

PERFORMANCE AND TESTING

Date	27-01-2026
Team ID	LTVIP2026TMIDS24889
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The screenshot shows the 'Create User' page in ServiceNow. The top half displays the user's basic information:

- Name: Educational Organisation
- State: In progress
- Application: Global (with a count of 0)
- Created: 2025-10-25 01:58:08
- Created by: admin
- Merged to: (empty)

Below these fields is a large 'Notes' section containing the following configuration options:

- Configure Label
- Configure Dictionary
- Configure Styles
- Show Security Rules
- Show - 'install_date'

At the bottom left are 'Update' and 'Delete' buttons. Below them is a 'Related Links' section with links to 'Make This My Current Set', 'Merge With Another Update Set', and 'Scan Update Set'. The bottom half shows a table of 'Customer Updates' with the following columns: Created, Type, View, Target name, Updated by, Remote update set, and Action. A search bar and filter dropdown are also present at the top of the table area.

Assign Incident To User

The screenshot shows the ServiceNow developer interface with a browser tab titled "Table - Salesforce2". The main area displays the configuration for a new table named "Salesforce2". The table has one column labeled "Label" with the value "Salesforce2" and another column labeled "Name" with the value "u_salesforce2". The "Application" dropdown is set to "Global". Below this, the "Table Columns" section lists 15 columns with their respective properties:

Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	{empty}	40		false
Admin Number	String	{empty}	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	{empty}	80	javascript:current.getTableName();	false
Created	Date/Time	{empty}	40		false
Created by	String	{empty}	40		false
Father cell	String	{empty}	40		false
Father name	String	{empty}	40		false
Grade	Choice	{empty}	40		false
Mother cell	String	{empty}	40		false
Mother name	String	{empty}	40		false
Student name	String	{empty}	40		false
Sys ID	Sys ID (GLID)	{empty}	32		false

Business Rule Creation

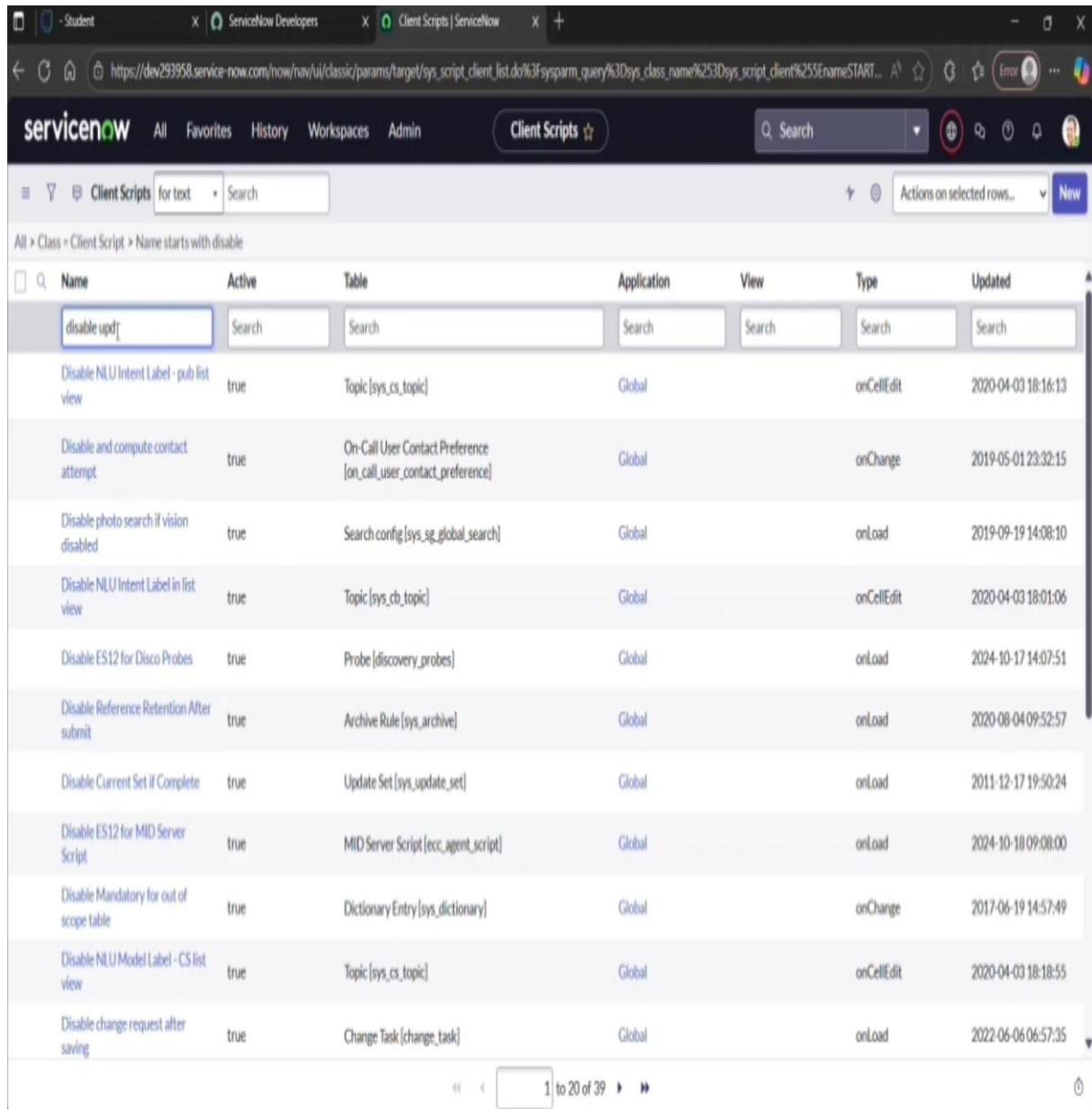
The screenshot shows the ServiceNow interface for creating a client script. The title bar indicates the current page is "Client Script - Auto populate". The main area displays the following fields:

- Field name: Admin Number
- Description: (empty)
- Messages: (empty)

The "Script" tab is selected, showing the following code:

```
16 g_form.setValue('u_grade',a.u_grade);
17
18 g_form.setValue('u_student_name',a.u_student_name);
19
20 g_form.setValue('u_father_name',a.u_father_name);
21
22 g_form.setValue('u_mother_name',a.u_mother_name);
23
24 g_form.setValue('u_father_cell',a.u_father_cell);
25
26 g_form.setValue('u_mother_cell',a.u_mother_cell);
27
28
29
30 g_form.setDisabled('u_admin_date',a.u_admin_date);
31
32 g_form.setDisabled('u_grade',a.u_grade);
33
34 g_form.setDisabled('u_student_name',a.u_student_name);
35
36 g_form.setDisabled('u_father_name',a.u_father_name);
37
```

Test Deletion



The screenshot shows a ServiceNow web interface for managing client scripts. The browser tabs include 'Student', 'ServiceNow Developers', and 'Client Scripts | ServiceNow'. The main page title is 'Client Scripts'. A search bar at the top right contains the text 'Actions on selected rows...'. Below the search bar is a 'New' button.

The page displays a table of client scripts. The columns are: Name, Active, Table, Application, View, Type, and Updated. A search bar at the top left is set to 'Client Scripts for text' with the input 'disable upd1'. The results show ten entries:

Name	Active	Table	Application	View	Type	Updated
Disable NLU Intent Label - pub list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:16:13
Disable and compute contact attempt	true	On-Call User Contact Preference [on_call_user_contact_preference]	Global		onChange	2019-05-01 23:32:15
Disable photo search if vision disabled	true	Search config [sys_sg_global_search]	Global		onLoad	2019-09-19 14:08:10
Disable NLU Intent Label in list view	true	Topic [sys_cb_topic]	Global		onCellEdit	2020-04-03 18:01:06
Disable ES12 for Disco Probes	true	Probe [discovery_probes]	Global		onLoad	2024-10-17 14:07:51
Disable Reference Retention After submit	true	Archive Rule [sys_archive]	Global		onLoad	2020-08-04 09:52:57
Disable Current Set if Complete	true	Update Set [sys_update_set]	Global		onLoad	2011-12-17 19:50:24
Disable ES12 for MID Server Script	true	MID Server Script [ecc_agent_script]	Global		onLoad	2024-10-18 09:08:00
Disable Mandatory for out of scope table	true	Dictionary Entry [sys_dictionary]	Global		onChange	2017-06-19 14:57:49
Disable NLU Model Label - CS list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:18:55
Disable change request after saving	true	Change Task [change_task]	Global		onLoad	2022-06-06 06:57:35

Pagination at the bottom indicates '1 to 20 of 39'.

Test With Unassigned User

The screenshot shows the 'Configuring Table form' page in ServiceNow. At the top, there are three tabs: 'Student', 'ServiceNow Developers', and 'ServiceNow'. The URL in the address bar is https://dev293958.service-now.com/nav/uiclassic/params/target/slushbucket.do%3Fsys_reffing_ur%3Dsys_db_object.do%253Fsys_id%253D3a5613d2837032100.... The main content area has two sections: 'Available' and 'Selected'. The 'Available' section contains fields like Admin Number, Admin date, Admission number [+], Class, Created, Created by, English, Hindi, Maths, Percentage, Result, Science, Social, Telugu, Total, Updated, and Un�ested bu... . The 'Selected' section contains fields like Admission number, Grade, Student name, Father name, Mother name, Father cell, and Mother cell. Below these sections are 'Cancel' and 'Save' buttons. Further down, there are 'Form view and section' and 'Create new field' sections. The 'Form view and section' section includes a 'View name' dropdown set to 'Default view' and a 'Section' dropdown with options like 'NewSection', 'student progress', and 'New...'. The 'Create new field' section includes fields for 'Name' (empty), 'Type' (String), and 'Field length' (Small (40)), with an 'Add' button. At the bottom left, there's a 'Related Links' section with a 'Show versions' link.

Student - ServiceNow Developers | Salesforce2 | Table | ServiceNow | Form Design

https://dev293958.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"sys_db_object"%2CstartView:"Default%20view"

Form Design

Table [sys_db_object] Default view

Fields Field Types

Filter

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Remote Table
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results

Form Design

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Create access controls

User role

Application Access

Accessible from

Caller Access

Can read

Allow access to this table via web services

Can create

Allow configuration

Can update

Allow new fields

Can delete

Allow UI actions

Allow client scripts

The screenshot shows the ServiceNow interface with a tab titled 'Table - Salesforce2'. The table has been created with the following details:

- Label:** Salesforce2
- Name:** u_salesforce2
- Type:** Date
- Default value:** (empty)
- Display:** false

Below the table creation, a list of columns is displayed:

Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father cell	String	(empty)	40		false
Father name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother cell	String	(empty)	40		false
Mother name	String	(empty)	40		false
Student name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Parameters And Values

Explanation

- These parameters represent the key measurable and configurable elements used in your ServiceNow project.**
- Each value can be customized based on your educational organization's needs.**
- Using these parameters ensures the system is flexible, scalable, and performance-oriented.**

Parameter	Description	Example Value	Purpose / Use in Project
Organization Name	Name of the educational institution using ServiceNow	ABC Engineering College	Identifies the institution using the platform
Number of Users	Total number of students, staff, and administrators using the system	2,500	Determines user load and access requirements
Departments	Academic or administrative departments integrated in the platform	Computer Science, ECE, Mechanical, Admin	Helps organize workflows and requests by department
Services Offered	Key services automated through ServiceNow	IT Helpdesk, Admission Queries, Attendance Management, Leave Requests	Defines the scope of automation in the project
User Roles	Access levels for different types of users	Student, Faculty, Admin, IT Support	Controls access permissions and dashboard visibility