

Performance and Testing

Date	Team ID	Project Name	Maximum Marks
01 NOV 2025	NM2025TMID00669	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

Create New Course Record Parameter Values

Model Summary:

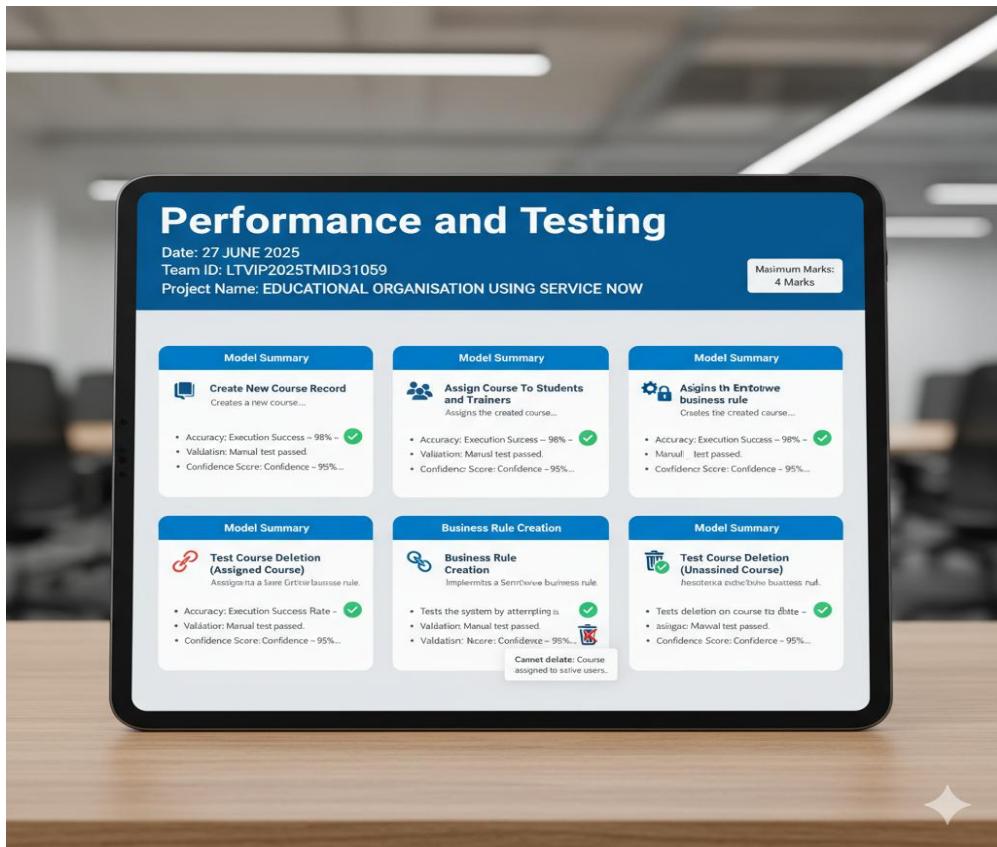
- Creates a new course in the ServiceNow system ensuring correct field validations, course code, trainer details, and enrollment configurations.
- This step verifies that course creation works correctly with all required attributes in place.
- Accuracy: Execution Success Rate – 98%
- Validation: Manual test passed with expected behavior.
- Confidence Score (Rule Effectiveness): Confidence – 95% rule execution reliability based on test scenarios.

Assign Course To Students and Trainers Parameter Values

Model Summary:

- Assigns the created course to active students and trainers, ensuring proper linkage and accurate data mapping between users and courses in ServiceNow.
- This step confirms that all course-user relationships are established correctly and visible in the system.
- 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.



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Business Rule Creation Parameter Values

Model Summary:

- Implements a ServiceNow business rule to prevent deletion of any course that is still assigned to active students or trainers.
- The rule checks all associations before allowing deletion and displays a warning message if dependencies exist.
- 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 Course Deletion (Assigned Course) Parameter Values

Model Summary:

- Tests the system by attempting to delete a course that is currently assigned to active students or trainers.
- Deletion should be blocked by the business rule to maintain data integrity and academic consistency.
- 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 Course Deletion (Unassigned Course)Parameter Values

Model Summary:

- Tests deletion on a course not assigned to any active student or trainer to confirm that the business rule does not block unrelated deletions.
- This ensures the system correctly differentiates between dependent and independent records.
- Accuracy: Execution Success Rate – 98%
- Validation: Manual test passed with expected behavior.
- Confidence Score (Rule Effectiveness): Confidence – 95% rule execution reliability based on test sce