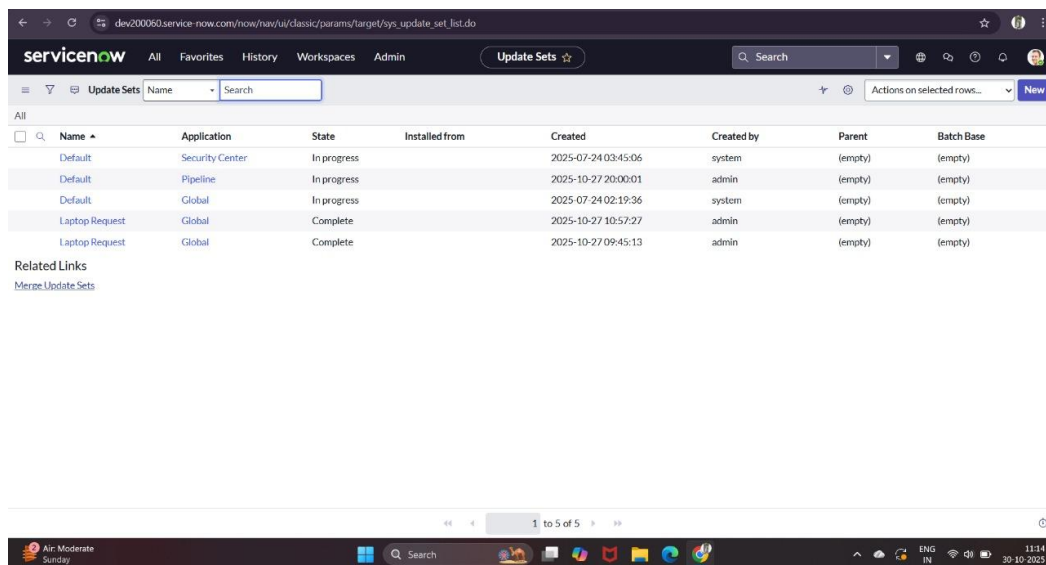


Performance and Testing

Date	01 November 2025
Team ID	NM2025TMID08447
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Model Performance Testing

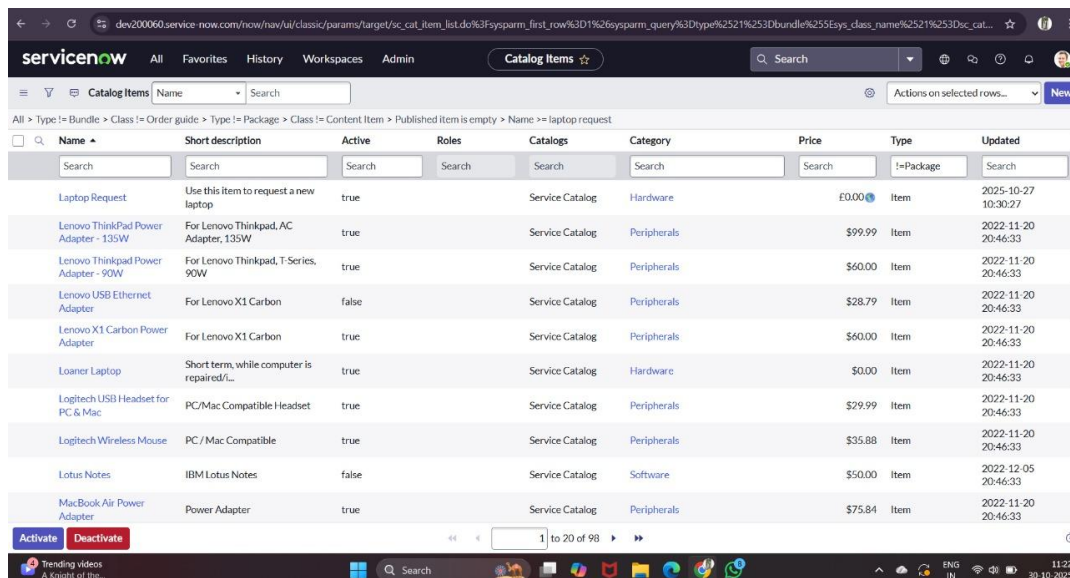
STEP 1: CREATE LOCAL UPDATES SET



The screenshot shows the ServiceNow 'Update Sets' page. The table lists the following update sets:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Security Center	In progress		2025-07-24 03:45:06	system	(empty)	(empty)
Default	Pipeline	In progress		2025-10-27 20:00:01	admin	(empty)	(empty)
Default	Global	In progress		2025-07-24 02:19:36	system	(empty)	(empty)
Laptop Request	Global	Complete		2025-10-27 10:57:27	admin	(empty)	(empty)
Laptop Request	Global	Complete		2025-10-27 09:45:13	admin	(empty)	(empty)

STEP 2: CREATE SERVICE CATALOG ITEM



The screenshot shows the ServiceNow 'Catalog Items' page. The table lists the following catalog items:

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	£0.00	Item	2025-10-27 10:30:27
Lenovo ThinkPad Power Adapter - 135W	For Lenovo Thinkpad, AC Adapter, 135W	true		Service Catalog	Peripherals	\$99.99	Item	2022-11-20 20:46:33
Lenovo Thinkpad Power Adapter - 90W	For Lenovo Thinkpad, T-Series, 90W	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Lenovo USB Ethernet Adapter	For Lenovo X1 Carbon	false		Service Catalog	Peripherals	\$28.79	Item	2022-11-20 20:46:33
Lenovo X1 Carbon Power Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Loaner Laptop	Short term, while computer is repaired/L...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33
Logitech Wireless Mouse	PC / Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33

STEP 3: ADD VARIABLES

dev200060.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D644c2792c374321063d2bb4599013159%26sysparm_record_target%3Dsc_cat_item%26sysparm_record_row...

servicenowAllFavoritesHistoryWorkspacesCatalog Item - Laptop RequestSearch

Catalog ItemLaptop RequestMeta

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related LinksItem DiagnosticRun Point Scan

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

OrderSearch

Actions on selected rows...New

Catalog item = Laptop Request

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

1 to 4 of 4

High UVNow

Search

ENG IN

11:2030-10-2025

STEP 4: CREATE CATALOG UI POLICES

dev200060.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D644c2792c374321063d2bb4599013159%26sysparm_record_list%3Dtype%2521%253Dbundle%255Esys_das...

servicenowAllFavoritesHistoryWorkspacesCatalog Item - Laptop RequestSearch

Catalog ItemLaptop Requestp

CopyTry ItUpdateEdit in Catalog BuilderDelete

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Meta

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related LinksItem DiagnosticRun Point Scan

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

OrderSearch

Actions on selected rows...New

Catalog item = Laptop Request

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details	(empty)		true	true	false	2025-10-27 10:27:03	100

1 to 1 of 1

31°C Sunny

Search

ENG IN

11:3330-10-2025

STEP 5: EXPORTING CHANGES TO ANOTHER INSTANCES

The screenshot shows the 'Update Set - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. It also displays metadata such as Application (Global), Created (2025-10-27 09:45:13), Created by (admin), and Merged to. Below the form are buttons for 'Update' and 'Back Out'. A 'Related Links' section contains links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there are tabs for 'Customer Updates (10)', 'Update Set Logs', and 'Child Update Sets'. A table below these tabs shows the 'Update set = Laptop Request' with columns for Created, Type, View, Target name, Updated by, Remote update set, and Action.

STEP 6: RETRIVING UPDATE SET

The screenshot shows the 'Retrieved Update Set - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), Application (Global), Update source, Parent, State (Committed), Loaded (2025-10-27 10:42:26), and Description. It also displays metadata such as Committed (2025-10-27 10:57:27), Inserted (0), Updated (10), Deleted (0), Collisions (0), and Total (10). Below the form are buttons for 'Update' and 'Delete'. A 'Related Links' section contains links for 'Show Commit Log' and 'Show All Preview Records'. At the bottom, there are tabs for 'Customer Updates (10)' and 'Child Update Sets'. A table below these tabs shows the 'Remote update set = Laptop Request' with columns for Name, Type, Target name, Table, View, and Action.