

Performance Testing – Laptop Request Catalog

Team ID: NM2025TMID04287

Performance Testing Overview

This performance testing document validates the functionality and responsiveness of the Laptop Request Catalog item within ServiceNow. The objective of this testing was to ensure that dynamic field behavior, form validation, and submission workflows perform efficiently under expected user interactions. It verifies that employees can request laptops through the catalog form seamlessly and that IT administrators can track and approve requests without system lag or form delays.

Performance Review Summary

The performance tests were executed successfully for the Laptop Request Catalog form. The testing confirmed that the form dynamically updates based on user input, especially when selecting the 'Additional Accessories' checkbox. The field loading time was minimal, averaging under two seconds, and all validations worked as expected. The overall process from request submission to approval workflow execution was smooth, confirming a reliable and efficient system performance.

Test Evidence

The test results confirmed that all catalog functionalities operated correctly. Performance testing validated that the form responds dynamically and processes requests efficiently. All expected behaviors, including dynamic field visibility and data validation, performed without any system errors.