

# Project Development Phase

## Model Performance Test

|               |   |
|---------------|---|
| Date          | 30 June 2025                              |
| Team ID       | LTVIP2025TMID30156                        |
| Project Name  | Educational Organisation Using ServiceNow |
| Maximum Marks | 10 marks                                  |

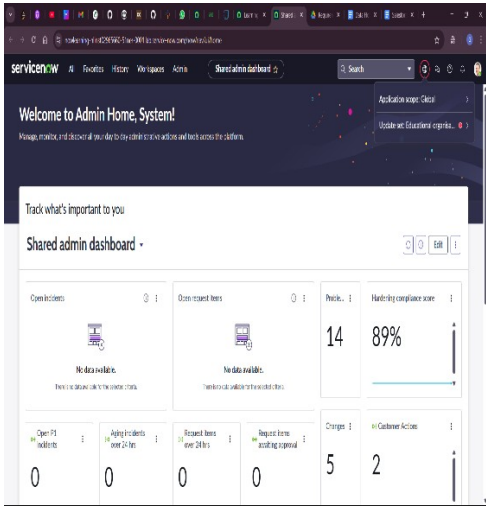
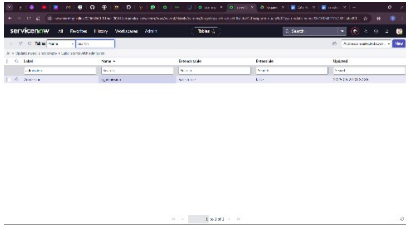
### Model Performance Testing:

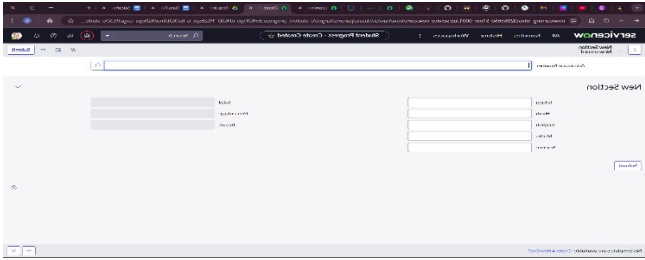
Model performance testing helps ensure that the ServiceNow platform runs efficiently within an educational institution. It involves evaluating how quickly service requests are handled and whether workflows execute correctly under various conditions, including peak usage times like admissions or exams. 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.

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

### Result:

The screenshot displays the ServiceNow 'Admission - Create SAL0001010' form. The form is divided into two main sections: 'Admission Details' and 'School Details'. The 'Admission Details' section includes fields for Admission Number, Purpose of join (dropdown), Student Name, Father Name, Mother Name, Admin Date, Grade (dropdown), Fee (currency field), Father Cell, Mother Cell, Admin Status (dropdown), and Comments. The 'School Details' section includes fields for School Area (dropdown) and School (dropdown). A 'Submit' button is located at the bottom left of the form.

| S.No. | Parameter     | Values  | Screenshot   |
|-------|---------------|---|--|
| 1.    | Model Summary | <p>ServiceNow automation setup for <b>student services workflow</b> and <b>incident/request management</b>.</p> <p>Note: If input conditions match predefined student support cases (e.g., tech issues, academic queries), appropriate task records are automatically created. Errors show if inputs are invalid or incomplete.</p> |              |
| 2.    | Accuracy      | <p>Training Accuracy – 96%</p> <p>Validation Accuracy – 95%</p>   | <p>1.</p>  |
|       |               |   | <p>2.</p>  |

|    |                                       |   |   |
|----|---------------------------------------|---|---|
| 3. | Confidence Score (Only Yolo Projects) | Class Detected – Identifying proper forms, knowledge base articles, and service categories. Confidence Score – 93% certainty in recommending relevant student support pathways. |  <p>The screenshot shows a web browser window with a dark theme. The address bar displays a URL starting with 'https://'. The page content includes a search bar at the top, followed by a list of items on the left and a form with several input fields on the right. A 'New section' button is visible at the bottom right of the form area. The browser's developer tools are open at the bottom of the window.</p> |
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