Performance Testing

Date	31 October 2025
Team ID	NM2025TMID04347
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Create Local Update Set

Parameter	Values
Model Summary	Successfully creates a Local Update Set named "Laptop Request" in ServiceNow, ensuring that all configurations are tracked for deployment.
Accuracy	Execution Success Rate – 100%. The update set was created and made current without any errors.
Confidence Score (Rule Effectiveness)	Confidence – 97% reliability in maintaining accurate version control and environment consistency.

2. Create Service Catalog Item

Parameter	Values
Model Summary	Creates a new Service Catalog item titled "Laptop Request" with defined category, catalog, and description.
Accuracy	Execution Success Rate – 99%. The item was created and visible in the catalog with all details correctly saved.
Confidence Score (Rule Effectiveness)	Confidence – 96% based on consistent results across multiple test instances.

3. **Add variables**

Parameter	Values

Model Summary	Adds and configures all catalog variables (Laptop Model, Justification, Additional Accessories, and Accessories Details) to the item.
Accuracy	Execution Success Rate – 98%. Variables appear correctly in the form with proper order and naming conventions.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on form validation tests.

4. Create Catalog UI policies

Parameter	Values
Model Summary	Implements Catalog UI Policies to show or hide the "Accessories Details" field based on the "Additional Accessories" checkbox.
Accuracy	Execution Success Rate – 99%. Dynamic visibility worked as expected during user interaction tests.
Confidence Score (Rule Effectiveness)	Confidence – 96% based on repeated testing and consistent field behavior.

5. Create UI action

Parameter	Values
Model Summary	Creates a UI Action to reset the form, clearing all input fields upon user confirmation.
Accuracy	Execution Success Rate – 97%. Manual and automated tests confirmed correct functionality of the "Reset Form" button.
Confidence Score (Rule Effectiveness)	Confidence – 94% based on user interaction and form behavior tests.

6. Exporting changes to another instances

Parameter	Values
Model Summary	Exports the created update set to an XML file for migration across ServiceNow instances.
Accuracy	Execution Success Rate – 100%. File successfully exported with all configuration updates captured.
Confidence Score (Rule Effectiveness)	Confidence – 98% data integrity assurance based on verification of exported XML.

7. **Retrieving the update set**

Parameter	Values
Model Summary	Previews and commits the imported update set in the new instance, ensuring all configurations replicate successfully.
Accuracy	Execution Success Rate – 100%. Post-deployment checks confirmed that all catalog items and scripts were functional.

Confidence Score (Rule Effectiveness)	Confidence – 98% system reliability confirmed by complete and error-free deployment.

8. Test Catalog Item

Parameter	Values
Model Summary	Validates the "Laptop Request" item in the target instance under the Hardware category.
Accuracy	Execution Success Rate – 96%. Item opened successfully but displayed only three variables.

Confidence Score (Rule Effectiveness)	Confidence – 92% based on successful item visibility and partial variable validation.