

Performance and Testing

Date	01.11.2025
Team ID	NM2025TMID07569
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Model Performance Testing

STEP 1: CREATE LOCAL UPDATES SET

dev200060.service-now.com/now/nav/ui/classic/params/target/sys_update_set_list.do

servicenow

All Favorites History Workspaces Admin

Update Sets ☆

Search

Actions on selected rows... New

Update Sets

Name Search

All

Name

Application

State

Installed from

Created

Created by

Parent

Batch Base

Default

Security Center

In progress

2025-07-24 03:45:06

system

(empty)

(empty)

Default

Pipeline

In progress

2025-10-27 20:00:01

admin

(empty)

(empty)

Default

Global

In progress

2025-07-24 02:19:36

system

(empty)

(empty)

Laptop Request

Global

Complete

2025-10-27 10:57:27

admin

(empty)

(empty)

Laptop Request

Global

Complete

2025-10-27 09:45:13

admin

(empty)

(empty)

Related Links

Merge Update Sets

1 to 5 of 5

Air Moderate Sunday

Search

ENG IN

11:34 30-10-2025

STEP 2: CREATE SERVICE CATALOG ITEM

dev200060.service-now.com/now/nav/ui/classic/params/target/sc_cat_item_list.do?fsysparm_first_row%3D1%26sysparm_query%3Dtype%2521%253Dbundle%2525Esys_class_name%2521%253Dsc_cat...

servicenow

All Favorites History Workspaces Admin

Catalog Items ☆

Search

Actions on selected rows... New

Catalog Items

Name Search

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name != laptop request

Name

Short description

Active

Roles

Catalogs

Category

Price

Type

Updated

Search

Search

Search

Search

Search

Search

!=Package

Search

Laptop Request

Use this item to request a new laptop

true

Service Catalog

Hardware

£0.00

Item

2025-10-27 10:30:27

Lenovo ThinkPad Power Adapter - 135W

For Lenovo Thinkpad, AC Adapter, 135W

true

Service Catalog

Peripherals

\$99.99

Item

2022-11-20 20:46:33

Lenovo Thinkpad Power Adapter - 90W

For Lenovo Thinkpad, T-Series, 90W

true

Service Catalog

Peripherals

\$60.00

Item

2022-11-20 20:46:33

Lenovo USB Ethernet Adapter

For Lenovo X1 Carbon

false

Service Catalog

Peripherals

\$28.79

Item

2022-11-20 20:46:33

Lenovo X1 Carbon Power Adapter

For Lenovo X1 Carbon

true

Service Catalog

Peripherals

\$60.00

Item

2022-11-20 20:46:33

Loaner Laptop

Short term, while computer is repaired/L...

true

Service Catalog

Hardware

\$0.00

Item

2022-11-20 20:46:33

Logitech USB Headset for PC & Mac

PC/Mac Compatible Headset

true

Service Catalog

Peripherals

\$29.99

Item

2022-11-20 20:46:33

Logitech Wireless Mouse

PC / Mac Compatible

true

Service Catalog

Peripherals

\$35.88

Item

2022-11-20 20:46:33

Lotus Notes

IBM Lotus Notes

false

Service Catalog

Software

\$50.00

Item

2022-12-05 20:46:33

MacBook Air Power Adapter

Power Adapter

true

Service Catalog

Peripherals

\$75.84

Item

2022-11-20 20:46:33

Activate Deactivate

1 to 20 of 98

Trending videos A Knight of the...

ENG IN

11:23 30-10-2025

STEP 3: ADD VARIABLES

dev200060.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D644c2792c374321063d2bb4599013159%26sysparm_record_target%3Dsc_cat_item%26sysparm_record_row...

servicenowAllFavoritesHistoryWorkspacesCatalog Item - Laptop Request

Search

CopyTry ItUpdateEdit in Catalog BuilderDelete

Meta

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related Links

Item DiagnosticRun Point Scan

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

OrderSearch

Actions on selected rows...New

Catalog Item = Laptop Request

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

1 to 4 of 4

STEP 4: CREATE CATALOG UI POLICES

dev200060.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D644c2792c374321063d2bb4599013159%26sysparm_record_list%3Dtype%2521%253Dbundle%255Esys_das...

servicenowAllFavoritesHistoryWorkspacesCatalog Item - Laptop Request

Search

CopyTry ItUpdateEdit in Catalog BuilderDelete

p

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.

Meta

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related Links

Item DiagnosticRun Point Scan

Variables (4)Variable SetsCatalog UI Policies (1)Catalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated ArticlesRelated Catalog Items

Assigned Topics

OrderSearch

Actions on selected rows...New

Catalog item = Laptop Request

Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
show accessories details	(empty)		true	true	false	2025-10-27 10:27:03	100

1 to 1 of 1

STEP 5: EXPORTING CHANGES TO ANOTHER INSTANCES

The screenshot shows the 'Update Set - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date, Installed from, and Description. It also displays metadata such as Application (Global), Created (2025-10-27 09:45:13), Created by (admin), and Merged to. Below the form are buttons for 'Update' and 'Back Out'. A 'Related Links' section contains links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. At the bottom, there is a table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table header indicates 'Update set = Laptop Request'.

STEP 6: RETRIVING UPDATE SET

The screenshot shows the 'Retrieved Update Set - Laptop Request' form in ServiceNow. The form includes fields for Name (Laptop Request), Application (Global), Update source, Parent, State (Committed), Loaded (2025-10-27 10:42:26), and Description. It also displays metadata such as Committed (2025-10-27 10:57:27), Inserted (0), Updated (10), Deleted (0), Collisions (0), and Total (10). Below the form are buttons for 'Update' and 'Delete'. A 'Related Links' section contains links for 'Show Commit Log' and 'Show All Preview Records'. At the bottom, there is a table with columns: Name, Type, Target name, Table, View, and Action. The table header indicates 'Remote update set = Laptop Request'.