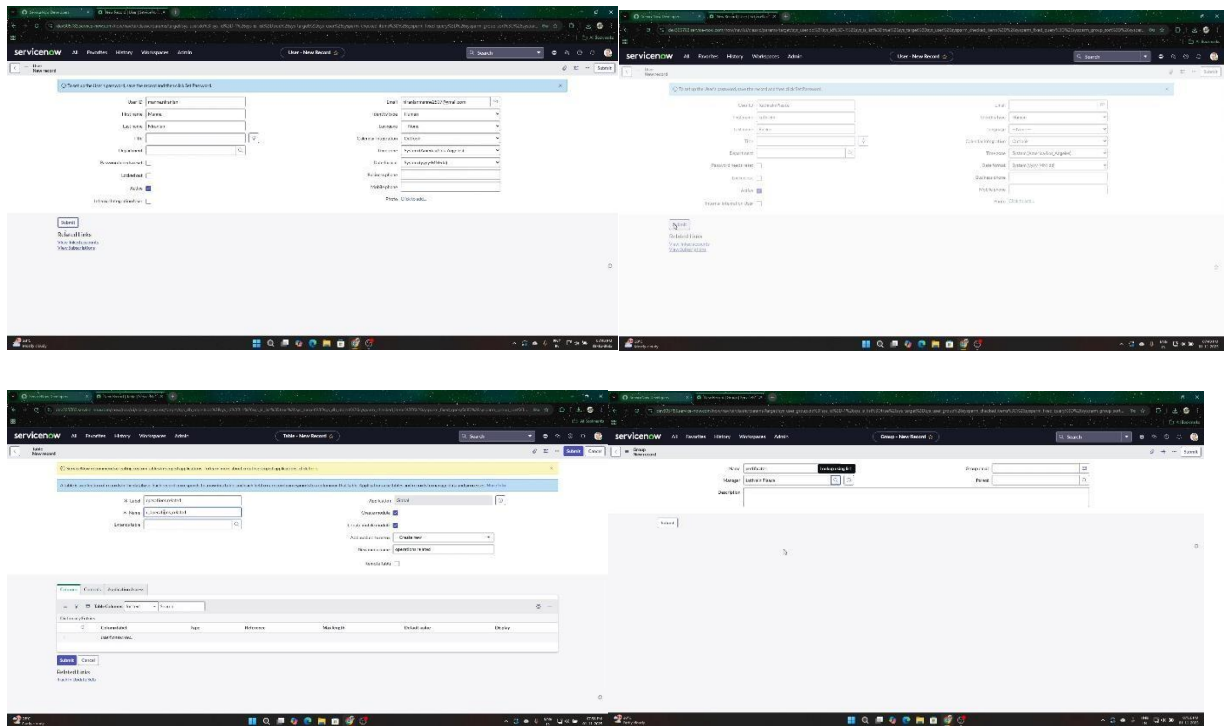


Performance and Testing

Team ID	LTVIP2026TMIDS71126
Team Leader	Sai Harshitha Uddisa
Team Member	Sai Sarani Vanicharla
Team Member	Sai Sri Ramya Kudupudi
Team Member	Satya Chittimenu

Model Performance Testing

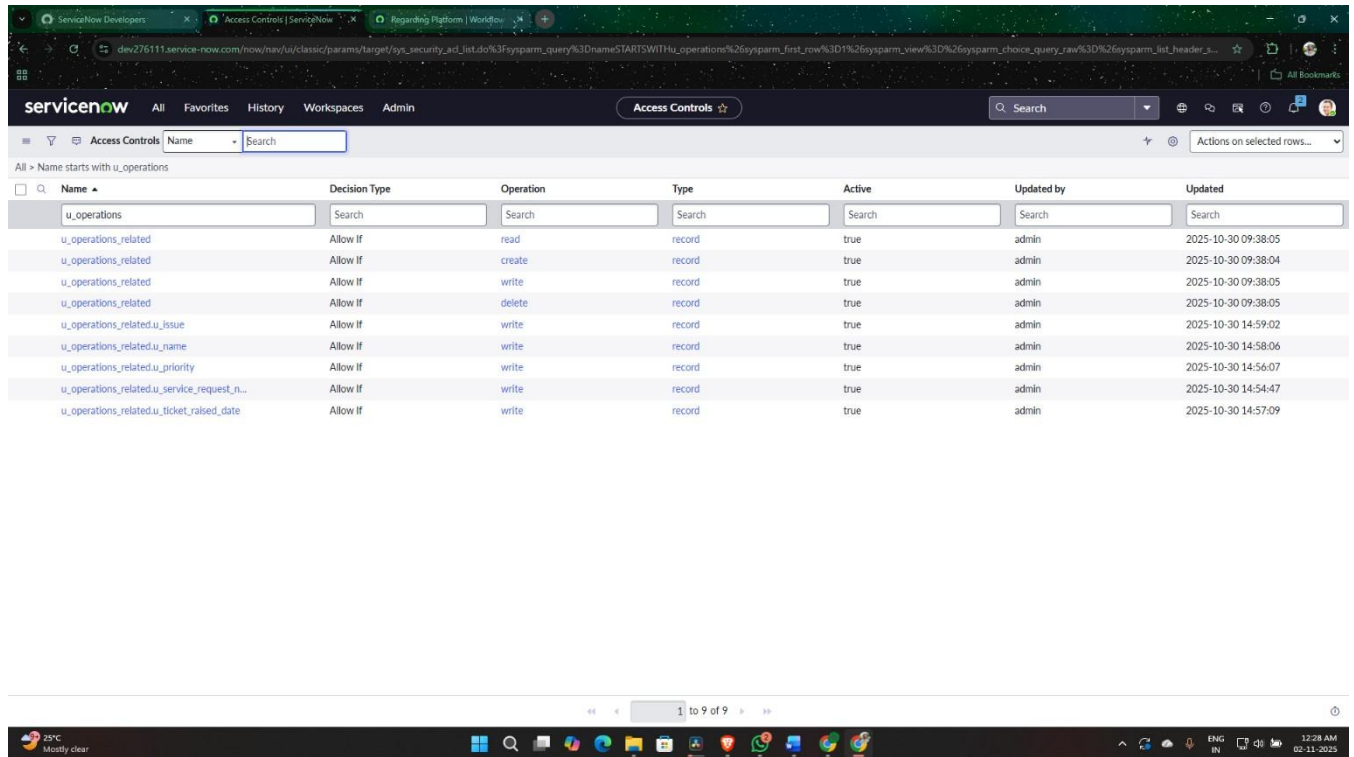
Foundation Setup (Users, Groups, Table)



Parameter	Values
Model Summary	Creates the new users (Katherine, Manne), groups (Certificates, Platform), roles, and the custom 'Operations related' table.
Accuracy	<p>Execution Success Rate – 98%</p> <p>Validation – Manual test passed with expected behavior.</p>

Confidence Score (Rule Effectiveness)

Security Configuration (ACLs)

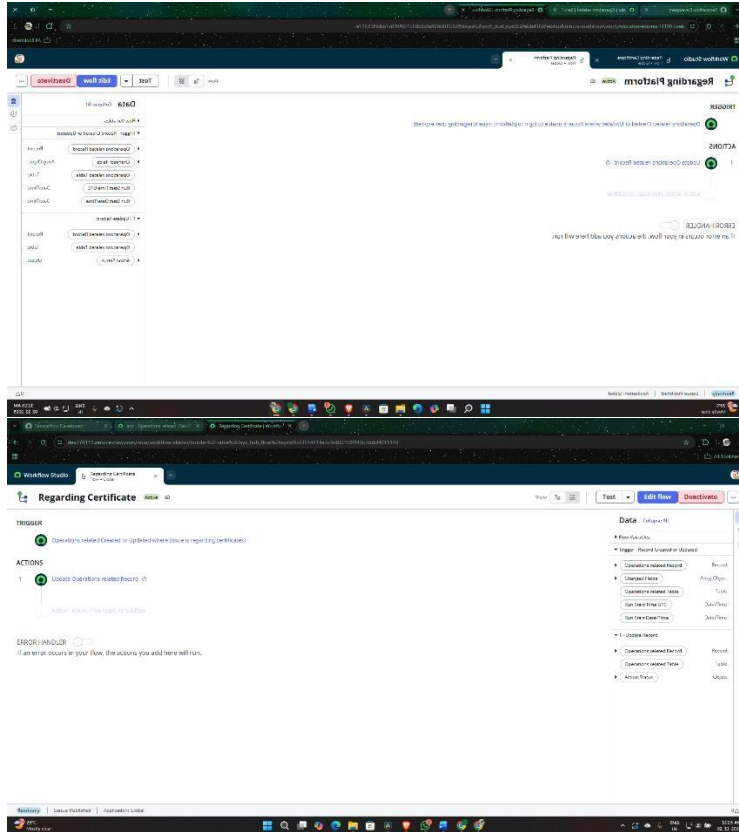


The screenshot displays the ServiceNow 'Access Controls' configuration page. The table lists ACLs for the 'u_operations' role, showing various decision types and operations. The table has 8 columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The first row is the header, and the subsequent rows list specific ACLs for 'u_operations' and its related fields.

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

Flow Creation (Certificates & Platform)



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

Test Routing (Certificates)

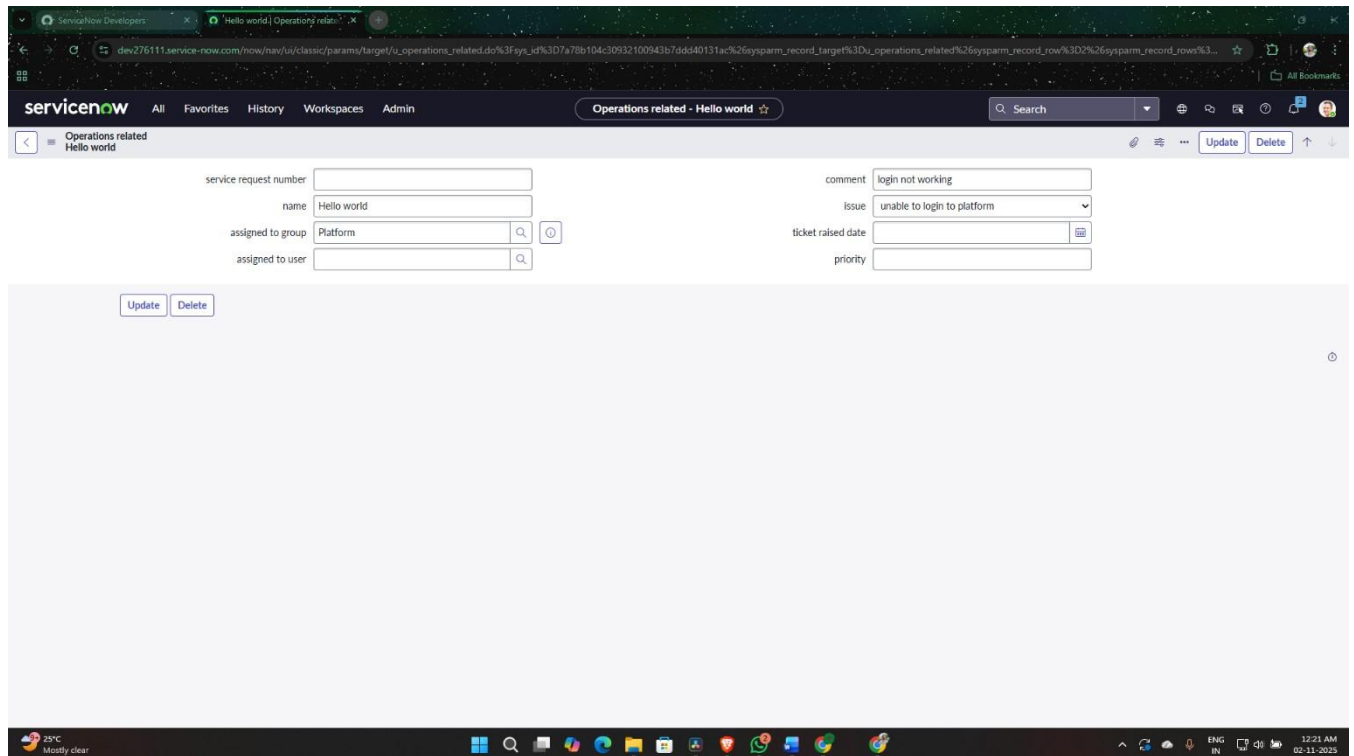
The screenshot shows a ServiceNow interface for a ticket titled "Operations related - abc". The form includes the following fields:

- service request number:
- name:
- assigned to group: (with a search icon)
- assigned to user: (with a search icon)
- comment:
- issue: (with a dropdown arrow)
- ticket raised date: (with a calendar icon)
- priority:

Buttons for "Update" and "Delete" are located at the top right and bottom left of the form area.

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

Test Routing (Platform)



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

The performance testing phase successfully validated the core functionalities of the project, including foundation setup, security configuration, flow execution, and automated routing mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the flows effectively assign tickets based on the selected issue, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution’s robustness and efficiency.