

PERFORMANCE TESTING

Date	01/11/2025
Team ID	NM2025TMID04001
Project Name	Calculating Family Expenses using Service Now

Introduction

The Performance Testing Phase focuses on evaluating how well the system performs under various conditions. It ensures that the Family Expense Management System operates smoothly, responds quickly, and can handle multiple users and data load without any issues. This phase helps identify performance gaps and ensures the system provides a fast, reliable, and efficient experience for all users.

Purpose of Performance Testing

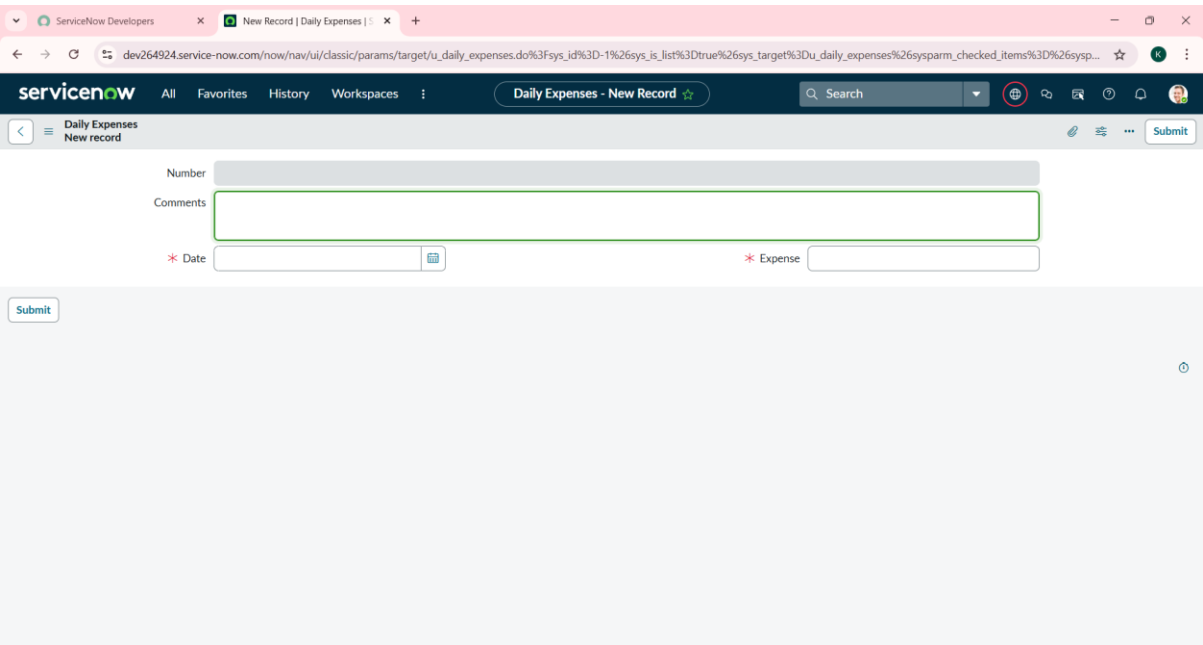
The purpose of Performance Testing is to assess how effectively the system performs in real-time usage conditions. It ensures that the Family Expense Management System responds quickly, remains stable, and delivers consistent performance even when multiple users access it at the same time. This phase helps detect slow response areas, system delays, and performance limitations. By identifying and resolving these issues early, the system can provide a smooth, reliable, and efficient experience for all users before final deployment.

Objectives

- To evaluate the system's speed, response time, and overall performance under different workloads.
- To ensure the application remains stable and functions smoothly during peak usage.
- To identify performance bottlenecks and areas causing delays or slow processing.
- To verify that the system can handle multiple users and large data efficiently.
- To ensure the system meets performance standards before deployment for end users.

Testing Procedure

- 1. The team entered multiple expense records continuously to check saving speed.



- 2. Dashboards and reports were opened repeatedly to test response time.
- 3. Data for several days was added to see if the system could handle large data volumes.

A screenshot of a web browser showing the ServiceNow 'Family Expenses' list view. The browser tabs include 'ServiceNow Developers' and 'Family Expenses | ServiceNow'. The URL is 'dev264924.service-now.com/now/nav/ui/classic/params/target/u_family_expenses_list.do'. The table has columns: 'Number', 'Amount', 'Date', and 'Expense Details'. The data rows show expense records with IDs like MFE0001010, MFE0001007, MFE0001009, MFE0001006, and MFE0001008, with amounts ranging from 1,000 to 2,500 and dates from 2025-10-21 to 2025-10-25. The table is paginated, showing 1 to 5 of 5 records.

	Number	Amount	Date	Expense Details
	MFE0001010	1,700	2025-10-25	>Rs.1700/-
	MFE0001007	2,500	2025-10-22	>Rs.2500/-
	MFE0001009	2,000	2025-10-24	>Rs.2000/-
	MFE0001006	1,000	2025-10-21	>Rs.1000/-
	MFE0001008	1,500	2025-10-23	>Rs.1500/-

Results and Observations

- The system efficiently processed multiple expense entries without any lag.
- Reports and dashboards loaded quickly and displayed correct expense summaries.
- The ServiceNow platform remained stable and responsive even when testing with increased data.
- Overall system performance was smooth, with no crashes or slowdowns during usage.

Conclusion

The performance testing verified that the Family Expense Management System works efficiently on the ServiceNow platform. The system demonstrated fast response times, accurate results, and stable performance even with multiple records and user actions. It ensures a smooth and reliable user experience for all family members.

Based on the results, the system is ready for final deployment and demonstration.