

Project Development Phase

Model Performance Test

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	10 Marks

Project Name: ServiceNow Operations Ticket Management System

Testing Type: Performance Testing

Objective

The objective of performance testing is to evaluate the responsiveness, stability, and execution efficiency of the ServiceNow Operations Ticket Management System during ticket creation and automated assignment processes.

Test Environment

Parameter	Details
Platform	ServiceNow Developer Instance
Application	Operations Related Module
Users Tested	Admin, Support Agent
Database	ServiceNow Table
Browser	Google Chrome

Performance Test Scenarios

Test Case ID	Scenario	Expected Result	Actual Result	Status
PT01	Create Operations Ticket	Ticket created instantly	Successful	Pass
PT02	Flow Trigger Execution	Auto assignment triggered	Successful	Pass
PT03	Database Storage	Record stored correctly	Successful	Pass
PT04	Group Assignment	Ticket assigned automatically	Successful	Pass
PT05	Multiple Ticket Creation	System stable	Successful	Pass

Performance Metrics

Metric	Result
Ticket Creation Time	< 2 seconds
Flow Execution Time	< 3 seconds
Response Time	Fast
System Stability	Stable
Automation Accuracy	100%

Conclusion

The system performs efficiently under operational workload and successfully automates ticket routing without performance degradation.