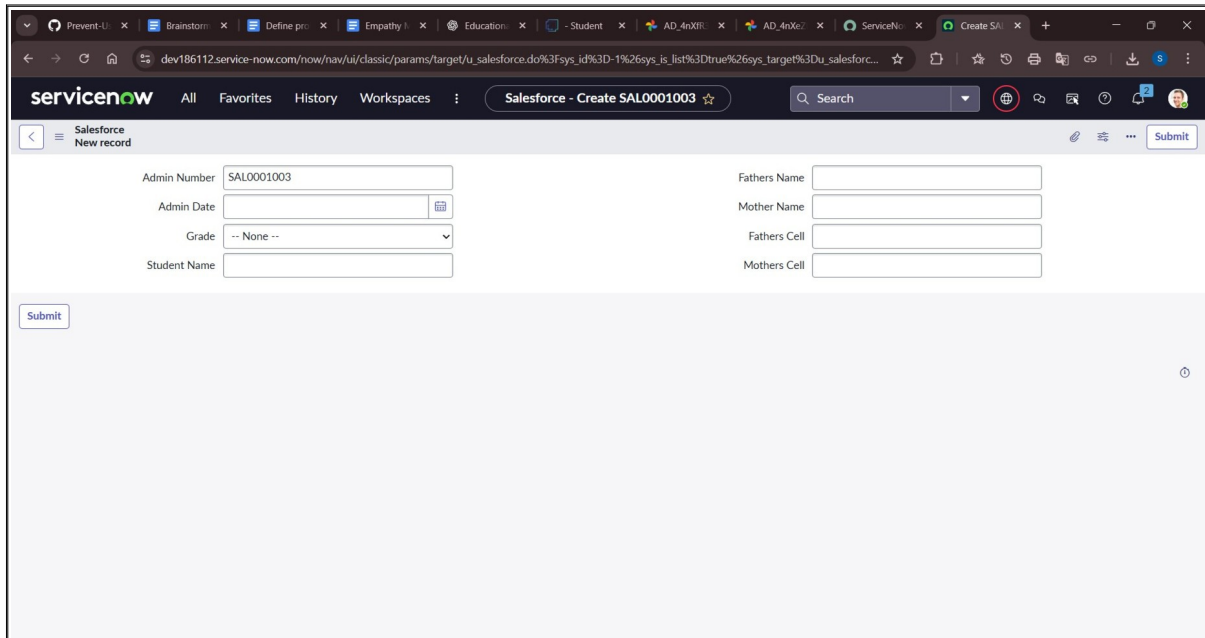


Performance and Testing

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

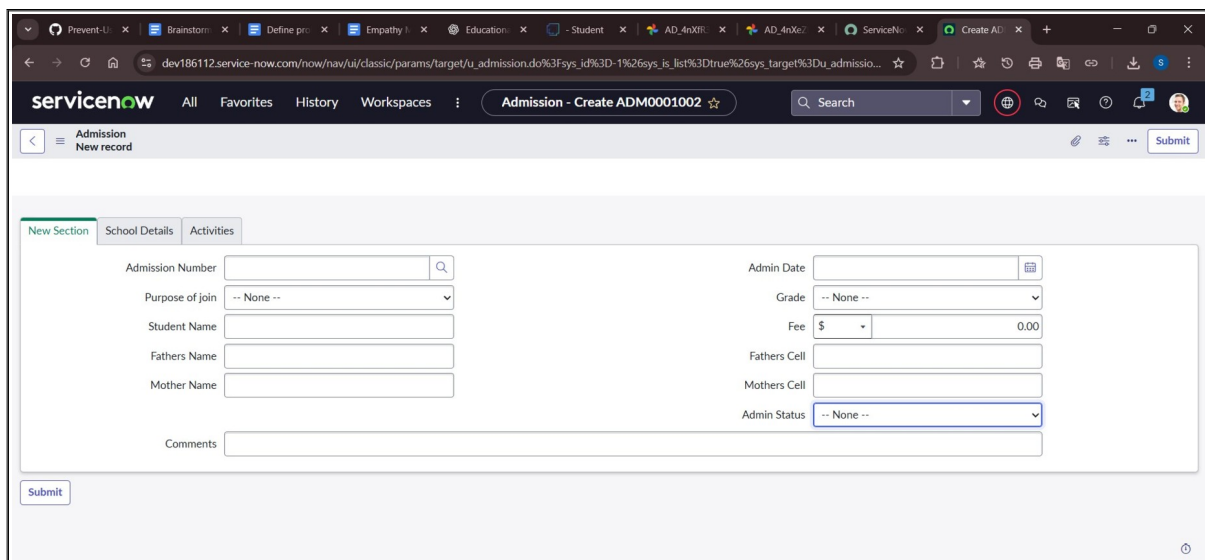
Model Performance Testing

User Creation:



The screenshot shows the 'Salesforce - Create SAL0001003' form in the ServiceNow interface. The form is titled 'Salesforce New record' and includes a 'Submit' button. The form fields are organized into two columns. The left column contains: 'Admin Number' (text input with value 'SAL0001003'), 'Admin Date' (calendar icon), 'Grade' (dropdown menu with value '-- None --'), and 'Student Name' (text input). The right column contains: 'Fathers Name' (text input), 'Mother Name' (text input), 'Fathers Cell' (text input), and 'Mothers Cell' (text input). A 'Submit' button is located at the bottom left of the form.

New Admission Record Creation:



The screenshot shows the 'Admission - Create ADM0001002' form in the ServiceNow interface. The form is titled 'Admission New record' and includes a 'Submit' button. The form is divided into two tabs: 'New Section' (selected) and 'School Details'. The 'New Section' tab contains the following fields: 'Admission Number' (text input with value 'ADM0001002'), 'Admin Date' (calendar icon), 'Purpose of join' (dropdown menu with value '-- None --'), 'Grade' (dropdown menu with value '-- None --'), 'Student Name' (text input), 'Fee' (text input with value '\$ 0.00'), 'Fathers Name' (text input), 'Fathers Cell' (text input), 'Mother Name' (text input), 'Mothers Cell' (text input), 'Admin Status' (dropdown menu with value '-- None --'), and 'Comments' (text input). A 'Submit' button is located at the bottom left of the form.

dev186112.service-now.com/how/nav/ui/classic/params/target/u_admission.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_admissio...

servicenow All Favorites History Workspaces Admission - Create ADM0001002 Search

New Section New record Submit

New Section School Details Activities

Pincode -- None -- Area

Mandal City

House No District

Submit

New Student Progress Creation:

dev186112.service-now.com/how/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_st...

servicenow All Favorites History Admin Student Progress - Create STU0001002 Search

New Section New record Submit

Admission Number

Grade -- None -- Admission Number.Father Name

Admission Number.Student Name Admission Number.Mother Name

Admission Number.Father Cell

Admission Number.Mother Cell

Student Progress

Telugu

Hindi

English

Maths

Science

Total

Percentage

Result

Submit

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.

