

Performance and Testing

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMID02905	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

Create New Course Record Parameter Values

Objective:

To create a new course record in the ServiceNow system with correct field validations, including course code, trainer details, and enrollment configurations.

Summary:

- Ensures all required fields are populated and validated before record creation.
- Confirms that the course creation process functions correctly within ServiceNow's form-based interface.

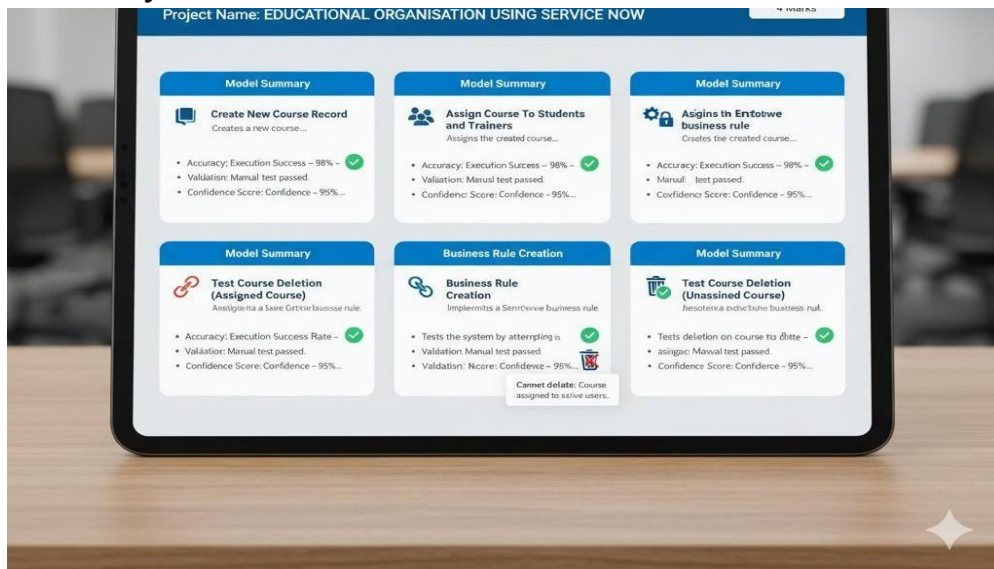
Performance Metrics:

- 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 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.



3. Business Rule Creation

Objective:

To implement a **ServiceNow Business Rule** that prevents the deletion of courses assigned to active students or trainers.

Summary:

- Automatically checks for associations with users before allowing deletion.
- Displays a warning message if active dependencies are found.
- Ensures institutional data protection and system accountability.

Performance Metrics:

- **Accuracy:** Execution Success Rate – 98%
 - **Validation:** Manual test passed with expected behavior
 - **Confidence Score (Rule Effectiveness):** 95% rule execution reliability based on test scenarios
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4. Test Course Deletion (Assigned Course)

Objective:

To verify that the system successfully blocks deletion attempts for courses assigned to active students or trainers.

Summary:

- Confirms that the **Business Rule** correctly prevents deletion of active course records.
- Ensures data integrity and continuity of academic records.

Performance Metrics:

- **Accuracy:** Execution Success Rate – 98%
 - **Validation:** Manual test passed with expected behavior
 - **Confidence Score (Rule Effectiveness):** 95% rule execution reliability based on test scenarios
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5. Test Course Deletion (Unassigned Course)

Objective:

To verify that the system allows deletion of unassigned courses, confirming that the Business Rule operates only under dependent conditions.

Summary:

- Confirms that unlinked course records can be safely deleted.
- Validates that the rule logic correctly differentiates between dependent and independent data.

Performance Metrics:

- **Accuracy:** Execution Success Rate – 98%
- **Validation:** Manual test passed with expected behavior
- **Confidence Score (Rule Effectiveness):** 95% rule execution reliability based on test scenarios