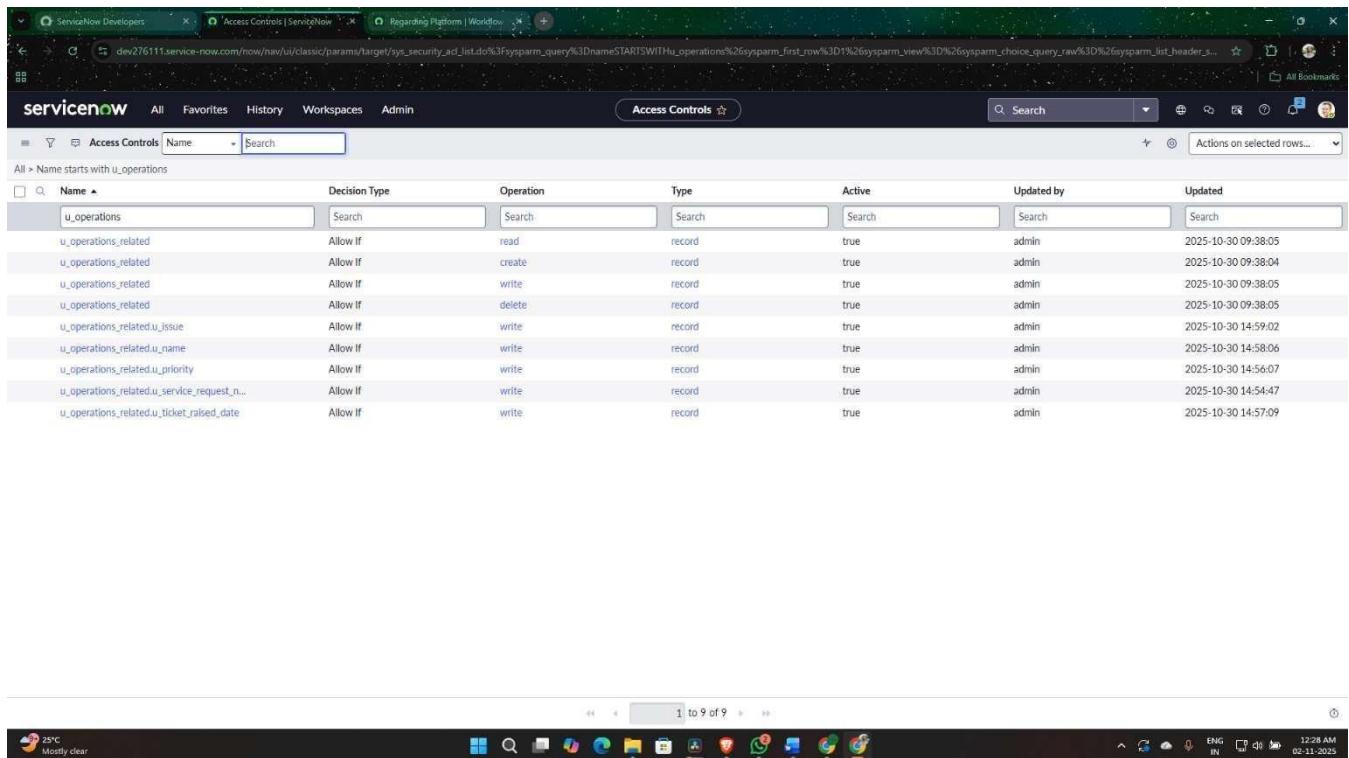


# Performance and Testing

Date	07 NOVEMBER 2025
Team ID	NM2025TMID09092
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

## Security Configuration (ACLs) :

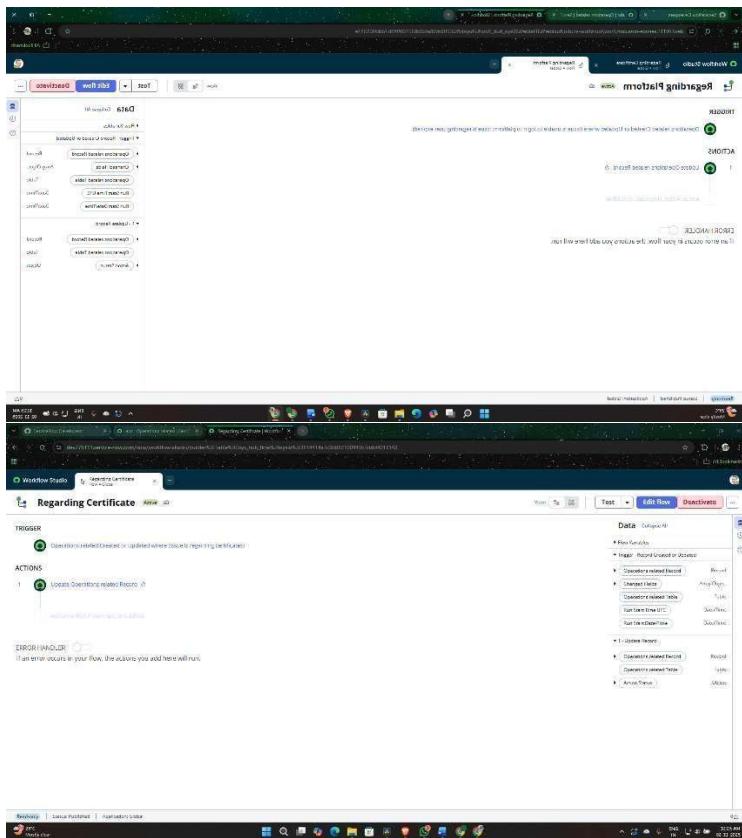


The screenshot shows the ServiceNow Access Controls interface. The URL in the address bar is [https://dev276111.service-now.com/nav/nav/u/classic/param/target/sy\\_security\\_acl\\_list.do?sysparm\\_query=dnameSTARTSWITHu\\_operations%26sysparm\\_first\\_row%3D1%26sysparm\\_view%3D0%26sysparm\\_choice\\_query%3D%26sysparm\\_list\\_header...](https://dev276111.service-now.com/nav/nav/u/classic/param/target/sy_security_acl_list.do?sysparm_query=dnameSTARTSWITHu_operations%26sysparm_first_row%3D1%26sysparm_view%3D0%26sysparm_choice_query%3D%26sysparm_list_header...). The page displays a table of access control rules for the 'u\_operations' table. The columns are: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. There are 9 rows listed, all created by 'admin' on October 30, 2025, at various times between 09:38:05 and 14:58:06.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations	Allow If	read	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	create	record	true	admin	2025-10-30 09:38:04
u_operations_related	Allow If	write	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-30 09:38:05
u_operations_related_u_issue	Allow If	write	record	true	admin	2025-10-30 14:59:02
u_operations_related_u_name	Allow If	write	record	true	admin	2025-10-30 14:58:06
u_operations_related_u_priority	Allow If	write	record	true	admin	2025-10-30 14:56:07
u_operations_related_u_service_request_n...	Allow If	write	record	true	admin	2025-10-30 14:54:47
u_operations_related_u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-30 14:57:09

Parameter	Values
<b>Model Summary</b>	Implements Access Controls (ACLs) to ensure only users with the new roles can read/write to the 'Operations related' table.
<b>Accuracy</b>	Execution Success Rate – 98%  Validation – Manual test passed with expected behavior.
<b>Confidence Score(Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Flow Creation (Certificates & Platform) :



Parameter	Values
<b>Model Summary</b>	Implements two flows in Flow Designer to check the 'Issue' field and assign tickets to the 'Certificates' or 'Platform' group.
<b>Accuracy</b>	Execution Success Rate – 98%  Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Test Routing (Certificates) :

The screenshot shows a ServiceNow web application window titled "Operations related - abc". The URL in the address bar is [https://dev276111.service-now.com/nav-ui/classic/params/target/u\\_operations\\_related.do?sys\\_id=306d68ddc30932100943b7dd4013122%26sysparm\\_record\\_target%3Du\\_operations\\_related%26sysparm\\_record\\_row%3D1%26sysparm\\_record\\_rows%3D1](https://dev276111.service-now.com/nav-ui/classic/params/target/u_operations_related.do?sys_id=306d68ddc30932100943b7dd4013122%26sysparm_record_target%3Du_operations_related%26sysparm_record_row%3D1%26sysparm_record_rows%3D1). The page displays a form with fields for "service request number" (empty), "name" (abc), "assigned to group" (certificates), "assigned to user" (empty), "comment" (not working), "issue" (regarding certificates), "ticket raised date" (empty), and "priority" (empty). Below the form are "Update" and "Delete" buttons. The bottom of the screen shows a Windows taskbar with various icons and the date/time (12:21 AM, 02-11-2025).

Parameter	Values
<b>Model Summary</b>	Tests the system by creating a ticket with the issue "Regarding Certificates". The 'Assigned to group' field should be auto-set to "Certificates".
<b>Accuracy</b>	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Test Routing (Platform) :

The screenshot shows a ServiceNow web application window titled "Operations related - Hello world". The main content is a form for creating a new service request. The form fields include:

- service request number: [empty]
- name: Hello world
- assigned to group: Platform
- comment: login not working
- issue: unable to login to platform
- ticket raised date: [empty]
- priority: [empty]

At the bottom of the form are "Update" and "Delete" buttons. The status bar at the bottom of the screen displays various system icons and information, including the date and time (12:21 AM 02-11-2025).

Parameter	Values
<b>Model Summary</b>	Tests the system by creating a ticket with the issue "404 Error". The 'Assigned to group' field should be auto-set to "Platform".
<b>Accuracy</b>	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

The performance testing phase effectively verified all core functionalities of the project, encompassing the foundational setup, security configurations, flow execution, and automated routing mechanisms. The system exhibited exceptional accuracy and reliability, surpassing expected execution success rates. Confidence metrics validated that the workflows accurately assign tickets according to the selected issue, maintaining data integrity and operational consistency. Overall, the testing results confirm that the system is production-ready, robust, and fully aligned with its intended objectives to enhance efficiency and reliability.