Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS

PERFORMANCE TESTING:

📊 Performance Testing Plan

Objective:

To ensure that the automated ticket assignment process in ServiceNow performs reliably, quickly, and accurately under varying loads and conditions.

✅ 1. Goals of Performance Testing

- Validate the system's response time during ticket creation and assignment.
- Ensure assignment logic (rules, flows, AI) executes correctly under load.
- Confirm scalability to handle large volumes of incoming tickets.
- Identify and resolve bottlenecks in assignment workflows or integrations.
- Validate notification delivery and dashboard updates post-assignment.

🧪 2. Types of Performance Tests

Test Type	Description
Load Testing	Measure how the system handles a realistic number of concurrent ticket submissions.
Stress Testing	Push beyond normal load to evaluate system limits.
Spike Testing	Test sudden increases in ticket volume (e.g., 1,000 tickets in 10 seconds).
Scalability Testing	Determine how performance scales with added users/tickets.
Endurance Testing	Run sustained loads for 6–12 hours to detect performance degradation over time.

🔧 3. Test Scenarios

Scenario ID	Scenario Description
PT-01	Submit 100 tickets simultaneously – validate routing time < 2 sec
PT-02	Submit 1,000 tickets over 10 mins – check SLA assignment compliance
PT-03	Use decision tables to reassign 500 tickets – measure flow execution
PT-04	Trigger email & portal notifications for 1,000 assigned tickets
PT-05	Simulate 500 agents viewing workload dashboards simultaneously
PT-06	Predictive Intelligence assigns 2,000 tickets in 15 mins (if applicable)

📏 4. Performance Benchmarks

Metric	Target
Ticket assignment time	< 2 seconds
Notification delivery time	< 5 seconds
Assignment rule hit rate	≥ 95%
Dashboard data refresh time	< 10 seconds
SLA compliance post-assignment	≥ 98%

🧰 5. Tools & Resources

Tool/Resource	Purpose
ServiceNow Test Framework (ATF)	Automate UI and logic-based test cases
JMeter / LoadRunner	Simulate load and ticket submission
Performance Analytics	Monitor real-time dashboards and KPIs
Monitoring Logs	Analyze backend response and rule execution times

📅 6. Test Schedule

Phase	Duration
Test Planning	2 Days
Test Case Development	3 Days
Load & Stress Testing	4 Days
Reporting & Analysis	2 Days

📈 7. Test Results & Reporting

- Daily summary reports (tickets processed, errors, time taken)
- Bottlenecks or failures identified (e.g., specific rule taking longer)
- Optimization suggestions (e.g., reordering rules, adding conditions)

✅ 8. Exit Criteria

- 100% of critical scenarios passed
- No critical performance bottlenecks
- SLA and routing time targets consistently met
- All defects resolved or deferred with mitigation