

PERFORMANCE AND TESTING

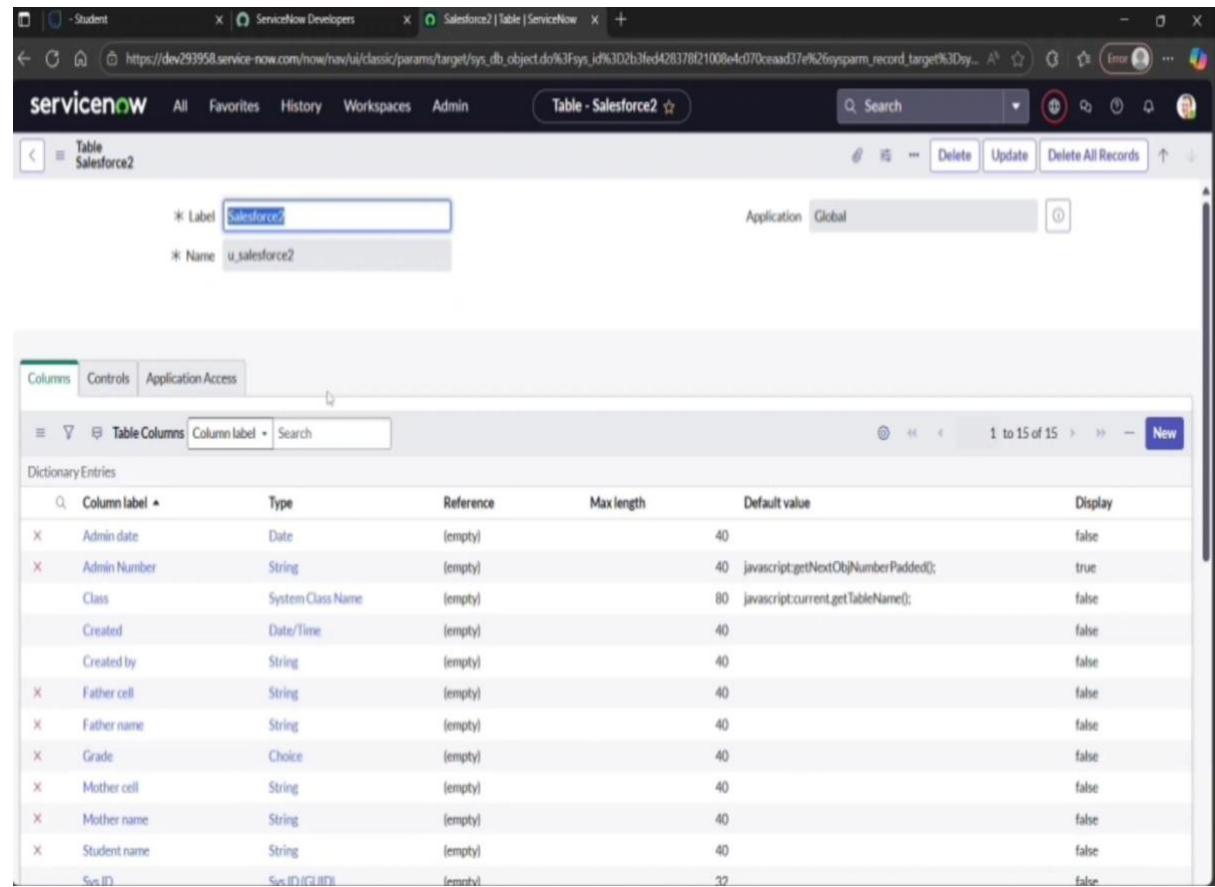
Date	01-11-2025
Team ID	NM2025TMID07589
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The screenshot shows a user creation interface in ServiceNow. At the top, there are several input fields: Name (Educational Organisation), Application (Global), State (In progress), Created (2025-10-25 01:58:08), Parent (empty), Created by (admin), Release date (empty), and Merged to (empty). Below these are dropdown menus for Install date, Configure Label, Configure Dictionary, Configure Styles, Show Security Rules, and Show 'install_date'. At the bottom left are Update and Delete buttons. A Related Links section includes links to Make This My Current Set, Merge With Another Update Set, and Scan Update Set. At the bottom, a Customer Updates tab is selected, showing a list of update sets. The list header includes columns for Created, Type, View, Target name, Updated by, Remote update set, and Action. The list body displays one record: "Update set = Educational Organisation" with a small icon and a note: "No records to display".

Assign Incident To User



The screenshot shows the ServiceNow interface with a browser tab titled "Table - Salesforce2". The main area displays a table configuration screen for a table named "Salesforce2". The table has one visible column labeled "Label" with the value "Salesforce2" and another column labeled "Name" with the value "u_salesforce2". The table has 15 rows, with the first 14 being "Dictionary Entries" and the last one being "Sys ID". The columns include "Column label", "Type", "Reference", "Max length", "Default value", and "Display". Most columns have "(empty)" or "javascript" values. The "Display" column shows "false" for all entries except the last one, which is "true".

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		true

Business Rule Creation

The screenshot shows the ServiceNow Business Rule Creation interface. The title bar indicates the current screen is "Client Script - Auto populate". The main area displays a client script for the "Auto populate" rule.

Script:

```
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 with the title bar "Student" and "ServiceNow Developers". The URL in the address bar is https://dev293958.service-now.com/nav/uiclassic/params/target/sys_script_client_list.do?sysparm_query%3Dsys_class_name%253Dsys_script_client%253EnameSTART... . The page title is "Client Scripts".

The main content is a table titled "Client Scripts" with the following columns: Name, Active, Table, Application, View, Type, and Updated. A search bar at the top left contains the text "Client Scripts for text" and a search button. A "Actions on selected rows..." dropdown and a "New" button are also present.

The table displays 39 rows of client scripts. One row, "Disable NLU Intent Label - pub list view", has its "Name" field highlighted with a blue border. The table includes a header row with search buttons for each column.

Name	Active	Table	Application	View	Type	Updated
disable upd[Search	Search	Search	Search	Search	Search
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' interface in ServiceNow. At the top, there are two lists: 'Available' on the left and 'Selected' on the right. The 'Available' list contains fields like Admin Number, Admin date, Admission number, Class, Created, Created by, English, Hindi, Maths, Percentage, Result, Science, Social, Telugu, Total, Updated, and Student name. The 'Selected' list contains fields like Admission number, Grade, Student name, Father name, Mother name, Father cell, and Mother cell. Below these lists are 'Cancel' and 'Save' buttons.

Below the lists, there are sections for 'Form view and section' and 'Create newfield'. In the 'Form view and section' section, 'View name' is set to 'Default view' and 'Section' is set to 'New Section'. In the 'Create newfield' section, 'Name' is empty, 'Type' is set to 'String', and 'Field length' is set to 'Small (40)'. There is also an 'Add' button.

At the bottom left, there are 'Related Links' and 'Show versions' buttons. On the far right, there is a small circular icon with a question mark.

Table [sys_db_object] Default view Form Design

https://dev293958.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"sys_db_object"&startView:"Default"&view"

Fields Field Types

Filter

Fields

- 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

Sys class code

Sys class path

Update name

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

The screenshot shows the ServiceNow Form Design interface for the 'sys_db_object' table. The left sidebar lists various properties like Fields, Field Types, Filter, and Application Access. The main area displays the 'Application Access' section, which includes fields for 'Accessible from', 'Caller Access', and four specific permissions: 'Can read', 'Can create', 'Can update', and 'Can delete'. Each permission has associated checkboxes for 'Allow access to this table via web services', 'Allow configuration', 'Allow new fields', 'Allow UI actions', and 'Allow client scripts'. The 'Updated by' field in the sidebar is currently selected.

Student ServiceNow Developers Salesforce2 | Table | ServiceNow

https://dev293958.service-now.com/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2b3fe4283782100&e4d70cead37e%26sysparm_record_target%3Dsy...

servicenow All Favorites History Workspaces Admin Table - Salesforce2 Search

Table Salesforce2

* Label Salesforce2

* Name u_salesforce2 Application Global

Columns Controls Application Access

Table Columns Column label Search 1 to 15 of 15 New

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	Admin date	Date	(empty)	40		false
X	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
X	Father cell	String	(empty)	40		false
X	Father name	String	(empty)	40		false
X	Grade	Choice	(empty)	40		false
X	Mother cell	String	(empty)	40		false
X	Mother name	String	(empty)	40		false
X	Student name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)		22		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.

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