

# Performance and Testing

Date	28 June 2025
Team ID	LTVIP2025TMID28932
Project Name	Prevent User Deletion If Assigned To An Incident
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

ServiceNow User - New Record form. Fields include: User ID (kiran), First name (kiran), Last name (123), Title, Department, Email (kiran@example.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, Photo (Click to add...), Password needs reset, Locked out, Active (checked), Web service access only, Internal Integration User. Submit button is present.

ServiceNow User - New Record form. Fields include: User ID (Ajay), First name (Ajay), Last name (kumar), Title, Department, Email (ajay@example.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, Photo (Click to add...), Password needs reset, Locked out, Active (checked), Web service access only, Internal Integration User. Submit button is present.

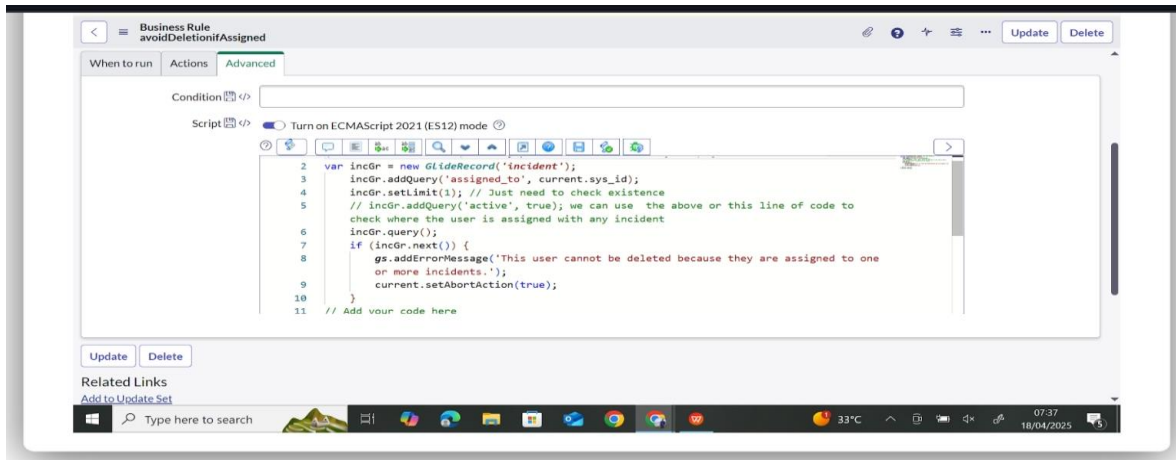
Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

## Assign Incident To User

The screenshot shows the ServiceNow 'Incident - Create INC0010002' form. The form is titled 'Incident - Create INC0010002' and shows various fields for creating a new incident record. The 'Number' field is set to 'INC0010002'. The 'Caller' field is set to 'System Administrator'. The 'Category' field is set to 'Inquiry/Help'. The 'Subcategory' field is set to 'None'. The 'Service' field is empty. The 'Service offering' field is empty. The 'Configuration item' field is empty. The 'Short description' field is set to 'test incident'. The 'Description' field is empty. The 'Channel' field is set to 'None'. The 'State' field is set to 'In Progress'. The 'Impact' field is set to '3 - Low'. The 'Urgency' field is set to '3 - Low'. The 'Priority' field is set to '5 - Planning'. The 'Assignment group' field is set to 'kiran 123'. The 'Assigned to' field is set to 'kiran 123'. The 'Submit' and 'Resolve' buttons are visible at the top right of the form.

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

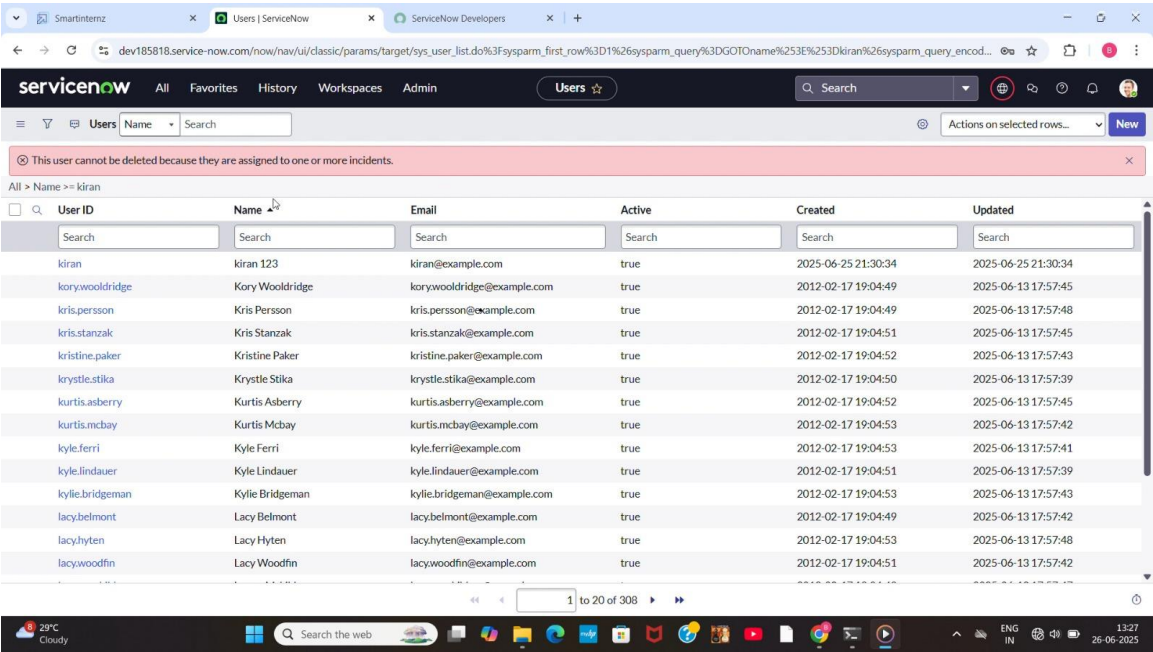
## Business Rule Creation



Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

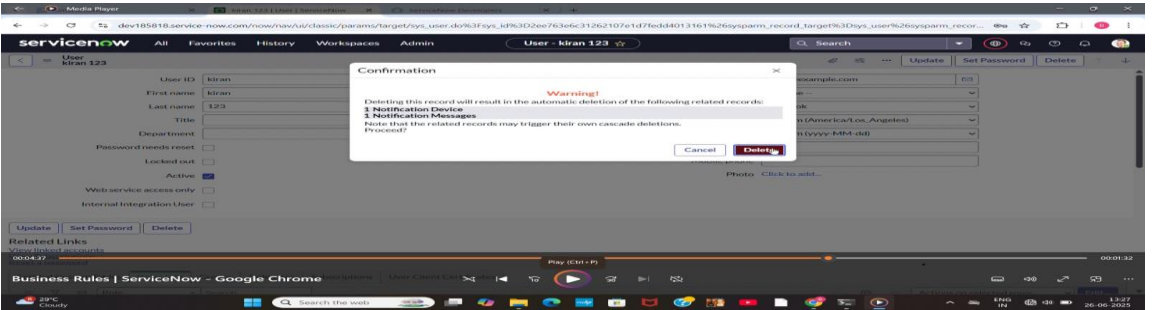
## Test Deletion

Test Deletion



Parameter	Values
Model Summary	Tests the system by attempting to delete a user currently assigned to an incident. Deletion should be blocked.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Test With Unassigned User



Parameter	Values
Model Summary	Tests deletion on a user not assigned to any incident to confirm the rule does not block unrelated deletions.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.