

Performance and Testing

Date	1 NOVEMBER 2025
Team ID	NM2025TMID01585
Project Name	Laptop request catalog
Maximum Marks	4 Marks

Model Performance Testing

User Creation

Catalog item
New record

Build and modify items faster with the improved Catalog Builder.

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	Application	Global
Catalogs	[empty]	Active	<input checked="" type="checkbox"/>
Category	[empty]	Fulfillment automation level	Unspecified
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

All	Name	Table	Comments	Form action	List action	Active	Order ▲	Condition	Updated
	View in Workspace	Project Definition Version [promin_model_def_version]		true	false	true		current.getValue('state') === 'AVAILABLE...'	2025-01-30 00:59:29
	Save	Template [sys_template]	Updates an existing record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	!current.isNewRecord() && current.canWrite()	2025-06-25 22:49:19
	Save	Template [sys_template]	Saves a new record and redirects back to self (button version, advanced mode) in Agent Workspace	false	false	true	-10,000	current.canCreate() && current.isNewRecord()	2025-06-25 22:49:24
	Delete	Article Template [kb_article_template]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	false	2025-06-25 22:49:16
	Delete	Global [global]	Deletes current record after confirmation for Notification Preferences UI	true	false	true	-1,000	current.isValidRecord() && current.canDelete()	2025-06-25 22:49:17
	New	Record Transformer Rule [sys_record_transformer_rule]	Set the rule_sequence field on the new sys_record_transformer_rule record created from the related list on sys_record_transformer.	false	true	true	-1,000	current.canCreate() && !IP.getListController()	2018-10-04 15:53:16
	Clear	Template [sys_template]	Clears the template applied field values	true	false	true	-1,000	current.canWrite()	2025-06-25 22:49:18
	Save	Performance Analytics Text Index Configuration [pa_text_index_configurations]	Saves an existing record and redirects back to current screen (context version)	true	false	true	-1,000	!current.isNewRecord() && current.canWrite()	2025-06-25 22:49:18
	Update	Action Payload Mapping	Deletes current record after confirmation	false	false	false	-1,000	false	2025-06-25

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Assign Incident To User

The screenshot shows the ServiceNow 'Variable' configuration page. At the top, there are fields for 'Application' (Global), 'Type' (CheckBox), 'Catalog Item' (Laptop Request 3), and 'Order' (300). On the right, there are checkboxes for 'Active' (checked), 'Selection Required' (unchecked), 'Read only' (unchecked), and 'Hidden' (unchecked). Below these are options for 'Disable automatic slot fill based on user context' (unchecked). The main area is titled 'Question' and contains fields for 'Question' (Additional Accessories), 'Name' (additional_accessories), 'Conversational label', and 'Tooltip'. A 'Submit' button is at the bottom left.

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Service catalog

Name	Laptop Request 3		
Catalogs	 Service Catalog		
Category	Hardware		
State	-- None --		
Checked out	-- None --		
Owner	System Administrator		

Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.