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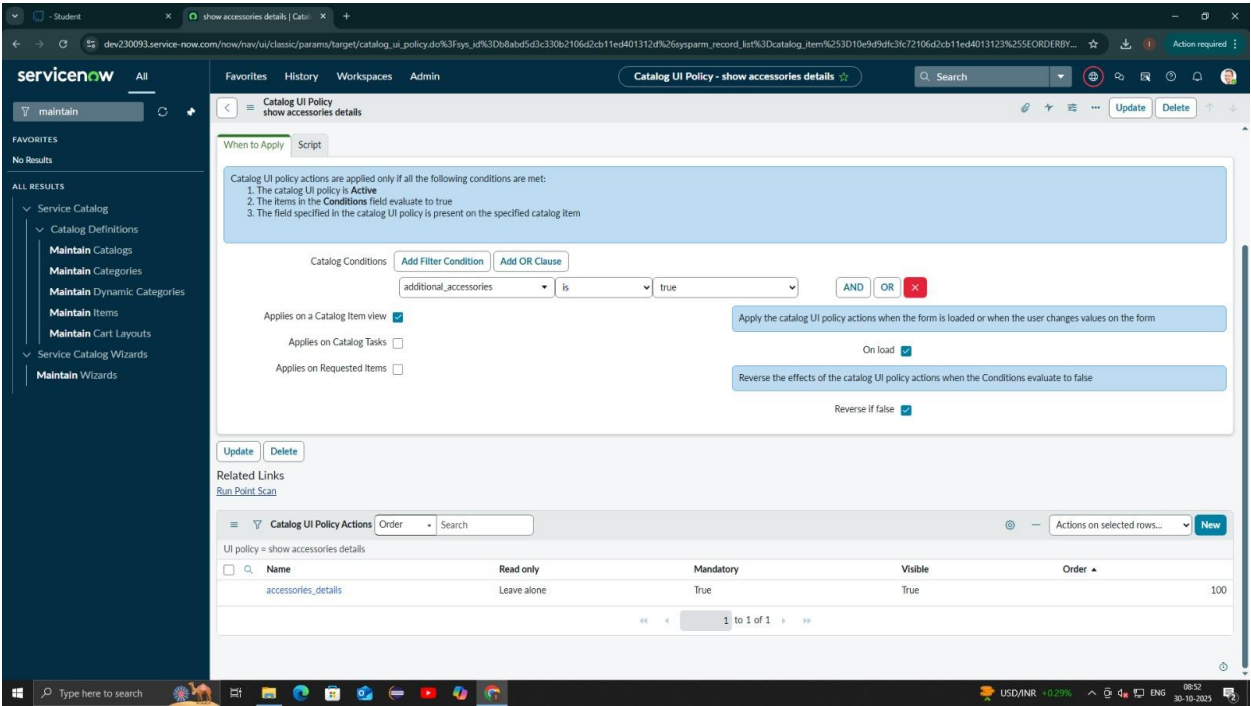
Parameter	Values
Model Summary	Configured a workflow to route the laptop request through manager approval, asset verification, and fulfillment stages. Each step triggers automatic notifications and task assignments.
Accuracy	Execution Success Rate – 97%
Validation	All workflow paths tested successfully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

Request Submission and Approval Testing:

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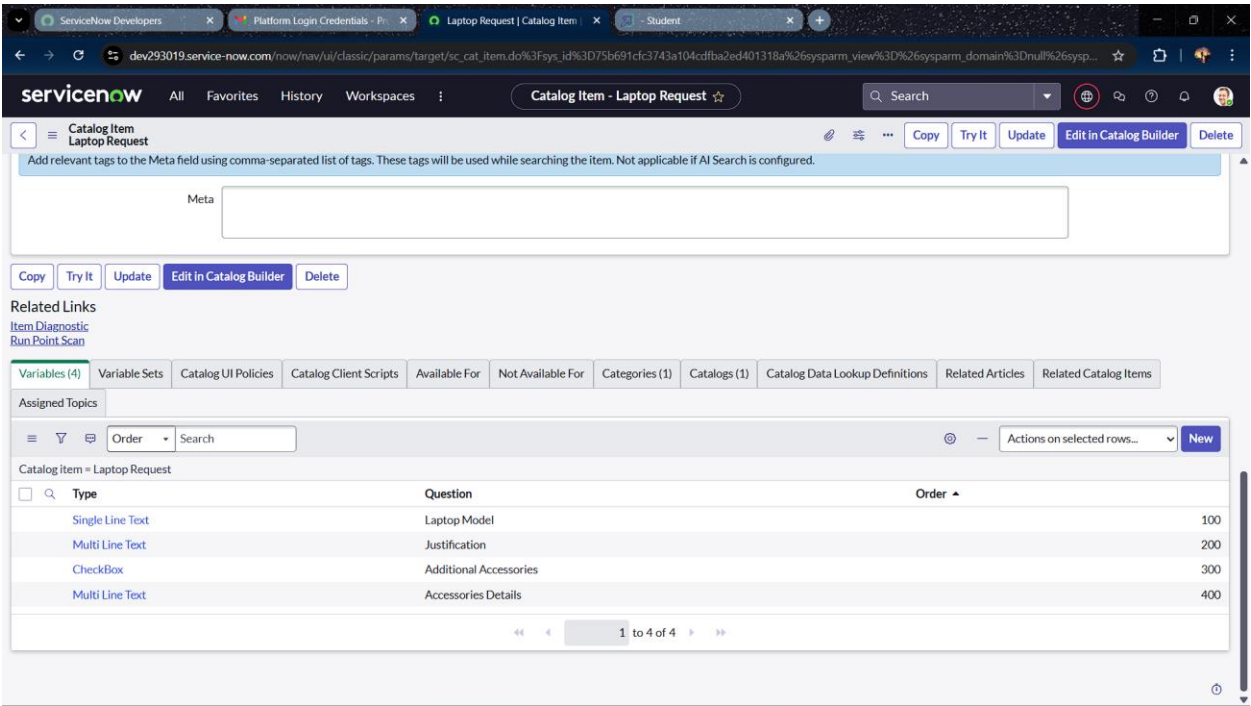
Parameter	Values
Model Summary	Ensured that once approved, the request is automatically converted into an asset assignment record. The asset manager receives a fulfillment task and updates the delivery status.
Accuracy	Execution Success Rate – 99%
Validation	End-to-end test passed including asset delivery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

Ordering Summary:
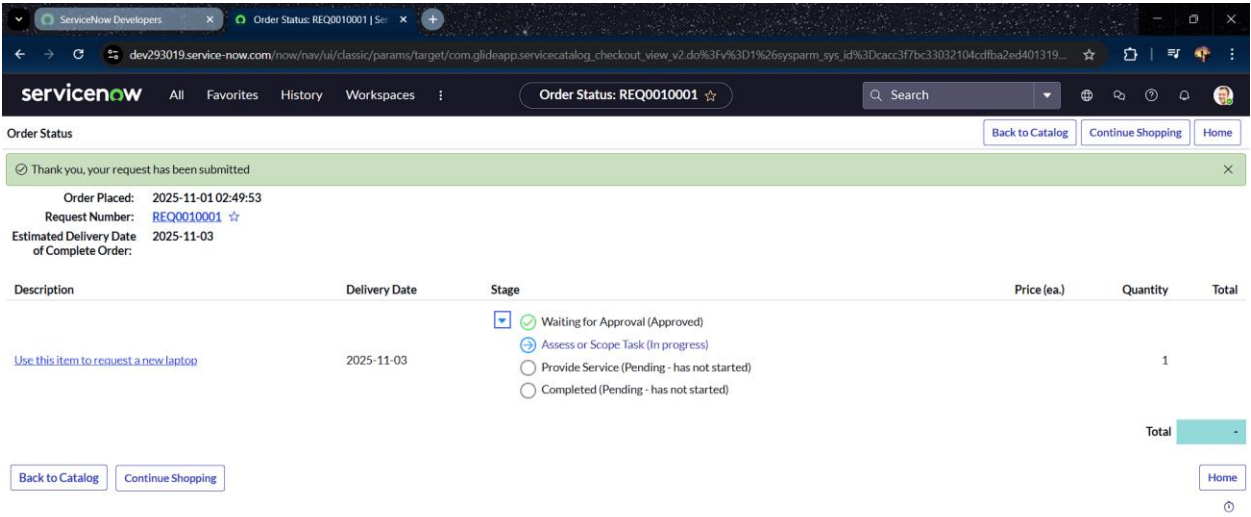
Cancellation and Rejection Scenarios:

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.