

## Performance Test

Date	27 June 2025
Team ID	
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	

### Model Performance Testing:

Model performance testing helps ensure that the ServiceNow platform runs efficiently within an educational institution. It involves evaluating how quickly service requests are handled and whether workflows execute correctly under various conditions, including peak usage times like admissions or exams. This testing also verifies the accuracy of automation in routing and resolving tickets. By measuring ticket resolution times and user satisfaction, the institution can ensure improved responsiveness and operational efficiency. Feedback collected from students and staff helps refine system performance for better usability. Overall, it ensures ServiceNow meets the demands of both academic and administrative users.

### Result:

The screenshot shows the ServiceNow 'Admission - Create SAL0001010' form. The form is in the 'In progress' state. It includes fields for Admission Number, Admin Date, Purpose of join, Grade, Student Name, Fee, Father Name, Father Cell, Mother Name, Mother Cell, Admin Status, and Comments. Below the form is a 'School Details' section with 'School Area' and 'School' dropdowns. A 'Submit' button is at the bottom.

ServiceNow - Salesforce - Create SAL0001006

Admin Number: SAL0001006

Admin Date:

Mother Name:

Student Name:

Father Cell:

Mother Cell:

Grade: --None--

Father Name:

Submit

ServiceNow - Student Progress - Create Created

Admission Number:

Admin Date:

Student Name:

Father Name:

Mother Name:

Father Cell:

Mother Cell:

Student Progress

Telugu:

Hindi:

English:

Maths:

Science:

Social:

Total:

Result:

Percentage:

Submit

## Reference:

1. <https://github.com/Mounika-penke/Educational-Organisation-Using-ServiceNow>

2. [https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3D4a733dfa830622102e10b0d6feaa31f](https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaa31f)

3. <https://drive.google.com/file/d/1IzVVQnDpZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing>