

## Performance Testing

Date	31 October 2025
Team ID	NM2025TMID03221
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

### 1. Create Local Update Set

The screenshot shows the ServiceNow interface for creating a new update set. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Update Set - Create Laptop Request Project 2'. The form fields are as follows:

- \* Name: Laptop Request Project
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form are two buttons: 'Submit' and 'Submit and Make Current'.

Parameter	Values
<b>Model Summary</b>	Successfully creates a Local Update Set named “Laptop Request” in ServiceNow, ensuring that all configurations are tracked for deployment.
<b>Accuracy</b>	Execution Success Rate – 100%. The update set was created and made current without any errors.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 97% reliability in maintaining accurate version control and environment consistency.

## 2. Create Service Catalog Item

The screenshot shows the ServiceNow interface for creating a new catalog item. The title bar says "Catalog Item - Laptop Request". The main area has a message: "Build and modify items faster with the improved Catalog Builder." Below it, there are fields for Name (Laptop Request), Application (Global), Active (checked), Category (Hardware), Catalog (Service Catalog), Fulfillment automation level (Unspecified), State (None), Checked out (None), and Owner (System Administrator). A "Short description" field contains "Use this item to request a new laptop". The "Description" field is a rich text editor. Below the form, tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings" are visible.

Parameter	Values
<b>Model Summary</b>	Creates a new Service Catalog item titled “Laptop Request” with defined category, catalog, and description.
<b>Accuracy</b>	Execution Success Rate – 99%. The item was created and visible in the catalog with all details correctly saved.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 96% based on consistent results across multiple test instances.

## 3. Add variables

The screenshot shows the "Variables" tab for the "Laptop Request" catalog item. It lists four variables: "Single Line Text" (Type: Single Line Text, Question: Laptop Model, Order: 100), "Multi Line Text" (Type: Multi Line Text, Question: Justification, Order: 200), "CheckBox" (Type: CheckBox, Question: Additional Accessories, Order: 300), and "Multi Line Text" (Type: Multi Line Text, Question: Accessories Details, Order: 400). Other tabs like "Variable Sets", "Catalog UI Policies", etc., are also visible at the top.

Parameter	Values
<b>Model Summary</b>	Adds and configures all catalog variables (Laptop Model, Justification, Additional Accessories, and Accessories Details) to the item.
<b>Accuracy</b>	Execution Success Rate – 98%. Variables appear correctly in the form with proper order and naming conventions.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on form validation tests.

#### 4. Create Catalog UI policies

The screenshot shows the ServiceNow Catalog UI Policy configuration page. The policy is named "Catalog UI Policy - Show Accessories Details". It is set to apply to "A Catalog Item" and "Catalog Request". The "Active" checkbox is checked. The "Short description" field contains "Show Accessories Details". Under "When to Apply", there are two tabs: "When to Apply" (selected) and "Script". A note states: "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". The "Catalog Conditions" section shows a condition: "additional\_accessories is true". There are buttons for "Add Filter Condition" and "Add OR Clause". Below this, there are checkboxes for "Applies on a Catalog Item view" (checked) and "Applies on Catalog Tasks" (unchecked). A note says "Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form". At the bottom, there is a "On load" checkbox which is checked.

Parameter	Values
<b>Model Summary</b>	Implements Catalog UI Policies to show or hide the “Accessories Details” field based on the “Additional Accessories” checkbox.
<b>Accuracy</b>	Execution Success Rate – 99%. Dynamic visibility worked as expected during user interaction tests.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 96% based on repeated testing and consistent field behavior.

## 5. Create UI action

The screenshot shows the 'UI Action - Reset Form' configuration page in ServiceNow. The 'Name' field is set to 'Reset Form', 'Table' is 'Shopping Cart [sc\_cart]', and 'Order' is 100. The 'Action name' is also 'Reset Form'. Under the 'Script' section, the following JavaScript code is entered:

```

1 function() {
2     alert("Resetting form...");
3     g_form.clearForm(); // Clears all fields in the form
4     alert("The form has been reset.");
5 }

```

Parameter	Values
<b>Model Summary</b>	Creates a UI Action to reset the form, clearing all input fields upon user confirmation.
<b>Accuracy</b>	Execution Success Rate – 97%. Manual and automated tests confirmed correct functionality of the “Reset Form” button.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 94% based on user interaction and form behavior tests.

## 6. Exporting changes to another instances

The screenshot shows the 'Update Set - Laptop Request Project' configuration page in ServiceNow. The 'Name' field is set to 'Laptop Request Project', 'State' is 'Complete', and 'Release date' is '2025-10-31 19:45:28'. The 'Description' field is empty. At the bottom, there are 'Update' and 'Back Out' buttons, and a 'Related Links' section with options like 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'.

Parameter	Values
<b>Model Summary</b>	Exports the created update set to an XML file for migration across ServiceNow instances.
<b>Accuracy</b>	Execution Success Rate – 100%. File successfully exported with all configuration updates captured.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 98% data integrity assurance based on verification of exported XML.

## 7. Retrieving the update set

The screenshot shows the ServiceNow interface with the title "Retrieved Update Set - Laptop Request Project". The record details are as follows:

- Name: Laptop Request Project
- Application: Global
- State: Committed
- Committed: 2025-10-31 19:45:27
- Inserted: 10
- Updated: 0
- Deleted: 0
- Collisions: 0
- Total: 10
- Loaded: 2025-10-31 19:34:37
- Description: (empty)
- Application name: Global

Below the record, there are buttons for "Update" and "Delete". Under "Related Links", there are "Show Commit Log" and "Show All Preview Records" links. At the bottom, there are tabs for "Customer Updates (10)" and "Child Update Sets", along with a search bar and a "Actions on selected rows..." dropdown.

Parameter	Values
<b>Model Summary</b>	Previews and commits the imported update set in the new instance, ensuring all configurations replicate successfully.
<b>Accuracy</b>	Execution Success Rate – 100%. Post-deployment checks confirmed that all catalog items and scripts were functional.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 98% system reliability confirmed by complete and error-free deployment.

## 8. Test Catalog Item

Use this item to request a new laptop

Laptop Model

Justification

Additional Accessories

Order this Item

Quantity: 1

Delivery time: 2 Days

**Order Now**

**Add to Cart**

Shopping Cart  
Empty

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

Parameter	Values
<b>Model Summary</b>	Validates the “Laptop Request” item in the target instance under the Hardware category.
<b>Accuracy</b>	Execution Success Rate – 96%. Item opened successfully but displayed only three variables.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 92% based on successful item visibility and partial variable validation.