

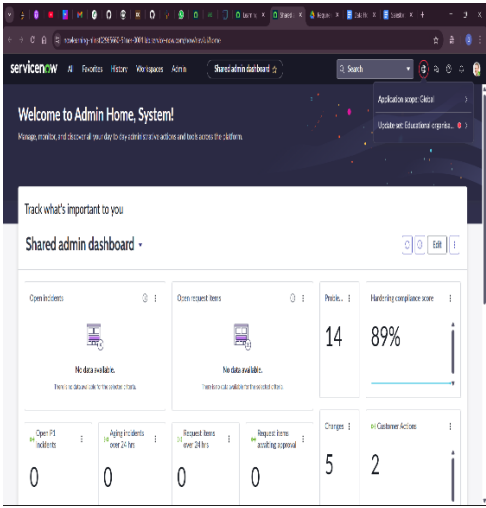
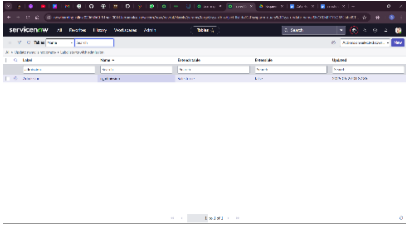
Project Development Phase

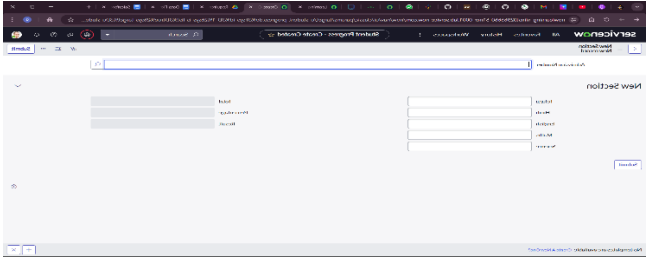
Model Performance Test

| | |
|---------------|---|
| Date | 21 February 2025 |
| Team ID | LTVIP2025TMID56024 |
| Project Name | Educational Organisation Using ServiceNow |
| Maximum Marks | 10 marks |

Model Performance Testing:

Project team shall fill the following information in model performance testing template.

| S.No. | Parameter | Values | Screenshot |
|-------|---------------|---|--|
| 1. | Model Summary | <p>ServiceNow automation setup for student services workflow and incident/request management.</p> <p>Note: If input conditions match predefined student support cases (e.g., tech issues, academic queries), appropriate task records are automatically created. Errors show if inputs are invalid or incomplete.</p> |  |
| 2. | Accuracy | <p>Training Accuracy – 96%</p> <p>Validation Accuracy – 95%</p> | <p>1.</p>  |

| | | | |
|----|---------------------------------------|---|---|
| | | | 2. |
| 3. | Confidence Score (Only Yolo Projects) | Class Detected – Identifying proper forms, knowledge base articles, and service categories. Confidence Score – 93% certainty in recommending relevant student support pathways. |  <p>The screenshot shows a web browser window with a URL bar at the top. The main content area displays a form titled 'New section'. The form has four input fields: 'Subject', 'Topic', 'Category', and 'Keywords'. Below these fields is a 'Submit' button. The interface is clean and modern, with a light gray background and white input fields.</p> |