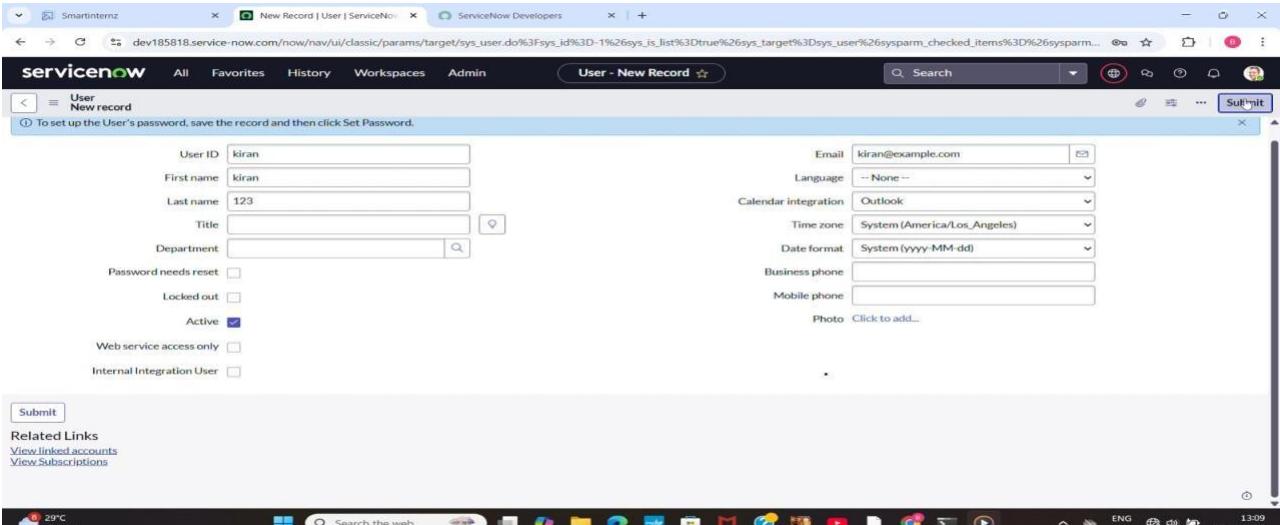


# Performance and Testing

Date	27 JUNE 2025
Team ID	LTVIP2025TMID31059
Project Name	Prevent User Deletion If Assigned To An Incident
Maximum Marks	4 Marks

## Model Performance Testing

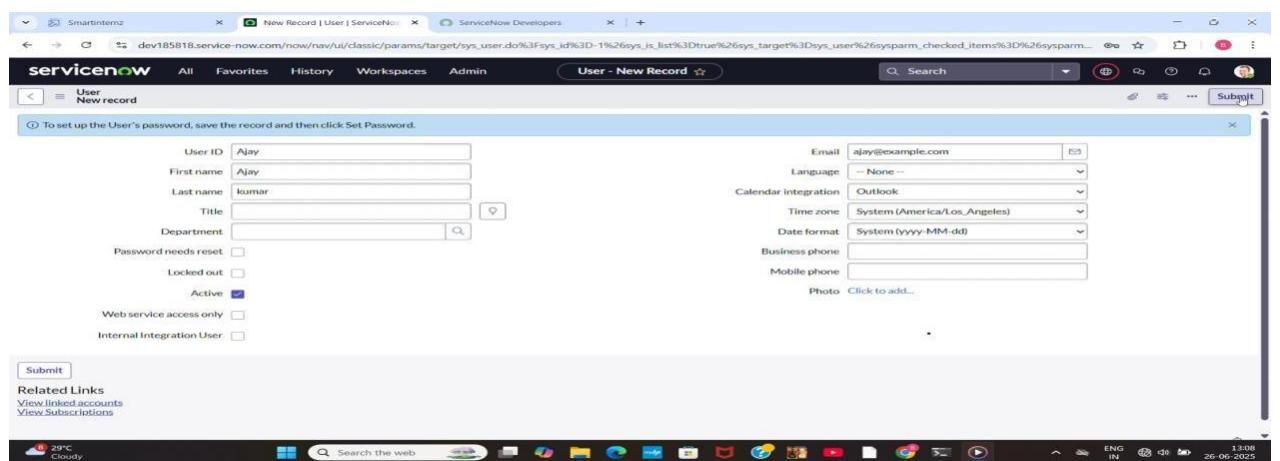
### User Creation



Screenshot of the ServiceNow User creation form for a new record. The form fields include:

- User ID: kiran
- First name: kiran
- Last name: 123
- Title: (empty)
- Department: (empty)
- 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: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Submit button is visible at the bottom left.



Screenshot of the ServiceNow User creation form for a new record. The form fields include:

- User ID: Ajay
- First name: Ajay
- Last name: kumar
- Title: (empty)
- Department: (empty)
- 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: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Submit button is visible at the bottom left.

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

The screenshot shows the 'Create INC0010002 | Incident' page in ServiceNow. The 'Assigned to' field is populated with 'kiran 123'. Other fields visible include Number (INC0010002), Caller (System Administrator), Category (Inquiry / Help), Subcategory (None), Service offering, Configuration item, Short description (test incident), Description, Channel (None), State (In Progress), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and a Related Search Results section.

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

The screenshot shows a business rule configuration window. The title bar reads "Business Rule avoidDeletionIfAssigned". The main area has tabs for "When to run", "Actions" (which is selected), and "Advanced". Under "Actions", there is a "Condition" field and a "Script" field. The script contains the following code:

```
2 var incGr = new GlideRecord('incident');
3 incGr.addQuery('assigned_to', current.sys_id);
4 incGr.setLimit(1); // Just need to check existence
5 // incGr.addQuery('active', true); we can use the above or this line of code to
check where the user is assigned with any incident
6 incGr.query();
7 if (incGr.next()) {
8     gs.addErrorMessage('This user cannot be deleted because they are assigned to one
or more incidents.');
9     current.setAbortAction(true);
10 }
11 // Add your code here
```

Below the script are "Update" and "Delete" buttons. A "Related Links" section includes "Add to Update Set". The bottom of the screen shows a Windows taskbar with various icons and a system tray indicating 33°C, 07:37, and 18/04/2025.

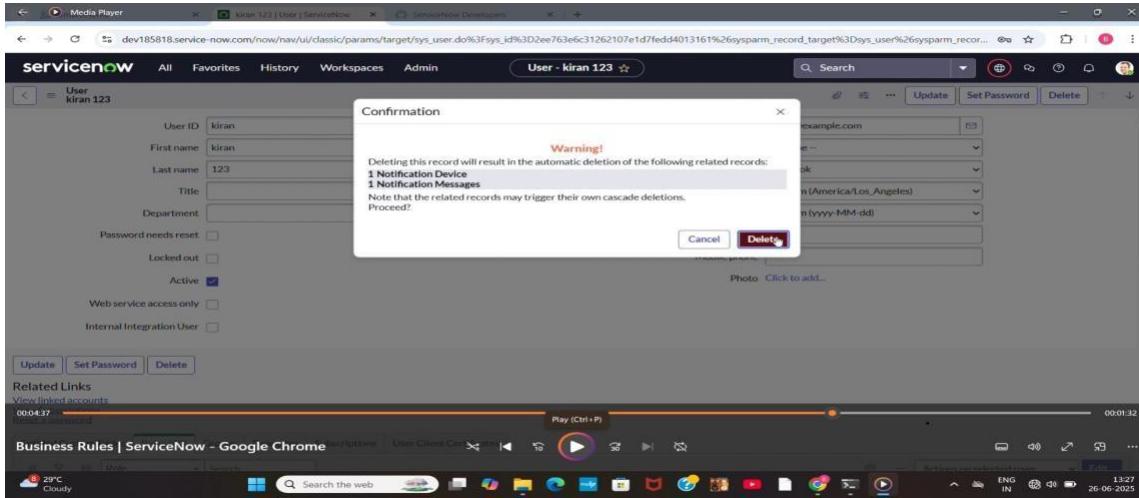
Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based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

# Test Deletion

User ID	Name	Email	Active	Created	Updated
Search	Search	Search	Search	Search	Search
kiran	kiran 123	kiran@example.com	true	2025-06-25 21:30:34	2025-06-25 21:30:34
kory.wooldridge	Kory Wooldridge	kory.wooldridge@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:45
kris.person	Kris Person	kris.person@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:48
kris.stanzak	Kris Stanzak	kris.stanzak@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:45
kristine.paker	Kristine Paker	kristine.paker@example.com	true	2012-02-17 19:04:52	2025-06-13 17:57:43
krystle.stika	Krystle Stika	krystle.stika@example.com	true	2012-02-17 19:04:50	2025-06-13 17:57:39
kurtis.asberry	Kurtis Asberry	kurtis.asberry@example.com	true	2012-02-17 19:04:52	2025-06-13 17:57:45
kurtis.mcbay	Kurtis Mcbay	kurtis.mcbay@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:42
kyle.ferr1	Kyle Ferr1	kyle.ferr1@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:41
kyle.lindauer	Kyle Lindauer	kyle.lindauer@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:39
kylie.bridgeman	Kylie Bridgeman	kylie.bridgeman@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:43
lacy.belmont	Lacy Belmont	lacy.belmont@example.com	true	2012-02-17 19:04:49	2025-06-13 17:57:42
lacy.heten	Lacy Hyten	lacy.heten@example.com	true	2012-02-17 19:04:53	2025-06-13 17:57:48
lacy.woodfin	Lacy Woodfin	lacy.woodfin@example.com	true	2012-02-17 19:04:51	2025-06-13 17:57:42

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.

The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency.

