

Performance and Testing

Date	02 NOVEMBER 2025
Team ID	NM2025TMID08441
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	4 Marks

Model Performance Testing

1. Instance Setup Validation

The screenshot shows a web browser window with multiple tabs open. The active tab is titled 'Manage my instance (dev329417)'. The page displays instance configuration details: Status (Online), Instance URL (https://dev329417.service-now.com), User name (admin), Current password (redacted), and User role (Admin). On the left, there's a sidebar with 'Plugins for your instance (46)' and a search bar. On the right, there's a 'Useful links' section with links to PDI Guide, FAQs, and developer advocate blog. A message at the bottom right says 'Activate Windows'.

Parameter	Value
Model Summary	ServiceNow developer instance created and accessible
Accuracy	Successful login & smooth navigation ↻ Execution Success Rate: 100% Q Validation: Manual login & module access verified
Confidence Score	95%

2. Update Set Configuration Test

The screenshot shows the 'Update Set - Family Expenses' configuration page in ServiceNow. The top navigation bar includes tabs for 'Project - Student', 'ServiceNow Developers', 'Family Expenses | Update', 'Form Design', and 'Daily Expenses | Relations'. The main form fields include:

- Name: Family Expenses
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Install date: (empty)
- Installed from: (empty)
- Description: (empty)
- Application: Global
- Created: 2025-10-29 01:58:04
- Created by: admin
- Merged to: (empty)

Below the form, there is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Scan Update Set'. A message at the bottom right says 'Activate Windows' with a link to 'Go to Settings to activate Windows.' The footer contains links for 'Customer Updates (55)', 'Update Set Logs', 'Child Update Sets', and 'Install History'.

Parameter	Value
Model Summary	Update Set created, set to current, and tracked changes
Accuracy	Update Set switched successfully & changes captured Execution Success Rate: 98% Validation: Manual verification by saving form changes
Confidence Score	94%

3. Table Creation Test – Family Expenses

The screenshot shows the 'Table - Family Expenses' creation page in ServiceNow. The top navigation bar includes tabs for 'Project - Student', 'ServiceNow Developers', 'Table - Family Expenses', 'Form Design', and 'Daily Expenses | Relations'. The main form fields include:

- Label: Family Expenses
- Name: u_st_family_expenses
- Application: Global
- Remote Table: checked

Below the form, there is a 'Columns' tab selected, showing a table of columns with the following data:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Amount	Integer	(empty)	40		false
Date	Date	(empty)	40		false
Expense Details	String	(empty)	800		false

A message at the bottom right says 'Activate Windows' with a link to 'Go to Settings to activate Windows.'

Parameter	Value
Model Summary	Family Expense table created with all mandatory fields & auto-numbering
Accuracy	Table structure and mandatory fields working ↻ Execution Success Rate: 97% Q Validation: Record created successfully and auto-number applied
Confidence Score	93%

4. Table Creation Test – Daily Expenses

Parameter	Value
Model Summary	Daily Expenses table created with reference to Family Expenses
Accuracy	Reference field & form working properly ↻ Execution Success Rate: 97% Q Validation: Records linked and visible in related lists
Confidence Score	93%

5. Relationship Test

This screenshot shows the ServiceNow interface for configuring a relationship named "Daily Expenses". The top navigation bar includes "All", "Favorites", "History", "Relationship - Daily Expenses", "Search", and various system icons. The main area displays the relationship settings with fields for "Name" (Daily Expenses), "Application" (Global), "Advanced" (unchecked), "Applies to table" (Family Expenses [u_st_family_e...]), and "Queries from table" (Daily Expenses [u_daily_expens...]). A note at the bottom states: "This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the recommended form of the script." Below this is a code editor window containing ECMAScript 2021 (ES12) mode code:

```

1  (function refineQuery(current, parent) {
2
3
4  // Add your code here, such as current.addQuery(field, value);
5
6  current.addQuery('u_date',parent.u_date);
7
8  current.query();
9
10 })(current, parent);
11

```

The status bar at the bottom right shows "Activate Windows" and "Go to Settings to activate Windows."

Parameter	Value
Model Summary	Relationship configured between Daily Expense and Family Expense tables
Accuracy	Records correctly associated & visible in related list ↻ Execution Success Rate: 96% Q Validation: Verified links by opening both records
Confidence Score	92%

6. Business Rule Execution Test

This screenshot shows the ServiceNow interface for configuring a business rule named "Family Expenses BR". The top navigation bar includes "All", "Favorites", "History", "Business Rule - Family Expenses BR", "Search", and various system icons. The main area displays the business rule settings with fields for "Name" (Family Expenses BR), "Table" (Daily Expenses [u_daily_expens...]), "Application" (Global), "Active" (checked), and "Advanced" (checked). Below this is a "When to run" section with tabs for "Actions" and "Advanced". The "Actions" tab is selected, showing options for "Insert" (checked), "Update" (checked), "Delete" (unchecked), and "Query" (unchecked). A note at the bottom states: "Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run." The status bar at the bottom right shows "Activate Windows" and "Go to Settings to activate Windows."

Parameter	Value
Model Summary	Business rule created to auto-update total family expense when daily expense is added
Accuracy	Rule triggered and updated total expense correctly ↻ Execution Success Rate: 95% Q Validation: Tested by creating multiple daily expense records
Confidence Score	94%

7. Data Entry & Result Verification

Parameter	Value
Model Summary	Data entered, updated, deleted & verified for accuracy
Accuracy	All CRUD operations performed successfully ↻ Execution Success Rate: 98% Q Validation: Manual verification through record history & total calculation check
Confidence Score	96%