Performance and Testing

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

Update set:

Parameters and values:

Name	**Laptop request**
Application	**Global**
State	**Complete**
Created by	**Admin**

Service Catalog Item:

Parameters	Values
Name	The catalog item is titled *Laptop Request*, 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 *true*, indicating they are currently active and available for use within the ServiceNow platform.
Category	The items fall under either the *Hardware* or *Peripherals* category, helping users distinguish between core devices and accessories during the request process.
Price	Prices range from *£0.00 to £1,699.00*, depending on the laptop model and configuration. This allows flexibility for different budget levels and organizational needs.

UI Policy:
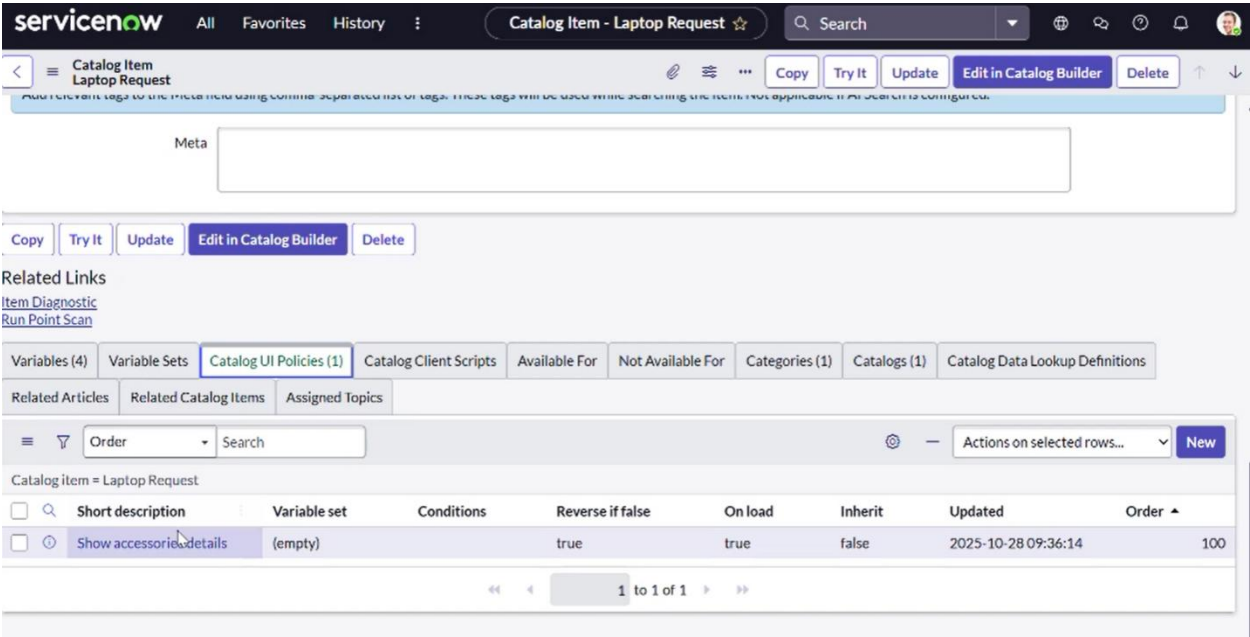
Parameters and Values:

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

UI Action:

Parameters and Values:

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

Export Update set:

Parameters and Values:

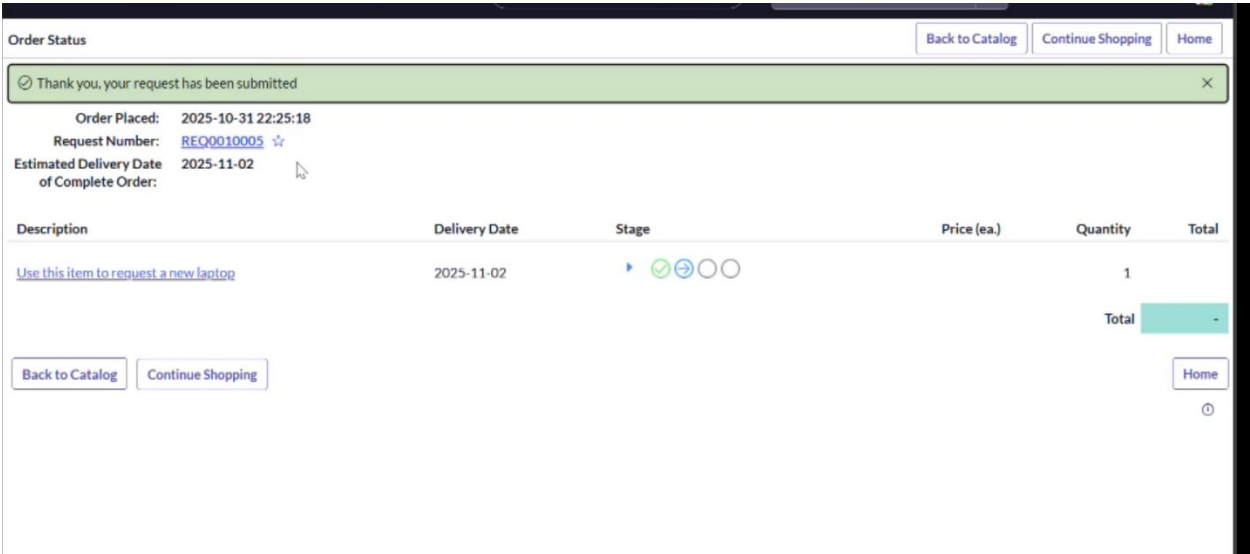| Parameters	Values
Name	The Update Set is named *Laptop Request*, indicating its purpose in configuring the laptop request catalog item.
State	The State is marked as *Complete*, meaning all intended changes have been finalized and saved.
Created by	The Update Set was created by *admin*, who initiated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

Login to another Instance:
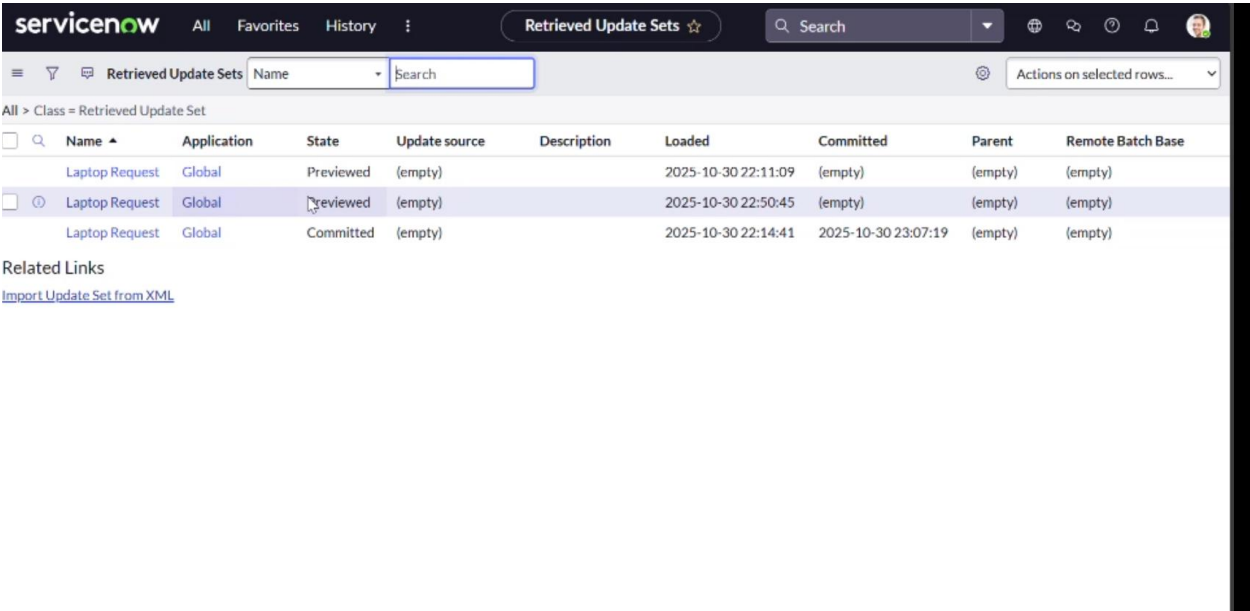
Parameters and Values:

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

Testing:

Parameters and Values:

Parameters	Values
Order Placed	The order was placed on *October 31, 2025 at 22:25:18*, confirming the successful submission of the laptop request.
Request Number	*REQ00100025* serves as the unique identifier for tracking and managing this specific laptop request.
Delivery Date	The estimated delivery date for the complete order is *November 2, 2025*, ensuring timely fulfillment.
Item Description	The request includes one item: *"Use this item to request a new laptop"*, 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.