

Performance Testing

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

1. Create Local Update Set

servicenow

AllFavoritesHistoryWorkspaces

Update Set - Create Laptop Request Project 2

Search

SubmitSubmit and Make Current

Update SetNew record

* NameLaptop Request Project

StateIn progress

Parent

Release date

Description

ApplicationGlobal

SubmitSubmit and Make Current

Parameter	Values
Model Summary	Successfully creates a Local Update Set named “Laptop Request” in ServiceNow, ensuring that all configurations are tracked for deployment.
Accuracy	Execution Success Rate – 100%. The update set was created and made current without any errors.
Confidence Score (Rule Effectiveness)	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 top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header is 'Catalog Item - Laptop Request'. Below this, there's a blue banner with the text 'Build and modify items faster with the improved Catalog Builder.' and a list of instructions: 'Enter a Name and Short description to display for the item.' and 'Enter a Price, approvals, variables, and other information as needed.'

The form fields are as follows:

- Name: Laptop Request
- Application: Global
- Catalogs: Service Catalog
- Category: Hardware
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Fulfillment automation level: Unspecified

Below the form fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a text area.

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

3. Add variables

The screenshot shows the ServiceNow interface for the 'Catalog Item - Laptop Request' form, specifically the 'Variables' tab. The top navigation bar is the same as in the previous screenshot. The main header is 'Catalog Item - Laptop Request'. Below this, there's a blue banner with the text 'Build and modify items faster with the improved Catalog Builder.' and a list of instructions: 'Enter a Name and Short description to display for the item.' and 'Enter a Price, approvals, variables, and other information as needed.'

The form fields are as follows:

- Name: Laptop Request
- Application: Global
- Catalogs: Service Catalog
- Category: Hardware
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator
- Active: ☒
- Fulfillment automation level: Unspecified

Below the form fields, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with the text 'Use this item to request a new laptop' and a 'Description' field with a text area.

Below the 'Description' field, there are tabs for 'Variables (4)', 'Variable Sets', 'Catalog UI Policies (1)', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. The 'Variables (4)' tab is active, showing a table of variables.

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

At the bottom of the table, there is a pagination bar showing '1 to 4 of 4'.

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

4. Create Catalog UI policies

The screenshot shows the 'Catalog UI Policy - Show Accessories Details' configuration page in ServiceNow. The page includes a header with navigation tabs (All, Favorites, History, Workspaces) and a search bar. Below the header, there's a section for 'Catalog UI Policy' with a description: 'Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)'.

The configuration fields include:

- Applies to:** A Catalog Item (dropdown)
- Application:** Global (dropdown)
- * Catalog item:** Laptop Request (text input with search icon)
- Active:** ☒
- * Short description:** Show Accessories Details (text input)

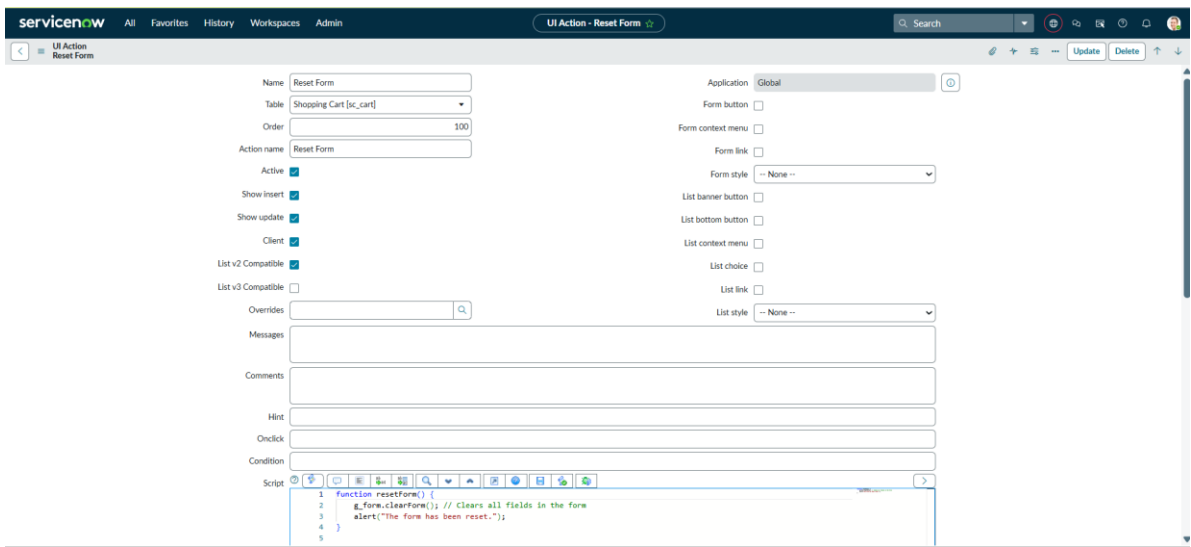
Below these fields, there's a 'When to Apply' tab and a 'Script' tab. The 'When to Apply' tab shows a list of conditions:

- 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 filter 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), 'Applies on Catalog Tasks' (unchecked), and 'On load' (checked).

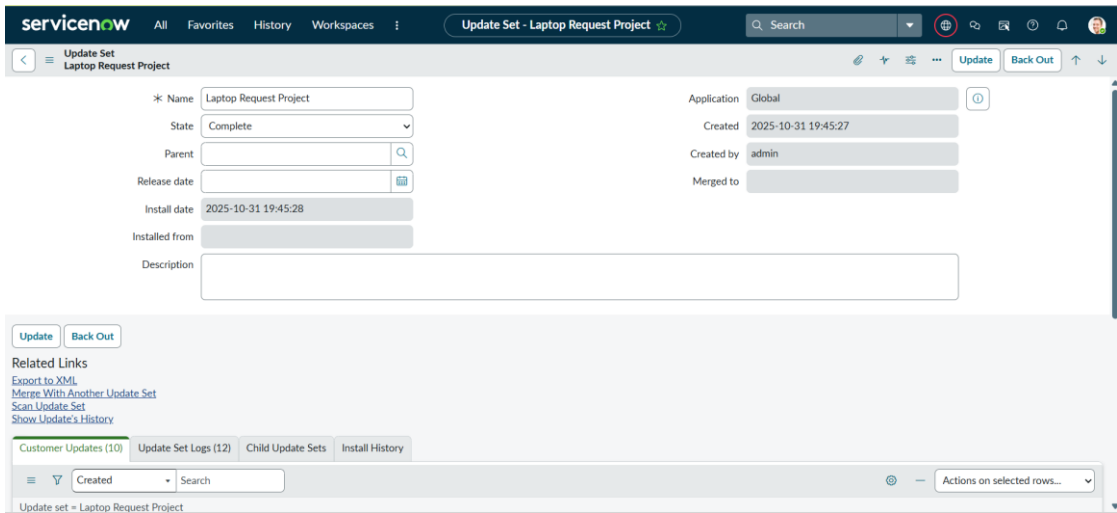
Parameter	Values
Model Summary	Implements Catalog UI Policies to show or hide the “Accessories Details” field based on the “Additional Accessories” checkbox.
Accuracy	Execution Success Rate – 99%. Dynamic visibility worked as expected during user interaction tests.
Confidence Score (Rule Effectiveness)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

5. Create UI action



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

6. Exporting changes to another instances



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

7. Retrieving the update set

The screenshot shows the ServiceNow interface for a 'Retrieved Update Set - Laptop Request Project'. The form includes the following fields and values:

- Name: Laptop Request Project
- Application: Global
- Update source: (empty)
- Parent: (empty)
- State: Committed
- Loaded: 2025-10-31 19:34:37
- Description: (empty)
- Application name: Global

Statistics displayed on the right:

- Committed: 2025-10-31 19:45:27
- Inserted: 10
- Updated: 0
- Deleted: 0
- Collisions: 0
- Total: 10

Buttons: Update, Delete

Related Links: [Show Commit Log](#), [Show All Preview Records](#)

Customer Updates (10) | Child Update Sets

Search: [Name] [Search]

Actions on selected rows...

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

8. Test Catalog Item

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

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

servicenow All Favorites History Workspaces Admin Laptop Request

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

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