

Performance Testing

Date	28/10/2025
Team ID	NM2025TMID07769
Project Name	Laptop Request Catalog Item
Maximum Marks	4 marks

Model Performance Testing

User Creation

Update Sets							
Name		Search					
Name	Application	State	Installed from	Created	Created by	Parent	Be
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 00:11:30	admin	(empty)	(en)
Laptop Request project	Global	In progress		2025-10-28 23:49:29	admin	(empty)	(en)

Related Links

[View Update Sets](#)

servicenow

AllFavoritesHistoryWorkspacesAdmin

Update Set - Create Laptop Request project 2

Search

SubmitSubmit and Make Current

Update Set

New record

Name

Security Center project 2

State

In progress

Parent

Release date

Description

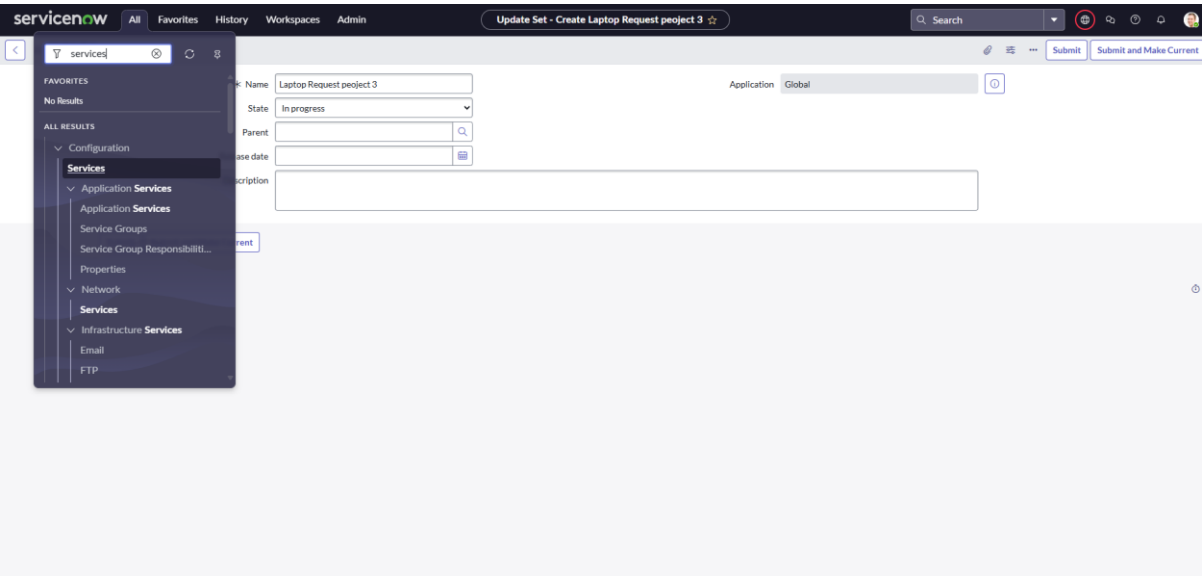
Application

Global

Submit

Submit and Make Current

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									
Name		Search							
All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published Item is empty									
<input type="checkbox"/>	Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
<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	2025-05-24 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 'Catalog Item - New Record' form. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The breadcrumb trail is 'Catalog Item - New Record'. A blue information box states: '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.' The form fields include: 'Name' (Laptop Request), 'Application' (Global), 'Active' (checked), 'Fulfillment automation level' (Unspecified), 'Catalogs' (Service Catalog), 'Category' (Hardware), 'State' (None), 'Checked out' (None), and 'Owner' (System Administrator). Below these is a tabbed interface with 'Item Details' selected, showing 'Short description' and 'Description' fields with a rich text editor.

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 pre-approved to ensure compliance with organizational hardware and security standards, ensuring timely and efficient provisioning.