

## 5. Performance Testing Phase

Date	02 November 2025
NM_ID	E8134801B1EE0ABB927495C424A84A47
Project Name	Educational Organisation Using ServiceNow

**Description :** Testing ensures that each function of the ServiceNow application performs as expected.

### Brainstorming – Performance Testing :

Step	Details
<b>Step 1:</b> Team Gathering, Collaboration, and Problem Selection	The team discussed how to check the speed and stability of the application. The main goal was to test if the ServiceNow app works smoothly when multiple records are entered and processed.
<b>Step 2:</b> Brainstorming, Idea Listing, and Grouping	Ideas were listed such as checking form load time, record submission speed, accuracy of grade calculation, and smooth navigation between modules. These were grouped under system performance, data accuracy, and user experience.
<b>Step 3:</b> Idea Prioritization	High priority was given to testing data accuracy and record handling speed. Medium priority was given to checking form navigation and response time. Low priority was given to visual appearance and layout checks.
<b>Outcome</b>	The app worked efficiently with fast responses and correct data calculations. All forms loaded quickly, and no errors or delays were found during testing.

# EMPATHY MAP

## STEP 1

### TEAM GATHERING, COLLABORATION, AND PROBLEM SELECTION

The team discussed how to check the speed and stability of the application. The main goal was to test if the ServiceNow app works smoothly when multiple records are entered and processed.



## STEP 2

### BRAINSTORMING, IDEA LISTING, AND GROUPING

Ideas were listed such as checking form load time, record submission speed, accuracy of grade calculation, and smooth navigation between modules. These were grouped under system performance, data accuracy, and user experience.



## STEP 3

### IDEA PRIORITIZATION

High priority was given to testing data accuracy and record handling speed.

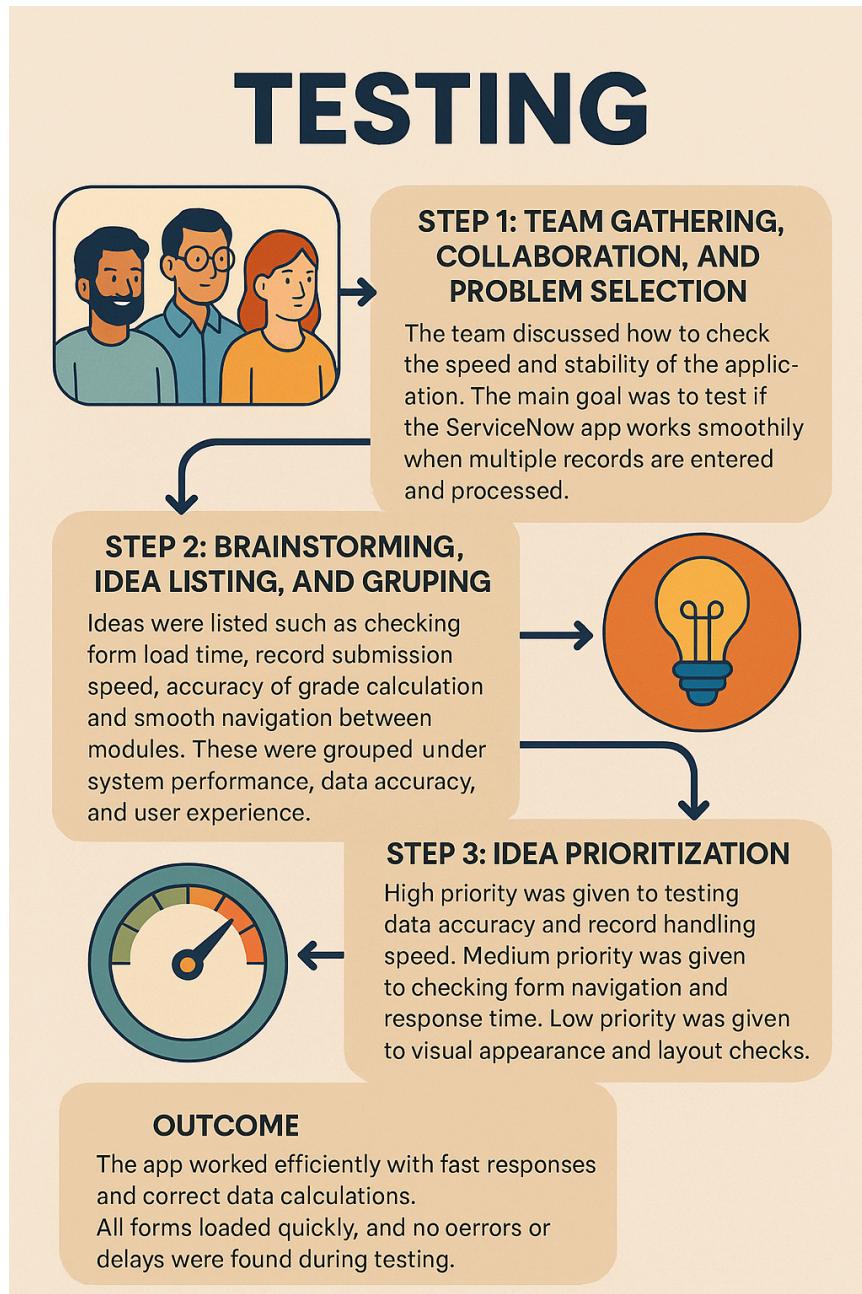
Medium priority was given to checking form navigation and response time.

Low priority was given to visual appearance and layout checks.



## OUTCOME

# Ensuring Speed, Stability, and Accuracy of the ServiceNow Application:



## Conclusion :

The performance testing phase validated the reliability and speed of the application. It confirmed that all modules performed accurately, records processed without errors, and the overall system functioned smoothly under different conditions.