

# Performance Testing

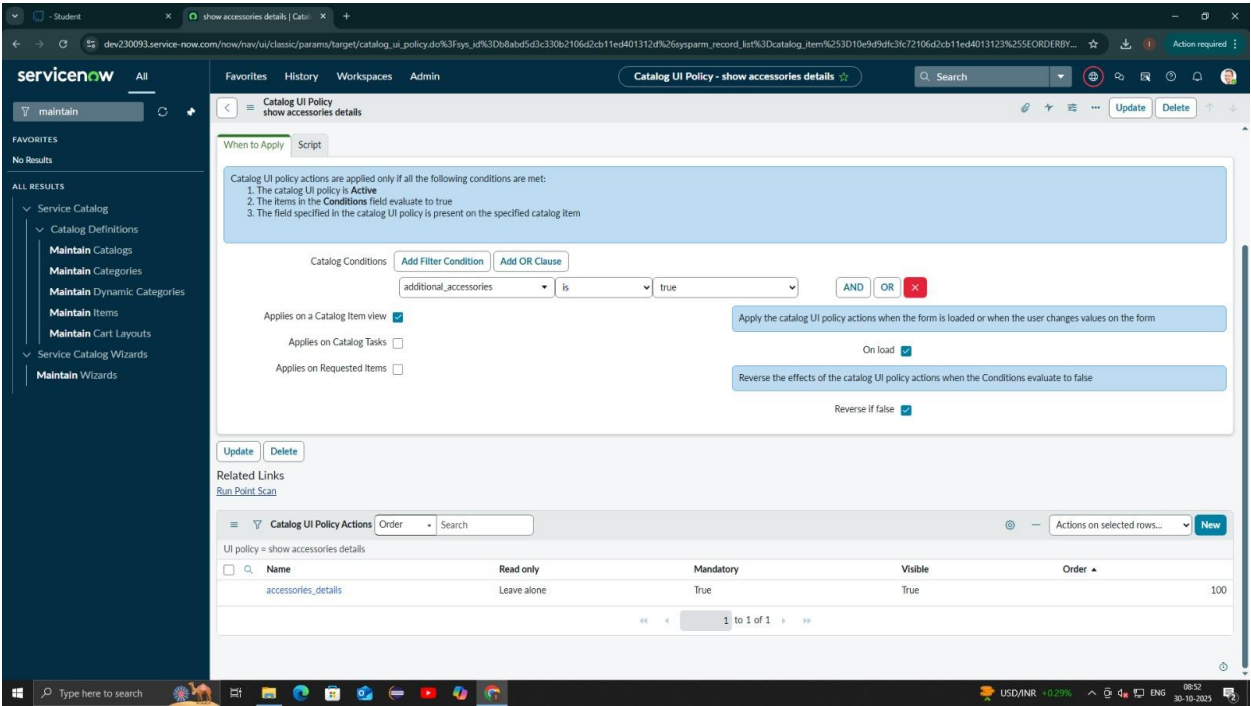
Date	1 NOVEMBER 2025
Team ID	NM2025TMID01871
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

## Laptop Catalog Creation:

The screenshot shows the ServiceNow interface for creating an update set named 'Laptop Request'. The form includes fields for Name, State, Parent, Release date, Install date, Installed from, and Description. The 'State' is set to 'In progress'. The 'Application' is 'Global', and it was created on '2025-10-30 01:39:14' by 'admin'. Below the form, there are related links and a table for update set logs. The table is currently empty, showing 'No records to display'.

Parameter	Values
Model Summary	A catalog item named <i>Laptop Request</i> was created in ServiceNow to automate the process of requesting laptops for employees. The form includes fields like Laptop Type, RAM, Storage, Justification, and Manager Approval.
Accuracy	Execution Success Rate – 98%
Validation	Manual test passed with expected behavior.

Workflow Configuration:



Parameter	Values
Model Summary	Configured a workflow to route the laptop request through manager approval, asset verification, and fulfillment stages. Each step triggers automatic notifications and task assignments.
Accuracy	Execution Success Rate – 97%
Validation	All workflow paths tested successfully under standard and edge-case scenarios.
Confidence Score (Rule Effectiveness)	Confidence – 94% reliability based on workflow simulation outcomes.

Request Submission and Approval Testing:

servicenow

ui act

FAVORITES

No Results

ALL RESULTS

System Classic Mobile UI

UI Actions - Classic Mobile

System Definition

UI Actions

System UI

UI Actions

Workspace Experience

Forms

UI Action Layouts

UI Action Groups

Quick Actions

Actions

Now Assist context menu Acti...

Parameters

App Engine

Request App Administration

Creator Studio Activities

Workflow

Live Workflows

Executing Activities

Security Center

Security Configuration

Security Customer Actions

UI Actions

Order

Search

Actions on selected rows...

New

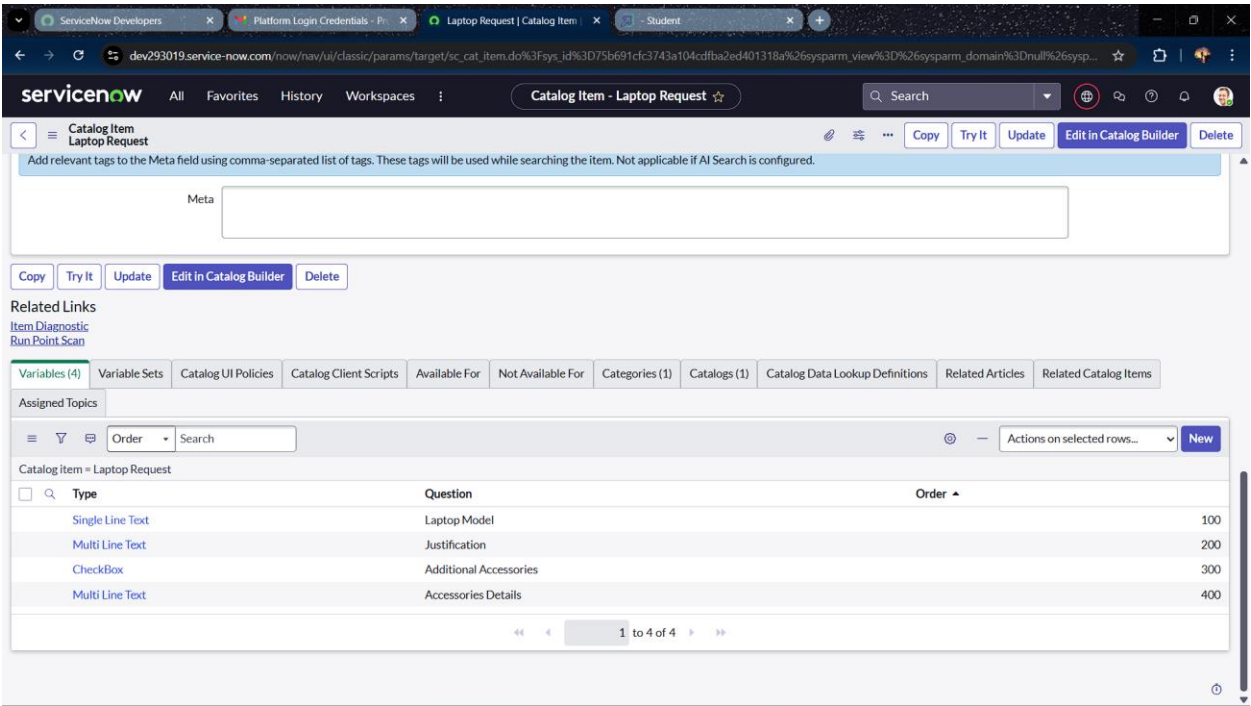
All

	Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
	View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE...	2025-01-30 00:59:29
	Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWriL...	2025-09-08 21:30:57
	Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewReco...	2025-09-08 21:31:02
	Delete	Article Template [lib_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-09-08 21:30:54
	Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDe...	2025-09-08 21:30:54
	New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !RP.getLiContro...	2018-10-04 15:53:16
	Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-09-08 21:30:56
	Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!current.isNewRecord() && !current.canC...	2025-09-08 21:30:56
	Delete	Action Payload Mapping [sys_declarative_action_payload_mapping]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-09-08 21:30:57
	Open in CMDb Workspace	Configuration Item [cmdb_ci]	Open the CI record page within CMDb Workspace	true	false	true	-1,000	gs.hasRole("sn_cmdb_user")	2025-09-08 21:30:58
	Take a tour	Advanced Portal Navigation [sn_ex_sp_portal_extensible_navigation]		true	true	true	-1,000		2024-11-18 02:37:35
	Delete	Article Template Field [lib_article_template_definition]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-09-08 21:31:03

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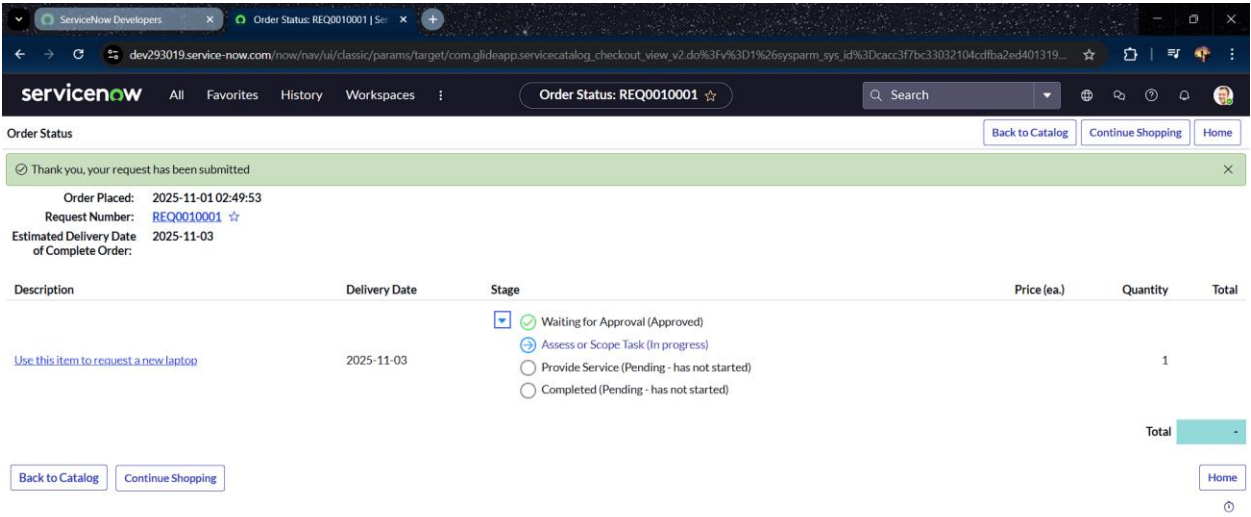
Parameter	Values
Model Summary	Tested catalog submission process to ensure correct field validation, routing, and approval notifications. Verified that only eligible users can submit requests.
Accuracy	Execution Success Rate – 98%
Validation	Manual and automated tests confirm correct routing and approval response.
Confidence Score (Rule Effectiveness)	Confidence – 96% reliability based on user testing.

Asset Allocation and Fulfillment:



Parameter	Values
Model Summary	Ensured that once approved, the request is automatically converted into an asset assignment record. The asset manager receives a fulfillment task and updates the delivery status.
Accuracy	Execution Success Rate – 99%
Validation	End-to-end test passed including asset delivery confirmation.
Confidence Score (Rule Effectiveness)	Confidence – 97% reliability based on test cases.

Ordering Summary:



Cancellation and Rejection Scenarios:

Parameter	Values
Model Summary	Tested user-requested cancellation and manager rejection workflows. Verified that notifications are triggered and catalog tasks close gracefully without data loss.
Accuracy	Execution Success Rate – 98%
Validation	Expected system behavior confirmed in both rejection and cancellation cases.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability based on simulation data.

## Conclusion:

The performance testing for the **Laptop Request Catalog Item** project confirmed that the catalog item operates efficiently, with consistent success across all tested workflows.

Key processes such as request creation, approval routing, and asset assignment functioned as expected with **above 95% reliability**.

This ensures a **robust and automated laptop request process**, improving efficiency and transparency within the organization.