

## Project Development Phase

### Model Performance Test

<b>Date</b>	10/09/2025
<b>Team ID</b>	33281C6D594B0A0B58345F120F033D01
<b>Project Name</b>	LAPTOP REQUEST CATALOG ITEM
<b>Maximum Marks</b>	

The development phase focuses on building and configuring all necessary components in the ServiceNow platform. This includes creating the catalog item, applying UI logic, automating workflows, and ensuring that the system is ready for testing and deployment.

#### Model Performance Testing:

Project team shall fill the following information in model (process) performance testing template.

<b>S.No</b>	<b>Parameter</b>	<b>Values</b>
<b>1</b>	Model Summary	Developed a Service Catalog Item in ServiceNow for laptop requests, with dynamic fields (using UI Policy), reset button (UI Action), automated approval (Flow Designer), and notifications.
<b>2</b>	Accuracy	Training Accuracy: N/A (Not ML based) Validation Accuracy: Approval and notification flow triggered 100% successfully in all test cases.

3	Fine Tuning Result	Improved the request form by optimizing UI Policies to make form behavior more user friendly. Adjusted approval conditions for better accuracy. Validation Accuracy: Form loads under 3 seconds, flow triggers correctly.
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The screenshot displays the 'Smart Internz' Project Workspace. On the left, a navigation sidebar includes 'Home', 'Projects' (selected), and 'Support'. The main workspace is titled 'Guided Project' and 'Project Workspace'. A vertical list of project steps is shown on the left, with 'Laptop Request Catalog Item' highlighted in green. The steps include: Update Set, Service Catalog Item, UI Policy, UI Action, Export Update Set, Login To Another Instance, Testing, and Conclusion. The main content area displays the 'Laptop Request Catalog Item' details, including a 'Problem Statement' that describes the need for a quick and efficient way to request laptops for work, addressing manual processes and delays.

**Smart Internz**

Home Projects Support

Guided Project Project Workspace

Laptop Request Catalog Item

- Update Set
- Service Catalog Item
- UI Policy
- UI Action
- Export Update Set
- Login To Another Instance
- Testing
- Conclusion :

**Laptop Request Catalog Item**

**Problem Statement:**  
Employees in the organization need a quick and efficient way to request laptops for work. The current process is manual and prone to delays, with no dynamic form behavior to guide users or ensure accurate data collection. To address this, a Service Catalog item needs to be created, allowing users to easily request a laptop, with dynamic fields, clear instructions, and additional functionality like resetting the form if needed. The solution should also ensure all changes are tracked for governance and deployment.