

# 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

The screenshot shows the ServiceNow Update Sets list page. The table has columns: Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. There are five rows:

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.

### STEP 2: CREATE SERVICE CATALOG ITEM

The screenshot shows the ServiceNow Catalog Items list page. The table has columns: Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. There are ten rows:

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
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/...	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

Buttons: Activate, Deactivate.

## STEP 3: ADD VARIABLES

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Catalog Item - Laptop Request'. Below the title, there's a 'Meta' field and a 'Variables' section. The 'Assigned Topics' section is also visible. At the bottom, there's a toolbar with 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete' buttons.

**Variables (4)**

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

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## STEP 4: CREATE CATALOG UI POLICES

The screenshot shows the ServiceNow interface for creating a catalog item. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Catalog Item - Laptop Request'. Below the title, there's a 'Meta' field and a 'Catalog UI Policies' section. The 'Assigned Topics' section is also visible. At the bottom, there's a toolbar with 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete' buttons.

**Catalog UI Policies (1)**

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

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## STEP 5: EXPORTING CHANGES TO ANOTHER INSTANCES

The screenshot shows the 'Update Set - Laptop Request' screen in ServiceNow. The main form displays the following fields:

* Name: Laptop Request	Application: Global
State: Complete	Created: 2025-10-27 09:45:13
Parent: (empty)	Created by: admin
Release date: (empty)	Merged to: (empty)
Install date: (empty)	
Installed from: (empty)	
Description: (empty)	

Below the form, there is a 'Related Links' section with links to 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. A 'Customer Updates (10)' tab is open, showing a table with columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. The table contains 10 rows of data. At the bottom right of the screen, a Windows taskbar shows the date as 30-10-2025.

## STEP 6: RETRIVING UPDATE SET

The screenshot shows the 'Retrieved Update Set - Laptop Request' screen in ServiceNow. The main form displays the following fields:

Name: Laptop Request	Committed: 2025-10-27 10:57:27
Application: Global	Inserted: 0
Update source: (empty)	Updated: 10
Parent: (empty)	Deleted: 0
State: Committed	Collisions: 0
Loaded: 2025-10-27 10:42:26	Total: 10
Description: (empty)	
Application name: Global	

Below the form, there is a 'Related Links' section with links to 'Show Commit Log' and 'Show All Preview Records'. A 'Customer Updates (10)' tab is open, showing a table with columns: Name, Type, Target name, Table, View, and Action. The table contains 10 rows of data. At the bottom right of the screen, a Windows taskbar shows the date as 30-10-2025.