

# Performance Testing

Date	28/10/2025
Team ID	<b>NM2025TMID03230</b>
Project Name	Laptop Request Catalog Item
Maximum Marks	4 marks

## Model Performance Testing

### User Creation

Name	Application	Status	Installed from	Created	Created by	Parent	Role
Default	Security Center	In progress		2025-08-22 01:09:18	system	(empty)	(en)
Default	Pipeline	In progress		2025-10-27 20:00:02	admin	(empty)	(en)
Default	Global	In progress		2025-08-21 23:00:25	system	(empty)	(en)
Laptop Request project	Global	In progress		2025-10-29 00:11:00	admin	(empty)	(en)
Laptop Request project	Global	In progress		2025-10-28 23:49:29	admin	(empty)	(en)

Related Links:  
Service Update Sets

servicenow All Favorites History Workspaces Admin Update Set - Create Laptop Request project 2 Search

Name	Project Request Catalog	State	In progress	Applications	Global	Submit	Submit and Make Current
Parent	CL	Release date					
Description							

Submit Submit and Make Current

Parameter	values
Model Summary	You're creating a <i>ServiceNow</i> catalog item for "Laptop Request" and need a <b>modal summary</b>
Accuracy	You want text or layout for a modal window in a website or internal portal summarizing the details of a laptop request.
Confidence Score (Rule Effectiveness)	You need the summary section for a laptop request form (e.g., for IT or HR to approve).

## Assign Incident To User

The screenshot shows the ServiceNow interface for creating a new record. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar indicates the current task is "Update Set - Create Laptop Request project 2". The main area contains a form with the following fields:

- \* Name: Laptop Request project 2
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Description: (empty)

At the bottom of the form, there are two buttons: "Submit" and "Submit and Make Current".

Parameter	Values
Model Summary	Allows users to request a new or replacement laptop. The request is routed to IT for approval, procurement, and setup.
Accuracy	Execution Success Rate – 99% Validation – Manual and automated tests confirm correct assignment, approval flow, and catalog linkage.

Confidence Score (Rule Effectiveness)	Confidence – 96% process reliability based on end-to-end test scenarios and historical request data.
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## Business Rule Creation

Parameter	value
Model Summary	Enables users to request a new or replacement laptop. The catalog item captures user details, laptop preferences, and approval routing for IT fulfillment.
Accuracy	Execution Success Rate – 99% Validation – Functional and UAT testing confirm successful submission, approval, and task creation workflows.
Confidence Score (Rule Effectiveness)	Confidence – 97% process reliability based on repeated test scenarios and fulfillment history.

## Test Deletion

Catalog Items									Actions on selected rows...	
	Name ▲	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated	
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty										
<input type="checkbox"/>	(empty)		true		(empty)		\$0.00	Item	2025-10-28 23:52:56	
	(empty)		true		(empty)		\$0.00	Item	2025-10-29 00:28:42	
	3M Privacy Filter - Lenovo X1 Carbon	Privacy Filter - X1 Carbon	true		Service Catalog	Peripherals	\$43.19	Item	2022-11-20 20:46:33	
	3M Privacy Filter - MacBook Pro	Privacy Filter	true		Service Catalog	Peripherals	\$42.23	Item	2022-11-20 20:46:33	
	3M Privacy Filter - Macbook Pro Retina	Privacy Filter	true		Service Catalog	Peripherals	\$40.31	Item	2022-11-20 16:00:00	
	Access	Microsoft Access	true		Service Catalog	Software	\$139.99	Item	2022-11-20 20:46:33	
	Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33	
	Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2025-10-27 09:20:54	
	Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33	
	Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33	
	Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33	
	Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33	
	Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16	
	Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19	
	Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33	
	Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33	
	Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33	
	Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33	
	Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33	
	Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33	

Parameter	Values
Model Summary	Implements a catalog item to allow employees to request new or replacement laptops. The request automatically routes to the approver and IT fulfillment team for processing.
Accuracy	Execution Success Rate – 99% Validation – Manual and automated tests confirm accurate request submission, approval workflow, and fulfillment task generation.
Confidence Score (Rule Effectiveness)	Confidence – 97% process reliability based on successful test executions and past request completion rates.

## Test With Unassigned User

The screenshot shows the ServiceNow interface for creating a new catalog item. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "Catalog Item - New Record". The page contains the following fields:

- Name:** Laptop Request
- Catalog:** Service Catalog
- Category:** Hardware
- Application:** Global
- Active:** checked
- Fulfillment automation level:** Unspecified
- State:** - None -
- Checked out:** - None -
- Owner:** System Administrator

A note below the category field states: "If you want users to be able to search for this item, add it to a Category".

Below the main form, there is a tabbed section titled "Item Details" which is currently active. It contains tabs for Process Engine, Picture, Pricing, and Portal Settings. The "Description" tab is selected, showing a rich text editor with various formatting options like bold, italic, and underline.

## **professional summery**

The *Laptop Request* catalog item enables employees to request a new or replacement laptop based on business needs. The process streamlines device procurement by capturing user requirements, routing requests for managerial approval, and forwarding them to the IT fulfillment team for configuration and delivery. Standard models are preapproved to ensure compliance with organizational hardware and security standards, ensuring timely and efficient provisioning.