Performance and Testing

	1 NOVEMBER 2025
	NM2025TMID03056
Date	Laptop request catalog
Team ID	
Project Name	4 Marks

Maximum 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)	Confidence – 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)	Confidence – 95% rule execution reliability based on test scenarios.

Service catalog

Name | Laptop Request 3

Catalogs 🔒 Service Catalog

Category | Hardware

State | -- None --

hecked out | -- None --

Owner | System Administrator

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.