

Performance Testing

Date	02 November 2025
TeamID	NM2025TMID04027
ProjectName	LaptopRequestCatalogItem
MaximumMarks	4 Marks

Model Performance Testing:

1. **TestObjective:** Ensure the catalog item performs efficiently under normal and peak usage.
2. **UseATF:** Automate form submissions, workflow triggers, and SLA validations.
3. **SimulateLoad:** Use tools like JMeter or LoadRunner to mimic multiple concurrent users.
4. **MeasureResponseTime:** Track form load speed and workflow execution latency.
5. **ValidateUIBehaviour:** Confirm dynamic fields and client scripts render correctly under stress.
6. **MonitorLogs:** Use system logs and performance analytics to detect bottlenecks.
7. **TestinSub-Prod:** Always run tests in a non-production environment with realistic data.
8. **DocumentResults:** Record thresholds, issues, and optimization recommendations.

Data Preprocessing:

- Validate required fields to ensure completeness before submission.
- Normalize input formats (e.g., dates, phone numbers, asset tags).
- Auto-fill user details like manager, department, and location.
- Apply conditional logic to show/hide fields based on request type.
- Sanitize inputs using client scripts to prevent invalid characters.
- Check for duplicates to avoid multiple active requests per user.
- Set default values to guide users and reduce errors.
- Tag metadata (e.g., timestamp, userID) for audit and governance.

Flow Design:

- User selects request type, triggering dynamic form behavior via UI Policies.
- Preprocessing validates and auto-fills data, ensuring clean and complete input.
- Workflow automation routes approvals and tracks SLA compliance.
- Fulfillment tasks are created and assigned to IT teams for action.
- Governance is enforced through audit logs, role-based access, and update sets.
- Testing and deployment ensure stability, with UAT and performance monitoring.

Screenshot:

Retrieved Update Set - laptop request project

Customer Updates (10) | Child Update Sets

Name	Type	Target name	Table	View	Action
catalog_ui_policy_90a3336837032107efa11d6feaad3e5	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_74aa3776837032107efa11d6feaad342	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_46787fbe833032107efa11d6feaad3ea	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_4b18333e833032107efa11d6feaad34f	Variable	Justification			INSERT_OR_UPDATE
item_option_new_8f197bfe833032107efa11d6feaad3f0	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_c197b37e833032107efa11d6feaad3aa	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_6196b3fa833032107efa11d6feaad371	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_c6577b3e833032107efa11d6feaad3c0	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_ca577b3e833032107efa11d6feaad3c8	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_246fbff6837032107efa11d6feaad3ee	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

https://dev337042.service-now.com/sys_update.xml?sys_id=8adcfbf6837032107efa11d6...

Customer Update - sys_ui_action_246fbff6837032107efa11d6feaad3ee

Name	sys_ui_action_246fbff6837032107efa11d6feaad3ee	Updated	2025-10-29 00:16:13
Created	2025-10-29 00:16:13	Updated by	admin
Created by	admin	Updates	0
Type	UI Action	Target name	Reset Form
Payload	Turn on ECMAScript 2021 (ES12) mode ⓘ ① <!--><record_update sys_domain="global" table="sys_ui_action"><sys_ui_action action="INSERT_OR_UPDATE"><action_name>Reset Form</action_name><active>true</active><client>true</client><client_script_v2><![CDATA[function onClick(g_form) {<!-->		

Comments:

Remote update set: laptop request project

Update set:

Result:

- Dynamic form behaviour improves user experience with conditional fields and tooltips.
- Validated and preprocessed data ensures clean, complete, and standardized inputs.
- Automated approval workflows streamline routing and enforce SLA compliance.
- Fulfillment tasks are regenerated and tracked efficiently through RITMs.
- Governance is maintained via audit logs, role-based access, and update sets.
- Non-functional goals met: usability, performance, security, scalability, and availability.
- Tested and deployed using AT, UAT, and performance monitoring for reliability.