

Performance and Testing

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

Model Performance Testing

User Creation

servicenow All Favorites History Workspaces Admin User - New Record Search

User - New Record Submit

To set up the User's password, save the record and then click Set Password.

User ID:

First name:

Last name:

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email:

Language:

Calendar integration:

Time zone:

Date format:

Business phone:

Mobile phone:

Photo: [Click to add...](#)

Submit

Related Links

[View linked accounts](#)

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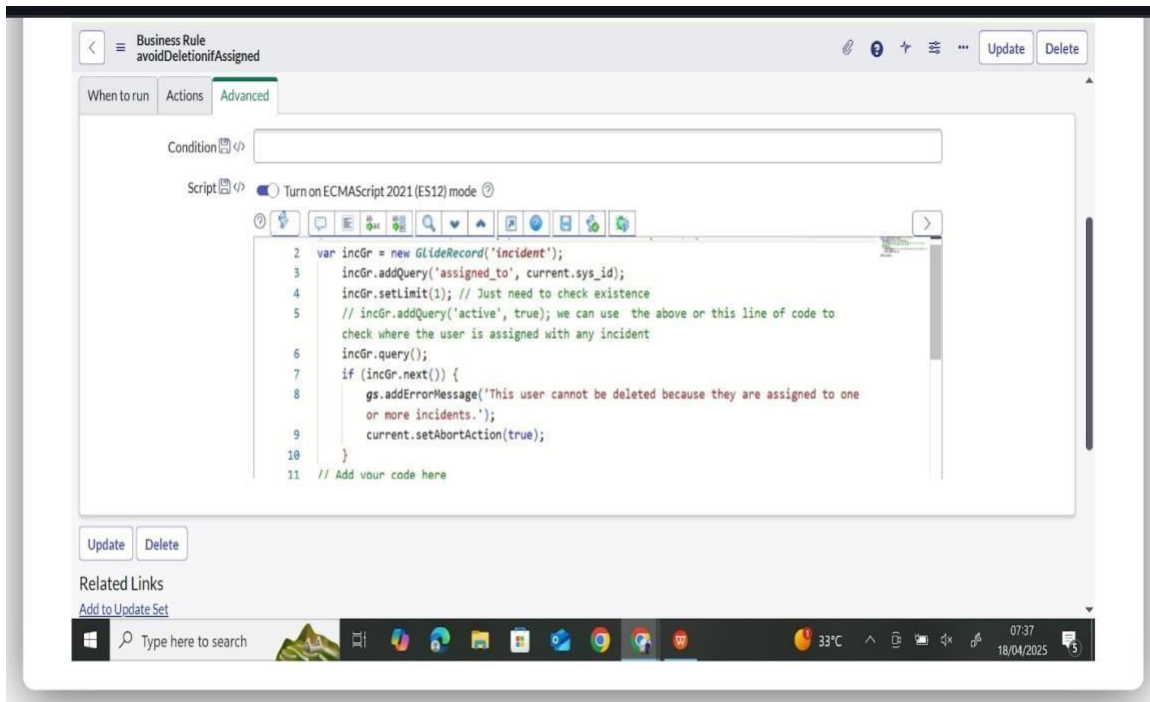
Parameter	Values
Model Summary	It allows administrators to create and manage user accounts with specific roles and permissions. It ensures secure access, proper authorization, and smooth collaboration among landlords, tenants, and managers.
Accuracy	Execution Success Rate – 98% Validation – Manual testing 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 ServiceNow 'Incident - Create INC0010002' form. The form is divided into two main sections: 'Incident' and 'Assignment'. The 'Incident' section includes fields for Number (INC0010002), Caller (System Administrator), Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, Short description (test Incident), and Description. The 'Assignment' section includes fields for Channel (None), State (In Progress), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to (kiran 123). The form also features a 'Related Search' section at the bottom with a search bar and a 'Knowledge & Catalog (All)' dropdown.

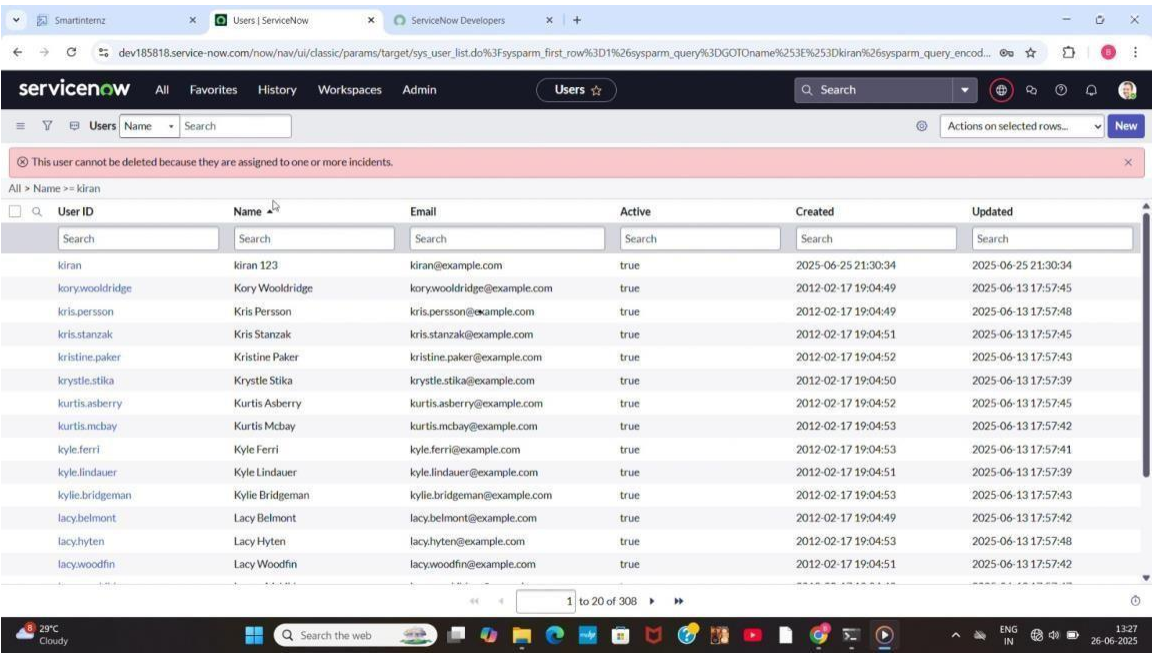
Parameter	Values
Model Summary	Assigns a lease-related task or issue to the newly added user and verifies proper assignment and linkage within the lease management system.
Accuracy	Execution Success Rate – 98% Manual testing confirmed that all lease management functions performed as expected.
Confidence 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



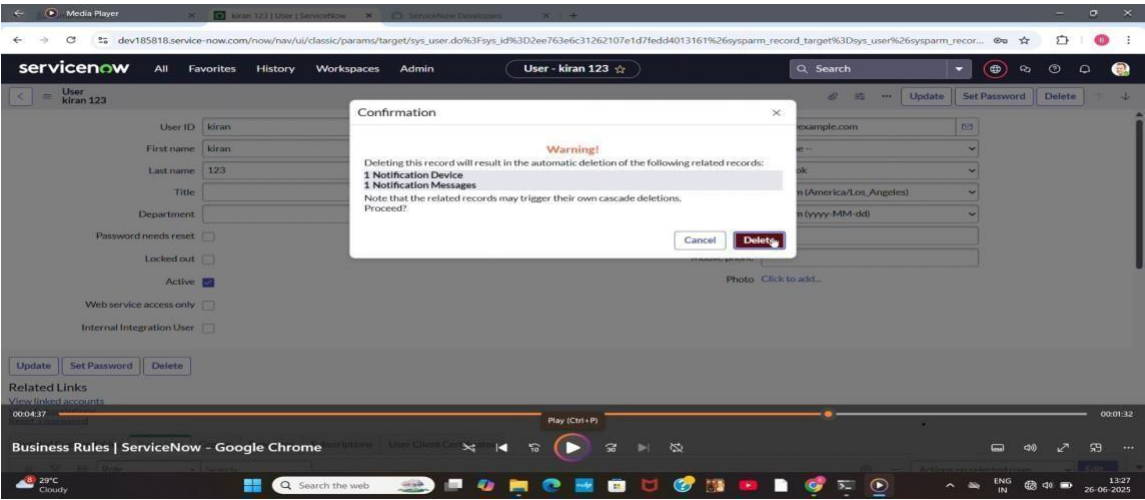
Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any active lease records or related tasks.
Accuracy	Execution Success Rate – 98% Validation – Manual testing confirmed expected functionality and correct system behavior.
Confidence Score (Rule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

Test Deletion



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.

