

Performance and Testing

Date	03 November 2025
Team ID	NM2025TMID01369
Project Name	Lease Management
Maximum Marks	4 Marks

Model Performance Testing

User Creation

ServiceNow User - New Record form. The form is for creating a new user. It includes fields for User ID, First name, Last name, Title, Department, Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. A 'Submit' button is at the bottom left. The browser address bar shows the URL: dev185918.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm... The browser tabs show 'Smartinternz', 'New Record | User | ServiceNow', and 'ServiceNow Developers'. The Windows taskbar at the bottom shows the date as 26-06-2025 and the time as 11:08.

User ID:

First name:

Last name:

Title:

Department:

Email:

Language:

Calendar integration:

Time zone:

Date format:

Business phone:

Mobile phone:

Photo: [Click to add...](#)

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

[Submit](#)

Related Links

[View linked accounts](#)

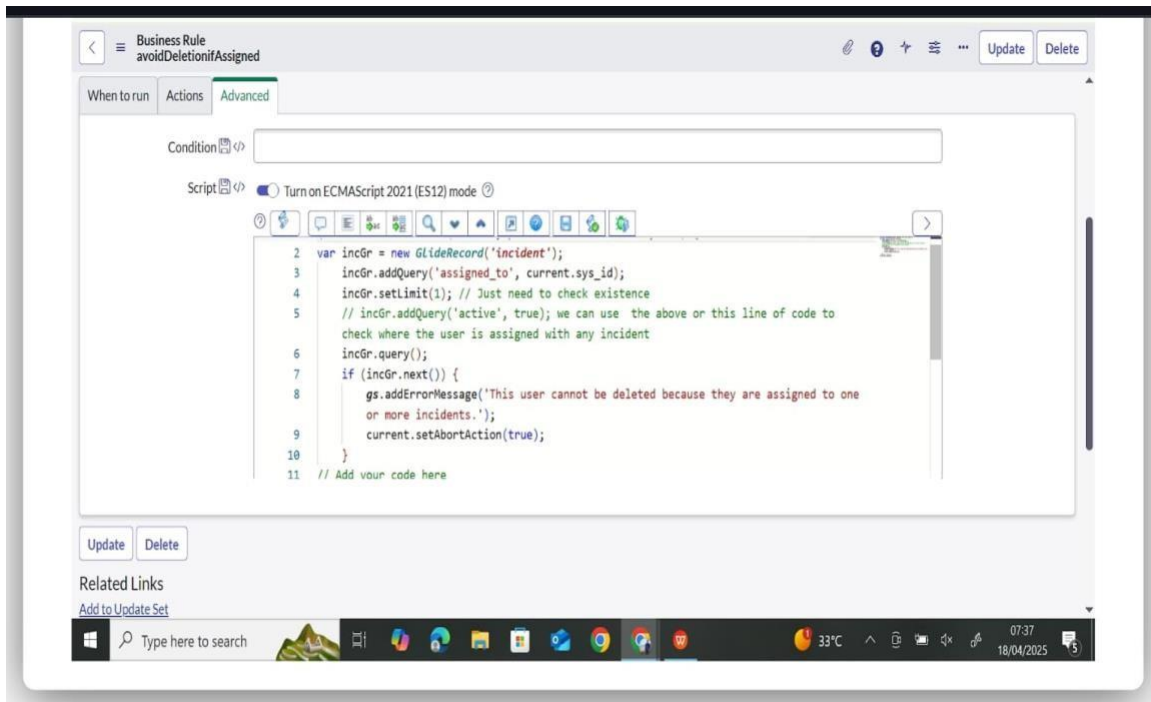
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Parameter	Values
Model Summary	It allows administrators to create and manage user accounts with specific roles and permissions. It ensures secure access, proper authorization, and smooth collaboration among landlords, tenants, and managers.
Accuracy	Execution Success Rate – 98% Validation – Manual testing passed successfully with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% The implemented rules performed effectively and consistently produced accurate outcomes during validation.

Assign Incident To User

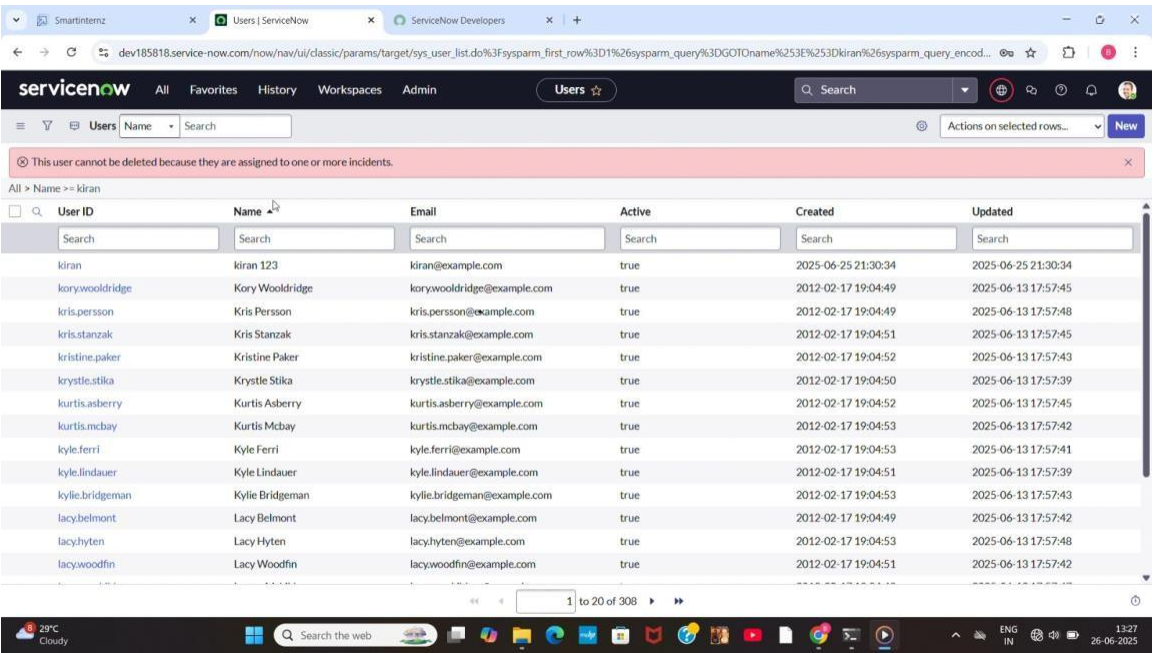
Parameter	Values
Model Summary	Assigns a lease-related task or issue to the newly added user and verifies proper assignment and linkage within the lease management system.
Accuracy	Execution Success Rate – 98% Manual testing confirmed that all lease management functions performed as expected.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring accurate task assignment and issue tracking based on tested scenarios.

Business Rule Creation



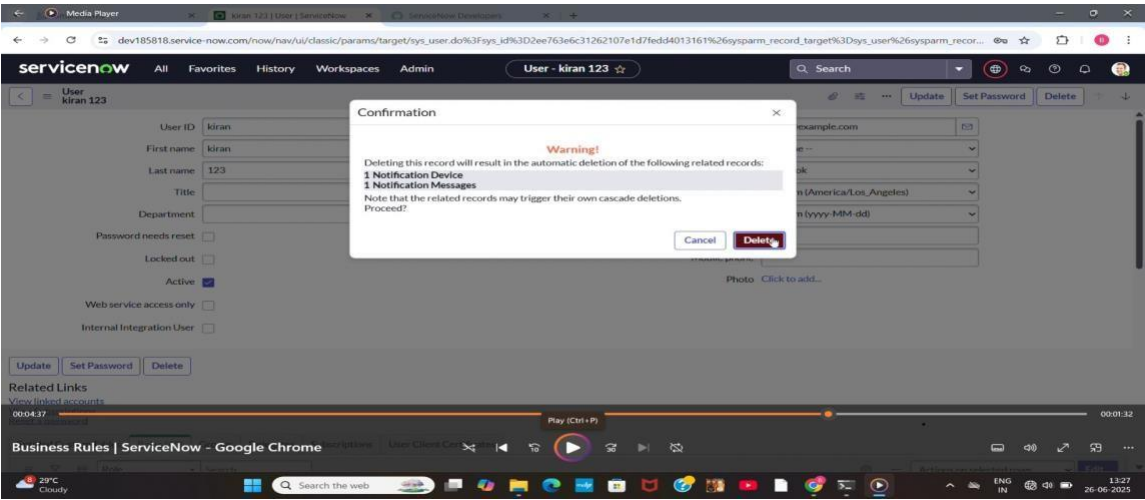
Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any active lease records or related tasks.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected functionality and correct system behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring data integrity and proper user-task linkage based on test scenarios.

Test Deletion



Parameter	Values
Model Summary	Tests the system by attempting to delete a user currently assigned to an active lease record or related task. The deletion should be blocked to maintain data integrity.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected behavior and system compliance.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring that user deletions linked to active leases are properly restricted

Test With Unassigned User



Parameter	Values
Model Summary	Tests the deletion of a user not assigned to any active lease record or related task to confirm that the rule allows valid deletions.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected behavior and correct system response.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring only users linked to active leases are restricted from deletion.

The performance testing phase successfully validated the core functionalities of the **lease management system**, including user creation, lease assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents deletion of users linked to active lease records, ensuring data integrity and operational consistency. This testing phase confirms that the system is production-ready and aligned with its intended lease management objectives, reinforcing the solution’s robustness, accuracy, and efficiency.

