

Cafeteria Menu Display

Performance Testing

Date	18-FEB-2026
Team ID	LTVIP2026TMIDS65602
Project Name	Cafeteria Menu Display
Maximum Marks	4 Marks

Overview

Performance testing evaluates how well the system performs under expected operational conditions. For this project, the goal is to validate that all critical functionalities—especially those involving user interaction, menu publishing, and report generation—are responsive, reliable, and scalable.

Since this system was developed using ServiceNow, performance validation was primarily conducted through manual testing within the platform and its integrated Service Portal.

Key Testing Scenarios

To ensure the system behaves as expected, the following real-world use cases were tested:

- 1. Submitting Menu via Service Catalog
 - Users successfully accessed the ServiceNow Service Portal.
 - Catalog item 'Submit New Cafeteria Menu' was visible and functional.
 - Menu details (name, date, items) were submitted without errors.

Catalog Item - Cafeteria Services

Name: Cafeteria Services

Application: Cafeteria Menu Display

Active:

Catalogs: Service Catalog

Category: If you want users to be able to search for this item, add it to a Category

State: -- None --

Checked out: -- None --

Owner: System Administrator

Description:

Order Status

Thank you, your request has been submitted

Order Placed: 2025-06-27 03:19:17

Request Number: [REQ0010001](#)

Estimated Delivery Date: 2025-06-29

of Complete Order:

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
American	2025-06-29			1	

Back to Catalog Continue Shopping Home

• 2. Status Update Using UI Action

- The 'Mark As Published' button triggered a status change to 'Published'.
- Status updated successfully and confirmation message appeared.

Cafeteria Menu - Create Created

Menu Name: American

Menu Items: Hot Dogs, Sandwiches, Fries

Menu Date: 2026-02-18

Status: -- None --

Submit Mark As Published

Menu Date	Menu Items	Menu Name	Status
2026-02-15	2026-02-15 19:59:08 - System Administrat	Chinese	Published
2026-02-18	2026-02-18 22:34:34 - System Administrat	American	Published
2026-02-17	2026-02-17 07:08:24 - System Administrat	Indian	Published

- 3. Report Generation

- Cafeteria Report loaded via Reports module.
- Grouping by menu date and listing items worked as expected.

The screenshot shows the ServiceNow Reports module. On the left, there's a sidebar with a tree view of reports under 'Usage and governance - Reports'. The main area shows a configuration interface for a new report named 'Cafeteria Report'. It includes fields for 'Report Title', a search bar, and a preview section showing a table of cafeteria menu displays. The table has columns for 'Menu Date', 'Menu Items', 'Menu Name', and 'status'. There are three entries: 'Menu Date: 2025-06-27 (1)', 'Menu Date: 2025-06-28 (1)', and 'Menu Date: 2025-06-29 (1)'.

- 4. Role-Based Access Verification

- Admin users could create, update, and publish menus.
- Unauthorized users were restricted from accessing sensitive actions.

- 5. Service Portal Responsiveness

- Tested across desktop and mobile screen sizes.
- Navigation and content load time remained within acceptable thresholds.

Testing Tools and Techniques

- Manual Testing:

- The ServiceNow Developer Instance was used to simulate menu submission, publishing, and reporting.
- User roles were tested to confirm RBAC enforcement.

- Service Portal Validation:
 - Load performance was checked for menu pages under standard and peak loads.
 - Visual rendering and menu interaction were tested on Chrome and Edge browsers.

Outcomes and Observations

Test Case	Result	Remarks
Service catalog submission	■ Success	Menu form rendered and submitted correctly
UI Action status update	■ Success	Published status was updated and reflected in record
Report generation	■ Success	Reports displayed grouped menu data accurately
Access control enforcement	■ Success	Unauthorized users restricted from admin actions
Portal response time	■ Acceptable	All menu pages loaded within 2 seconds

Conclusion

Performance testing confirms that the Cafeteria Menu Display System is reliable and responsive across its key features. The ServiceNow platform handled menu submissions, status changes, and reporting efficiently under normal operating conditions. User roles and permissions were correctly enforced, and Service Portal responsiveness met user expectations. Overall, the system is well-optimized for real-world cafeteria operations.