

PERFORMANCE AND TESTING

Date	20-02-2026
Team ID	LTVIP2026TMIDS24897
Project Name	Educational Organization Using ServiceNow
Maximum Marks	4 Marks

Model Performance Testing

User Creation

* Name Educational Organisation

Slate In progress

Parent

Release date

Install date

Configure Label

Configure Dictionary

Configure Styles

Show Security Rules

Show - 'install_date'

Application Global

Created 2025-10-25 01:58:08

Created by admin

Merged to

Update

Delete

Related Links

Make This My Current Set

Merge With Another Update Set

Scan Update Set

Customer Updates

Update Set Logs

Child Update Sets

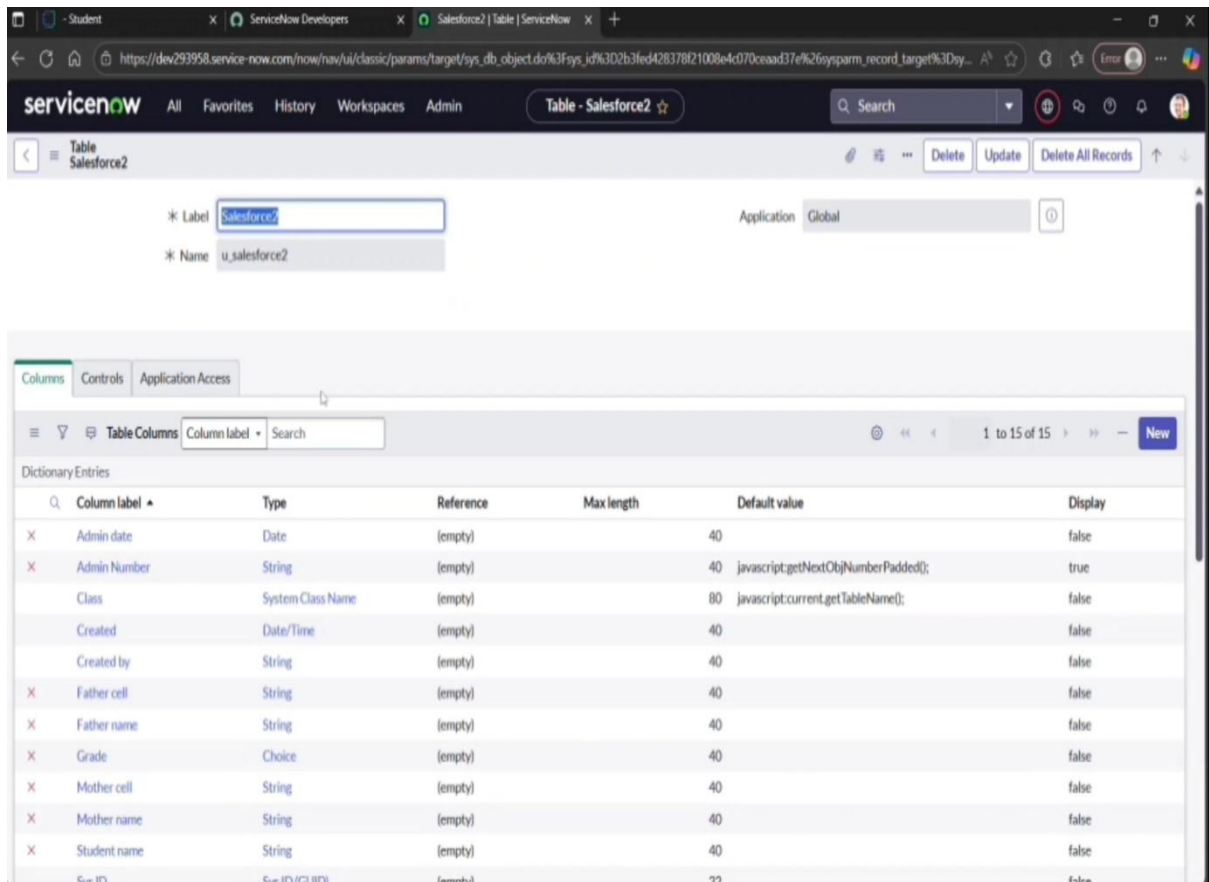
Created

Search

Update set = Educational Organisation

Created	Type	View	Target name	Updated by	Remote update set	Action
<div>No records to display</div>						

Assign Incident To User



The screenshot shows the ServiceNow interface for configuring a table named 'Salesforce2'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The table configuration section shows the 'Label' as 'Salesforce2' and the 'Name' as 'u_salesforce2'. The 'Application' is set to 'Global'. Below this, the 'Columns' tab is selected, displaying a list of columns with their respective types, references, max lengths, default values, and display settings.

Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father cell	String	(empty)	40		false
Father name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother cell	String	(empty)	40		false
Mother name	String	(empty)	40		false
Student name	String	(empty)	40		false
Sys ID	Sys ID (GL, IIFD)	(empty)	32		false

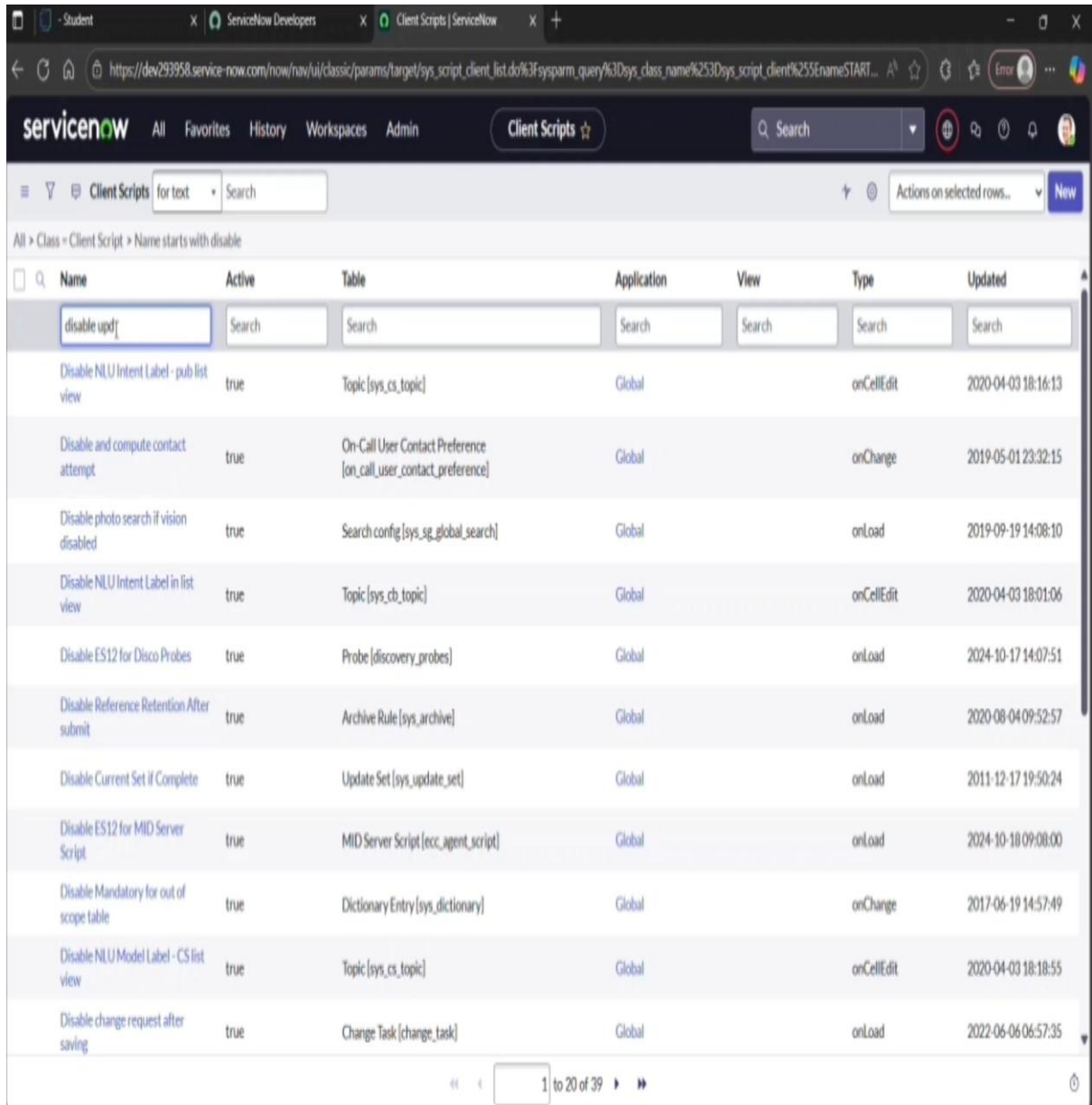
Business Rule Creation

The screenshot shows the ServiceNow Client Script editor interface. The browser address bar displays the URL: `https://dev293958.service-now.com/now/nav/ui/classic/params/target/sys_script_client.do%3Fsys_id%3D14e5916e83b8321008e4c070ceaad3b2%26sysparm_record_target%3...`. The page title is "Client Script - Auto populate". The breadcrumb navigation shows "Client Script" and "Auto populate". The "Field name" dropdown is set to "Admin Number". The "Description" and "Messages" fields are empty. The "Script" area contains the following code:

```
16 g_form.setValue('u_grade',a.u_grade);
17
18 g_form.setValue('u_student_name',a.u_student_name);
19
20 g_form.setValue('u_father_name',a.u_father_name);
21
22 g_form.setValue('u_mother_name',a.u_mother_name);
23
24 g_form.setValue('u_father_cell',a.u_father_cell);
25
26 g_form.setValue('u_mother_cell',a.u_mother_cell);
27
28
29
30 g_form.setDisabled('u_admin_date',a.u_admin_date);
31
32 g_form.setDisabled('u_grade',a.u_grade);
33
34 g_form.setDisabled('u_student_name',a.u_student_name);
35
36 g_form.setDisabled('u_father_name',a.u_father_name);
37
```

At the bottom left, there is a link labeled "Isolate script".

Test Deletion



The screenshot shows the ServiceNow interface for Client Scripts. The browser address bar displays a URL starting with 'https://dev293958.service-now.com/now/haw/ui/classic/params/target/sys_script_client_list.do'. The page title is 'Client Scripts'. A search bar is present with the text 'for text'. The table below lists various client scripts, with the first row highlighted. The table has columns for Name, Active, Table, Application, View, Type, and Updated.

Name	Active	Table	Application	View	Type	Updated
disable updt	Search	Search	Search	Search	Search	Search
Disable NLU Intent Label - pub list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:16:13
Disable and compute contact attempt	true	On-Call User Contact Preference [on_call_user_contact_preference]	Global		onChange	2019-05-01 23:32:15
Disable photo search if vision disabled	true	Search config [sys_sg_global_search]	Global		onLoad	2019-09-19 14:08:10
Disable NLU Intent Label in list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:01:06
Disable ES12 for Disco Probes	true	Probe [discovery_probes]	Global		onLoad	2024-10-17 14:07:51
Disable Reference Retention After submit	true	Archive Rule [sys_archive]	Global		onLoad	2020-08-04 09:52:57
Disable Current Set if Complete	true	Update Set [sys_update_set]	Global		onLoad	2011-12-17 19:50:24
Disable ES12 for MID Server Script	true	MID Server Script [ecc_agent_script]	Global		onLoad	2024-10-18 09:08:00
Disable Mandatory for out of scope table	true	Dictionary Entry [sys_dictionary]	Global		onChange	2017-06-19 14:57:49
Disable NLU Model Label - CS list view	true	Topic [sys_cs_topic]	Global		onCellEdit	2020-04-03 18:18:55
Disable change request after saving	true	Change Task [change_task]	Global		onLoad	2022-06-06 06:57:35

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Test With Unassigned User

Configuring Table form

Available

- Admin Number
- Admin date
- Admission number (+)
- Class
- Created
- Created by
- English
- Hindi
- Maths
- Percentage
- Result
- Science
- Social
- Telugu
- Total
- Updated

Selected

- Admission number
- split
- end_split
- begin_split
- Grade
- Student name
- split
- Father name
- Mother name
- Father cell
- Mother cell

Cancel Save

Form view and section

View name: Default view

Section: New Section, student progress, New...

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

[Show versions](#)

Form Design

Table [sys_db_object] Default view

Fields Field Types

Filter

Fields

- Auto number
- Class
- Created
- Created by
- Display name
- Extension model
- Package
- Protection policy
- Remote Table
- Sys class code
- Sys class path
- Update name
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results

Auto number Prefix

Auto number Number

Auto number Number of digits

Annotation

Create access controls

User role

Application Access 1 Column

Accessible from

Caller Access

2 Column

Can read

Can create

Can update

Can delete

Allow access to this table via web services

Allow configuration

Allow new fields

Allow UI actions

Allow client scripts

The screenshot shows the ServiceNow configuration interface for a table named 'Salesforce2'. The 'Columns' tab is selected, showing a list of dictionary entries. The table has columns for Column label, Type, Reference, Max length, Default value, and Display. The entries include fields like Admin date, Admin Number, Class, Created, Created by, Father cell, Father name, Grade, Mother cell, Mother name, Student name, and Sys ID.

Column label	Type	Reference	Max length	Default value	Display
Admin date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(NumberPadded());	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father cell	String	(empty)	40		false
Father name	String	(empty)	40		false
Grade	Choice	(empty)	40		false
Mother cell	String	(empty)	40		false
Mother name	String	(empty)	40		false
Student name	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Parameters And Values

Explanation

- These parameters represent the key measurable and configurable elements used in your ServiceNow project.
- Each value can be customized based on your educational organization's needs.
- Using these parameters ensures the system is flexible, scalable, and performance-oriented.

Parameter	Description	Example Value	Purpose / Use in Project
Organization Name	Name of the educational institution using ServiceNow	ABC Engineering College	Identifies the institution using the platform
Number of Users	Total number of students, staff, and administrators using the system	2,500	Determines user load and access requirements
Departments	Academic or administrative departments integrated in the platform	Computer Science, ECE, Mechanical, Admin	Helps organize workflows and requests by department
Services Offered	Key services automated through ServiceNow	IT Helpdesk, Admission Queries, Attendance Management, Leave Requests	Defines the scope of automation in the project
User Roles	Access levels for different types of users	Student, Faculty, Admin, IT Support	Controls access permissions and dashboard visibility