

Performance Testing Phase

Date	01-11-2025
Team ID	NM2025TMID01717
Project name	Calculating Family Expenses Using Service Now

Introduction:

The **Performance Testing Phase** is carried out to check how well the “Calculate Family Expenses” system performs under normal and high usage conditions.

The main goal of this phase is to ensure that the application runs smoothly, responds quickly, and handles data efficiently without errors or delays.

Purpose of Performance Testing:

The purpose of performance testing is to verify that the ServiceNow application:

- Works fast and efficiently for all users
- Can handle multiple expense entries without slowing down
- Maintains accuracy and reliability during continuous use

Objectives:

- To measure the **response time** of forms, dashboards, and reports
- To test how the system behaves when multiple users use it at the same time
- To check that the system remains **stable** even when more data is added

- To identify any performance issues before final deployment

Testing Procedure:

1. The team entered multiple expense records continuously to check saving speed.

The screenshot shows the 'Daily Expenses - Create DFE0001010' form in ServiceNow. The form has a header bar with the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces. The main form area contains the following fields:

- Number: DFE0001010
- Expense: (empty field)
- Comments: (empty text area)
- Date: (empty field with a calendar icon)

A 'Submit' button is located at the bottom left of the form.

2. Dashboards and reports were opened repeatedly to test response time.

3. Data for several days was added to see if the system could handle large data volumes.

The screenshot shows the 'Daily Expenses' list view in ServiceNow. The table displays the following data:

Number	Comments	Date	Expense
DFE0001006		2025-10-23	500
DFE0001007		2025-10-08	2,000
DFE0001008		2025-10-01	800
DFE0001009		2025-10-20	1,200
DFE0001004		2025-10-30	600

The table is displayed with a search bar and a 'New' button. The page number '1' is shown at the bottom, indicating 1 to 5 of 5 records.

Results and Observations:

- The system successfully handled multiple expense entries without delay.
- Dashboards and reports loaded quickly and displayed accurate totals.
- The ServiceNow platform remained stable even when large datasets were used.
- Overall performance was found to be **smooth and reliable** for all users.

Conclusion:

The performance testing confirmed that the “**Calculate Family Expenses**” system performs efficiently on the ServiceNow platform.

It provides quick responses, accurate results, and smooth operation even with multiple records or users.

The system is therefore ready for final deployment and demonstration.