

Performance Test

Date	02 November 2025
Team ID	NM2025TMID03045
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW

Model Performance Testing:

Model performance testing helps ensure that the ServiceNow platform runs efficiently within an educational institution. It involves evaluating how quickly service requests are handled and whether workflows execute correctly under various conditions, including peak usage times like admissions or exams. This testing also verifies the accuracy of automation in routing and resolving tickets. By measuring ticket resolution times and user satisfaction, the institution can ensure improved responsiveness and operational efficiency. Feedback collected from students and staff helps refine system performance for better usability. Overall, it ensures ServiceNow meets the demands of both academic and administrative users.

Result:

The screenshot shows the ServiceNow 'Admission - Create SAL0001010' form. The top navigation bar includes links for Smartinternz, Create SAL0001010 | Admission, Form Design, and ServiceNow Developers. The main title is 'Admission - Create SAL0001010'. The form has a breadcrumb trail: New > In progress > Joined > Rejected > Rejoined > closed > Cancelled. The form fields include:

- Admission Number: [Input field]
- Purpose of join: [Dropdown menu] - None -
- Student Name: [Input field]
- Father Name: [Input field]
- Mother Name: [Input field]
- Comments: [Input field]
- Admin Date: [Input field]
- Grade: [Dropdown menu] - None -
- Fee: [Input field] \$ 0.00
- Father Cell: [Input field]
- Mother Cell: [Input field]
- Admin Status: [Dropdown menu] - None -

Below the main form, there are tabs for 'School Details' and 'Address'. Under 'School Details', there are dropdown menus for 'School Area' and 'School', both set to 'None'. A 'Submit' button is located at the bottom left of the form area.

Smartinternz

Create SAL0001006 | Salesforce

Form Design

ServiceNow Developers

dev337531.service-now.com/nav/ui/classic/params/target/u_salesforce.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_salesforce%26sysparm_checked_items%3D%26syspa...

Salesforce - Create SAL0001006

Search

Submit

ServiceNow All Favorites History Workspaces

Salesforce New record

Admin Number: SAL0001006

Admin Date:

Mother Name:

Student Name:

Father Cell:

Mother Cell:

Grade: -- None --

Father Name:

Submit

Smartinternz

Create Created | Student Progress

Form Design

ServiceNow Developers

dev337531.service-now.com/nav/ui/classic/params/target/u_student_progress.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_student_progress%26sysparm_checked_items...
New Section New record

Student Progress - Create Created

Search

Submit

ServiceNow All Favorites History Workspaces

New Section New record

Admission Number:

Admin Date:

Student Name:

Father Name:

Mother Name:

Father Cell:

Mother Cell:

Student Progress

Telugu:

Hindi:

English:

Maths:

Science:

Social:

Total:

Result:

Percentage:

Submit

Reference:

1. https://dev340899.service-now.com/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Dbb66abc0c3c5321041687405e40131c2