

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

* Name

Educational Organisation

State

In progress

Parent

Release date

Install date

from

tion

Application

Global

Created

2025-10-25 01:58:08

Created by

admin

Merged to

Configure Label

Configure Dictionary

Configure Styles

Show Security Rules

Show - 'install_date'

Update

Delete

Related Links

Make This My Current Set

Merge With Another Update Set

Scan Update Set

Customer Updates

Update Set Logs

Child Update Sets

Created

Search

Update set = Educational Organisation

Created

Type

View

Target name

Updated by

Remote update set

Action

No records to display

Assign Incident To User

The screenshot displays the ServiceNow configuration page for a table named 'Salesforce2'. The page is titled 'Table - Salesforce2' and includes a search bar and navigation tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of dictionary entries for the table. The entries include fields like 'Admin date', 'Admin Number', 'Class', 'Created', 'Created by', 'Father cell', 'Father name', 'Grade', 'Mother cell', 'Mother name', 'Student name', and 'Sys ID'. Each entry has a checkbox, a column label, a type, a reference, a max length, a default value, and a display status.

* Label: Application: Global

* Name:

Columns Controls Application Access

Table Columns Column label Search 1 to 15 of 15 New

	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)	32		false

Business Rule Creation

The screenshot shows the ServiceNow interface for creating a Client Script. The browser address bar displays the URL: `https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do?sys_id%3D14e5916e83b8321008e4c070cead3b2%26sysparm_record_target%3D...`. The page title is "Client Script - Auto populate".

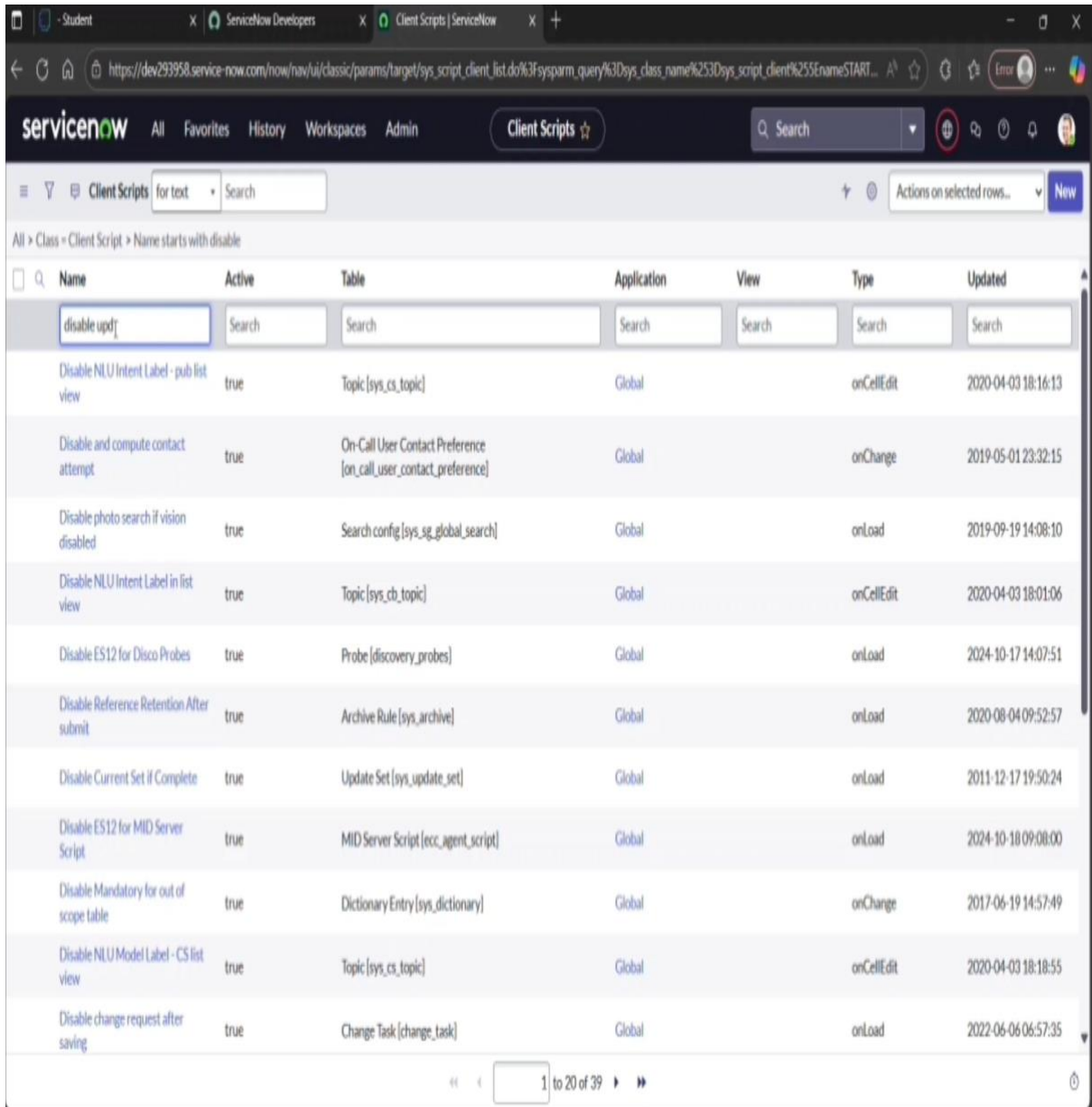
The form fields are as follows:

- Field name:** Admin Number
- Description:** (Empty text area)
- Messages:** (Empty text area)
- Script:** (Code editor with the following JavaScript code):

```
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
```

At the bottom of the script editor, there is a checkbox labeled "Isolate script" which is currently unchecked.

Test Deletion



The screenshot shows the ServiceNow interface for managing Client Scripts. The browser address bar indicates the URL: `https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_script_client_list.do%3Fsysparm_query%3Dsys_class_name%253Dsys_script_client%2555nameSTART...`. The ServiceNow logo and navigation tabs (All, Favorites, History, Workspaces, Admin) are visible at the top. The 'Client Scripts' tab is active, and a search bar contains the text 'for text'. Below the search bar, the breadcrumb path is 'All > Class > Client Script > Name starts with disable'. The main table lists various client scripts with columns for Name, Active, Table, Application, View, Type, and Updated. The first row in the table has the 'Name' cell selected, showing 'disable upd'. The table contains 10 rows of data. At the bottom, a pagination bar shows '1 to 20 of 39'.

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_cs_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

ServiceNow

Configuring Table form

Available

- Admin Number
- Admin date
- Admission number (+)
- Class
- Created
- Created by
- English
- Hindi
- Maths
- Percentage
- Result
- Science
- Social
- Telugu
- Total
- Updated

Selected

- Admission number
- split -
- end_split -
- begin_split -
- Grade
- Student name
- split -
- Father name
- Mother name
- Father cell
- Mother cell

Form view and section

View name: Default view

Section: New Section, student progress, New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

[Show versions](#)

Student

ServiceNow Developers

Salesforce2 | Table | ServiceNow

Form Design

https://dev293958.service-now.com/\$mg_fld.do?sysparm_attributes=startTable:"sys_db_object"%2CstartView:"Default"%20view

Table [sys_db_object] | Default view

Form Design

Fields | Field Types

Filter

Fields

Auto number

Class

Created

Created by

Display name

Extension model

Package

Protection policy

Remote Table

Sys class code

Sys class path

Update name

Updated

Updated by

Updates

Formatters

Activities (Filtered)

Contextual Search Results

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Create access controls

User role

Application Access

1 Column

Accessible from

Caller Access

2 Column

Can read

Can create

Can update

Can delete

Allow access to this table via web services

Allow configuration

Allow new fields

Allow UI actions

Allow client scripts

* Label

* Name

Application

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
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		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