

Performance and Testing

Date	28 June 2025
Team ID	LTVIP2025TMID28975
Project Name	Prevent User Deletion If Assigned To An Incident
Maximum Marks	4 Marks

Model Performance Testing

User Creation

SmartInternz

New Record | User | ServiceNow

ServiceNow Developers

dev185818.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm...

servicenow

All Favorites History Workspaces Admin

User - New Record

Search

Submit

To set up the User's password, save the record and then click Set Password.

User ID

kiran

First name

kiran

Last name

123

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

kiran@example.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Submit

Related Links

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29°C Cloudy

Search the web

ENG IN

13:09 26-06-2025

SmartInternz

New Record | User | ServiceNow

ServiceNow Developers

dev185818.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm...

servicenow

All Favorites History Workspaces Admin

User - New Record

Search

Submit

To set up the User's password, save the record and then click Set Password.

User ID

Ajay

First name

Ajay

Last name

kumar

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

ajay@example.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Submit

Related Links

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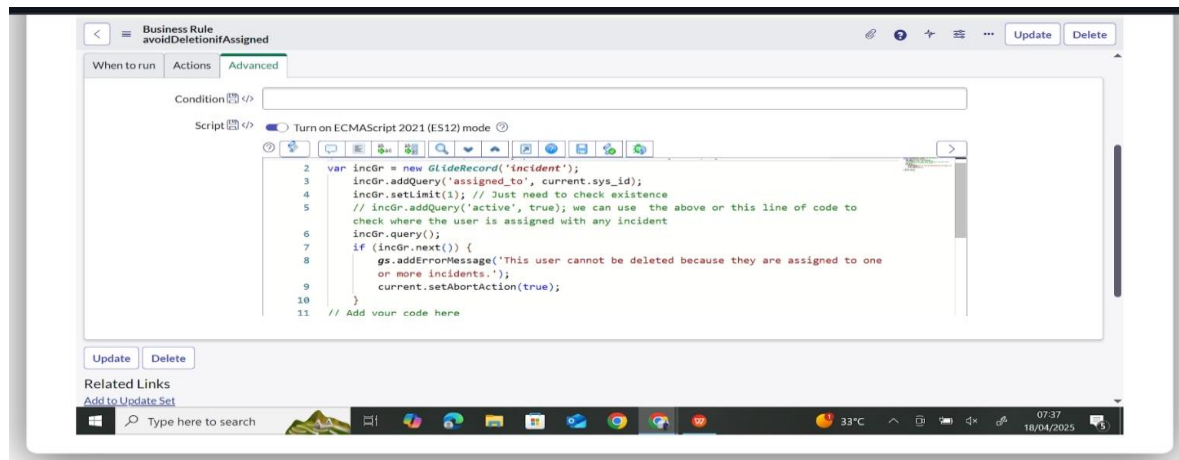
13:08 26-06-2025

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Assign Incident To User

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

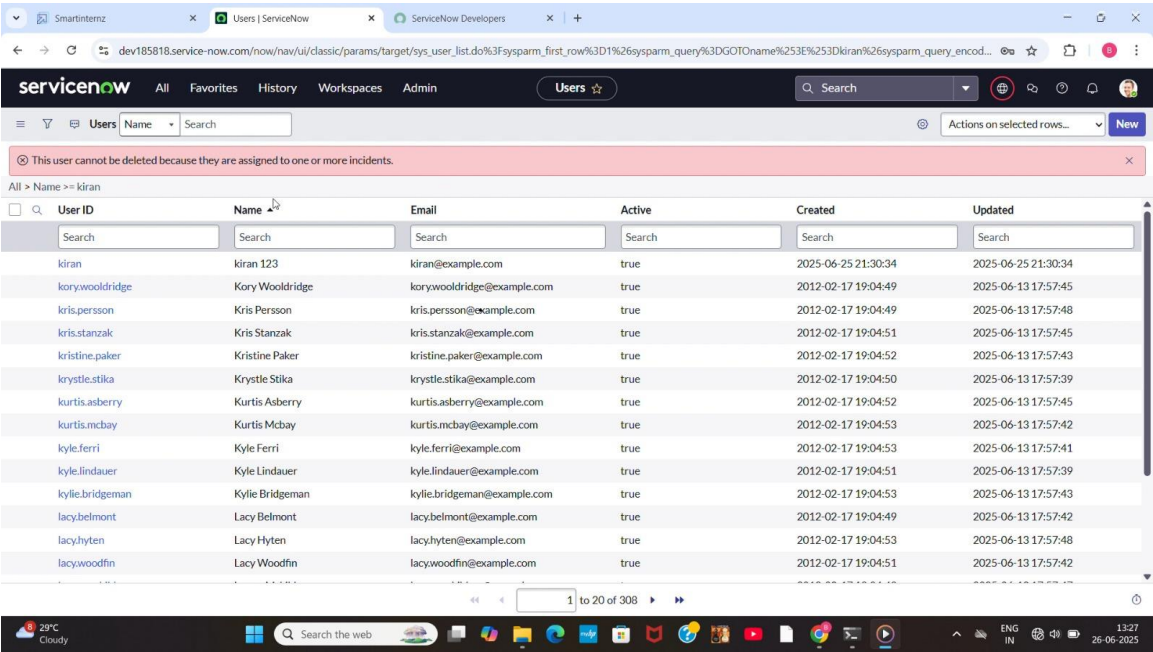
Business Rule Creation



Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

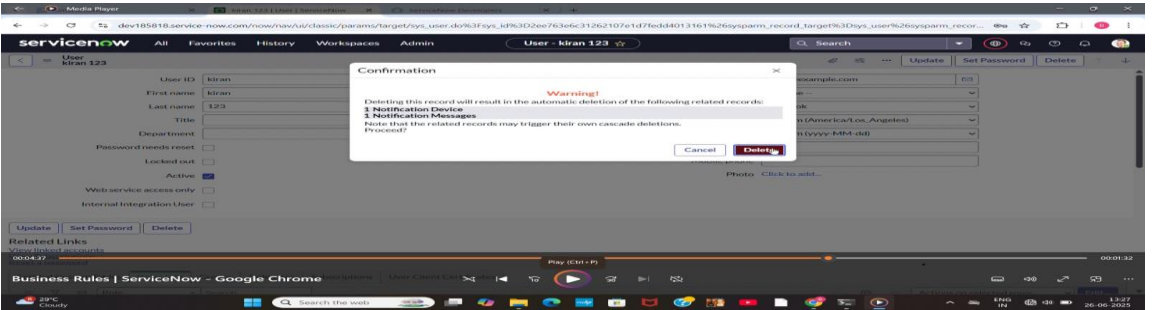
Test Deletion

Test Deletion



Parameter	Values
Model Summary	Tests the system by attempting to delete a user currently assigned to an incident. Deletion should be blocked.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Test With Unassigned User



Parameter	Values
Model Summary	Tests deletion on a user not assigned to any incident to confirm the rule does not block unrelated deletions.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.