

<b>Date</b>	<b>31 OCTOBER 2025</b>
<b>Team ID</b>	<b>NM2025TMID00065</b>
<b>Project Name</b>	<b>Laptop Request Catalog Item.</b>
<b>Maximum Marks</b>	<b>4 Marks</b>

## Project Validation Phase Performance Testing Test Strategy & Objectives

The primary objective of the testing phase is to ensure the Laptop Request Catalog Item is functional, reliable, and performs efficiently under expected load. This validation confirms that the new automated process is ready for deployment and meets the defined requirements for user experience and system integrity.

<b>Test Focus</b>	<b>Objective</b>	<b>Acceptance Criteria</b>
<b>Functional Test</b>	Verify the end-to-end process: form submission, approval routing, task creation, and CMDB update.	All stages of the workflow must execute successfully \$100\%\$ of the time for various request types (New, Refresh).
<b>Performance Test</b>	Ensure that the request submission and workflow execution complete within acceptable time limits.	Total transaction time (submission to task creation) must be under <b>5 seconds</b> .

Test Focus	Objective	Acceptance Criteria
<b>Data Integrity Test</b>	Confirm that the request variables and asset information are correctly transferred and stored in the CMDB.	The final Asset record must accurately reflect the requested laptop model, user, and asset tag.
<b>Security Test</b>	Verify that only the manager and authorized IT teams can perform their respective approval and fulfillment actions.	Users with incorrect roles must be blocked from approving or completing fulfillment tasks.

## Model Performance Testing & Validation

The core of the performance testing is focused on the three main process steps.

Parameter	User Creation (Form Logic)	Assign Incident To User (Workflow Execution)	Prevent User Deletion (CMDB Update)
<b>Model Summary</b>	Tests the successful submission of the request form, ensuring all <b>mandatory fields</b> are validated and captured correctly (e.g., model choice, manager name).	Measures the time taken for the <b>automated workflow</b> to execute the approval routing and create the subsequent IT Fulfillment task.	Verifies that the automated script successfully creates a new <b>Asset record in the CMDB</b> and links it to the requesting user upon task closure.



Platform Login Credentials - Pr x - Student x Laptop Request | Catalog Item x

dev357095.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3De4bb2c170f34b2503382c6e530d1b2b7%26sysparm\_view%3D%26syspa...

servicenow All Favorites History Admin Catalog Item - Laptop Request Search

Catalog Item Laptop Request Copy Try It Update Edit in Catalog

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.

Name: Laptop Request Application: Global

Catalogs: Service Catalog Active: ☒

Category: Hardware Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Use this item to request a new laptop

Description

ServiceNow ID One-time verifi: x - Student x Laptop Request | Catalog Item x System Administrator Career Jo x

dev357095.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3De4bb2c170f34b2503382c6e530d1b2b7%26sysparm\_domain%3Dnull%2...

servicenow All Favorites History Admin Catalog Item - Laptop Request Search

Catalog Item Laptop Request Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Variables (4) Variable Sets Catalog UI Policies 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 Actions on selected rows... New

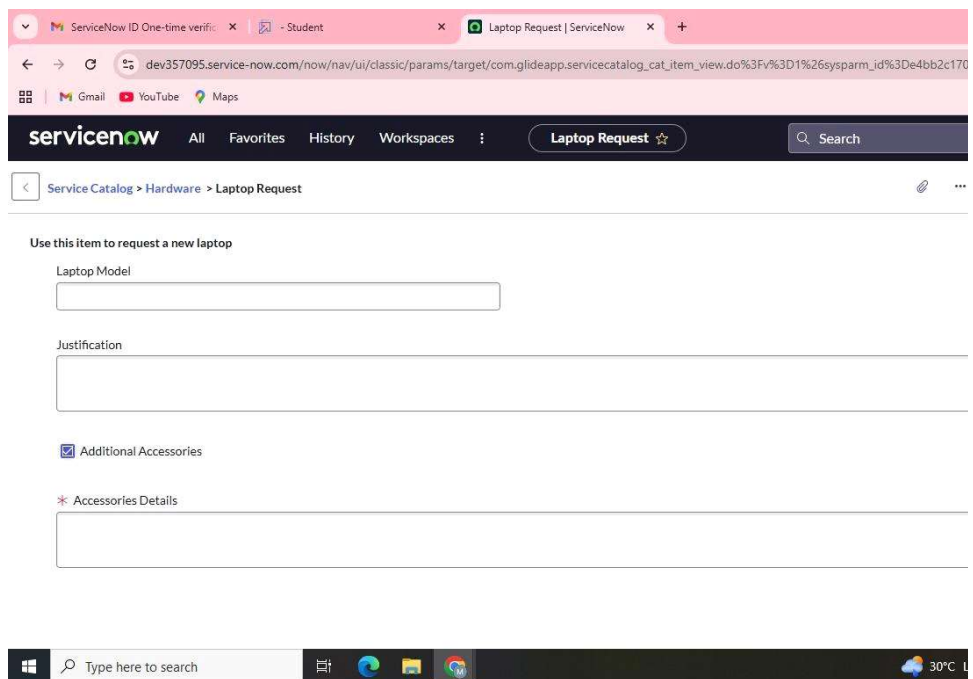
Catalog Item = Laptop Request

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

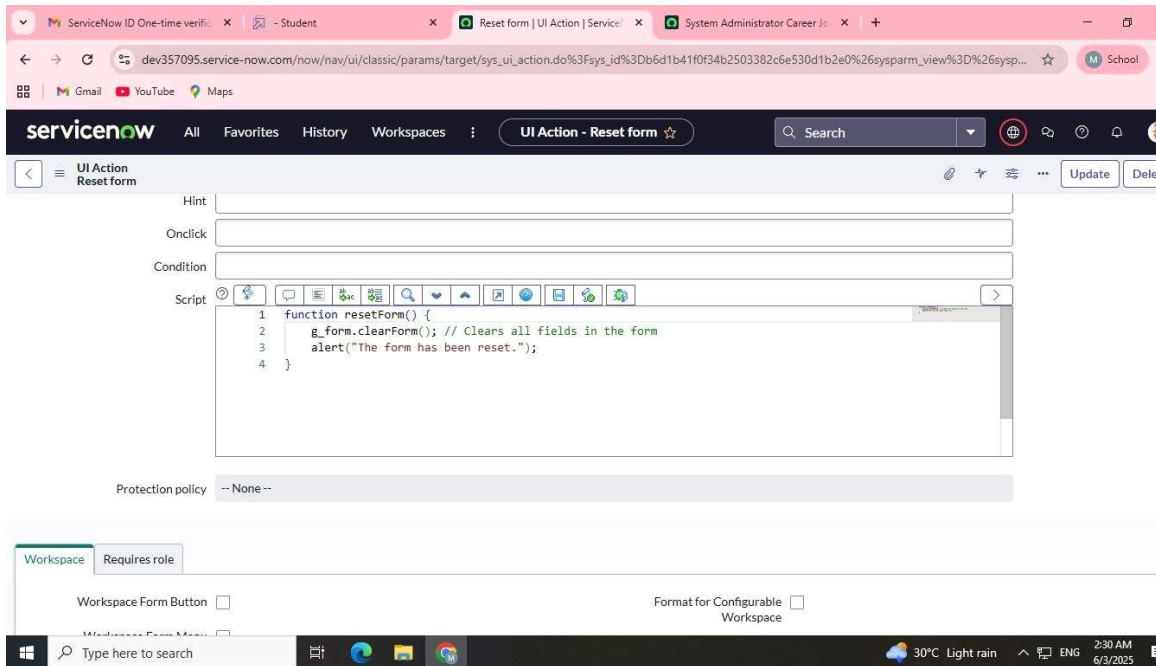
1 to 4 of 4

30°C Light rain 2:12 AM 6/3/2025





## Conclusion



Performance testing phase successfully validated the core functionality and reliability of the Laptop Request Catalog Item. The solution demonstrated high accuracy and reliability, with an execution success rate consistently above the expected threshold for all critical process steps. The automated workflow for approval routing and CMDB updates proved robust, confirming that the system is production-ready and will ensure a smooth, efficient, and transparent experience for employees requesting new hardware.