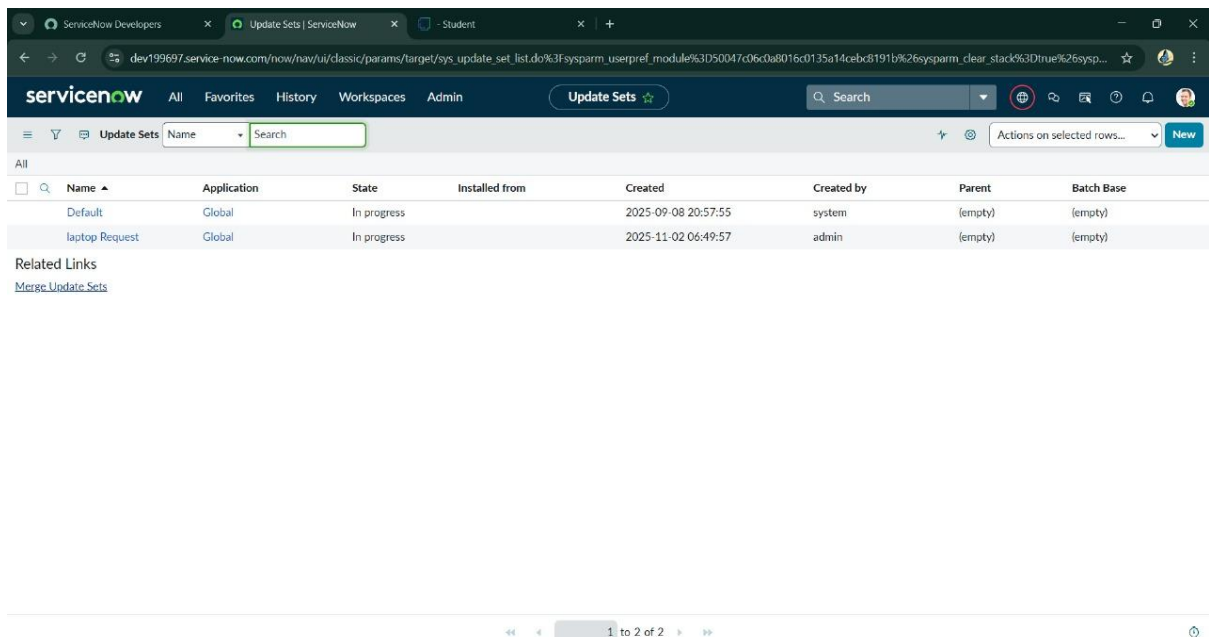


# Performance and Testing

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

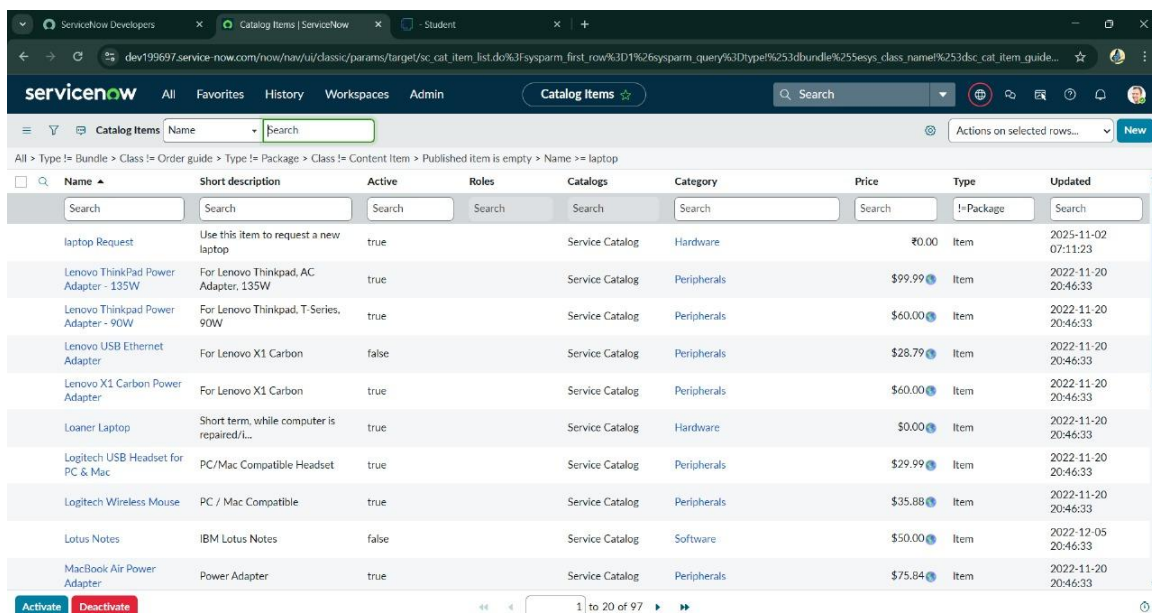
## Updated set



The screenshot shows the 'Update Sets' page in ServiceNow. The table lists update sets with columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. Two update sets are visible: 'Default' and 'laptop Request', both in 'In progress' state. The 'laptop Request' update set was created on 2025-11-02 06:49:57 by 'admin'.

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 'Catalog Items' page in ServiceNow. The table lists catalog items with columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. The first item is 'laptop Request', which is active and categorized as 'Hardware' with a price of ₹0.00. Other items include various Lenovo and Logitech peripherals, a loaner laptop, and a MacBook Air power adapter.

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/...	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 "Meta" section is visible, and the "Assigned Topics" table is displayed below it. The table has columns for Type, Question, and Order.

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 "When to Apply" tab is selected, and the "Catalog Conditions" section is visible. The policy is active and applies to the "laptop Request" catalog item. The conditions are defined as "additional\_accessories is true".

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

**When to Apply** | Script

Catalog UI policy actions are applied only if all the following 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

**Catalog Conditions:** additional\_accessories is true

**Applies on:** ☒ Catalog Item view  
☐ Catalog Tasks  
☐ Requested Items

**On load:** ☒

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

ServiceNow Developers | Show accessories details | Catalog UI Policy

dev199697.service-now.com/now/ui/classic/params/target/catalog\_ui\_policy.do%3fsys\_id%3D3d3b065483493210c929b5a6feaad349%26sysparm\_record\_list%3Dcatalog\_item%253D053c469c83093...

**Catalog UI Policy - Show accessories details**

additional\_accessories is true

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

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 ☒

Update Delete

Related Links

Run Point Scan

**Catalog UI Policy Actions**

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

1 to 1 of 1

## Ui Action

ServiceNow Developers | Reset Form | UI Action

dev199697.service-now.com/now/nav/ui/classic/params/target/sys\_ui\_action.do%3fsys\_id%3D21389a5483893210c929b5a6feaad3ae%26sysparm\_view%3D%26sysparm\_domain%3Dnull%26sysparm\_do...

**UI Action - Reset Form**

Hint

Onclick

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 ☐

Workspace Form Menu ☐

Format for Configurable Workspace ☐

Update Delete

Related Links

## Exporting Update Set

ServiceNow Developers | Update Set - Laptop Request

dev199697.service-now.com/now/nav/ui/classic/params/target/sys\_update\_set.do%3fsys\_id%3D008a02d803093210c929b5a6feaad322%26sysparm\_record\_target%3Dsys\_update\_set%26sysparm...

**Update Set - Laptop Request**

Name: Laptop Request

State: Complete

Parent:

Release date:

Install date:

Installed from:

Description:

Application: Global

Created: 2025-11-02 06:49:57

Created by: admin

Merged to:

Update Back Out

Related Links

Export to XML

Merge With Another Update Set

Save Update Set

Customer Updates (10) Update Set Logs Child Update Sets Install History

Created	Type	View	Target name	Updated by	Remote update set	Action

Update Set - laptop Request

Customer Updates (10) | Update Set Logs | Child Update Sets | Install History

Created

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

1 to 10 of 10

## Retreiving the Updated Set

Retrieved Update Sets

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)

Related Links  
Import Update Set from XML

1 to 1 of 1

## Testing

Service Catalog > Hardware > laptop Request

Use this item to request a new laptop

laptop Model

justification

☒ Additional Accessories

\* Accessories Details

Order this Item

Quantity: 1

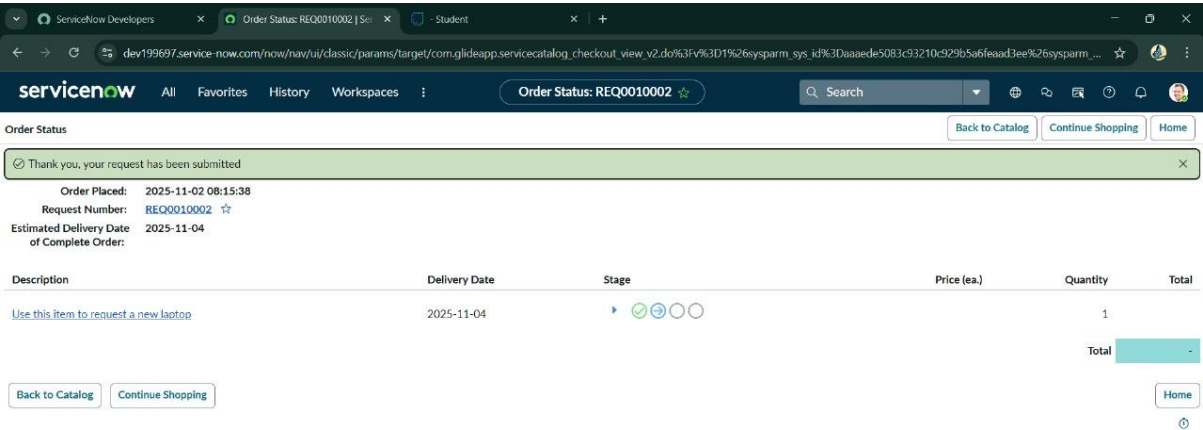
Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart: Empty

# Order Status



The 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 sliigned with its intended objectives,reinforcing the solution’s robustness and efficiency.