

Project Development Phase

Model Performance Test

Date	10 February 2025
Team ID	LTVIP2025TMID30301
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	

Model Performance Testing:

1. Catalog Item Configuration:

S.No.	Parameter	Values
1.	Model Summary	Creates a ServiceNow catalog item for requesting laptops with dynamic form behavior.
2.	Accuracy	Form and fields created as per requirements; validated via preview and test records.
3.	Confidence Score	Confidence – 95% reliability in form rendering and behavior.

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Catalog Item - New Record

Search

SubmitTry It

Catalog Item

New record

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

NameLaptop Request

ApplicationGlobal

CatalogsService Catalog

Active

CategoryHardware

Fulfillment automation levelUnspecified

State-- None --

Checked out-- None --

OwnerSystem Administrator

Item Details

Process Engine

Picture

Pricing

Portal Settings

Short description

Use this item to request a new laptop

Description

2. Variable Setup & Behavior:

S.No.	Parameter	Values
1.	Model Summary	Variables like Laptop Model, Justification, and Accessories are created and displayed based on user input.
2.	Accuracy	100% field visibility works based on UI policy with valid test inputs.
3.	Confidence Score	Confidence – 96% field interaction and behavior across test cases.

Variables (4) | Variable Sets | Catalog UI Policies (1) | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles | Related Catalog Items

Assigned Topics

Order Search

Catalog item = Laptop Request

Type	Question	Order
CheckBox	Additional Accessories	10X
Single Line Text	Laptop Model	20X
Multi Line Text	Justification	20X
Multi Line Text	Accessories Details	40X

1 to 4 of 4

3. UI Policy Functionality:

S.No.	Parameter	Values
1.	Model Summary	UI policy dynamically displays Accessories Details field when “Additional Accessories” is checked.
2.	Accuracy	Successfully triggers visibility based on the checkbox state.
3.	Confidence Score	Confidence – 94% rule consistency during form tests.

servicenow All Favorites History Workspaces Catalog UI Policy - show accessories details

Search

Update Delete

Catalog UI Policy show accessories details

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to: A Catalog Item

Application: Global

* Catalog item: Laptop Request

Active: ☒

* Short description: show accessories details

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions: [Add Filter Condition](#) [Add "OR" Clause](#)

additional_accessories is true

AND OR

Applies on a Catalog Item view ☒

Applies on Catalog Tasks ☐

Applies on Requested Items ☐

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

On load ☒

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

4. Catalog Form Testing (User View):

S.No.	Parameter	Values
1.	Model Summary	End-user form tested in Service Portal under Hardware category. Correct field layout and behavior observed.
2.	Accuracy	Manual test passed – all fields rendered and submitted as expected.
3.	Confidence Score	Confidence – 95% successful render and submission from user side.

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Search

Service Catalog

Search catalog

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[Mobiles](#)
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Top Requests

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Shopping Cart
Empty

Use this item to request a new laptop

☒ Additional Accessories

Laptop Model

Justification

* Accessories Details

Order this Item

Quantity

1

▼

Delivery time2 Days

Order Now

Add to Cart

Shopping Cart

Empty

