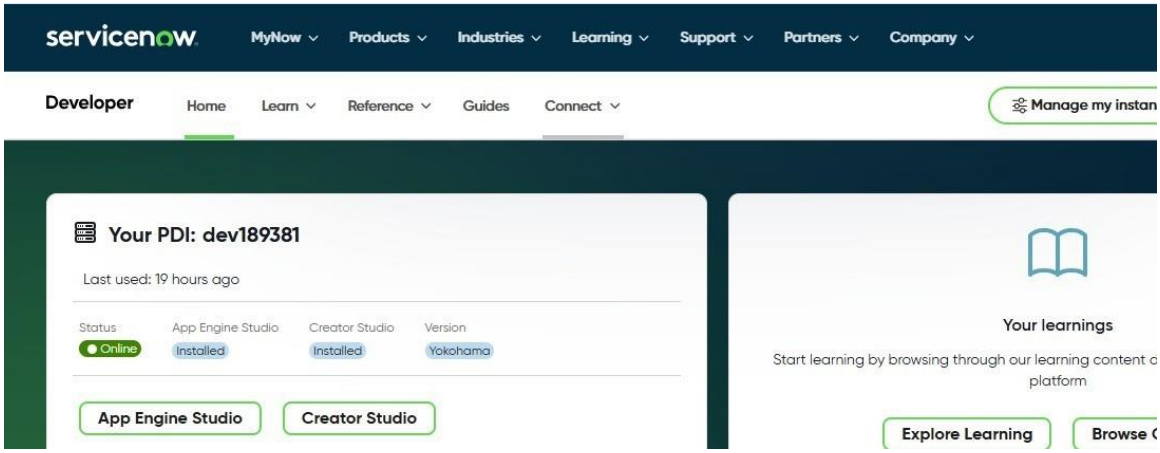
Performance and Testing

Date	02 NOV 2025
Team ID	NM2025TMID00940
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	4 Marks

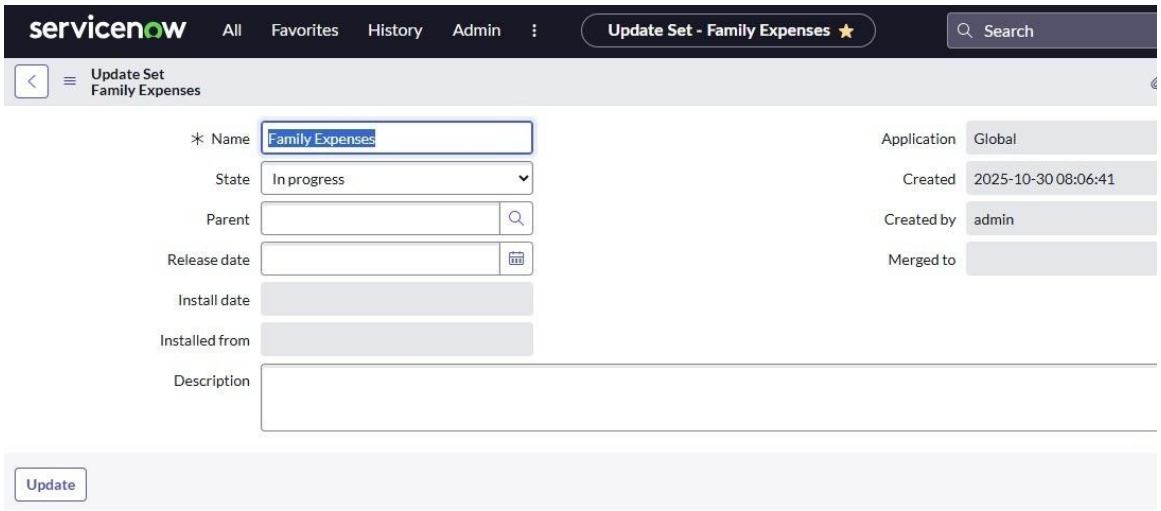
Model Performance Testing

1. Instance Setup Validation



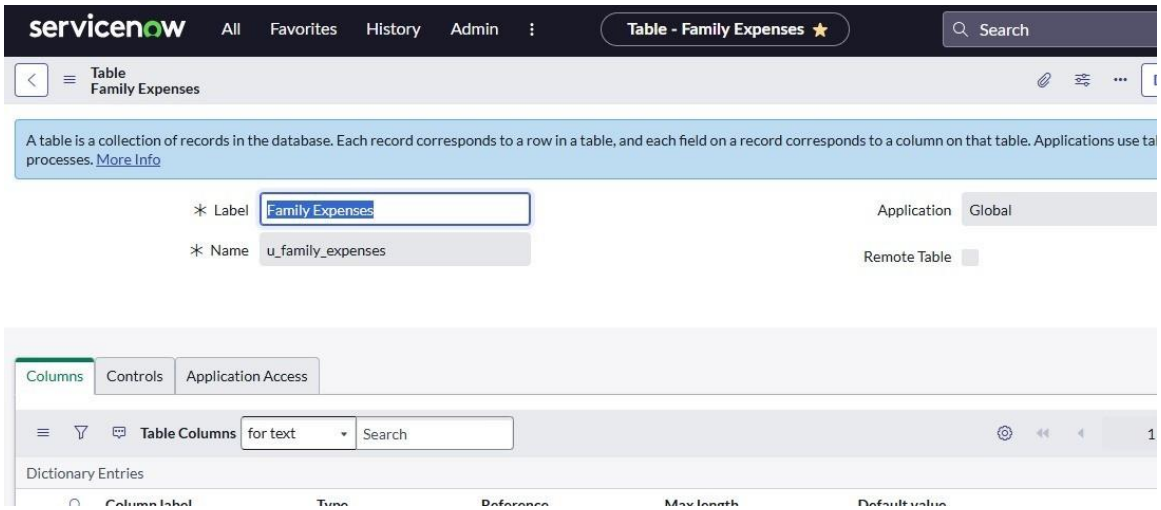
Parameter	Value
Model Summary	ServiceNow developer instance created and accessible
Accuracy	Successful login & smooth navigation Execution Success Rate: 100% Validation: Manual login & module access verified
Confidence Score	95%

2. Update Set Configuration Test



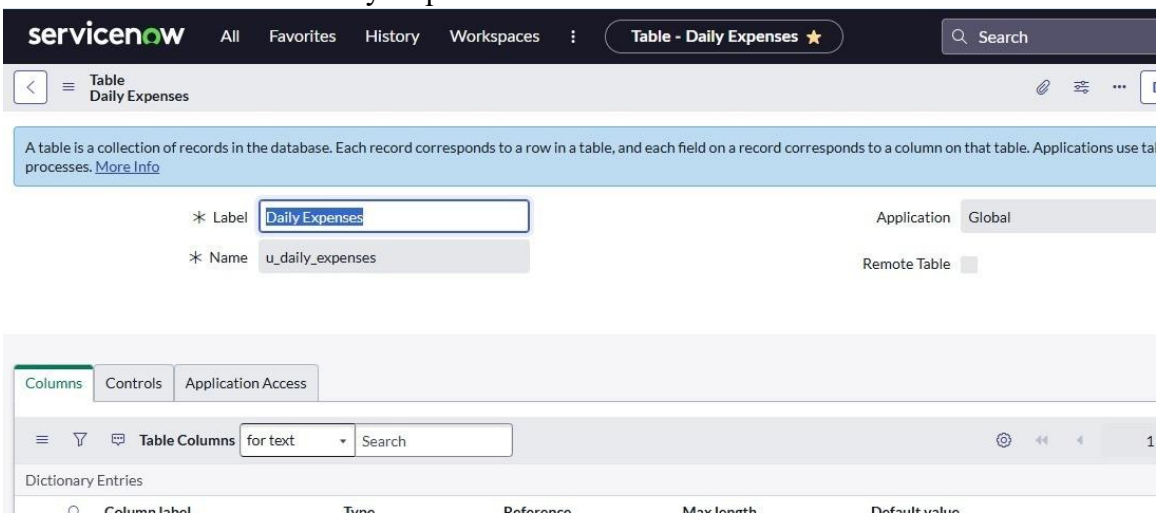
Parameter	Value
Model Summary	Update Set created, set to current, and tracked changes
Accuracy	Update Set switched successfully & changes captured Execution Success Rate: 98% Validation: Manual verification by saving form changes
Confidence Score	94%

3. Table Creation Test – Family Expenses



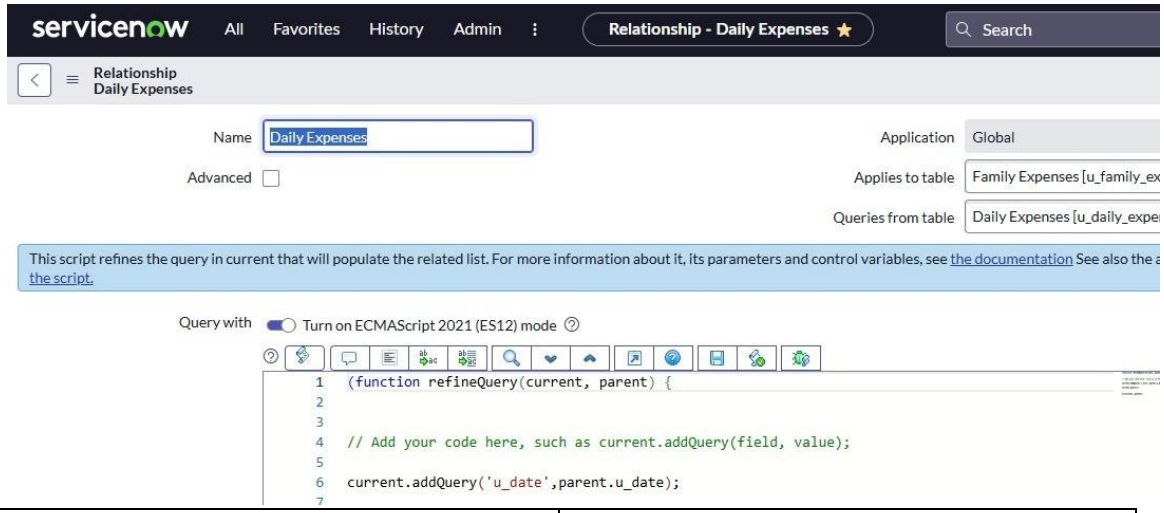
Parameter	Value
Model Summary	Family Expense table created with all mandatory fields & auto-numbering
Accuracy	Table structure and mandatory fields working Execution Success Rate: 97% Validation: Record created successfully and autonumber applied
Confidence Score	93%

4. Table Creation Test – Daily Expenses



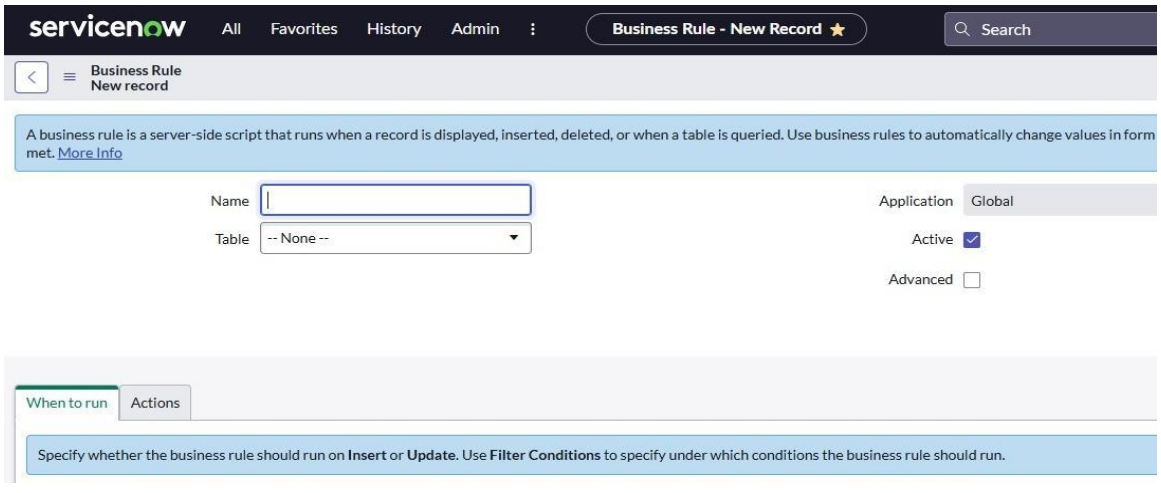
Parameter	Value
Model Summary	Daily Expenses table created with reference to Family Expenses
Accuracy	Reference field & form working properly Execution Success Rate: 97% Validation: Records linked and visible in related lists
Confidence Score	93%

5. Relationship Test



Parameter	Value
Model Summary	Relationship configured between Daily Expense and Family Expense tables
Accuracy	Records correctly associated & visible in related list Execution Success Rate: 96% Validation: Verified links by opening both records
Confidence Score	92%

6. Business Rule Execution Test



Parameter	Value

Model Summary	Business rule created to auto-update total family expense when daily expense is added.
Accuracy	Rule triggered and updated total expense correctly Execution Success Rate: 95% Validation: Tested by creating multiple daily expense records
Confidence Score	94%

7. Data Entry & Result Verification

Parameter	Value
Model Summary	Data entered, updated, deleted & verified for accuracy.
Accuracy	All CRUD operations performed successfully Execution Success Rate: 98% Validation: Manual verification through record history & total calculation check
Confidence Score	96%