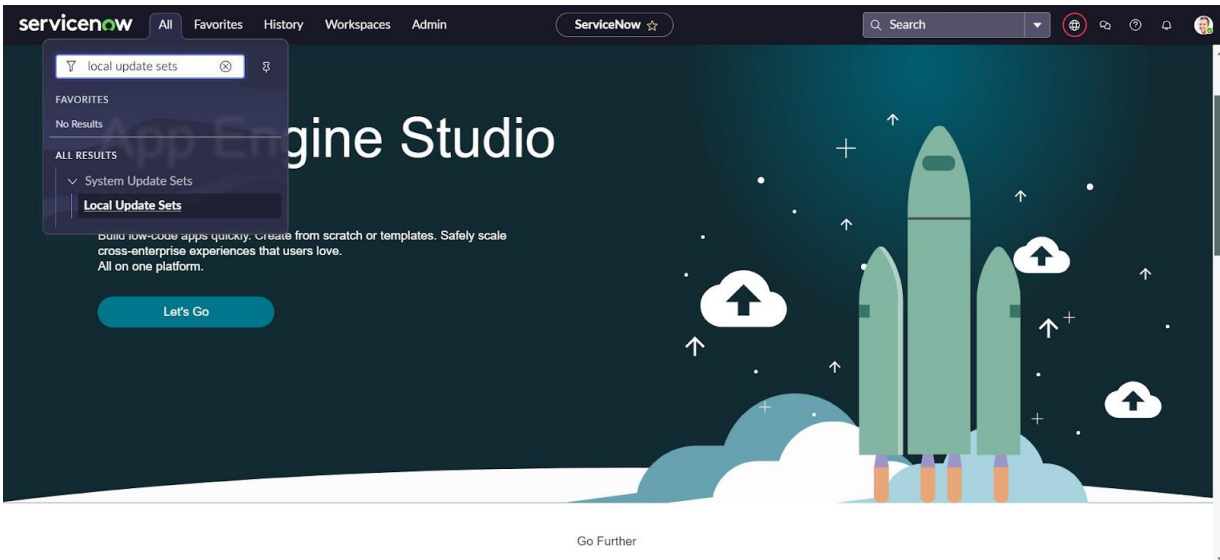


Performance and Testing

DATE	22 oct 2025
TEAM ID	NM2025TMID08741
PROJECT NAME	Educational Organisation Using Servicenow
MAXIMUM MARK	4 Marks

MODEL PERFORMANCE TESTING

Education Organisation



The screenshot shows the ServiceNow interface for creating a new update set. The form is titled 'Update Set - Create New Update Set'. It contains the following fields and controls:

- Name:** A text field with the value 'New Update Set'.
- State:** A dropdown menu currently set to 'In progress'.
- Parent:** A text field with a search icon.
- Release date:** A text field with a calendar icon.
- Description:** A large text area for additional details.
- Buttons:** 'Submit' and 'Submit and Make Current' buttons are located at the bottom of the form.
- Navigation:** The top bar includes the ServiceNow logo, 'All', 'Favorites', 'History', 'Workspaces', and a search bar.

Definition	<i>An educational organization in ServiceNow represents a school, college, or university that uses the platform to manage its services and operations.</i>
Purpose	To automate administrative, academic, and IT processes within educational institutions.
Example	University using ServiceNow for handling student requests, IT incidents, HR services, etc.
Benefits	<ul style="list-style-type: none"> - Centralized system for service requests - Faster response and resolution - Transparency and tracking - Better communication between departments

CREATE TABLES

Salesforce Table

The screenshot shows the ServiceNow interface for configuring a table named 'Salesforce'. The top navigation bar includes 'Performance and Testing', 'ServiceNow Developers', and 'Salesforce | Table | ServiceNow'. The breadcrumb trail is 'Table - Salesforce'. The main content area has a description: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)'. Below this, there are input fields for 'Label' (Salesforce), 'Name' (u_salesforce), 'Application' (Global), and 'Remote Table' (unchecked). The 'Columns' tab is selected, showing a table of dictionary entries. The table has columns: Column label, Type, Reference, Max length, Default value, and Display. The entries are: Mother Name (String, empty, 40, false), Father Name (String, empty, 40, false), Father Cell (String, empty, 40, false), Admin Number (String, empty, 40, javascript:getNextObjNumberPadded();, true), and Updated (Date/Time, empty, 40, false).

Labels: Salesforce, Name: u_salesforce, Application: Global, Remote Table: ☐

Columns: Controls, Application Access

Table Columns: for text, Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Mother Name	String	(empty)	40		false
Father Name	String	(empty)	40		false
Father Cell	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Updated	Date/Time	(empty)	40		false

Admission Table

The screenshot shows the ServiceNow interface for configuring a table named 'Admission'. The top navigation bar includes 'Performance and Testing', 'ServiceNow Developers', and 'Admission | Table | ServiceNow'. The breadcrumb trail is 'Table - Admission'. The main content area has a description: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)'. Below this, there are input fields for 'Label' (Admission), 'Name' (u_admission), 'Application' (Global), 'Extends table' (Salesforce), and 'Remote Table' (unchecked). The 'Columns' tab is selected, showing a table of dictionary entries. The table has columns: Column label, Type, Reference, Max length, Default value, and Display. The entries are: Admission Number (Reference, Salesforce, 32, false), Purpose of join (Choice, empty, 40, false), Mandal (String, empty, 40, false), Area (String, empty, 40, false), and City (String, empty, 40, false).

Labels: Admission, Name: u_admission, Application: Global, Extends table: Salesforce, Remote Table: ☐

Columns: Controls, Application Access

Table Columns: for text, Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Purpose of join	Choice	(empty)	40		false
Mandal	String	(empty)	40		false
Area	String	(empty)	40		false
City	String	(empty)	40		false

Why this is useful:

- Shows how a large university uses SN beyond just IT — covering staff and student services.
- Demonstrates a real-world example of workflow automation in higher education.
- Gives insight into benefits like streamlined service, better satisfaction, fewer manual handoffs.

Student Progress Table

✕	Admission Number	Reference	Salesforce	32	false
✕	English	String	(empty)	40	false
✕	Hindi	String	(empty)	40	false
✕	Maths	String	(empty)	40	false
✕	Percentage	String	(empty)	40	false
✕	Result	String	(empty)	40	false
✕	Science	String	(empty)	40	false
✕	Social	String	(empty)	40	false
✕	Telugu	String	(empty)	40	false
✕	Total	String	(empty)	40	false
⊕	Insert a new row...				