

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 list page. The table has columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are five rows:

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)

Related Links: Merge Update Sets

STEP 2: CREATE SERVICE CATALOG ITEM

The screenshot shows the ServiceNow Catalog Items list page. The table has columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. There are ten rows:

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
Loafer Laptop	Short term, while computer is repaired/...	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

Buttons: Activate, Deactivate

STEP 3: ADD VARIABLES

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'Catalog Item - Laptop Request' and a search bar. Below the header, there's a 'Meta' field and a table for 'Variables (4)'. The table columns are 'Type', 'Question', and 'Order'. The rows are:

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

At the bottom of the screen, the Windows taskbar shows the date as 30-10-2025.

STEP 4: CREATE CATALOG UI POLICES

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'Catalog Item - Laptop Request' and a search bar. Below the header, there's a 'Meta' field and a table for 'Catalog UI Policies (1)'. The table columns are 'Short description', 'Variable set', 'Conditions', 'Reverse if false', 'On load', 'Inherit', 'Updated', and 'Order'. The row is:

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

At the bottom of the screen, the Windows taskbar shows the date as 30-10-2025.

STEP 5: EXPORTING CHANGES TO ANOTHER INSTANCES

The screenshot shows the 'Update Set - Laptop Request' screen in ServiceNow. The main form displays the following fields:

* Name: Laptop Request	Application: Global
State: Complete	Created: 2025-10-27 09:45:13
Parent: (empty)	Created by: admin
Release date: (empty)	Merged to: (empty)
Install date: (empty)	
Installed from: (empty)	
Description: (empty)	

Below the form, there is a 'Related Links' section with links to 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. A 'Customer Updates (10)' tab is open, showing a list of updates with columns: 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' screen in ServiceNow. The main form displays the following fields:

Name: Laptop Request	Committed: 2025-10-27 10:57:27
Application: Global	Inserted: 0
Update source: (empty)	Updated: 10
Parent: (empty)	Deleted: 0
State: Committed	Collisions: 0
Loaded: 2025-10-27 10:42:26	Total: 10
Description: (empty)	
Application name: Global	

Below the form, there is a 'Related Links' section with links to 'Show Commit Log' and 'Show All Preview Records'. A 'Customer Updates (10)' tab is open, showing a list of updates with columns: Name, Type, Target name, Table, View, and Action.