

Cafeteria Menu Display

Performance Testing

Date	25-JUNE-2025
Team ID	LTVIP2025TMID30503
Project Name	Cafeteria Menu Display
Maximum Marks	4 Marks

Overview

Performance testing evaluates how well the system performs under expected operational conditions. For this project, the goal is to validate that all critical functionalities—especially those involving user interaction, menu publishing, and report generation—are responsive, reliable, and scalable.

Since this system was developed using ServiceNow, performance validation was primarily conducted through manual testing within the platform and its integrated Service Portal.

Key Testing Scenarios

To ensure the system behaves as expected, the following real-world use cases were tested:

- 1. Submitting Menu via Service Catalog
 - Users successfully accessed the ServiceNow Service Portal.
 - Catalog item 'Submit New Cafeteria Menu' was visible and functional.
 - Menu details (name, date, items) were submitted without errors.

The screenshot shows the ServiceNow Catalog Item - Cafeteria Services page. The left sidebar has a tree view under 'Service Catalog' with nodes like 'Self-Service', 'Catalogs', 'Open Records', 'Catalog Definitions', and 'Content Items'. The main area has a header 'Catalog Item - Cafeteria Services' with a search bar and action buttons (Copy, Try It, Update, Edit in Catalog Builder, Delete). A blue info bar at the top says: 'Catalog Items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.' Below it are fields for Name (Cafeteria Services), Application (Cafeteria Menu Display), Active (checked), Catalogs (Service Catalog), Category (dropdown), State (None), Checked out (None), Owner (System Administrator), and Fulfillment automation level (Unspecified). There are tabs for Item Details, Process Engine, Picture, Pricing, and Portal Settings. The Item Details tab shows a rich text editor for Short description and Description.

The screenshot shows the Order Status page. At the top, there are buttons for Back to Catalog, Continue Shopping, and Home. A green confirmation message box says: 'Thank you, your request has been submitted'. Below it, the order details are listed: Order Placed: 2025-06-27 03:19:17, Request Number: REQ0010001, and Estimated Delivery Date: 2025-06-29. Of Complete Order: 1. The order summary table has columns: Description, Delivery Date, Stage, Price (ea.), Quantity, and Total. The first row shows a delivery date of 2025-06-29 and a stage of 'In Progress'. The total is 1. At the bottom, there are buttons for Back to Catalog, Continue Shopping, and Home.

• 2. Status Update Using UI Action

- The 'Mark As Published' button triggered a status change to 'Published'.
- Status updated successfully and confirmation message appeared.

The screenshot shows the Cafeteria Menu Display page. The title bar says 'Cafeteria Menu Display' and 'Created 2025-06-27 07:27:34'. The main area has a confirmation message: 'Menu has been marked as Published'. Below it are fields for Menu Items (Noodles.Magg), Menu Date (2025-06-29), status (Published), and Menu Name (Chinese). At the bottom are Update and Delete buttons.

Menu Date	Menu Items	Menu Name	status
2025-06-29	Noodles, Maggi	Chinese	Published
2025-06-28	Idli, Vada, Sambar	South India special	Published
2025-06-27	Idli, Vada, Sambar	South Indian Special	Published

- 3. Report Generation

- Cafeteria Report loaded via Reports module.
- Grouping by menu date and listing items worked as expected.

This report has been migrated to a visualization. Migrated visualization is [here](#)

Report Title: Cafeteria Report

Table: Cafeteria Menu Display [x_1463500_cafeteria_cafeteria_menu_display]

Menu Date	Menu Items	Menu Name	status
Menu Date: 2025-06-27 (1)			
Menu Date: 2025-06-28 (1)			
Menu Date: 2025-06-29 (1)			

- 4. Role-Based Access Verification

- Admin users could create, update, and publish menus.
- Unauthorized users were restricted from accessing sensitive actions.

- 5. Service Portal Responsiveness

- Tested across desktop and mobile screen sizes.
- Navigation and content load time remained within acceptable thresholds.

Testing Tools and Techniques

- Manual Testing:
 - The ServiceNow Developer Instance was used to simulate menu submission, publishing, and reporting.
 - User roles were tested to confirm RBAC enforcement.

- Service Portal Validation:
 - Load performance was checked for menu pages under standard and peak loads.
 - Visual rendering and menu interaction were tested on Chrome and Edge browsers.

Outcomes and Observations

Test Case	Result	Remarks
Service catalog submission	<input checked="" type="checkbox"/> Success	Menu form rendered and submitted correctly
UI Action status update	<input checked="" type="checkbox"/> Success	Published status was updated and reflected in record
Report generation	<input checked="" type="checkbox"/> Success	Reports displayed grouped menu data accurately
Access control enforcement	<input checked="" type="checkbox"/> Success	Unauthorized users restricted from admin actions
Portal response time	<input checked="" type="checkbox"/> Acceptable	All menu pages loaded within 2 seconds

Conclusion

Performance testing confirms that the Cafeteria Menu Display System is reliable and responsive across its key features. The ServiceNow platform handled menu submissions, status changes, and reporting efficiently under normal operating conditions. User roles and permissions were correctly enforced, and Service Portal responsiveness met user expectations. Overall, the system is well-optimized for real-world cafeteria operations.