Performance And Testing

Date	2 November 2025
Team ID	NM2025TMID06196
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.
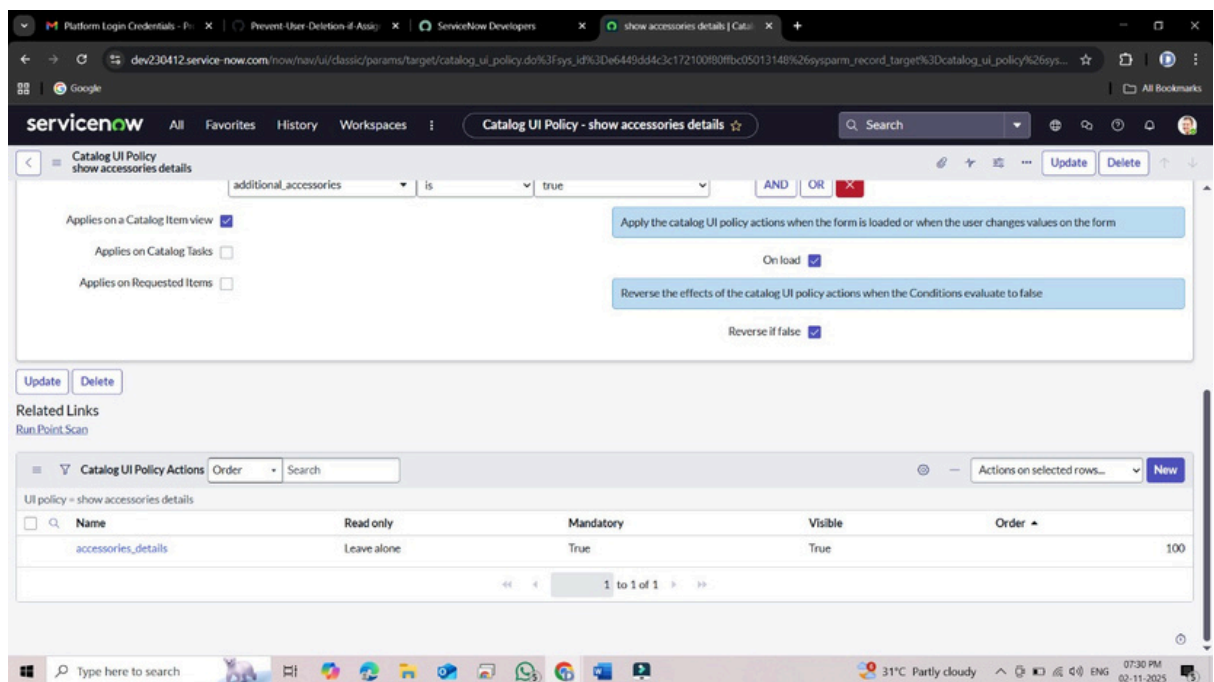
3. UI Policy

- 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.
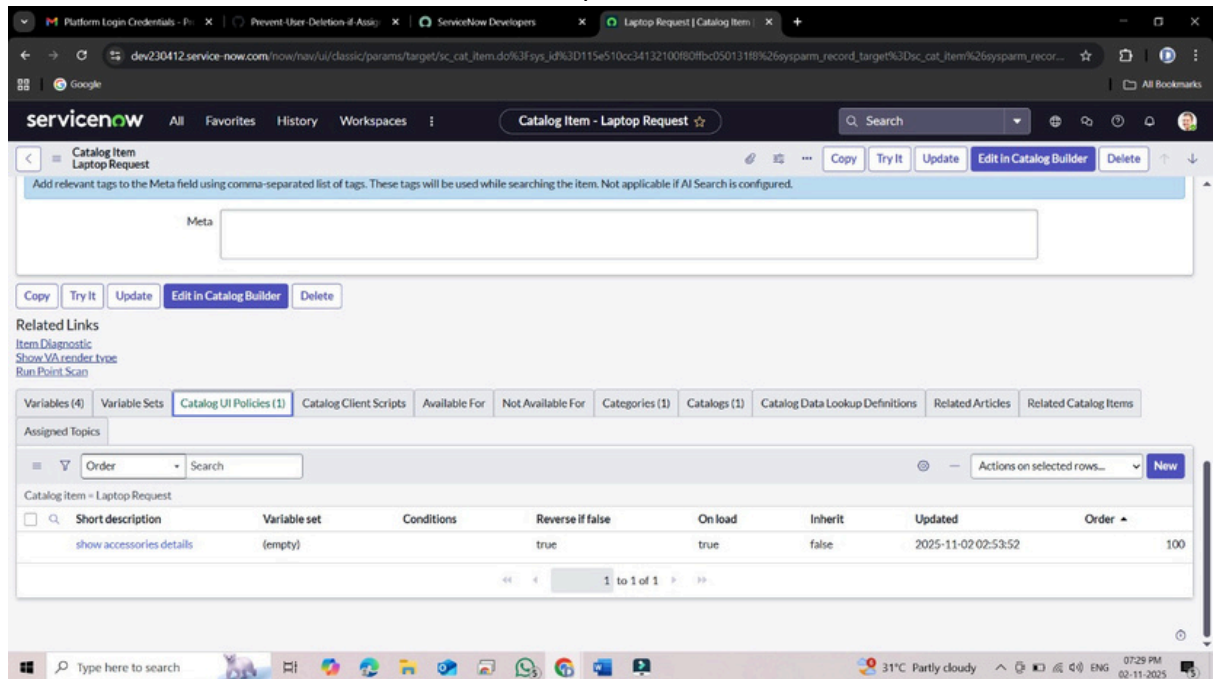
4. UI Action

- 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.

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.
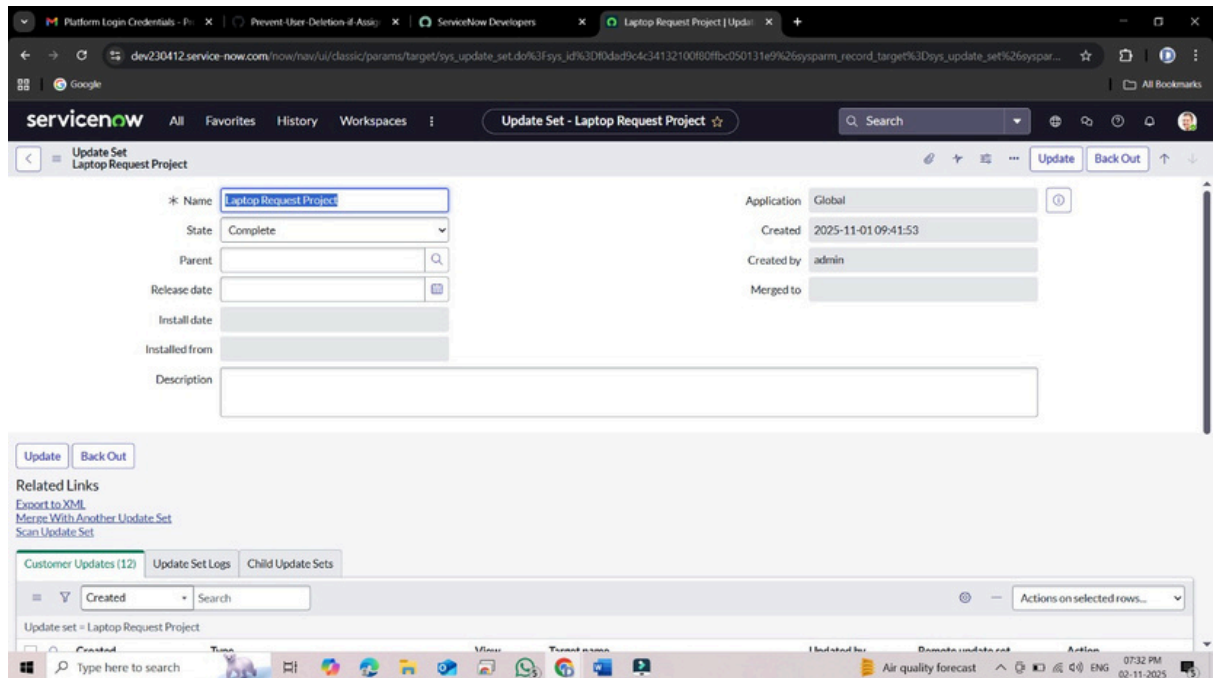
6. Login to Another Instance

- 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.
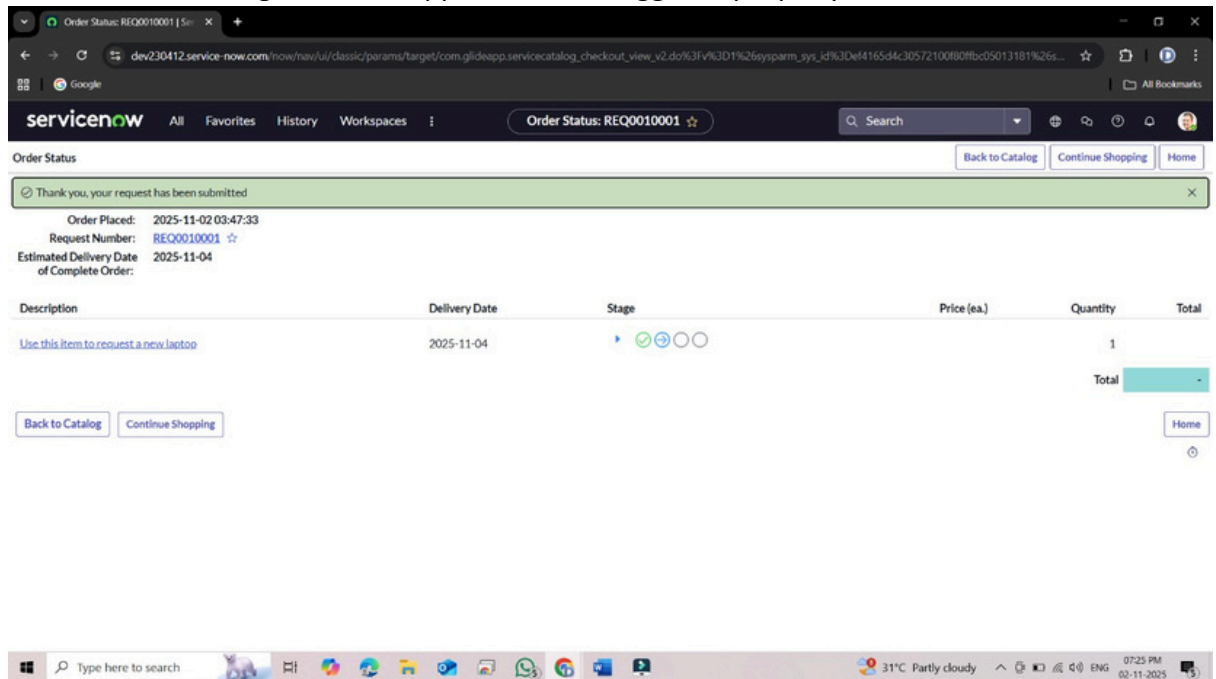
8. Conclusion

- 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.