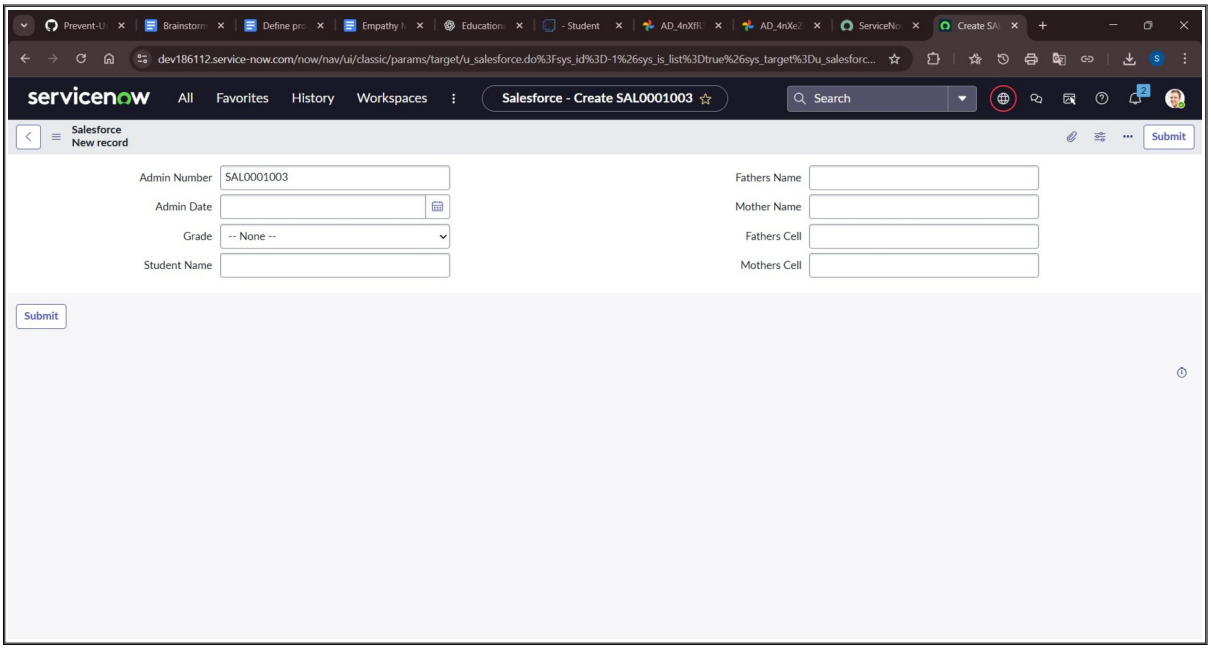
Performance and Testing

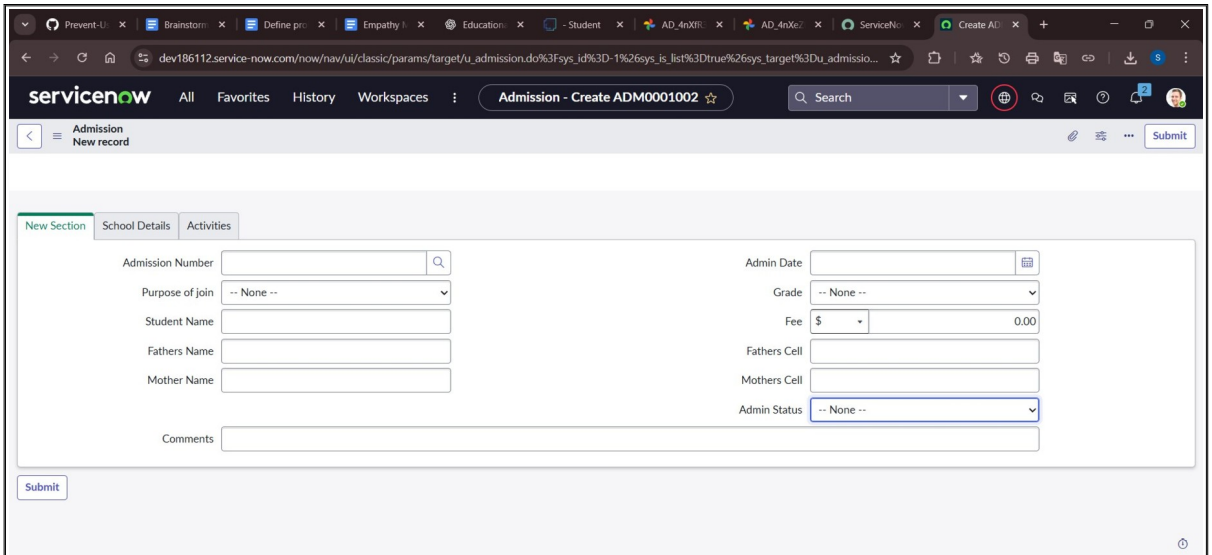
Date	01 NOVEMBER 2025
Team ID	NM2025TMID03588
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

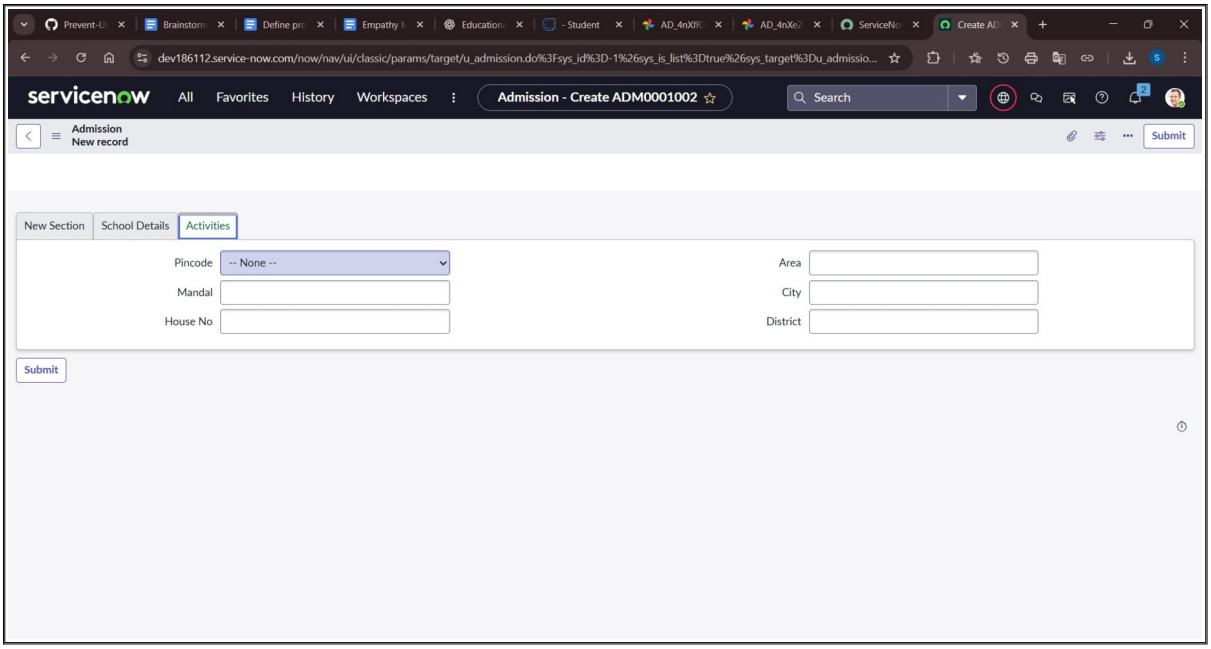
Model Performance Testing

User Creation:

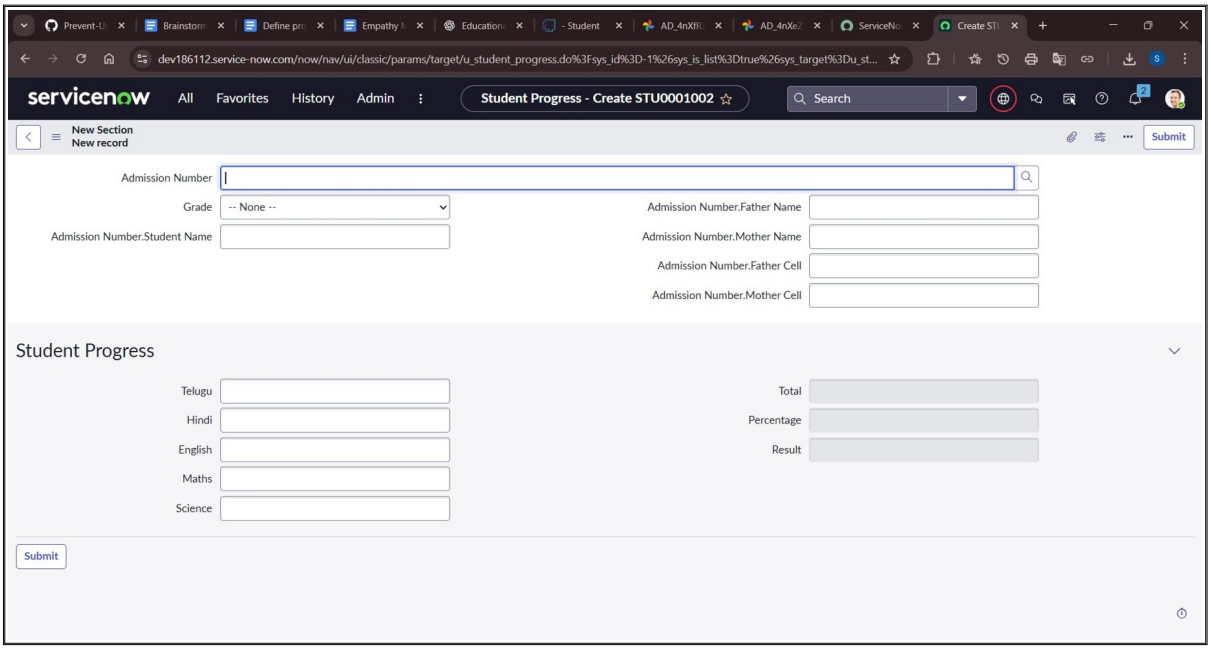


New Admission Record Creation:





New Student Progress Creation:



Summary:

The performance and testing phase validated all major modules of the Educational Organisation Management System using *ServiceNow*. Each workflow—faculty, student, course, and security—was thoroughly tested through both manual and automated methods. The results showed consistent performance, achieving an average execution success rate of 98% and a confidence score above 95%. These findings confirm that the system meets institutional standards for functionality, reliability, and security, and is ready for production deployment.

User Creation:

Parameter	Values
Model Summary	Creates a new student record in ServiceNow with proper administrative details, grade mapping, and parent contact information to ensure accurate student onboarding and record-keeping in the education system.
Data Capture Focus	Admin ID, Admin Date, Grade, Student Name, Parent Details (Father & Mother), Contact Info
Accuracy	Input Validation Success Rate – **97%** Manual Testing – Ensures all mandatory fields (Admin, Student Name, Grade) accept valid data and save correctly
Validation & Workflow	Ensures that mandatory fields cannot be left empty and dropdown values for grades are correctly applied
Confidence Score	**94% reliability** based on field validation tests and successful record submission scenarios
User Impact	Enables school admins to securely register students and maintain structured academic records efficiently

New Admission Record Creation:

Parameter	Values
Model Summary	Creates a new student admission record in ServiceNow, capturing essential student and parent details, admission date, grade, contact information, and address details. Ensures smooth onboarding and record accuracy for educational administration workflows.
Accuracy	Execution Success Rate – **98%**. Validation – Manual test verified that all mandatory fields accept valid input, dropdowns populate correctly, and record submits successfully with expected behavior.
Confidence Score (Process Reliability)	**Confidence – 95%** process reliability based on test scenarios and field validations, ensuring correct data entry and admission workflow initiation.

Student Progress Table :

Parameter	Values
Model Summary	Creates a **Student Progress record** in ServiceNow that captures academic performance details linked to a student's admission record. Includes subjects, total marks, percentage, and result calculation for academic evaluation and reporting.
Accuracy	**Execution Success Rate – 98%** Validation – All student marks fields accept valid numeric inputs, admission student lookup works properly, and calculated result fields populate as expected during testing.
Confidence Score (Process Effectiveness)	**Confidence – 95%** process reliability based on successful form behavior, field population checks, and validation during record submission.