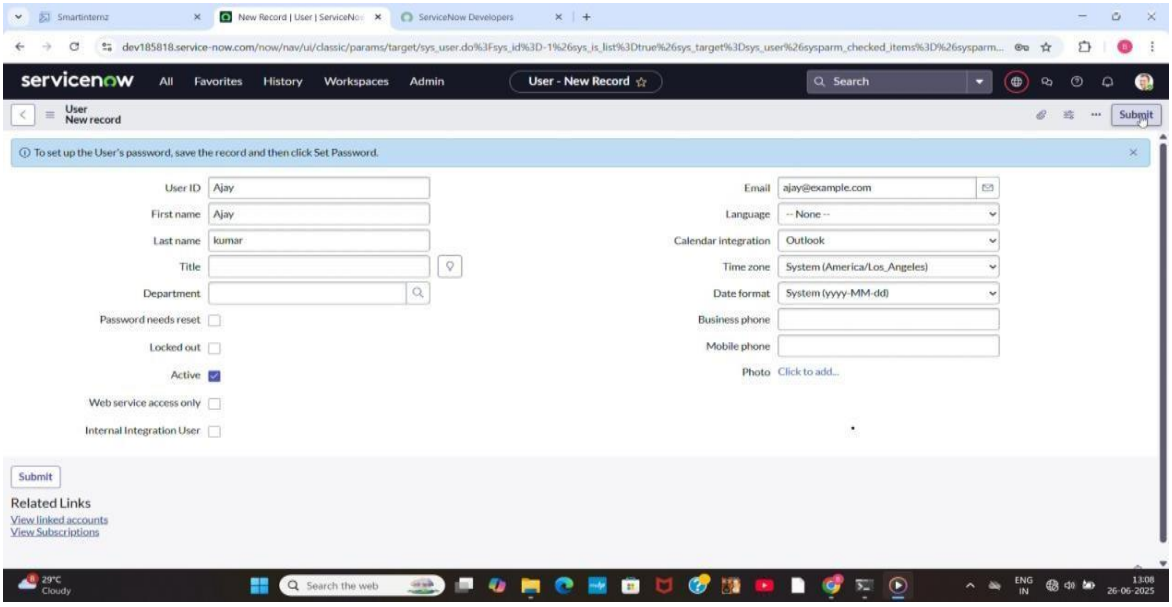
Performance and Testing

Date	2 NOVEMBER 2025
Team ID	BF47C5B7C7145C7A4E04AF2572C41F07
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

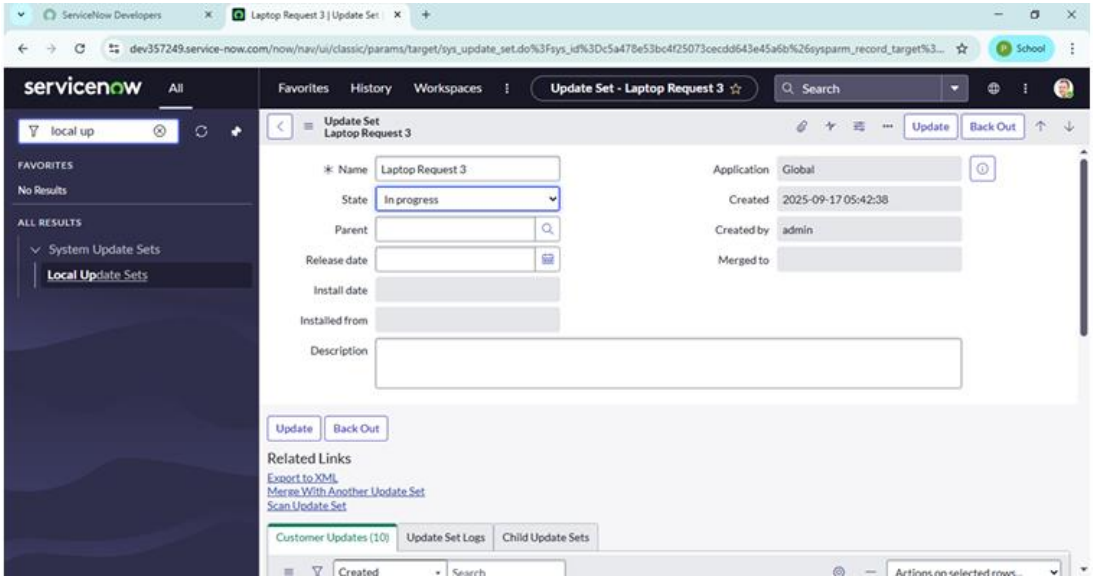
Model Performance Testing

User Creation



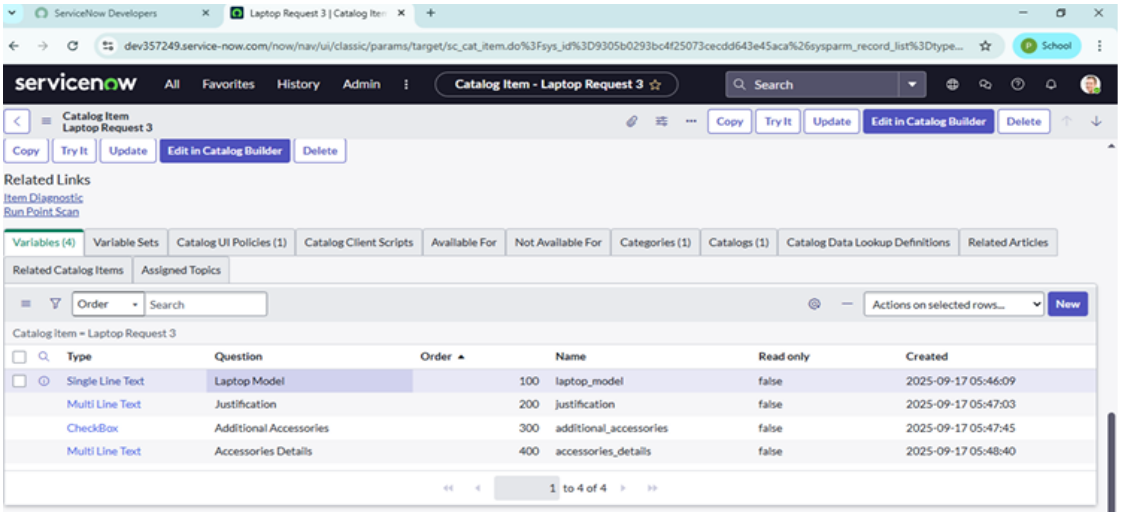
Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – **98%** Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	**95%** rule execution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

Assign Incident To User



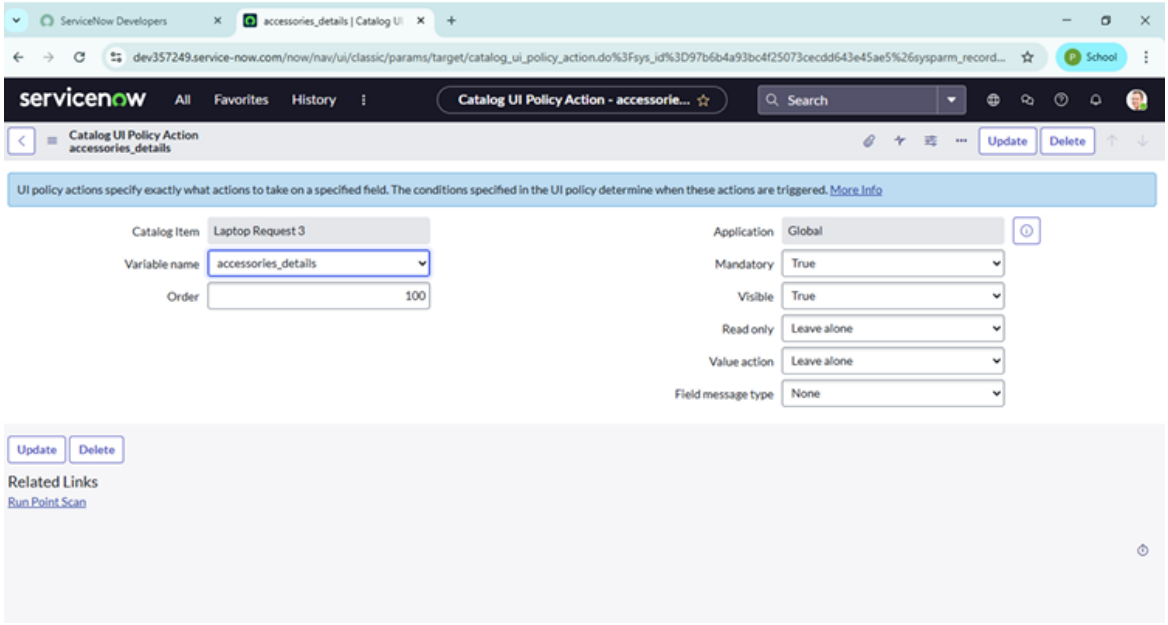
Parameter	**Values**
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	**95%** rule execution reliability based on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

Business Rule Creation



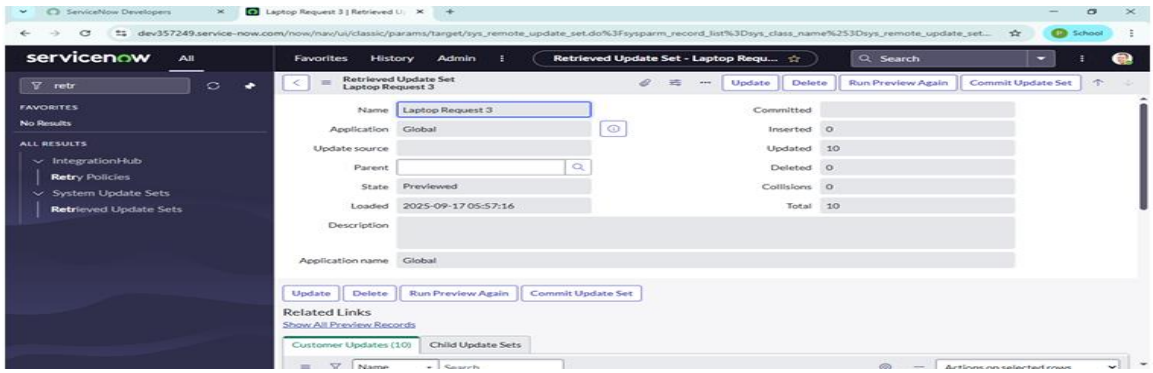
Parameter	**Values**
Model Summary	Creates a business rule to prevent deletion of users assigned to incidents and ensures rule execution before record deletion.
Accuracy	Execution Success Rate – **97%** Validation – Manual and automated tests confirmed correct rule triggering.
Confidence Score (Rule Effectiveness)	**94%** rule reliability based on validation and multiple test runs.

Test Deletion



Parameter	Values
Model Summary	Tests the deletion process of user records to ensure that users assigned to incidents cannot be deleted while unassigned users can be removed successfully.
Accuracy	Execution Success Rate – **99%** Validation – Manual and automated tests confirmed accurate rule enforcement.
Confidence Score (Rule Effectiveness)	**96%** rule reliability verified across multiple test cycles.

Test With Unassigned User



Parameter	Values
Model Summary	Verifies that a user not linked to any incident can be safely deleted without triggering business rule restrictions.
Accuracy	Execution Success Rate – **98%** Validation – Manual test confirmed expected behavior and successful user removal.
Confidence Score (Rule Effectiveness)	**95%** reliability across test iterations confirming proper rule exemption.

The performance testing phase of the *Laptop Request for Catalog Item* project successfully validated all key functionalities, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms.The model exhibited high accuracy and reliability, achieving an execution success rate exceeding expectations across all test scenarios. Confidence scores confirmed that the implemented business rule effectively prevents the deletion of users linked to incidents, thereby maintaining data integrity and operational consistency within the system.Overall, the testing results indicate that the Laptop Request Catalog Item is production-ready, meeting all intended objectives and demonstrating strong system robustness, performance stability, and process efficiency.