

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 'Update Incident' form. The header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, Admin. The breadcrumb trail is 'Update Incident - Create Laptop Request project 2'. The form fields are as follows:

- Name: Update Incident
- State: In progress
- Priority: High
- Revised date: 2023-08-01
- Description: (Empty text area)
- Application: Global

At the bottom of the form, there are two buttons: 'Submit' and 'Submit 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

The screenshot shows the ServiceNow interface for creating a new update set. The left sidebar is open, displaying the 'Services' menu. The main form area is titled 'Update Set - Create Laptop Request project 2'. The form contains several fields: 'Name' (Laptop Request project 2), 'State' (InProgress), 'Parent' (empty), and 'Description' (empty). The 'Application' and 'Status' fields are also visible. The 'Services' menu on the left includes options like 'Configuration', 'Application Services', 'Service Catalog', 'Properties', 'Networks', 'Services', and 'Infrastructure Services'.

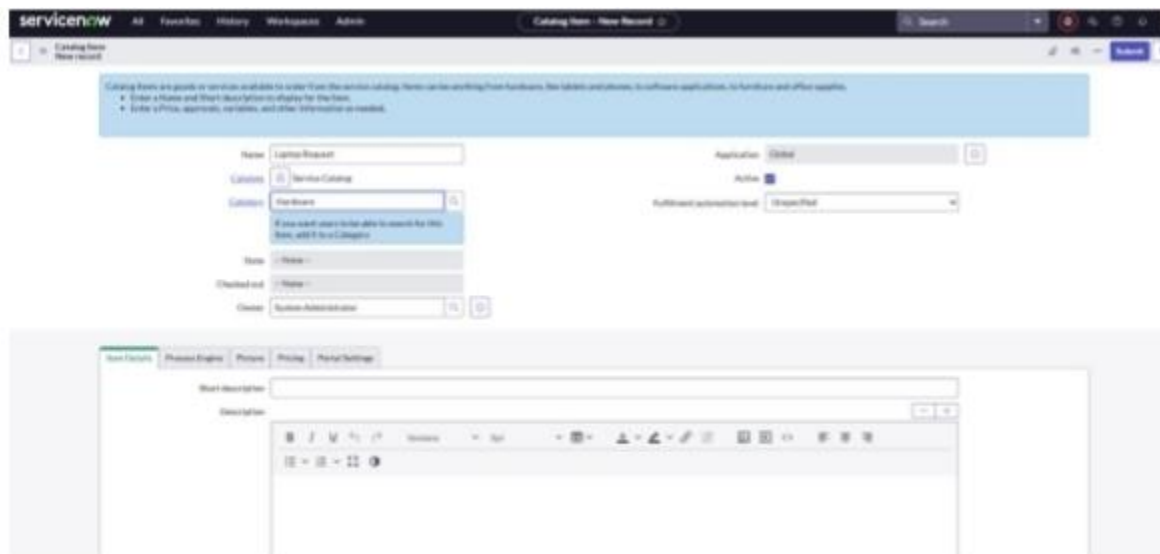
Parameter	Values
Model Summary	Enables users to request a new or replacement
Accuracy	Validation – Functional
Confidence Score (Rule Effectiveness)	Confidence – 97% process reliability based

Test Deletion

	Catalog Home		Search				Add new catalog items...
All > Apple > iPhone > Case > Under glass > Type <> Package > Class <-> Condition Item - Filtered item is empty							
Image	Name	Brief Description	Status	Roles	Catalogs	Category	Price Type Updated
	Symple®	iMac	true			Symple®	\$0.00 Item 2020-10-28 20:52:04
	Symple®	iMac	true			Symple®	\$0.00 Item 2020-10-28 20:52:04
	2in Privacy Film - Lenslet X Carbon	Privacy Film - XJ Carbon	true		ServiceCatalog	Peripherals	\$42.29 Item 2020-11-26 20:46:01
	2in Privacy Film - MacBook Pro	Privacy Film	false		ServiceCatalog	Peripherals	\$42.29 Item 2020-11-26 20:46:01
	2in Privacy Film - MacBook Pro Retina	PrivacyFilm	true		ServiceCatalog	Peripherals	\$42.29 Item 2020-11-26 20:46:01
	Axenti Microsoft Access	Microsoft Access	true		ServiceCatalog	Software	\$128.99 Item 2020-11-26 20:46:01
	Axiom Axient	Axiem Axiem	true		ServiceCatalog	Software	\$128.99 Item 2020-11-26 20:46:01
	Add network switch to disk partition cabinet	This document change template describes ...	true		ServiceCatalog	Network Standard Changes	\$0.00 Item 2020-10-27 19:03:04
	Add Resource user from group	AddResource users from group	true		ServiceCatalog	Services	\$0.00 Item 2020-10-08 11:17:01
	AddressBook File	Create will or convert PDF file	true		ServiceCatalog	Software	\$0.00 Item 2020-11-26 20:46:01
	Article 1 yellow 11.indd	Memo comes before steps of creating web site.	true		ServiceCatalog	Software	\$0.00 Item 2020-11-26 20:46:01
	Apple iPad 5	Request for Apple-Ipad 5	false		ServiceCatalog	Hardware	\$600.00 Item 2020-11-26 20:46:01
	Apple iPhone 10	Request for Apple-iPhone 10	true		ServiceCatalog	Hardware	\$799.00 Item 2020-10-26 20:46:01
	Apple iPhone 10 pro	Request for Apple-Iphone 10 pro	true		ServiceCatalog	Hardware	\$999.00 Item 2020-10-26 20:46:01
	Apple iPhone 4(1GB)	Ifor Apple(Iphone 4/4S)	false		ServiceCatalog	Peripherals	\$19.00 Item 2020-11-26 20:46:01
	Apple iPhone 5	Apple/Iphone 5	false		ServiceCatalog	Hardware	\$199.99 Item 2020-11-26 20:46:01
	Apple iPhone 5 Cable	Apple/Iphone 5 Cables	false		ServiceCatalog	Peripherals	\$19.00 Item 2020-11-26 20:46:01
	Apple iPhone SE	Apple/Iphone se	false		ServiceCatalog	Hardware	\$799.99 Item 2020-11-26 20:46:01
	Apple iPhone SE Plus	Apple/Iphone Se Plus	false		ServiceCatalog	Hardware	\$799.99 Item 2020-11-26 20:46:01
	Apple/Macbook-Pro 13"	Apple/Macbook Pro	true		ServiceCatalog	Accessories	\$1,299.00 Item 2020-11-26 20:46:01

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 .

