

## Performance And Testing

Date	2 November 2025
Team ID	NM2025TMID01560
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

### 1. Objective

The goal of this performance testing is to ensure the *Laptop Request Catalog Item* works efficiently across different instances, with quick form loading, proper execution of UI policies and actions, and smooth data transfer via Update Sets.

### 2. Tasks Performed 1. Update Set Creation

- Created a new Update Set named “**Laptop Request Catalog Item UpdateSet**.”
- Added all related configurations such as the catalog item, workflows, UI policies, and UI actions.

### 2. Service Catalog Item

- Designed a catalog item named “**Laptop Request**.”
- Added fields: Laptop Model, Business Justification, Manager Approval, and Urgency.
- Configured dynamic behavior for fields based on user selections.

### 3. UI Policy

- Created UI Policies to dynamically hide or show fields.  
Example: Show “Business Justification” field only if Urgency = High.
- Ensured conditions are client-side for faster performance.

Catalog Item - Laptop Request

Meta

Related Links

Assigned Topics

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show_accessories_details	(empty)		true	true	false	2025-11-02 02:53:52	100

## 4. UI Action

- Added a **Reset Form** button using a UI Action to clear all fields when clicked.
- Verified that the reset executes instantly without reloading the page.

Catalog UI Policy - show accessories details

Additional conditions:

additional_accessories	is	true	AND	OR
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Applies on a Catalog Item view

Applies on Catalog Tasks

Applies on Requested Items

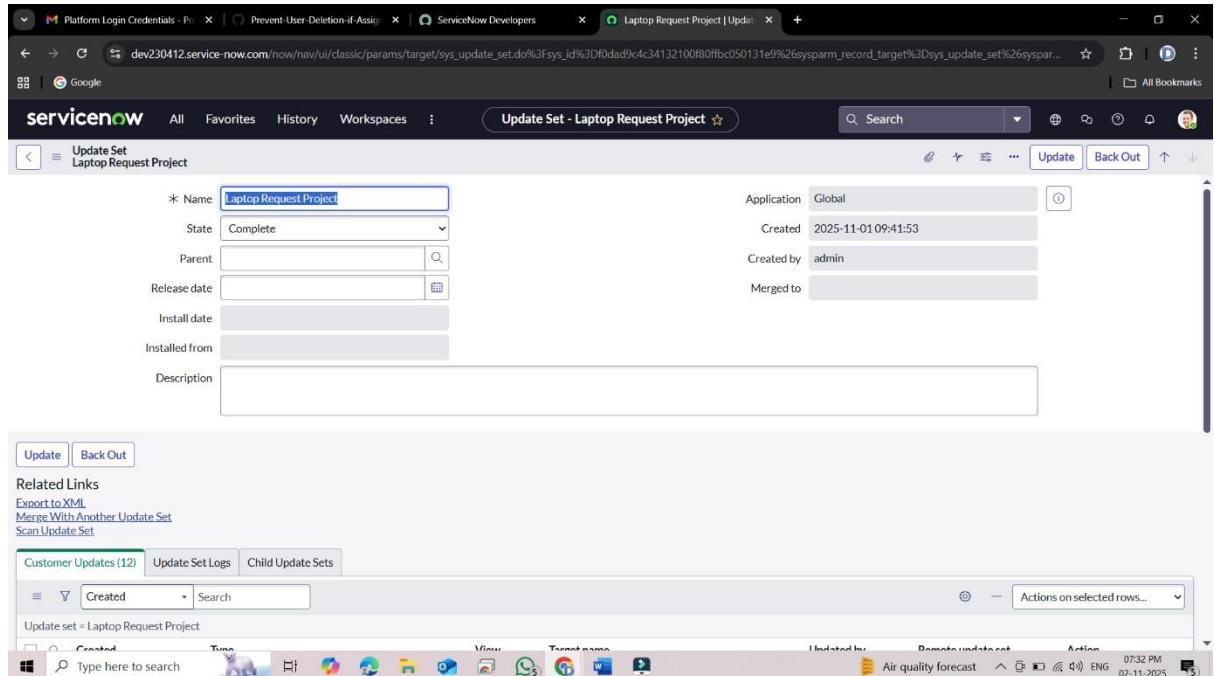
On load

Reverse if false

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

## 5. Export Update Set

- Exported the completed Update Set as an XML file for deployment to another instance.
- Verified the file contains all related configurations.

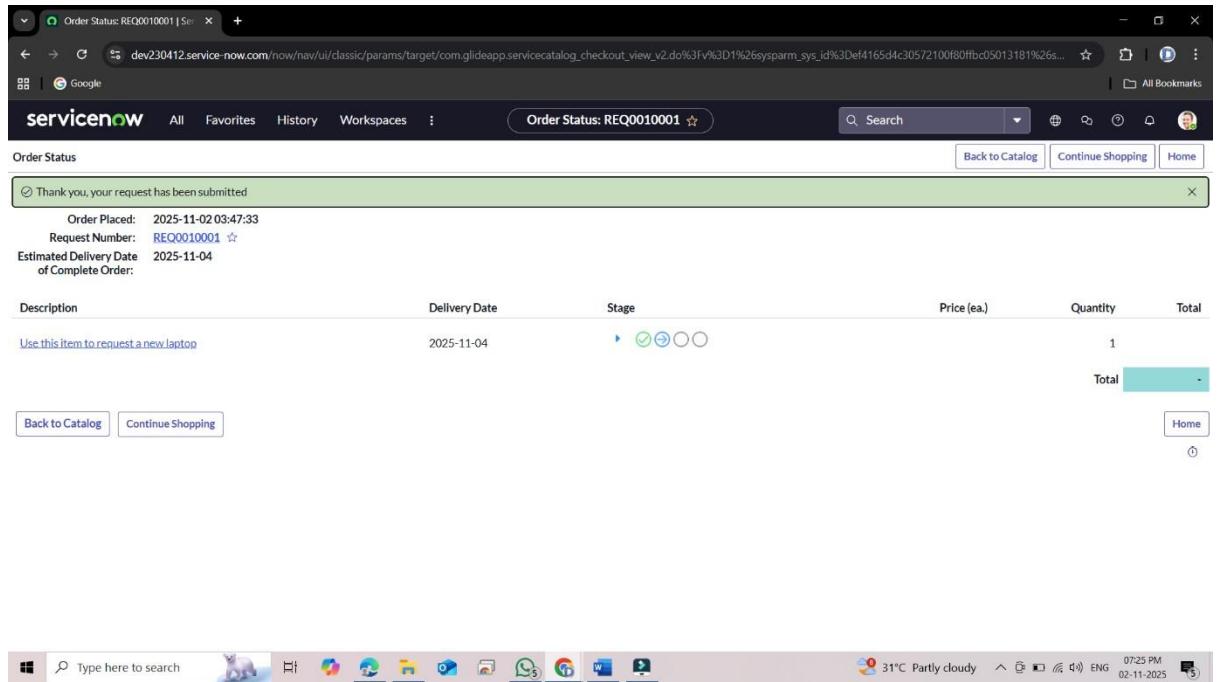


## 6. Login to Another Instance

- Logged in to a different ServiceNow instance (Test Environment).
- Imported the Update Set and previewed changes.
- Committed the Update Set successfully without errors.

## 7. Testing

- Tested the *Laptop Request* form on the new instance.
- Checked form loading time, field visibility, reset action, and request submission.
- Verified that catalog tasks and approval flows triggered properly.



## 8. Conclusion

- The *Laptop Request Catalog Item* performed efficiently on both instances.
- Dynamic fields and UI actions executed without delays.
- Update Set transfer and deployment were successful.

**Result:** The catalog item is ready for production deployment.