

# PERFORMANCE AND TESTING

Date	27-01-2026
Team ID	LTVIP2026TMIDS24894
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

The screenshot shows the 'Create User' page in ServiceNow. The top half displays form fields:

- \* Name: Educational Organisation
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Application: Global (with a count of 0)
- Created: 2025-10-25 01:58:08
- Created by: admin
- Merged to: (empty)

Below the main form is a large notes section with a tree view of configuration items:

- Install date
- Configure Label
- Configure Dictionary
- Configure Styles
- Show Security Rules
- Show - 'install\_date'

At the bottom left are 'Update' and 'Delete' buttons. Below the notes section is a 'Related Links' panel with links: 'Make This My Current Set', 'Merge With Another Update Set', and 'Scan Update Set'. The bottom part shows a grid of update set logs:

Customer Updates	Update Set Logs	Child Update Sets					
≡	Created	Search					
Update set = Educational Organisation							
Q	Created	Type	View	Target name	Updated by	Remote update set	Action
No records to display							

# Assign Incident To User

The screenshot shows the ServiceNow developer interface with a browser tab titled "Table - Salesforce2". The main area displays the configuration for a new table named "Salesforce2". The table has one column labeled "Label" with the value "Salesforce2" and one column labeled "Name" with the value "u\_salesforce2". The "Application" dropdown is set to "Global". Below this, the "Table Columns" section lists 15 columns with their respective properties:

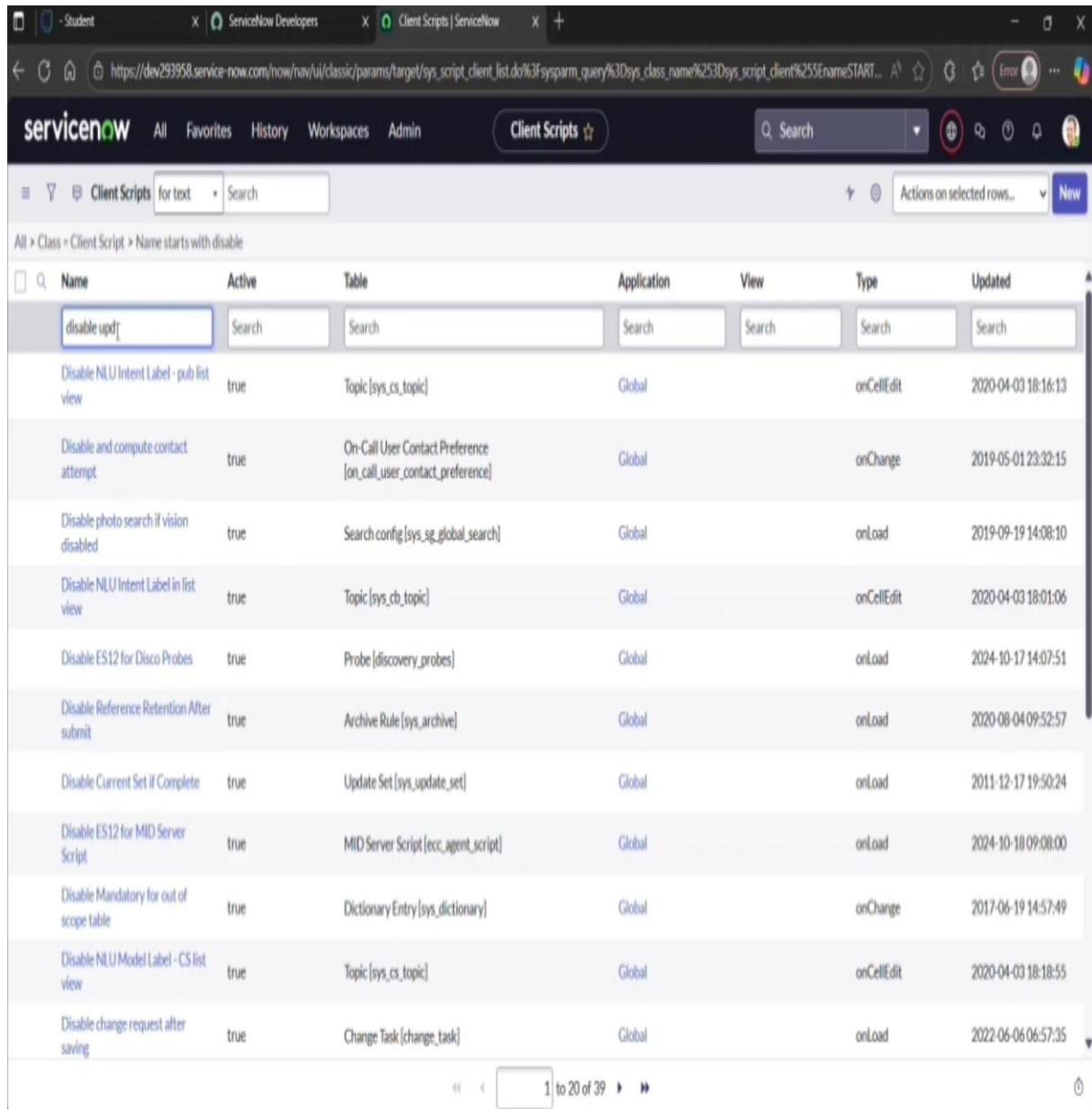
Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	{empty}	40		false
Admin Number	String	{empty}	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	{empty}	80	javascript:current.getTableName();	false
Created	Date/Time	{empty}	40		false
Created by	String	{empty}	40		false
Father cell	String	{empty}	40		false
Father name	String	{empty}	40		false
Grade	Choice	{empty}	40		false
Mother cell	String	{empty}	40		false
Mother name	String	{empty}	40		false
Student name	String	{empty}	40		false
Sys ID	Sys ID (GLID)	{empty}	32		false

# Business Rule Creation

The screenshot shows a ServiceNow interface for creating a client script. The title bar indicates the current page is "Client Script - Auto populate". The left sidebar shows the script is named "Auto populate". The main area contains fields for "Field name" (set to "Admin Number") and "Description" (empty). Below these are two large text areas: "Messages" (empty) and "Script". The "Script" area contains the following code:

```
16 g_form.setValue('u_grade',a.u_grade);
17
18 g_form.setValue('u_student_name',a.u_student_name);
19
20 g_form.setValue('u_father_name',a.u_father_name);
21
22 g_form.setValue('u_mother_name',a.u_mother_name);
23
24 g_form.setValue('u_father_cell',a.u_father_cell);
25
26 g_form.setValue('u_mother_cell',a.u_mother_cell);
27
28
29
30 g_form.setDisabled('u_admin_date',a.u_admin_date);
31
32 g_form.setDisabled('u_grade',a.u_grade);
33
34 g_form.setDisabled('u_student_name',a.u_student_name);
35
36 g_form.setDisabled('u_father_name',a.u_father_name);
37
```

## Test Deletion



The screenshot shows a ServiceNow web interface for managing client scripts. The browser tabs are titled "Student", "ServiceNow Developers", and "Client Scripts | ServiceNow". The main page title is "Client Scripts". A search bar at the top has the text "Client Scripts" and a dropdown set to "for text". Below the search bar is a table with the following columns: Name, Active, Table, Application, View, Type, and Updated. A search input "for text" is also present above the table. The table contains 10 rows of data, each representing a client script. The first row, which is highlighted, has the name "disable upd1". The last row of the table shows pagination with "1 to 20 of 39".

Name	Active	Table	Application	View	Type	Updated
Disable NLU Intent Label - pub list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:16:13
Disable and compute contact attempt	true	On-Call User Contact Preference [on_call_user_contact_preference]	Global		onChange	2019-05-01 23:32:15
Disable photo search if vision disabled	true	Search config [sys_sg_global_search]	Global		onLoad	2019-09-19 14:08:10
Disable NLU Intent Label in list view	true	Topic [sys_cb_topic]	Global		onCellEdit	2020-04-03 18:01:06
Disable ES12 for Disco Probes	true	Probe [discovery_probes]	Global		onLoad	2024-10-17 14:07:51
Disable Reference Retention After submit	true	Archive Rule [sys_archive]	Global		onLoad	2020-08-04 09:52:57
Disable Current Set if Complete	true	Update Set [sys_update_set]	Global		onLoad	2011-12-17 19:50:24
Disable ES12 for MID Server Script	true	MID Server Script [ecc_agent_script]	Global		onLoad	2024-10-18 09:08:00
Disable Mandatory for out of scope table	true	Dictionary Entry [sys_dictionary]	Global		onChange	2017-06-19 14:57:49
Disable NLU Model Label - CS list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:18:55
Disable change request after saving	true	Change Task [change_task]	Global		onLoad	2022-06-06 06:57:35

## Test With Unassigned User

The screenshot shows the 'Configuring Table form' page in ServiceNow. At the top, there are three tabs: 'Student', 'ServiceNow Developers', and 'ServiceNow'. The URL in the address bar is [https://dev293958.service-now.com/nav/uiclassic/params/target/slushbucket.do%3Fsys\\_reffing\\_ur%3Dsys\\_db\\_object.do%253Fsys\\_id%253D3a5613d2837032100...](https://dev293958.service-now.com/nav/uiclassic/params/target/slushbucket.do%3Fsys_reffing_ur%3Dsys_db_object.do%253Fsys_id%253D3a5613d2837032100...). The main content area has two sections: 'Available' and 'Selected'. The 'Available' section contains fields like Admin Number, Admin date, Admission number [+], Class, Created, Created by, English, Hindi, Maths, Percentage, Result, Science, Social, Telugu, Total, Updated, and Uninstated. The 'Selected' section contains fields like Admission number, Grade, Student name, Father name, Mother name, Father cell, and Mother cell. Below these sections are 'Cancel' and 'Save' buttons. Further down, there are 'Form view and section' and 'Create new field' configuration sections. The 'Form view and section' section includes a 'View name' dropdown set to 'Default view' and a 'Section' dropdown with options like 'NewSection', 'student progress', and 'New...'. The 'Create new field' section includes fields for 'Name' (empty), 'Type' (String), and 'Field length' (Small (40)). An 'Add' button is located below this section. At the bottom left, there is a 'Related Links' section with a 'Show versions' link.

Student - ServiceNow Developers | Salesforce2 | Table | ServiceNow | Form Design

https://dev293958.service-now.com/\$ng\_fd.do?sysparm\_attributes=startTable:"sys\_db\_object"%2CstartView:"Default%20view"

Form Design

Table [sys\_db\_object] Default view

Fields Field Types

Filter

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Remote Table
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results

Form Design

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Create access controls

User role

Application Access

Accessible from

Caller Access

Can read

Allow access to this table via web services

Can create

Allow configuration

Can update

Allow new fields

Can delete

Allow UI actions

Allow client scripts

The screenshot shows the ServiceNow interface with a tab titled 'Table - Salesforce2'. The table has been created with the following details:

- Label:** Salesforce2
- Name:** u\_salesforce2
- Type:** Date
- Default value:** (empty)
- Display:** false

Below the table creation, a list of columns is displayed:

Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father cell	String	(empty)	40		false
Father name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother cell	String	(empty)	40		false
Mother name	String	(empty)	40		false
Student name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

## Parameters And Values

### Explanation

- These parameters represent the key measurable and configurable elements used in your ServiceNow project.
- Each value can be customized based on your educational organization's needs.
- Using these parameters ensures the system is flexible, scalable, and performance-oriented.

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Parameter	Description	Example Value	Purpose / Use in Project
Organization Name	Name of the educational institution using ServiceNow	ABC Engineering College	Identifies the institution using the platform
Number of Users	Total number of students, staff, and administrators using the system	2,500	Determines user load and access requirements
Departments	Academic or administrative departments integrated in the platform	Computer Science, ECE, Mechanical, Admin	Helps organize workflows and requests by department
Services Offered	Key services automated through ServiceNow	IT Helpdesk, Admission Queries, Attendance Management, Leave Requests	Defines the scope of automation in the project
User Roles	Access levels for different types of users	Student, Faculty, Admin, IT Support	Controls access permissions and dashboard visibility