ServiceNow Performance Triage Checklist

ServiceHow   2026-01-29

Baseline

- Reproduce the slow path and measure: server time, client time, and query count.
- Identify the top 3 bottlenecks before changing anything.

Database and queries

- Inspect slow queries and missing indexes. Fix the query pattern before adding an index.
- Reduce GlideRecord loops and repeated queries in business rules and script includes.

Client and UI

- Reduce client-server chatter: avoid repeated getReference calls and synchronous requests.
- Defer non-critical work and prefer async patterns where possible.

Prevention

- Add lightweight metrics and regression checks for critical paths.
- Document the intent of fixes so future changes do not undo them.