

Performance Test

Date	26 June 2025
Team ID	LTVIP2025TMID28916
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	

Model Performance Testing:

Model performance testing helps ensure that the ServiceNow platform runs efficiently within an educational institution. It involves evaluating how quickly service requests are handled and whether workflows execute correctly under various conditions, including peak usage times like admissions or exams. This testing also verifies the accuracy of automation in routing and resolving tickets. By measuring ticket resolution times and user satisfaction, the institution can ensure improved responsiveness and operational efficiency. Feedback collected from students and staff helps refine system performance for better usability. Overall, it ensures ServiceNow meets the demands of both academic and administrative users.

Result:

The screenshot shows the ServiceNow interface for creating a new admission record. The browser tabs include 'Smartinternz', 'Create SAL0001010 | Admission', 'Form Design', and 'ServiceNow Developers'. The URL is 'dev337531.service-now.com/now/nav/ui/classic/params/target/u_admission.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_admission%26sysparm_checked_items%3D%26syspa...'. The form title is 'Admission - Create SAL0001010'. The form is divided into several sections: a progress bar with steps 'New', 'In progress', 'Joined', 'Rejected', 'Rejoined', 'closed', and 'Cancelled'; a main form area with fields for 'Admission Number', 'Purpose of join', 'Student Name', 'Father Name', 'Mother Name', 'Admin Date', 'Grade', 'Fee', 'Father Cell', 'Mother Cell', 'Admin Status', and 'Comments'; and a 'School Details' section with 'School Area' and 'School' dropdown menus. A 'Submit' button is located at the bottom left of the form.

3. <https://drive.google.com/file/d/1lzVVQnDpZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing>