results of the initial Network Request flow execution**, including catalog variable retrieval, record creation, email notification, and approval validation.

2. Test Scenario

Scenario Name: Initial Network Request Submission & Approval Flow

Trigger: Catalog Item Requested – Network Request

Testing Method: Flow Designer – Test Run

3. Components Tested

- Get Catalog Variables
- Create Record (u_network_database)
- Send Email Notification
- Ask for Approval
- Conditional Logic – If Request is Approved
- Update Record
- Flow Completion

4. Test Execution Details

The flow was executed using **ServiceNow Flow Designer Test Run**.

Each action was monitored for execution time and completion status.

Observed Results:

- All actions executed successfully

- Approval condition evaluated as **True**
- No execution failures or delays
- Flow state marked as **Completed**

The screenshot shows the 'Execution Details' view for a 'Network Request' flow. The flow has completed successfully with a total runtime of 166ms. The timeline details the following steps:

Action	Type	Status	Start Time	Duration
1 Get Catalog Variables from Network Request	Core Action	Completed	2025-12-20 08:19:50	30ms
2 Create Record	Core Action	Completed	2025-12-20 08:19:50	10ms
3 Send Email		Completed	2025-12-20 08:19:50	31ms
4 Ask For Approval	Core Action	Completed	2025-12-20 08:19:50	16ms
+ 5 If If Request is Approved	Flow Logic	Evaluated - True	2025-12-20 08:19:50	71ms
6 Update Record	Core Action	Completed	2025-12-20 08:19:50	2ms
7 Create Record	Core Action	Completed	2025-12-20 08:19:50	4ms
8 Send Email		Completed	2025-12-20 08:19:50	29ms
9 Ask For Approval	Core Action	Completed	2025-12-20 08:19:50	7ms
+ 10 If If status change	Flow Logic	Evaluated - True	2025-12-20 08:19:50	29ms
11 Update Record	Core Action	Completed	2025-12-20 08:19:50	2ms
12 Send Email		Completed	2025-12-20 08:19:50	27ms
13 End	Flow Logic	Completed	2025-12-20 08:19:50	0ms
14 End	Flow Logic	Net Run		

5. Performance Observations

Action	Status	Observation
Get Catalog Variables	Completed	Executed within milliseconds
Create Record	Completed	Data stored successfully
Send Email	Completed	Notification triggered
Ask for Approval	Completed	Approval routed correctly
If Approved Condition	Evaluated – True	Logic validated
Update Record	Completed	Status updated
End	Completed	Flow ended successfully

6. Conclusion

The initial Network Request flow executed efficiently with no performance bottlenecks. All automation steps completed within acceptable time limits, validating system performance.