

Performance Testing Phase

Date	02-11-2025
Team ID	NM2025TMID06036
Project name	Laptop Request Catalog Item Using ServiceNow

Introduction:

The Performance Testing phase of the Laptop Request Catalog Item Project using **ServiceNow** is carried out to ensure that the catalog item and its related workflows function efficiently under different load conditions. This phase focuses one evaluating the system's speed, scalability, stability, and responsiveness when multiple users simultaneously submit or track laptop requests.

Purpose of Performance Testing:

The purpose of performance testing is to verify that the ServiceNow application:

- Measure the **response time** of the catalog item during laptop request submission and approval processes.
- Provide users with a **smooth and responsive experience** throughout the request process

Objectives:

- To evaluate response time:** Ensure that the laptop request form loads quickly and processes submissions without delays.
- To assess system stability:** Verify that the catalog item performs consistently when multiple users access it at the same time.

Testing Procedure:

- Document test results, issues identified, corrective actions taken, and final performance outcomes.
- Share the performance test report with the project team and stakeholder.

The screenshot shows the ServiceNow interface for managing catalog items. At the top, there's a header bar with buttons for Copy, Try It, Update, Edit in Catalog Builder, and Delete. Below the header, the title 'Catalog Item Laptop Request' is displayed. A 'Meta' section is present. Underneath, there's a 'Related Links' section with links to 'Item Diagnostic' and 'Run Point Scan'. A navigation bar below includes tabs for Variables (4), Variable Sets, Catalog UI Policies, Catalog Client Scripts, Available For, Not Available For, Categories (1), Catalogs (1), and Catalog Data Lookup Definitions. Another tab for Related Articles is visible. At the bottom, there's a search bar and a table titled 'Catalog item = Laptop Request' containing four rows of data. The table has columns for Type, Question, and Order. The data is as follows:

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 very bottom, there's a footer with navigation icons and a page number '1 to 4 of 4'.

Results and Observations:

- The average response time for submitting a laptop request form was within acceptable limits, ensuring a smooth user experience.
- The system successfully handled multiple concurrent user requests without any major slowdowns or failures.

Conclusion:

The Performance Testing of the Laptop Request Catalog Item *using ServiceNow* successfully verified that the system meets the required performance standards in terms of speed, stability, and scalability. The testing ensured that the catalog item can handle multiple user requests simultaneously without affecting response time or functionality.