

5. PERFORMANCE TESTING PHASE

This phase focuses on validating the performance, accuracy, and reliability of the developed ServiceNow application.

Testing Objective:

To validate the working of all modules, ensure data accuracy, and confirm that workflows, relationships, and validations function correctly.

Test Cases:

Test Case ID	Scenario	Input	Expected Result	Status
TC01	Add Family Expense	₹1000 for Rent	Entry created successfully	Pass
TC02	Add Daily Expense	₹200 for Travel	Record created and linked correctly	Pass
TC03	Generate Report	Select month “October”	Correct report displayed	Pass
TC04	Invalid Entry	Blank Amount	Validation alert displayed	Pass
TC05	View Relationship	Check related list	Family & Daily Expenses linked	Pass

Test Results:

All modules functioned as expected. The system performed reliably under testing conditions and produced accurate outputs.

Conclusion:

The Family Expense Management System built on ServiceNow successfully automates and simplifies financial management. It ensures transparent expense tracking, better financial planning, and easy report generation for household users.