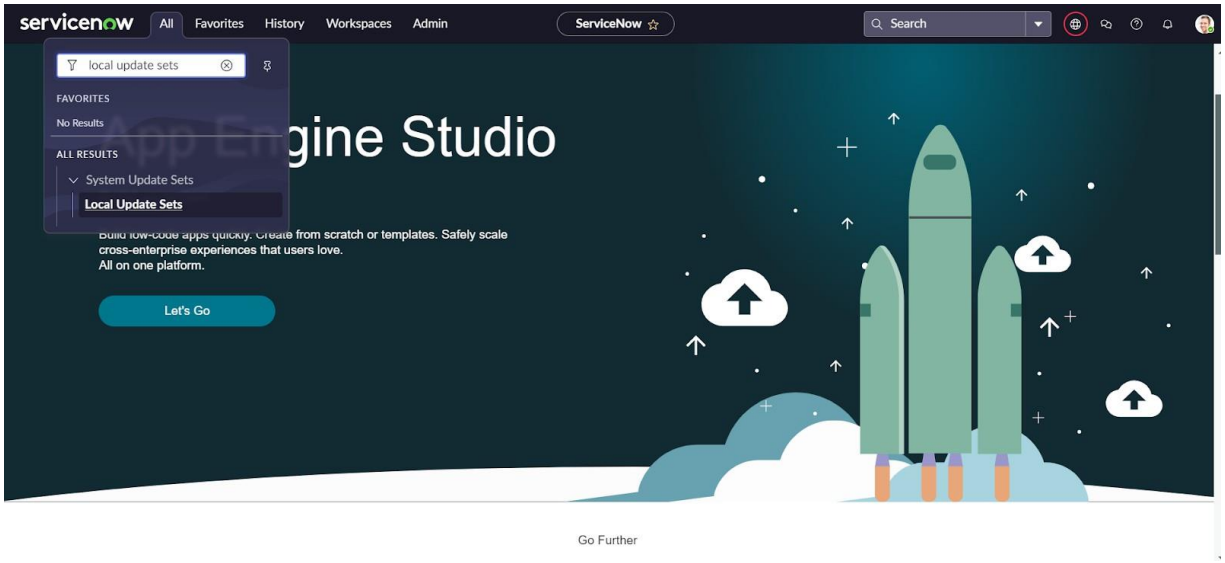
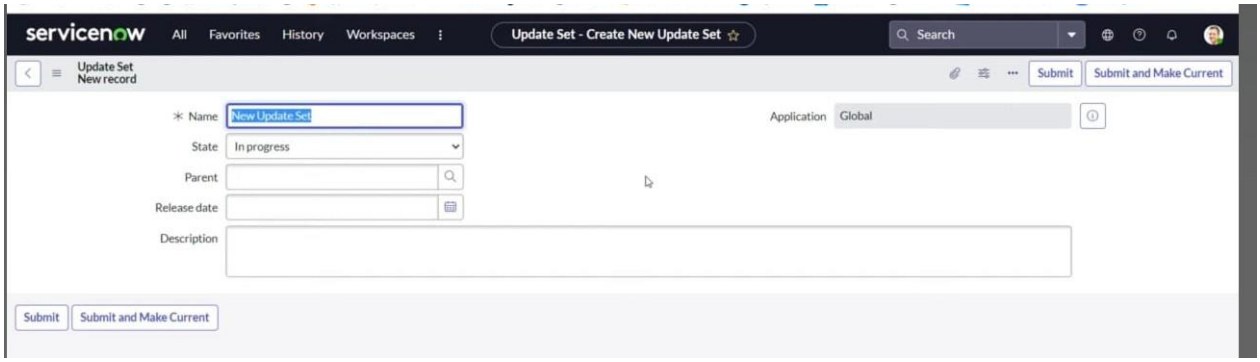
Performance and Testing

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

MODEL PERFORMANCE TESTING

Education Organisation

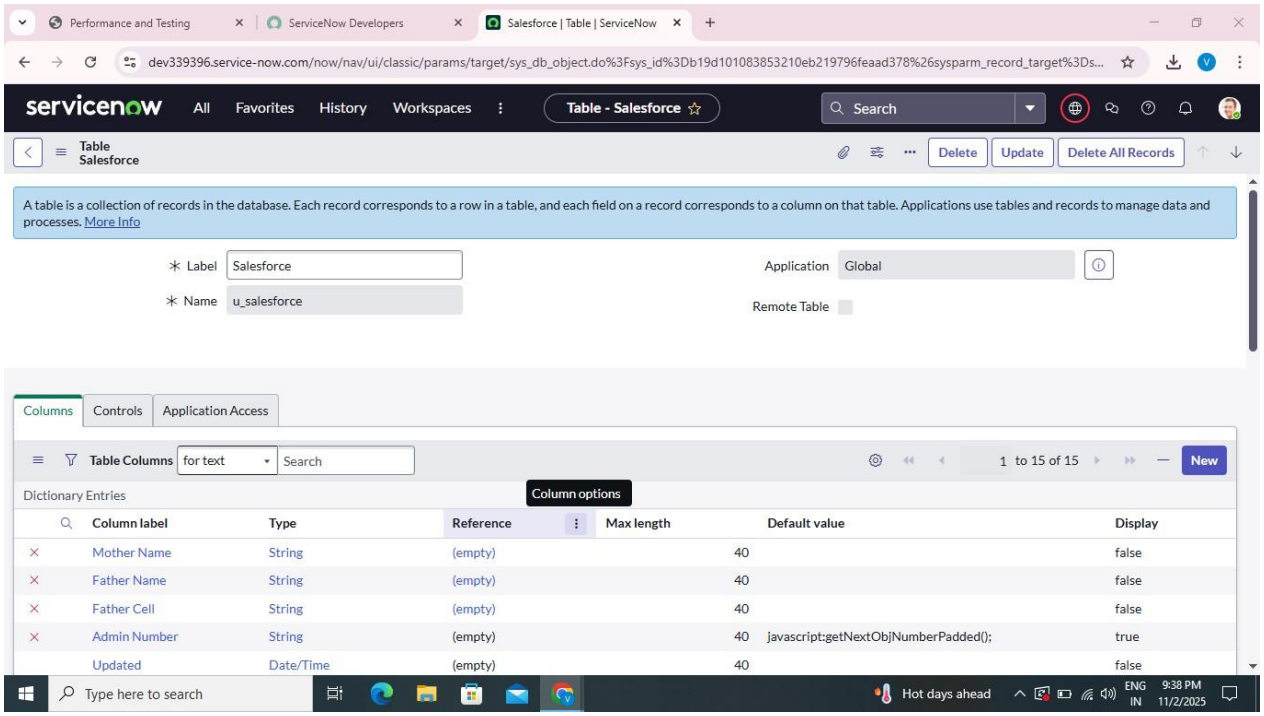




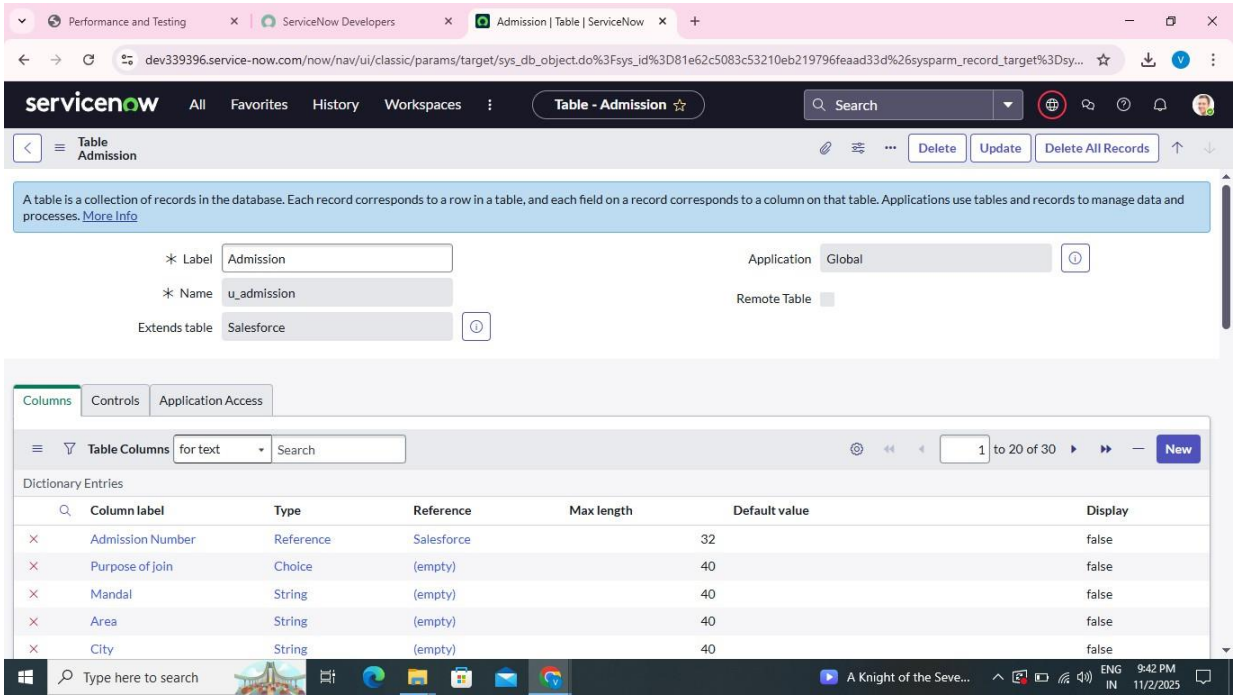
Definition	**An *educational organization* in ServiceNow represents a school, college, or university that uses the platform to manage its services and operations.**
Purpose	**To automate administrative, academic, and IT processes within educational institutions.**
Example	**University using ServiceNow for handling student requests, IT incidents, HR services, etc.**
Benefits	**- Centralized system for service requests - Faster response and resolution - Transparency and tracking - Better communication between departments**

CREATE TABLES

Salesforce Table



Admission Table



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...*				