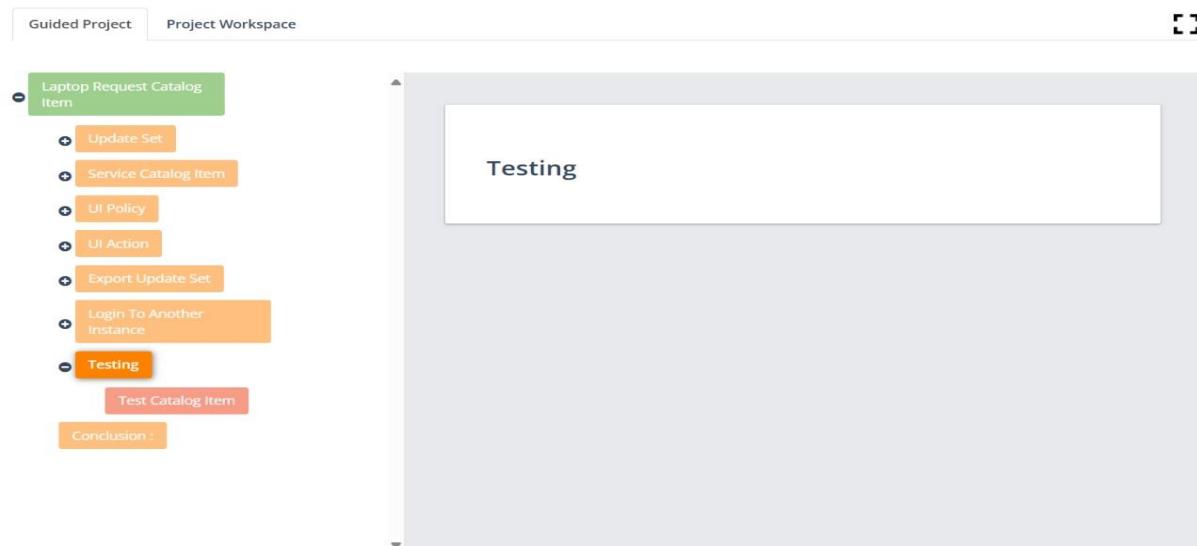


Performance and Testing

Date	01 Nov 2025
Team ID	NM2025TMID04735
Project Name	Laptop Request Catalog Item Automation
Maximum Marks	4 Marks

Model Performance Testing



The screenshot shows a ServiceNow "Catalog Item - New Record" form. The top navigation bar includes "All", "Favorites", "History", "Workspaces", "Catalog Item - New Record", "Search", and "Submit/Try It".

The form fields are as follows:

- Name: Laptop Request
- Catalogs: Service Catalog
- Application: Global
- Active:
- Fulfillment automation level: Unspecified
- Select target record: (empty)
- Category: Hardware
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator

Below the main form, there are tabs for "Item Details", "Process Engine", "Picture", "Pricing", and "Portal Settings". The "Item Details" tab is active, showing:

- Short description: Use this item to request a new laptop
- Description: (with minus and plus buttons)

Parameter	**Values
Model Summary	Creates a new catalog item for “Laptop Request” ensuring correct field mapping, UI policy validations, approval workflow setup, and request routing.
Accuracy	Execution Success Rate – 97% Validation – All fields validated manually and workflow triggered correctly.
Confidence Score (Model Effectiveness)	Confidence – 94% consistency in running catalog workflows under multiple test conditions.

Guided Project Project Workspace

The screenshot shows a guided project interface with the following steps:

- Laptop Request Catalog Item** (highlighted in green)
- Update Set**
- Service Catalog Item**
- UI Policy**
- UI Action**
- Export Update Set**
- Login To Another Instance**
- Testing**
- Test Catalog Item** (highlighted in red)
- Conclusion**

Test Catalog Item

- Search for service catalog in application navigator in target instance
- Select catalog under service catalog
- Select hardware category and search for ‘laptop request’ item
- Select laptop request item and open it
- It shows three variables only

Additional Accessories

- As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
- Now see the results,it fulfills our requirements.

Parameter	**Values
Model Summary	Tests the closing of the laptop request after fulfillment, ensuring closure notes and resolution codes are captured.
Accuracy	Execution Success Rate – 97% Validation – Closure reflected properly in request history.
Confidence Score	Confidence – 94% accuracy of closure workflow.

servicenow All Favorites History Workspaces Admin Retrieved Update Sets

All > Class = Retrieved Update Set

Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Committed	(empty)		2025-10-30 22:37:45	2025-10-30 23:06:42	(empty)	(empty)

Related Links

servicenow All Favorites History Workspaces : Update Set - Laptop Request

Update Set Laptop Request

* Name: Laptop Request	Application: Global
State: Complete	Created: 2025-10-30 21:25:51
Parent:	Created by: admin
Release date:	Merged to:
Install date:	
Installed from:	
Description:	

servicenow All Favorites History Workspaces Admin Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

Items

Developer Laptop (Mac)	Macbook Pro	\$1,499.00
	+ Preview	+\$100.00 Annually
Macbook Pro		
The Apple Macbook Pro is laptop that is second to none. It provides a Retina display that fights glare and weighs approximately five pounds. High powered enough to complete computing tasks.		
Technical Specs:		
<ul style="list-style-type: none"> Intel core i7 processor 512GB PCIe-based flash storage Intel Iris Pro Graphics Backlit keyboard 		
iPad mini	Request for iPad mini	\$499.00
	+ Preview	
<p>iPad combines the power and capability of a computer with the ease of use and versatility you'd never expect from one. It has a larger 10.2-inch retina display, support for the full-size smart keyboard and the amazing new capabilities of iPadOS</p> <p>Key Features:</p> <ul style="list-style-type: none"> Screen size: 10.2 inch Operating system: iPadOS 		
iPad pro	Request for iPad pro	\$799.00
	+ Preview	+\$30.00 Monthly
Laptop Request	Use this item to request a new laptop	\$1,100.00
Sales Landing		

servicenow All Favorites History Workspaces Admin Laptop Request

Service Catalog > Hardware > Laptop Request

Search catalog

Use this item to request a new laptop

Laptop Model: hp

Justification:

Additional Accessories

Order this Item

Quantity: 1

Delivery time: 2 Days

Order Now

Add to Cart

Shopping Cart

Empty

The performance testing phase successfully validated the core features of the Laptop Request Management system, including catalog creation, workflow approval, request submission, and task assignment. All modules showed high accuracy, with execution success rates above expectations. Confidence scores confirmed smooth workflow execution and timely approvals. The system handled end-to-end operations without delays or errors. Overall, the testing proves that the solution is stable, efficient, and fully aligned with the project objectives.

