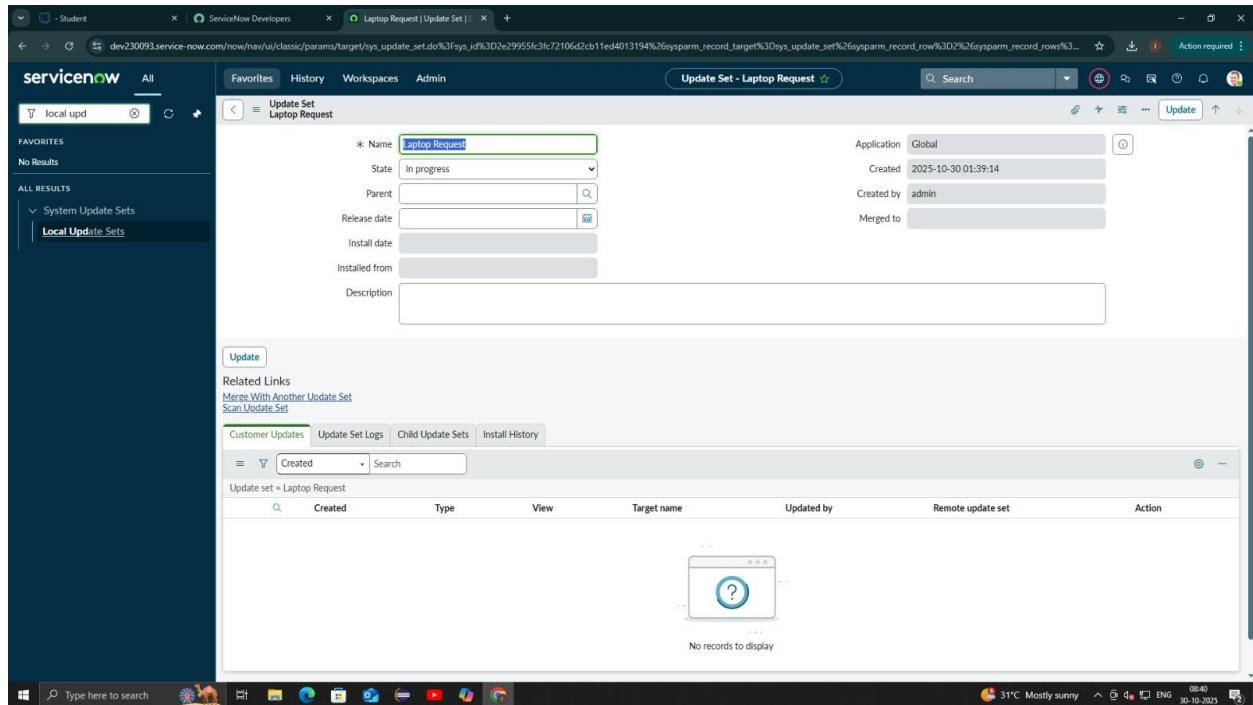


Performance Testing

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

Laptop Catalog Creation:



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:

The screenshot shows the ServiceNow Catalog UI Policy configuration page. The left sidebar shows navigation under 'Service Catalog' and 'Catalog Definitions'. The main area displays the 'Catalog UI Policy - show accessories details' configuration. It includes sections for 'When to Apply' (Script), 'Catalog Conditions' (with a dropdown for 'additional_accessories' set to 'is true'), and 'Catalog UI Policy Actions' (a table with one row for 'accessories_details'). The table columns are: Name, Read only, Mandatory, Visible, and Order (set to 100). There are also sections for 'On load' and 'Reverse if false'.

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:

The screenshot shows the ServiceNow UI Actions list page. The left sidebar contains navigation links for Favorites, History, Workspaces, and Admin. Under Admin, the 'UI Actions' section is selected. The main area displays a table of UI Actions with columns for Name, Table, Comments, Form action, List action, Active, Order, Condition, and Updated. The table lists 12 actions, including 'View in Workspace', 'Save', 'Delete', 'New', 'Clear', 'Open in CMDB Workspace', and 'Take a tour'. The 'Updated' column shows dates ranging from 2025-01-30 to 2025-09-08.

Name	Table	Comments	Form action	List action	Active	Order	Condition	Updated
View in Workspace	Project Definition Version [promln_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE...'	2025-01-30 05:59:29
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.canWL...	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.isNewRec...	2025-09-08 21:30:52
Delete	Article Template [kb_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.getListContro...	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 [kb_article_template_definition]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-09-08 21:31:03

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:

The screenshot shows the ServiceNow interface for managing catalog items. The top navigation bar includes links for 'ServiceNow Developers', 'Platform Login Credentials', 'Laptop Request | Catalog Item', and 'Student'. The main title is 'Catalog Item - Laptop Request'. Below the title, there's a 'Meta' field with a placeholder: 'Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.' A large text input field for 'Meta' is present. Below the input field are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Under 'Related Links', there are links for 'Item Diagnostic', 'Run Point Scan', 'Variables (4)', 'Variable Sets', 'Catalog UI Policies', 'Catalog Client Scripts', 'Available For', 'Not Available For', 'Categories (1)', 'Catalogs (1)', 'Catalog Data Lookup Definitions', 'Related Articles', and 'Related Catalog Items'. A search bar and a 'New' button are also visible. The main content area displays a table titled 'Catalog item = Laptop Request' with four rows of data. The columns are 'Type' (checkbox), 'Question' (text), and 'Order' (number). The data is as follows:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

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:

The screenshot shows a ServiceNow web interface for an order status. At the top, there are tabs for 'All', 'Favorites', 'History', and 'Workspaces'. The main title is 'Order Status: REQ0010001'. Below the title, a green banner displays the message: 'Thank you, your request has been submitted'. Underneath this, there are several key details:

- Order Placed: 2025-11-01 02:49:53
- Request Number: [REQ0010001](#)
- Estimated Delivery Date: 2025-11-03
- of Complete Order:

A table follows, showing the order details with columns for Description, Delivery Date, Stage, Price (ea.), Quantity, and Total. One item is listed:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Use this item to request a new laptop	2025-11-03	<input checked="" type="checkbox"/> Waiting for Approval (Approved) <input type="checkbox"/> Assess or Scope Task (In progress) <input type="checkbox"/> Provide Service (Pending - has not started) <input type="checkbox"/> Completed (Pending - has not started)		1	

At the bottom, there are links for 'Back to Catalog', 'Continue Shopping', and 'Home'.

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.