

Project Development Phase

Model Performance Test

Date	13 November 2025
Team ID	NM2025TMID07281
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	

Model Performance Testing:

Project team shall fill the following information in model performance testing template.

S.No	Parameter	Values
1.	Model Summary	This project focuses on automating core operations of an educational organisation using ServiceNow. Key features include account management, custom fields (Zone, Region), support plan tracking, and validation rules for data integrity.
2.	Accuracy	Training Accuracy – Not Applicable (No machine learning components involved in this project) Validation Accuracy – 100% functional validation based on business rules implemented in ServiceNow
3.	Fine Tuning Result(if Done)	Validation Accuracy – Post configuration of validation rules and field-level access, all use cases passed validation successfully without any errors.