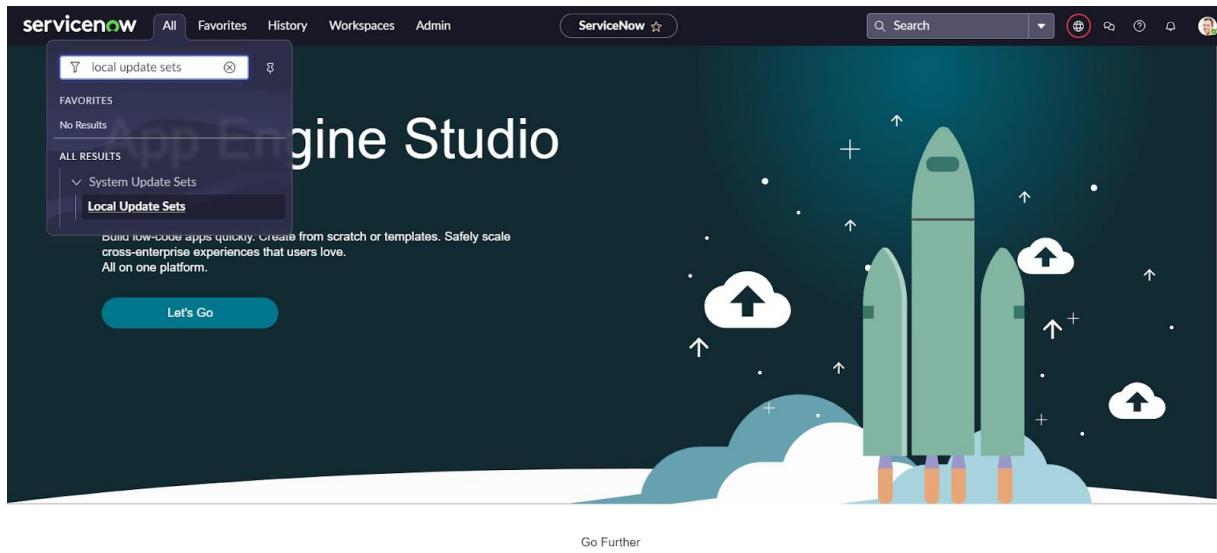


Performance and Testing

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 top navigation bar includes 'servicenow' and links for 'All', 'Favorites', 'History', and 'Workspaces'. The main title is 'Update Set - Create New Update Set'. The form has fields for 'Name' (set to 'New Update Set'), 'State' (set to 'In progress'), 'Parent' (empty), 'Release date' (empty), and a large 'Description' text area. At the bottom are 'Submit' and 'Submit and Make Current' buttons.

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	<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 classic UI for creating a new table. The top navigation bar includes tabs for 'Performance and Testing', 'ServiceNow Developers', and 'Salesforce | Table | ServiceNow'. The main title is 'Table - Salesforce'. The table configuration page has fields for 'Label' (set to 'Salesforce') and 'Name' (set to 'u_salesforce'). The 'Application' dropdown is set to 'Global'. Below this, the 'Columns' tab is selected, showing a list of columns with their labels, types, and properties. The table currently contains 15 columns, including 'Mother Name', 'Father Name', 'Father Cell', 'Admin Number', and 'Updated'. The 'Display' column indicates whether the field is visible in the UI (false for most, true for Admin Number). The bottom of the screen shows the Windows taskbar with various pinned icons.

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 classic UI for creating a new table named 'Admission'. The top navigation bar and table configuration interface are similar to the previous screenshot. The 'Label' is set to 'Admission' and 'Name' to 'u_admission'. The 'Extends table' dropdown is set to 'Salesforce'. The 'Columns' tab is selected, displaying a list of columns with their labels, types, and properties. The table currently contains 30 columns, including 'Admission Number', 'Purpose of join', 'Mandal', 'Area', and 'City'. The 'Display' column indicates visibility (false for most, true for Admission Number). The bottom of the screen shows the Windows taskbar with various pinned icons.

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

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