

Performance and Testing

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

Update set:

The screenshot shows the ServiceNow Update Sets interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', 'Update Sets', 'Search', and user profile icons. A search bar is present at the top right. Below the header, a breadcrumb path 'All > Name >= laptop request' is shown. The main area displays a table with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. One row is selected, corresponding to the 'Laptop Request' entry in the breadcrumb. The row details are: Name (Laptop Request), Application (Global), State (Complete), Created (2025-10-30 23:07:19), Created by (admin), Parent ((empty)), and Batch Base ((empty)). Below the table, there is a 'Related Links' section and a link to 'Merge Update Sets'.

Parameters and values:

Name	Laptop request
Application	Global
State	Complete
Created by	Admin

Service Catalog Item:

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', 'Catalog Items', 'Search', and various system icons. A search bar at the top right contains the query 'Name >= laptop request'. Below the search bar is a breadcrumb trail: 'All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name >= laptop request'. The main content area is a grid titled 'Catalog Items' with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The 'Category' column lists items as either 'Hardware' or 'Peripherals'. The 'Type' column indicates most items are 'Item' type. The 'Updated' column shows dates ranging from 2022-11-20 to 2025-10-28. At the bottom of the grid are buttons for 'Activate' and 'Deactivate', and a pagination control showing '1 to 20 of 101'.

Name	Short description	Active	Catalogs	Category	Price	Type	Updated
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

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 £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:

The screenshot shows the ServiceNow interface for a Catalog Item named "Laptop Request". The top navigation bar includes "All", "Favorites", "History", and a search bar. Below the header, there's a breadcrumb trail: Catalog Item > Laptop Request. The main content area displays a "Meta" section with a large empty box. Below it is a toolbar with "Copy", "Try It", "Update", "Edit in Catalog Builder", and "Delete" buttons. A "Related Links" section lists "Item Diagnostic" and "Run Point Scan". A tab bar at the bottom includes "Variables (4)", "Variable Sets", "Catalog UI Policies (1)" (which is selected), "Catalog Client Scripts", "Available For", "Not Available For", "Categories (1)", "Catalogs (1)", and "Catalog Data Lookup Definitions". A sub-toolbar below the tab bar has "Related Articles", "Related Catalog Items", and "Assigned Topics". The main table area is titled "Catalog item = Laptop Request" and contains one row of data. The columns are: Short description (checkbox), Variable set (dropdown), Conditions (text input), Reverse if false (checkbox), On load (checkbox), Inherit (checkbox), Updated (date/time), and Order (number). The row data is: "Show accessories details" (checkbox checked), "(empty)" (dropdown), "true" (text input), "true" (checkbox checked), "false" (checkbox checked), "2025-10-28 09:36:14" (date/time), and "100" (number). A footer bar at the bottom of the table includes navigation icons and a "Actions on selected rows..." dropdown.

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:

The screenshot shows the ServiceNow UI Actions list page. The search bar at the top contains "Name" and "Search". Below the header, there are columns for Name, Table, Comments, Form action, List action, Active, Order, and Condition. The table lists several actions, including "Reset form" (Shopping Cart [sc_cart]), "Reset Form" (Shopping Cart [sc_cart]), "Reset form" (Shopping Cart [sc_cart]), "Reset Migration" (Zing to AI Search Migration Job [sn_aisearch_global_migration_job]), "Reset Rate Limit Counts" (Rate Limit Rules [sys_rate_limit_rules]), and "Reset Text Search Caches" (Text Index [ts_index_name]). The "Reset Text Search Caches" row has a detailed description: "Reset the Text Search caches for all nodes in the cluster". The bottom of the page shows a navigation bar with icons for back, forward, and search.

Name	Table	Comments	Form action	List action	Active	Order	Condition
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_admin')

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 sc_cart or sc_cart_migration_job.
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 current.isValidRecord() or gs.hasRole('search_admin') to control visibility or execution based on context.

Export Update set:

The screenshot shows the ServiceNow interface for managing an update set. The title bar indicates the page is 'Update Set - Laptop Request'. The main form contains the following fields and their values:

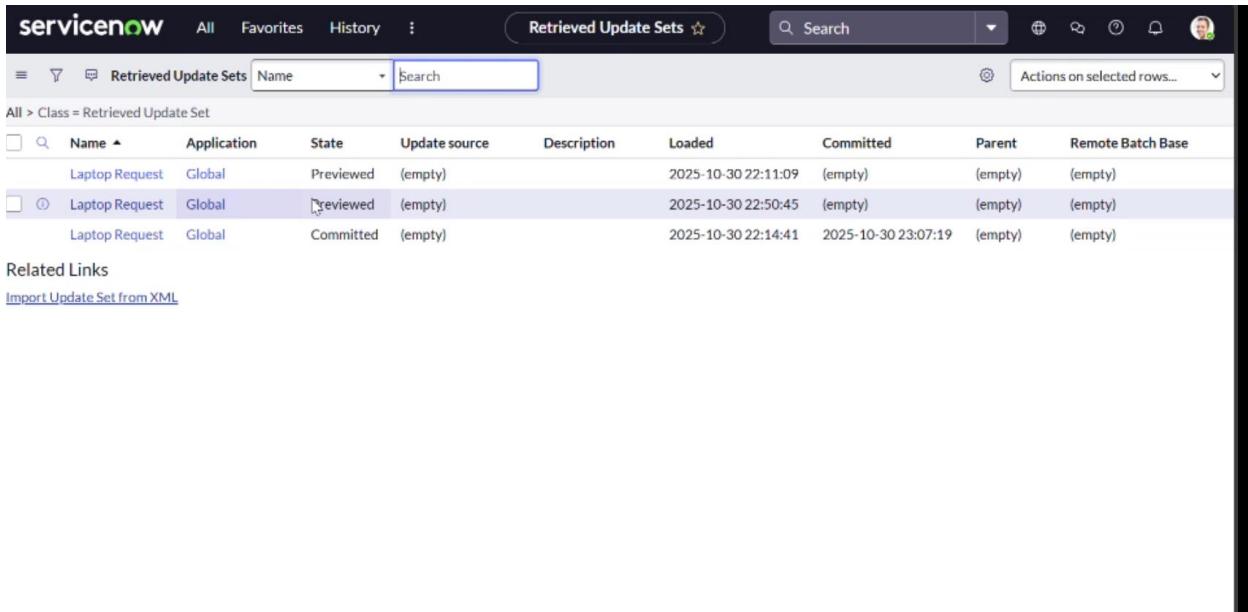
* Name	Laptop Request	Application	Global
State	Complete	Created	2025-10-30 23:07:19
Parent		Created by	admin
Release date		Merged to	
Install date	2025-10-30 23:07:20		
Installed from			
Description			

Below the form, there are two buttons: 'Update' and 'Back Out'. A 'Related Links' section includes links to 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, there are tabs for 'Customer Updates (15)', 'Update Set Logs (17)', 'Child Update Sets', and 'Install History', with 'Customer Updates (15)' being the active tab.

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:



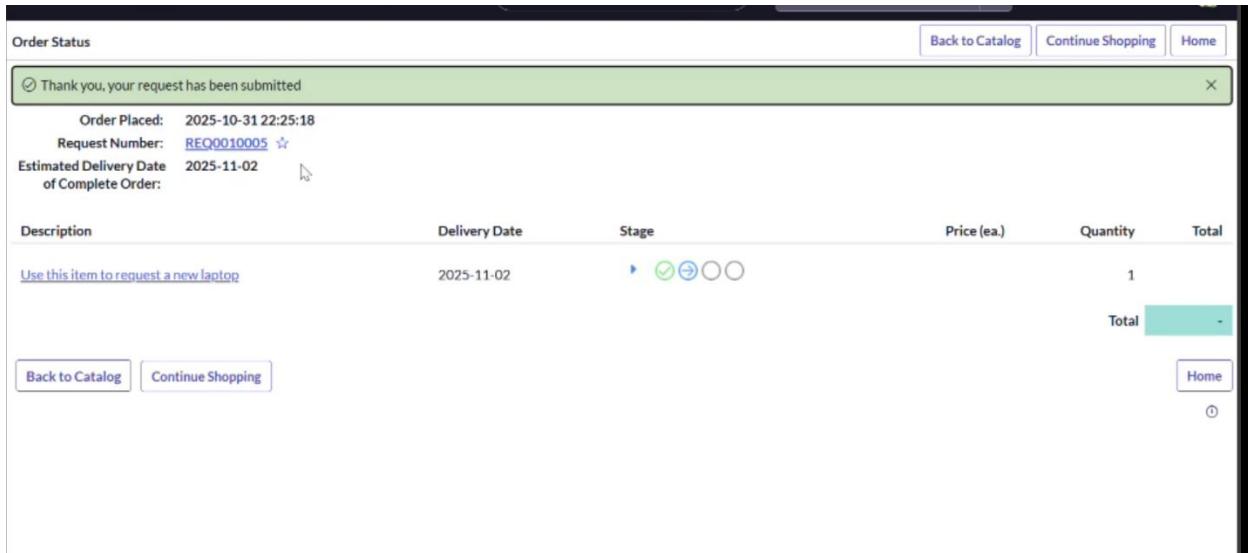
The screenshot shows the ServiceNow web interface with the following details:

- Header:** "Retrieved Update Sets" with a star icon.
- Search Bar:** A search input field with placeholder text "Search".
- Table Headers:** Name, Application, State, Update source, Description, Loaded, Committed, Parent, Remote Batch Base.
- Data Rows:** Three rows for "Laptop Request" entries. The first row is "Previewed" (loaded at 2025-10-30 22:11:09, committed at 2025-10-30 22:14:41). The second row is also "Previewed" (loaded at 2025-10-30 22:50:45, committed at 2025-10-30 23:07:19). The third row is "Committed" (loaded at 2025-10-30 22:14:41, committed at 2025-10-30 23:07:19).
- Related Links:** "Import Update Set from XML".

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.