

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.

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes tabs for 'Catalog Item - Laptop Request' and 'Laptop Request | Catalog Item'. Below the header, there's a 'Meta' field for adding relevant tags. A table lists catalog UI policies, with one row selected:

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.

The screenshot shows the 'Catalog UI Policy - show accessories details' page. It displays policy conditions and actions:

- Condition:** additional_accessories is true
- Actions:**
 - Applies on a Catalog Item view: checked
 - Applies on Catalog Tasks: unchecked
 - Applies on Requested Items: unchecked
 - On load: checked
 - Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false: checked
 - Reverse if false: checked

Below the policy configuration, a table lists catalog UI policy actions:

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.

The screenshot shows the 'Update Set' screen for the 'Laptop Request Project'. The main form displays the following fields:

Name	State	Parent	Release date	Install date	Created by	Merged to
Laptop Request Project	Complete				admin	

Below the form, there are 'Related Links' including 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there are tabs for 'Customer Updates (12)', 'Update Set Logs', and 'Child Update Sets'. A search bar and a toolbar with various icons are also present.

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.

The screenshot shows a ServiceNow browser window with the URL https://dev230412.service-now.com/nav/uiclassic/params/target/com.glideapp.servicecatalog_checkout_view_v2.do%3Fv%3D1%26sysparm_sys_id%3De4165d4c30572100f80ffbc05013181%26.... The page title is "Order Status: REQ0010001". The main content area displays the following information:

Order Status

Thank you, your request has been submitted.

Order Placed: 2025-11-02 03:47:33
Request Number: [REQ0010001](#)
Estimated Delivery Date: 2025-11-04
of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-11-04	▶ ● ● ● ●		1	1

Buttons at the bottom: Back to Catalog, Continue Shopping, Home.

At the very bottom of the screen, a taskbar is visible with icons for File, Search, Task View, and various pinned applications like Microsoft Edge, Google Chrome, and Microsoft Word. The system tray shows the date (02-11-2025), time (07:25 PM), and weather (31°C Partly cloudy).

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.