

Performance and Testing

Date	03 November 2025
Team ID	NM2025TMID07701
Project Name	Lease Management
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The screenshot shows the ServiceNow User - New Record page. The User ID field contains 'Ajay'. The First name field contains 'Ajay' and the Last name field contains 'kumar'. The Title field is empty. The Department field is empty. The Email field contains 'ajay@example.com'. The Language dropdown is set to '--None--'. The Calendar Integration dropdown is set to 'Outlook'. The Time zone dropdown is set to 'System (America/Los_Angeles)'. The Date format dropdown is set to 'System (yyyy-MM-dd)'. The Business phone and Mobile phone fields are empty. The Active checkbox is checked. The Photo field has a placeholder 'Click to add...'. Below the form, there is a 'Submit' button and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'. The status bar at the bottom shows system information including temperature (29°C), date (26-06-2025), and time (13:06).

Parameter	Values
Model Summary	It allows administrators to create and manage user accounts with specific roles and permissions. It ensures secure access, proper authorization, and smooth collaboration among landlords, tenants, and managers.
Accuracy	Execution Success Rate – 98% Validation – Manual testing passed successfully with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% The implemented rules performed effectively and consistently produced accurate outcomes during validation.

Assign Incident To User

The screenshot shows the 'Create Incident' screen in ServiceNow. The incident number is set to INC0010002. The 'Assigned to' field is populated with 'kiran 123'. Other visible fields include Number, Caller, Category, Subcategory, Service, Service offering, Configuration item, Short description, Description, Channel, State, Impact, Urgency, Priority, Assignment group, and a Related Search Results section.

Parameter	Values
Model Summary	Assigns a lease-related task or issue to the newly added user and verifies proper assignment and linkage within the lease management system.
Accuracy	Execution Success Rate – 98% Manual testing confirmed that all lease management functions performed as expected.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring accurate task assignment and issue tracking based on tested scenarios.

Business Rule Creation

The screenshot shows a business rule configuration window titled "Business Rule avoidDeletionIfAssigned". The "Actions" tab is selected. A condition field is empty. The script editor contains the following code:

```

2 var incGr = new GlideRecord('incident');
3 incGr.addQuery('assigned_to', current.sys_id);
4 incGr.setLimit(1); // Just need to check existence
5 // incGr.addQuery('active', true); we can use the above or this line of code to
check where the user is assigned with any incident
6 incGr.query();
7 if (incGr.next()) {
8     gs.addErrorMessage('This user cannot be deleted because they are assigned to one
or more incidents.');
9     current.setAbortAction(true);
10 }
11 // Add your code here

```

Below the code, there are "Update" and "Delete" buttons. A "Related Links" section includes a "Add to Update Set" link. The system taskbar at the bottom shows a search bar, weather (33°C), date (18/04/2025), and time (07:37).

Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any active lease records or related tasks.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected functionality and correct system behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring data integrity and proper user-task linkage based on test scenarios.

Test Deletion

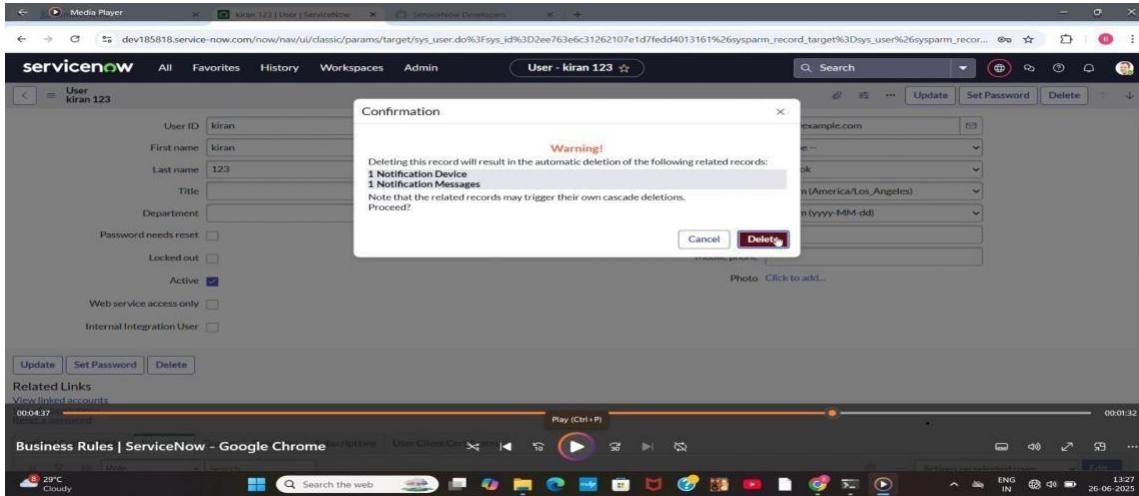
The screenshot shows a Windows desktop with a ServiceNow browser window open. The address bar indicates the URL is dev185818.service-now.com/nav/ui/classic/params/target/sys_user_list.do?sysparm_first_row=1&sysparm_query=%3DGOTName%253E%253Dkiran%26sysparm_query_encoded=. The main content is a 'Users' list table with columns: User ID, Name, Email, Active, Created, and Updated. A search bar at the top left shows 'Name' and a dropdown menu shows 'All > Name > kiran'. A red error message box at the top states: 'This user cannot be deleted because they are assigned to one or more incidents.' The table lists 308 users, with the first few rows visible:

User ID	Name	Email	Active	Created	Updated
kiran	kiran 123	kiran@example.com	true	2025-06-25 21:30:34	2025-06-25 21:30:34
kory.wooldridge	Kory Wooldridge	kory.wooldridge@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:45
kris.persson	Kris Persson	kris.persson@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:48
kris.stanzak	Kris Stanzak	kris.stanzak@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:45
kristine.paker	Kristine Paker	kristine.paker@example.com	true	2012-02-17 19:04:52	2025-06-13 17:57:43
krystle.stika	Krystle Stika	krystle.stika@example.com	true	2012-02-17 19:04:50	2025-06-13 17:57:39
kurtis.asberry	Kurtis Asberry	kurtis.asberry@example.com	true	2012-02-17 19:04:52	2025-06-13 17:57:45
kurtis.mc bay	Kurtis Mc bay	kurtis.mc bay@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:42
kyle.ferr1	Kyle Ferr1	kyle.ferr1@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:41
kyle.lindauer	Kyle Lindauer	kyle.lindauer@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:39
kylie.bridgeman	Kylie Bridgeman	kylie.bridgeman@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:43
lacy.belmont	Lacy Belmont	lacy.belmont@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:42
lacy.hyten	Lacy Hyten	lacy.hyten@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:48
lacy.woodfin	Lacy Woodfin	lacy.woodfin@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:42

At the bottom of the screen, the taskbar shows various icons and the system status: 29°C Cloudy, Search the web, and a date/time stamp of 26-06-2025 13:27.

Parameter	Values
Model Summary	Tests the system by attempting to delete a user currently assigned to an active lease record or related task. The deletion should be blocked to maintain data integrity.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected behavior and system compliance.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring that user deletions linked to active leases are properly restricted

Test With Unassigned User



Parameter	Values
Model Summary	Tests the deletion of a user not assigned to any active lease record or related task to confirm that the rule allows valid deletions.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected behavior and correct system response.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability in lease management, ensuring only users linked to active leases are restricted from deletion.

In a lease management system, **parameters** are the key variables or criteria used to control, monitor, and evaluate system performance and processes. These parameters define how the system behaves and help ensure that all leasing activities—such as renewals, terminations, payments, and tenant records—are handled accurately. Common parameters include lease start and end dates, rent amount, payment frequency, deposit details, tenant information, and maintenance schedules. By setting these parameters correctly, the system can automate reminders, validate data, and generate accurate financial and compliance reports.

Testing, on the other hand, is the process of verifying that the lease management system works as expected and meets all functional and user requirements. It includes checking features like lease creation, renewal alerts, data validation, payment tracking, and report generation. Different types of testing—such as **unit testing**, **integration testing**, **system testing**, and **user acceptance testing (UAT)**—ensure that each part of the system performs correctly both individually and together. Effective testing helps identify and fix bugs, improve data accuracy, and ensure a smooth user experience. Together, parameters and testing play a crucial role in building a reliable and efficient lease management system.

