

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

* Name

Educational Organisation

State

In progress

Parent

Release date

Install date

From

tion

Application

Global

Created

2025-10-25 01:58:08

Created by

admin

Merged to

Configure Label

Configure Dictionary

Configure Styles

Show Security Rules

Show - 'install_date'

Update

Delete

Related Links

[Make This My Current Set](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates

Update Set Logs

Child Update Sets

Created

Search

Update set = Educational Organisation

Created

Type

View

Target name

Updated by

Remote update set

Action

No records to display

Assign Incident To User

StudentServiceNow DevelopersSalesforce2 | Table | ServiceNow

https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3fsys_id%3d02b3fed428378d21008e4c070cnaad37e%26sysparm_record_target%3Dsys...

servicenowAll Favorites History Workspaces AdminTable - Salesforce2

Search

DeleteUpdateDelete All Records

* LabelSalesforce2

ApplicationGlobal

* Nameu_salesforce2

ColumnsControlsApplication Access

Table ColumnsColumn labelSearch

1 to 15 of 15New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X Admin date	Date	(empty)	40		false
X 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
X Father cell	String	(empty)	40		false
X Father name	String	(empty)	40		false
X Grade	Choice	(empty)	40		false
X Mother cell	String	(empty)	40		false
X Mother name	String	(empty)	40		false
X Student name	String	(empty)	40		false
Sus ID	Sus ID (CUI.HDI)	(empty)	32		false

Business Rule Creation

The screenshot shows the ServiceNow interface for creating a Client Script. The browser address bar displays the URL: `https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3fsys_id%3D14e5916e83b8321008e4c070c5aad3b2%26sysparm_record_target%3D...`. The page title is "Client Script - Auto populate". The "Field name" dropdown is set to "Admin Number". The "Description" and "Messages" fields are empty. The "Script" editor contains 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
```

At the bottom left, there is a checkbox labeled "Isolate script" which is currently unchecked.

Test Deletion

StudentServiceNow DevelopersClient Scripts | ServiceNow

https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_script_client_list.do%3Fsysparm_query%3Dsys_class_name%253Dsys_script_client%2553nameSTART...

servicenowAll Favorites History Workspaces AdminClient Scripts

Search

for textSearch

Actions on selected rows...New

All > Class > Client Script > Name starts with disable

Name	Active	Table	Application	View	Type	Updated
disable upd	Search	Search	Search	Search	Search	Search
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_cs_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

1 to 20 of 39

Test With Unassigned User

ServiceNow

All Favorites History Workspaces Admin

Search

Configuring Table form

Available

Admin Number
Admin date
Admission number [+]
Class
Created
Created by
English
Hindi
Maths
Percentage
Result
Science
Social
Telugu
Total
Updated
Unformatted text...

Selected

Admission number
|- split -|
|- end_split -|
|- begin_split -|
Grade
Student name
|- split -|
Father name
Mother name
Father cell
Mother cell

Cancel Save

Form view and section

Create new field

View name: Default view

Section: New Section
student progress
New...

Name:

Type: String

Field length: Small (40)

Add

Related Links

[Show versions](#)

Table [sys_db_object]

Default view

Form Design

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

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

Can create

Can update

Can delete

Allow access to this table via web services

Allow configuration

Allow new fields

Allow UI actions

Allow client scripts

Fields

Field Types

Filter

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Auto number

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Can update

Can delete

Allow access to this table via web services

Allow configuration

Allow new fields

Allow UI actions

Allow client scripts

The screenshot shows the ServiceNow interface for configuring the 'Salesforce2' table. The 'Columns' tab is active, displaying a table of dictionary entries. The table has the following columns: Column label, Type, Reference, Max length, Default value, and Display. The entries are as follows:

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