

Project Development Phase

Performance Test

Date	27 December 2025
Team ID	
Project Name	An employee requests installation of licensed software through the Service Catalog
Maximum Marks	

Testing Overview

Testing was performed to ensure that the **Software Installation Request Automation system** works correctly from request submission to fulfillment and closure. The objective of testing is to validate **functional accuracy, data integrity, workflow execution, approvals, notifications, and deployment stability.**

Testing Objectives

- Verify that software requests can be submitted through the Service Catalog
- Ensure mandatory fields are enforced
- Validate approval workflows and decision logic
- Confirm automatic task creation and assignment
- Test exception handling for license issues
- Verify notifications and request tracking
- Validate Update Set migration across instances

Types of Testing Performed

1. Unit Testing

- Tested individual components such as:
 - Service Catalog variables
 - UI Policies
 - Business Rules
 - Workflow activities
- Verified correct execution of each component independently.

2. Integration Testing

- Validated interaction between:
 - Service Catalog and Workflow
 - Workflow and Approval Engine
 - Approval and Task creation
- Ensured data flowed correctly between REQ, RITM, and SCTASK tables.

3. Functional Testing

- Confirmed that all functional requirements were met:
 - Request submission
 - Approval routing
 - Task assignment
 - Status updates
- Verified correct state transitions during request lifecycle.

4. User Acceptance Testing (UAT)

- Conducted testing from end-user perspective:
 - Employee submitted software request
 - Manager approved request
 - IT Support completed installation
- Ensured system met business expectations.

5. Exception Handling Testing

- Tested scenarios where:
 - License is unavailable
 - Request is put on hold
- Verified automatic incident creation and notifications.

6. Deployment Testing

- Tested Update Set migration:
 - Development → Test → Production

- Verified all configurations, workflows, and rules were successfully transferred.

Test Scenarios & Results

Test Case ID	Test Scenario	Expected Result	Actual Result	Status
TC-01	Submit software request with valid details	Request created successfully	Request created	Pass
TC-02	Submit request without mandatory fields	Submission blocked	Submission blocked	Pass
TC-03	Manager approves request	Status updated to Approved	Status updated	Pass
TC-04	Auto-create catalog task	Task assigned to IT team	Task created	Pass
TC-05	License unavailable scenario	Incident auto-created	Incident created	Pass
TC-06	Email notification on approval	Email sent to requester	Email received	Pass
TC-07	Update Set migration	All configurations transferred	Transfer successful	Pass

Tools Used for Testing

- ServiceNow Service Portal
- ServiceNow Workflow Editor
- Business Rules & Logs
- Update Sets
- Email Notification Logs

Testing Outcome

- All test cases were successfully executed
- No critical defects were identified
- System met all functional and non-functional requirements

- Software Installation Request Automation is **stable, reliable, and ready for deployment**

Conclusion

Testing ensured that the proposed solution delivers a **seamless, automated, and compliant software request process**. The system demonstrated accurate data handling, reliable workflow execution, and improved user experience.