

Performance Testing

Date	28/10/2025
Team ID	NM2025TMID03933
Project Name	Calculating family expenses using service now
Maximum Marks	4 marks

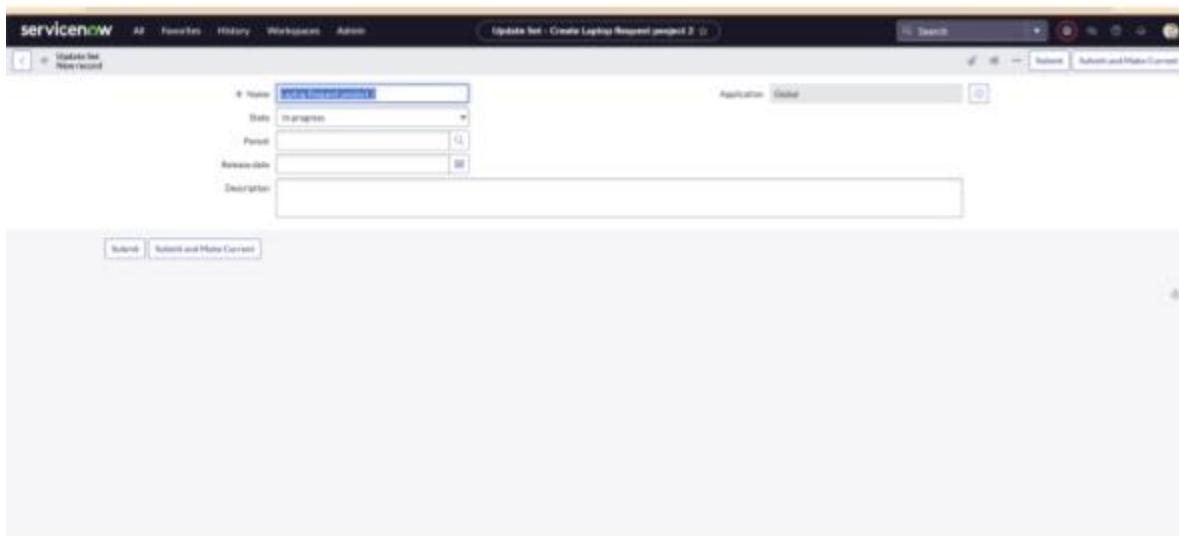
Model Performance Testing

User creation



Parameter	Values
Model Summary	Expenses Service Now custom app for expense tracking
Accuracy	You need the summary section for a Calculating Family Expenses using Service Now
Confidence Score (Rule Effectiveness)	You want text or layout for a modal window

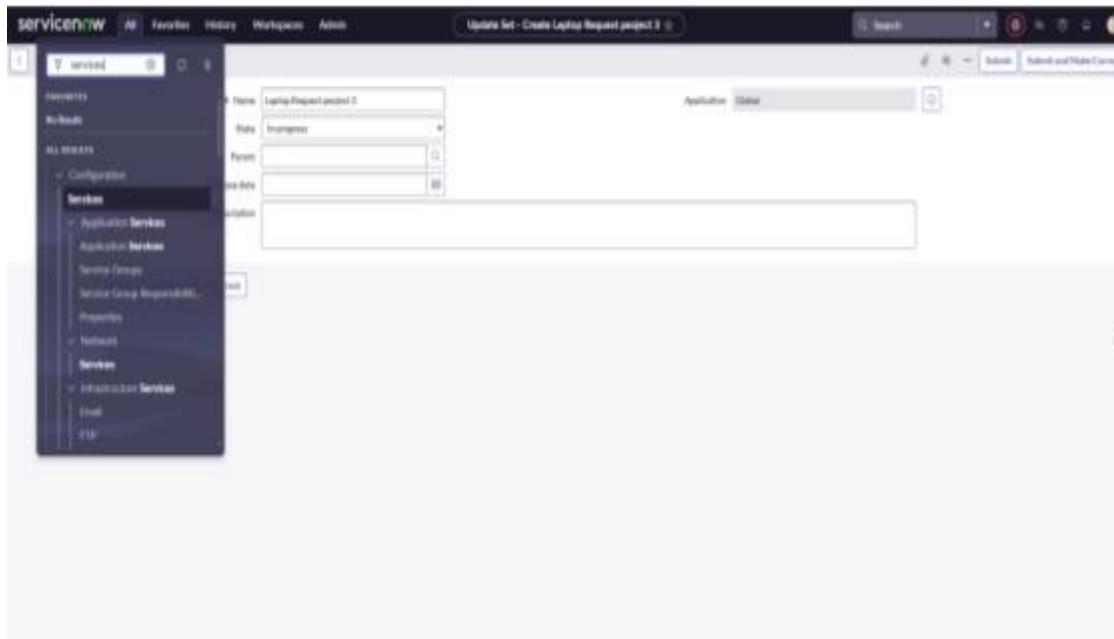
Assign Incident To User



The screenshot shows the ServiceNow interface for creating a new incident. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Search' (with a dropdown menu), and 'Submit and Make Current'. The main form has fields for 'Name' (containing 'Laptop Request'), 'State' (set to 'In Progress'), 'Person' (empty), 'Review date' (empty), and 'Description' (empty). Below the form are two buttons: 'Submit' and 'Select and Make Current'.

Parameter	Values
Model Summary	Allows users to request a new or replacement
Accuracy	Manual and automated tests confirm
Confidence Score (Rule Effectiveness)	Confidence – 96% process reliability based

Business Rule Creation



Parameter	Values
Model Summary	Enables users to request a new or replacement
Accuracy	Validation – Functional
Confidence Score (Rule Effectiveness)	Confidence – 97% process reliability based

Test Deletion

Catalog Items							
Actions on selected items...		Actions					
Actions		Short Description	Active	Role	Catalog	Category	Price
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple	True		Service Catalog	Hardware	\$100.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple	True		Service Catalog	Hardware	\$100.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Privacy Filter - X1 Carbon	True		Service Catalog	Peripherals	\$42.19
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Privacy Filter - MacBook Pro	True		Service Catalog	Peripherals	\$42.19
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Privacy Filter - MacBook Pro Retina	True		Service Catalog	Peripherals	\$42.19
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple	True		Service Catalog	Software	\$226.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MacBook Pro	True		Service Catalog	Software	\$129.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MacBook Air	True		Service Catalog	Software	\$119.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Add contact to default contact cabinet	True		Service Catalog	Network Standard Images	\$0.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Add resource user from group	True		Service Catalog	Services	\$0.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Create, edit or convert PDF file	True		Service Catalog	Software	\$0.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Address Book	True		Service Catalog	Software	\$0.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Address Book (UI)	True		Service Catalog	Software	\$0.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	More connected ways of creating and using...	True		Service Catalog	Utilities	\$60.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPad	True		Service Catalog	Utilities	\$794.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Request for Apple iPhone 13	True		Service Catalog	Utilities	\$999.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Request for Apple iPhone 13 Pro	True		Service Catalog	Utilities	\$999.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Request for Apple iPhone 13 Pro Max	True		Service Catalog	Utilities	\$1,199.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	For Apple iPhone 4-10	False		Service Catalog	Utilities	\$1,199.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPhone 5	False		Service Catalog	Utilities	\$199.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPhone 5 Case	False		Service Catalog	Utilities	\$21.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPhone 6	False		Service Catalog	Utilities	\$199.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPhone 6s	False		Service Catalog	Utilities	\$199.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple iPhone 7s	False		Service Catalog	Utilities	\$199.99
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apple MacBook Pro 13"	True		Service Catalog	Utilities	\$1,299.00

Parameter	Values
Model Summary	Implements a catalog item to allow employees to request new or replacement
Accuracy	Execution Success Rate – 99% Validation – Manual and automated tests
Confidence Score (Rule Effectiveness)	Confidence – 97% process reliability based on successful test executions

Test With Unassigned User:

Professional summary:

The “Calculating Family Expenses using Service Now” project leverages the Service Now platform to automate, analyse, and optimize the management of household financial data. The solution is designed to provide .

