

PerformanceTesting

Date	02November2025
TeamID	NM2025TMID04027
ProjectName	LaptopRequestCatalogItem
MaximumMarks	4 Marks

ModelPerformanceTesting:

1. **TestObjective:**Ensurethecatalogitemperformsefficientlyundernormalandpeak usage.
2. **UseATF:**Automateformsubmissions,workflowtriggers,andSLAvalidations.
3. **SimulateLoad:**UsetoolslikeJMeterorLoadRunnertomimicmultipleconcurrent users.
4. **MeasureResponseTime:**Trackformloadspeedandworkflowexecutionlatency.
5. **ValidateUIBehaviour:**Confirmdynamicfieldsandclientscriptsrendercorrectly under stress.
6. **MonitorLogs:**Usesystemlogsandperformanceanalyticstodetectbottlenecks.
7. **TestinSub-Prod:**Alwaysruntestsinanon-productionenvironmentwithrealistic data.
8. **DocumentResults:**Recordthresholds,issues,andoptimizationrecommendations.

Datapreprocessing:

- **Validate**requiredfieldstoensurecompletenessbeforesubmission.
- **Normalize**inputformats(e.g.,dates,phonenumbers,assettags).
- **Auto-fill**userdetails likemanager,department,andlocation.
- **Applyconditionallogic**toshow/hidefieldsbasedonrequesttype.
- **Sanitize**inputsusingclientscriptstopreventinvalidcharacters.
- **Checkforduplicates**toavoidmultipleactiverequestspouser.
- **Setdefaultvalues** toguideusersandreduceserrors.
- **Tagmetadata** (e.g.,timestamp,userID)forauditand governance.

FlowDesign:

- **Userselectsrequesttype**,triggeringdynamicformbehaviorviaUIPolicies.
- **Preprocessingvalidatesandauto-fillsdata**,ensuringcleanandcompleteinput.
- **WorkflowautomationroutesapprovalsandtracksSLAcompliance**.
- **FulfillmenttasksarecreatedandassignedtoITteamsforaction**.
- **Governanceisenforcedthroughauditlogs,role-basedaccess,andupdatesets**.
- **Testinganddeploymentensurestability**,withUATandperformancemonitoring.

Screenshot:

servicenow All Favorites History Workspaces Retrieved Update Set - laptop request project

Retrieved Update Set
laptop request project

Show Commit Log
Show All Preview Records

Customer Updates (10) Child Update Sets

Name Search

Remote update set = laptop request project

Name	Type	Target name	Table	View	Action
catalog_ui_policy_9a0a3336837032107efa11d6fead3e5	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
catalog_ui_policy_action_74aa3776837032107efa11d6fead342	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
item_option_new_46787f8e833032107efa11d6fead3ea	Variable	Additional Accessories			INSERT_OR_UPDATE
item_option_new_4b18333e833032107efa11d6fead34f	Variable	Justification			INSERT_OR_UPDATE
item_option_new_8f197bfe833032107efa11d6fead3f0	Variable	Accessories Details			INSERT_OR_UPDATE
item_option_new_c197b37e833032107efa11d6fead3aa	Variable	Laptop Model			INSERT_OR_UPDATE
sc_cat_item_6196b3fa833032107efa11d6fead371	Catalog Item	Laptop Request			INSERT_OR_UPDATE
sc_cat_item_catalog_c6577b3e833032107efa11d6fead3c0	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
sc_cat_item_category_ca577b3e833032107efa11d6fead3c8	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
sys_ui_action_246bfbb6837032107efa11d6fead3ee	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

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https://dev337042.servicenow.com/sys_update_xml.do?sys_id=ba6c3fb6837032107efa11d6...

servicenow All Favorites History Admin Customer Update - sys_ui_action_246bfbb6837032107efa11d6fead3ee

Customer Update
sys_ui_action_246bfbb6837032107efa11d6fead3ee

Name sys_ui_action_246bfbb6837032107efa11d6fead3ee 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

View

Payload **XML** Turn on ECMAScript 2021 (ES12) mode

```

1 <?xml version="1.0" encoding="UTF-8"?><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) {
2
3 }]]></client_script_v2><comments></condition><form_action>false</form_action><form_button>false</
  form_button><form_button_v2>false</form_button_v2><form_context_menu>false</
  form_context_menu><form_link>false</form_link><form_menu_button_v2>false</form_menu_button_v2><form_style>
  <format_for_configurable_workspace>false</format_for_configurable_workspace><hint><isolate_script>true</
  isolate_script><list_action>false</list_action><list_banner_button>false</

```

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 generated 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 ATF, UAT, and performance monitoring for reliability.**