

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 process of creating a new user record in ServiceNow.

Form Fields:

- * Name: Educational Organisation
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Application: Global (0)
- Created: 2025-10-25 01:58:08
- Created by: admin
- Merged to: (empty)
- Install date: (empty)
- Configure Label: (button)
- Configure Dictionary: (button)
- Configure Styles: (button)
- Show Security Rules: (button)
- Show 'install_date': (button)

Buttons:

- Update
- Delete

Related Links:

- Make This My Current Set
- Merge With Another Update Set
- Scan Update Set

Customer Updates:

- Customer Updates
- Update Set Logs
- Child Update Sets

Search Bar:

- Created
- Search

Table:

Update set = Educational Organisation

Q	Created	Type	View	Target name	Updated by	Remote update set	Action
							No records to display

Assign Incident To User

The screenshot shows the ServiceNow interface with the title bar "Student" - "ServiceNow Developers" - "Salesforce2 | Table | ServiceNow". The main content area is titled "Table - Salesforce2". The top navigation bar includes "All", "Favorites", "History", "Workspaces", and "Admin". Below the title, there are fields for "Label" (set to "Salesforce2") and "Name" (set to "u_salesforce2"). A toolbar with "Delete", "Update", and "Delete All Records" buttons is visible. The main area displays a table titled "Dictionary Entries" with columns: "Column label", "Type", "Reference", "Max length", "Default value", and "Display". The table lists various fields with their 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 (GUID)	(empty)	32		false

Business Rule Creation

The screenshot shows the ServiceNow interface for creating a client script named "Auto populate". The top navigation bar includes tabs for "Student", "ServiceNow Developers", and "Auto populate | Client Script | Ser...". The main title is "Client Script - Auto populate". The left sidebar shows the script name and a "Messages" section. The right side contains fields for "Field name" (set to "Admin Number") and "Description", both of which are currently empty. Below these is a "Script" editor window containing the following client-side JavaScript 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 with the title bar "Student" and "ServiceNow Developers". The main title is "Client Scripts | ServiceNow". The URL in the address bar is partially visible as https://dev293958.service-now.com/nav/... . The page header includes the "Client Scripts" tab, a search bar, and various navigation icons.

The page displays a list of Client Scripts. The search bar at the top contains the text "Client Scripts for text" and a search icon. Below the search bar, there is a "Actions on selected rows..." button and a "New" button.

The list table has columns: Name, Active, Table, Application, View, Type, and Updated. A search bar is also present above the table header. The table shows 10 rows of data, with the first row being highlighted.

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_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

At the bottom of the table, there is a navigation bar with arrows for navigating through the results, a text input field containing "1 to 20 of 39", and a refresh icon.

Test With Unassigned User

Configuring Table form

Available

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

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

View name: Default view

Section: New Section

Create new field

Name: [empty]

Type: String

Field length: Small (40)

Add

Related Links

Show versions

Student ServiceNow Developers Salesforce2 Table | ServiceNow Form Design

https://dev299958.service-now.com/\$ng_td.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

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 Form Design interface for the 'sys_db_object' table. The left sidebar lists various system fields like Auto number, Class, and Protection policy. The main area is titled 'Application Access' and contains sections for 'Accessible from' and 'Caller Access'. Under 'Accessible from', there are four items: 'Can read', 'Allow access to this table via web services', 'Can create', 'Allow configuration', 'Can update', 'Allow new fields', 'Can delete', 'Allow UI actions', and 'Allow client scripts'. Each item has a small icon and a gear icon for settings.

The screenshot shows the ServiceNow classic UI for creating a new table. The table is named "Salesforce2". It contains one column labeled "u_salesforce2". The table creation screen includes tabs for "Columns", "Controls", and "Application Access". Below the table, a list of columns is displayed with their properties:

Column	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
Svc ID	Svc 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