

Performance and Testing

Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Update set:

servicenow

AllFavoritesHistoryAdmin

Update Sets

Search

Actions on selected rows...

New

All > Name >= laptop request

	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	Laptop Request	Global	Complete		2025-10-30 23:07:19	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

Parameters and values:

Name	Laptop request
Application	Global
State	Complete
Created by	Admin

Service Catalog Item:

servicenow

AllFavoritesHistoryAdmin

Catalog Items

Search

Actions on selected rows...New

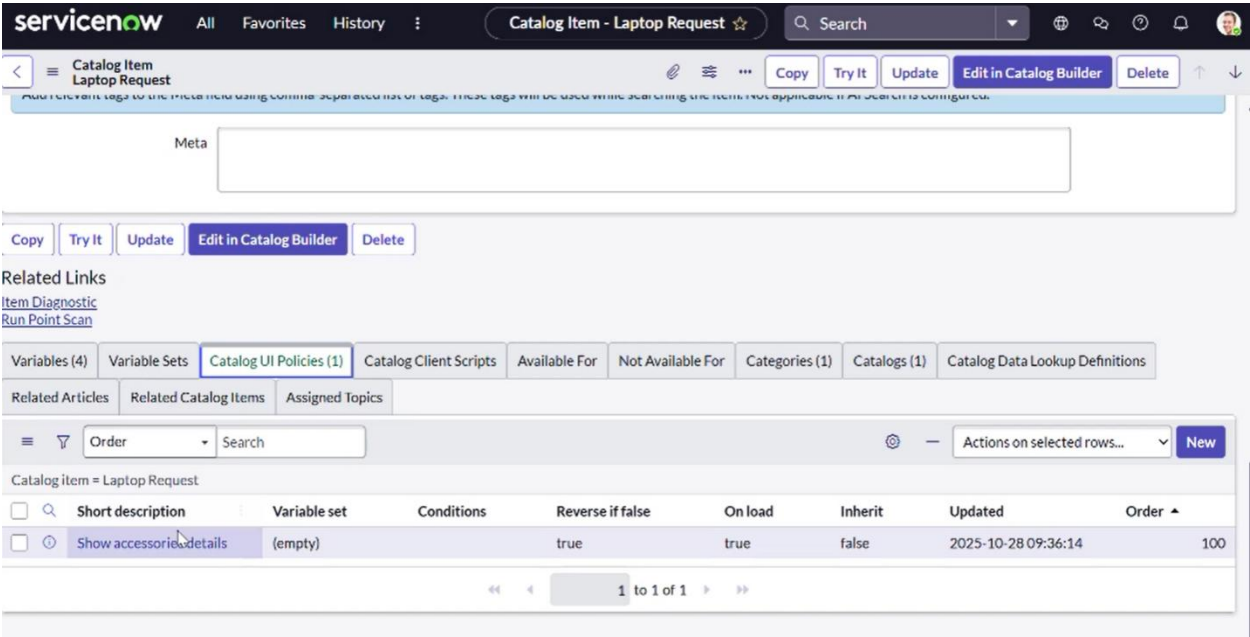
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name >= laptop request

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Search	Search	Search	Search	Search	Search	Search	!=Package	Search
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	£0.00	Item	2025-10-28 09:40:31
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-10-28 07:07:42
Laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-10-30 22:04:06
Laptop Request	use this item to request a new laptop	true		Service Catalog	Hardware	£0.00	Item	2025-10-28 09:06:59
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	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33

ActivateDeactivate1 to 20 of 101

Parameters	Values
Name	The catalog item is titled <i>Laptop Request</i> , with multiple entries including specific models like Lenovo Thinkpad X1 Carbon. These items are designed to streamline the laptop procurement process for employees.
Active	All listed catalog items are marked as <i>true</i> , indicating they are currently active and available for use within the ServiceNow platform.
Category	The items fall under either the <i>Hardware</i> or <i>Peripherals</i> category, helping users distinguish between core devices and accessories during the request process.
Price	Prices range from <i>£0.00</i> to <i>£1,699.00</i> , depending on the laptop model and configuration. This allows flexibility for different budget levels and organizational needs.

UI Policy:



Parameters and Values:

Parameters	Values
Catalog UI Policy	<i>Show accessories-related questions</i> – This policy ensures relevant accessory options are displayed to users during laptop requests.
Conditions	<i>true</i> – The policy is always active when the form loads, ensuring consistent behavior.
Reverse if False	<i>true</i> – If the condition is not met, the UI changes are reversed, maintaining form clarity.
On load/update	<i>true / 2023-09-14 10:26:04</i> – The policy runs when the form loads and was last updated on this date.

UI Action:

servicenow All Favorites History Admin UI Actions Search								
All > Name >= reset form								
<input type="checkbox"/>	Name	Table	Comments	Form action	List action	Active	Order	Condition
<input type="checkbox"/>	Reset form	Shopping Cart [sc_cart]		false	false	true	100	
	Reset Form	Shopping Cart [sc_cart]		false	false	true	100	
	Reset form	Shopping Cart [sc_cart]		false	false	true	100	
	Reset Form	Shopping Cart [sc_cart]		false	false	true	100	
	Reset Migration	Zing to AI Search Migration Job [sn_aisearch_global_migration_job]		true	false	true	9,999	gs.hasRole('maint')
	Reset Rate Limit Counts	Rate Limit Rules [sys_rate_limit_rules]		true	false	true	100	current.isValidRecord()
	Reset Text Search Caches	Text Index [ts_index_name]	Reset the Text Search caches for all nodes in the cluster	false	true	true	200	gs.hasRole('admin') gs.hasRole('ts_ad...

Parameters and Values:

Parameters	Values
Name	Includes actions like <i>Reset the Text Search Cluster</i> , <i>Shopping Cart</i> , and <i>Reset from Cart Migration Job</i> , each linked to tables like <code>sc_cart</code> or <code>sc_cart_migration_job</code> .
Form/List Action	All actions have <i>false</i> for both Form and List Action, indicating they are not triggered directly from form or list views.
Active and Order	All actions are marked <i>active (true)</i> . Most have an order of <i>100</i> , except one with <i>9999</i> and another with <i>200</i> , which may indicate priority or execution sequence.
Conditions	Most actions have no condition, but some include logic like <code>current.isJob()</code> or <code>gs.hasRole('search_admin')</code> to control visibility or execution based on context.

Export Update set:

servicenow

AllFavoritesHistory

Update Set - Laptop Request

Search

UpdateBack Out

* NameLaptop Request

StateComplete

Parent

Release date

Install date2025-10-30 23:07:20

Installed from

Description

ApplicationGlobal

Created2025-10-30 23:07:19

Created byadmin

Merged to

UpdateBack Out

Related Links

[Export To XML](#)[Merge With Another Update Set](#)[Scan Update Set](#)[Show Update's History](#)

Customer Updates (15)

Update Set Logs (17)

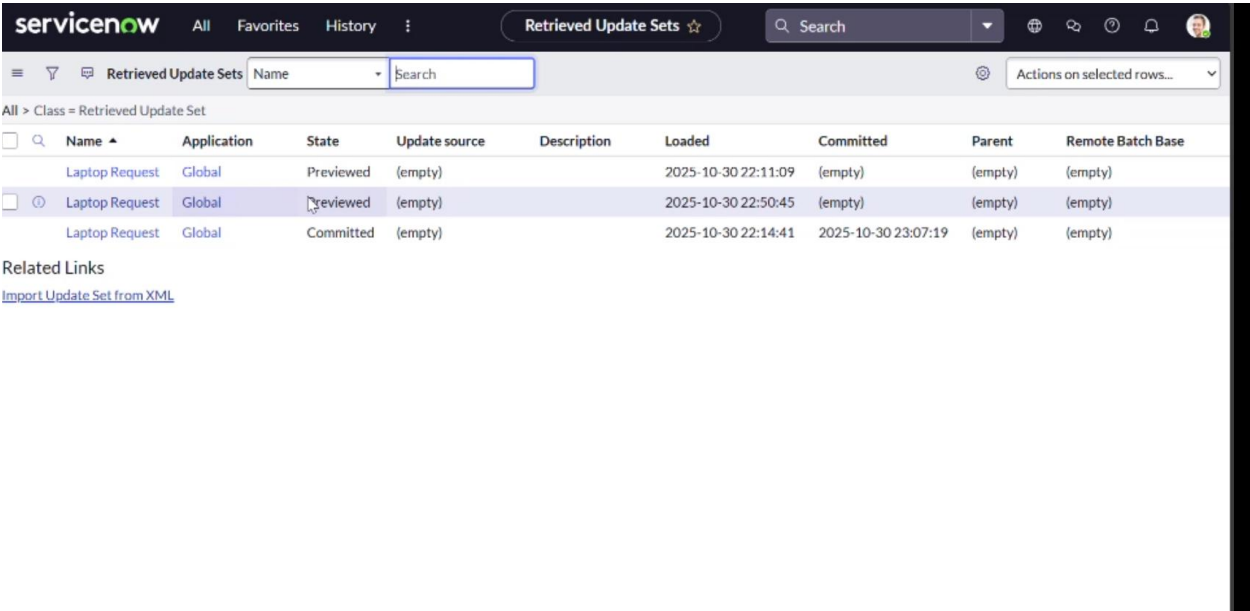
Child Update Sets

Install History

Parameters and Values:

Parameters	Values
Name	The Update Set is named <i>Laptop Request</i> , indicating its purpose in configuring the laptop request catalog item.
State	The State is marked as <i>Complete</i> , meaning all intended changes have been finalized and saved.
Created by	The Update Set was created by <i>admin</i> , who initiated and compiled the configuration.
Installed Date	The Update Set was installed on <i>October 30, 2025</i> , making the catalog item changes active from that point.

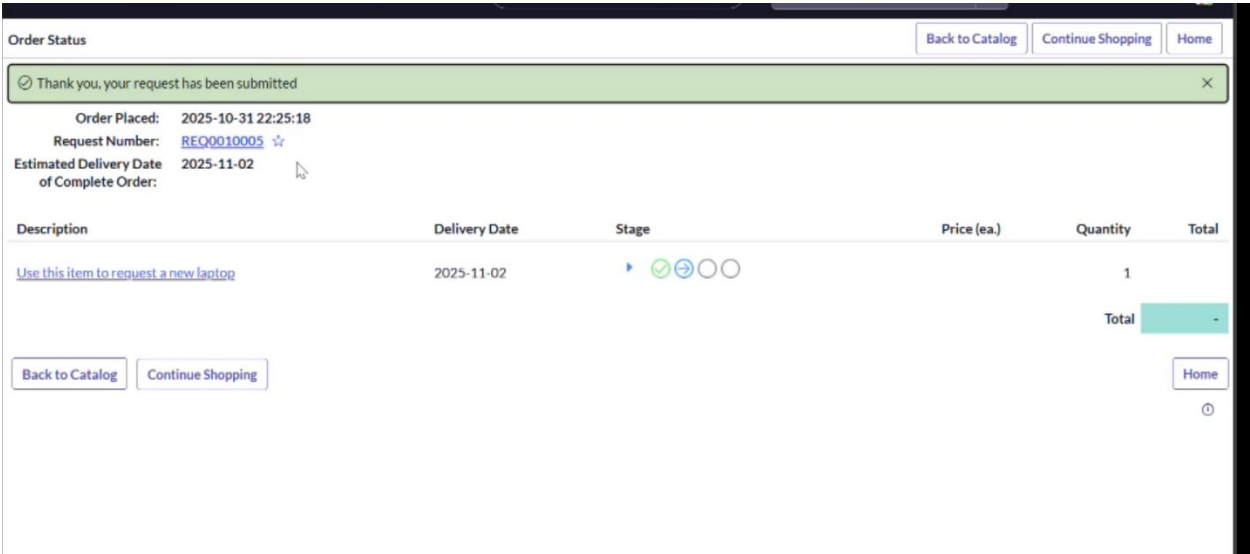
Login to another Instance:



Parameters and Values:

Parameters	Value
Name	The update set is titled <i>Laptop Request</i> , indicating it contains configuration changes related to the laptop request catalog item.
State	It appears in both <i>Previewed</i> and <i>Committed</i> states, showing its lifecycle from initial review to final application.
Loaded / Committed	The update set was <i>loaded on 2025-10-30 22:11:59</i> and <i>committed on 2025-10-30 22:14:41</i> , confirming successful deployment.
Update Source/Description	Both fields are <i>(empty)</i> , suggesting it was manually retrieved or not documented with additional metadata.

Testing:



Parameters and Values:

Parameters	Values
Order Placed	The order was placed on <i>October 31, 2025 at 22:25:18</i> , confirming the successful submission of the laptop request.
Request Number	<i>REQ00100025</i> serves as the unique identifier for tracking and managing this specific laptop request.
Delivery Date	The estimated delivery date for the complete order is <i>November 2, 2025</i> , ensuring timely fulfillment.
Item Description	The request includes one item: <i>"Use this item to request a new laptop"</i> , with a quantity of 1 and no price listed, possibly indicating an internal provisioning or zero-cost allocation.

The Laptop Request Catalog Item simplifies the laptop ordering process through automation, clear tracking, and user-friendly design. It improves efficiency, reduces errors, and ensures timely delivery—all within ServiceNow.