

# Performance and Testing

Date	2 November 2025
Team ID	NM2025TMID01266
Project Name	Laptop Request catalog Item
Maximum Marks	2 Mark

## Updated set

The screenshot shows the ServiceNow Update Sets page. The table lists two entries:

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	Global	In progress		2025-09-08 20:57:55	system	(empty)	(empty)
laptop Request	Global	In progress		2025-11-02 06:49:57	admin	(empty)	(empty)

## Service Catalog

The screenshot shows the ServiceNow Catalog Items page. The table lists various items:

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
laptop Request	Use this item to request a new laptop	true		Service Catalog	Hardware	\$0.00	Item	2025-11-02 07:11:23
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 Adapter	For Lenovo X1 Carbon	true		Service Catalog	Peripherals	\$60.00	Item	2022-11-20 20:46:33
Loaner Laptop	Short term, while computer is repaired/I...	true		Service Catalog	Hardware	\$0.00	Item	2022-11-20 20:46:33
Logitech USB Headset for PC & Mac	PC/Mac Compatible Headset	true		Service Catalog	Peripherals	\$29.99	Item	2022-11-20 20:46:33
Logitech Wireless Mouse	PC / Mac Compatible	true		Service Catalog	Peripherals	\$35.88	Item	2022-11-20 20:46:33
Lotus Notes	IBM Lotus Notes	false		Service Catalog	Software	\$50.00	Item	2022-12-05 20:46:33
MacBook Air Power Adapter	Power Adapter	true		Service Catalog	Peripherals	\$75.84	Item	2022-11-20 20:46:33

# Variable set

The screenshot shows the ServiceNow interface for a Catalog Item named "laptop Request". The top navigation bar includes "ServiceNow Developers", "Catalog Item - laptop Request", and "Student". The main content area displays the catalog item details with tabs like "Meta", "Copy", "Try It", "Update", and "Edit in Catalog Builder". Below this, there's a "Related Links" section with "Item Diagnostic" and "Run Point Scan". A "Variables (4)" tab is selected, showing a list of variables with their types and questions:

Type	Question	Order
Single Line Text	laptop Model	100
Multi Line Text	justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

# Catalog UI Policy

The screenshot shows the ServiceNow interface for a Catalog UI Policy named "Show accessories details". The top navigation bar includes "ServiceNow Developers", "Catalog UI Policy - Show accessories details", and "Student". The main content area displays the policy details with tabs like "Script" and "When to Apply". The "When to Apply" tab is selected, showing the following configuration:

- Applies to: A Catalog Item
- Application: Global
- \* Catalog item: laptop Request
- \* Active: checked
- \* Short description: Show accessories details

Below this, the "When to Apply" section specifies that the policy actions are applied only if all conditions are met:

1. The catalog UI policy is Active
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Conditions for application:

- Catalog Conditions: additional\_accessories is true
- Applies on a Catalog item view: checked
- Applies on Catalog Tasks: unchecked
- Applies on Requested Items: unchecked

Actions:

- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
- On load: checked
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

This screenshot shows the configuration of a Catalog UI Policy named "Catalog UI Policy - Show accessories details". The policy applies to Catalog Item views and Catalog Tasks. It uses the condition "additional\_accessories is true" and triggers actions on load. The actions include applying catalog UI policy when the form is loaded or user changes values, and reversing effects if the condition evaluates to false. The "Reverse if false" checkbox is checked.

**Conditions:**

- additional\_accessories is true

**Actions:**

- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form (On load)
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false (Reverse if false)

**Related Links:**

- Run Point Scan

**Catalog UI Policy Actions:**

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

## Ui Action

This screenshot shows the configuration of a UI Action named "UI Action - Reset Form". The action has an "On click" condition and a script that clears the form and alerts the user. The script content is:

```

1 function resetform() {
2     g_form.clearForm(); // Clears all fields in the form
3     alert("The form has been reset.");
4 }

```

**Condition:**

**Script:**

```

1 function resetform() {
2     g_form.clearForm(); // Clears all fields in the form
3     alert("The form has been reset.");
4 }

```

**Protection policy:** None

**Workspace:**

- Requires role
- Workspace Form Button
- Format for Configurable Workspace

**Related Links:**

## Exporting Update Set

This screenshot shows the configuration of an Update Set named "laptop Request". The update set includes fields for Name, State, Parent, Release date, Install date, Installed from, Description, Application, Created date, Created by, and Merged to. The "Customer Updates (10)" section shows a table with columns: Type, View, Target name, Updated by, Remote update set, and Action. The table has one row with the value "Created".

**Fields:**

- Name: laptop Request
- State: Complete
- Parent: (dropdown menu)
- Release date: (date input)
- Install date: (date input)
- Installed from: (text input)
- Description: (text area)
- Application: Global
- Created: 2025-11-02 06:49:57
- Created by: admin
- Merged to: (dropdown menu)

**Customer Updates (10):**

Type	View	Target name	Updated by	Remote update set	Action
Created					

Customer Updates (10)						
	Created	Type	View	Target name	Updated by	Remote update set
	2025-11-02 07:41:11	Catalog UI Policy Action		accessories_details	admin	(empty)
	2025-11-02 07:11:23	Catalog UI Policy		Show accessories details	admin	(empty)
	2025-11-02 07:03:06	Variable		laptop Model	admin	(empty)
	2025-11-02 07:06:04	Variable		Accessories Details	admin	(empty)
	2025-11-02 07:04:00	Variable		justification	admin	(empty)
	2025-11-02 07:04:56	Variable		Additional Accessories	admin	(empty)
	2025-11-02 06:58:18	Catalog Item		laptop Request	system	(empty)
	2025-11-02 06:58:18	Catalog Items Catalog		Service Catalog.laptop Request	admin	(empty)
	2025-11-02 06:58:18	Catalog Item Category		Hardware.laptop Request	admin	(empty)
	2025-11-02 07:49:10	UI Action		Reset Form	admin	(empty)

## Retrieving the Updated Set

All > Class = Retrieved Update Set									
	Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
	laptop Request	Global	Loaded	(empty)		2025-11-02 07:59:10	(empty)	(empty)	(empty)

## Testing

Use this item to request a new laptop

laptop Model

justification

Additional Accessories

\* Accessories Details

Order this Item  
Quantity: 1  
Delivery time: 2 Days  
**Order Now**  
**Add to Cart**

Shopping Cart  
Empty

## Order Status

The screenshot shows a ServiceNow web interface titled "Order Status: REQ0010002". The top navigation bar includes links for "ServiceNow Developers", "Order Status: REQ0010002 | Ser...", and "- Student". The main content area displays a success message: "Thank you, your request has been submitted". Below this, detailed information is provided: "Order Placed: 2025-11-02 08:15:38", "Request Number: REQ0010002", and "Estimated Delivery Date of Complete Order: 2025-11-04". A table summarizes the order details:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2025-11-04	▶ <span style="color: green;">✓</span> <span style="color: blue;">○</span> <span style="color: orange;">○</span> <span style="color: red;">○</span>		1	

At the bottom, there are buttons for "Back to Catalog", "Continue Shopping", and "Home".

The Performance testing phase successfully validated the core functionalities of the project, including updated the set, service catalog, variable set, catalog UI policy, UI action, Exporting Update set, Retreiving the updated set, Testing, Order status. This testing phase ensures the system is production ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency.