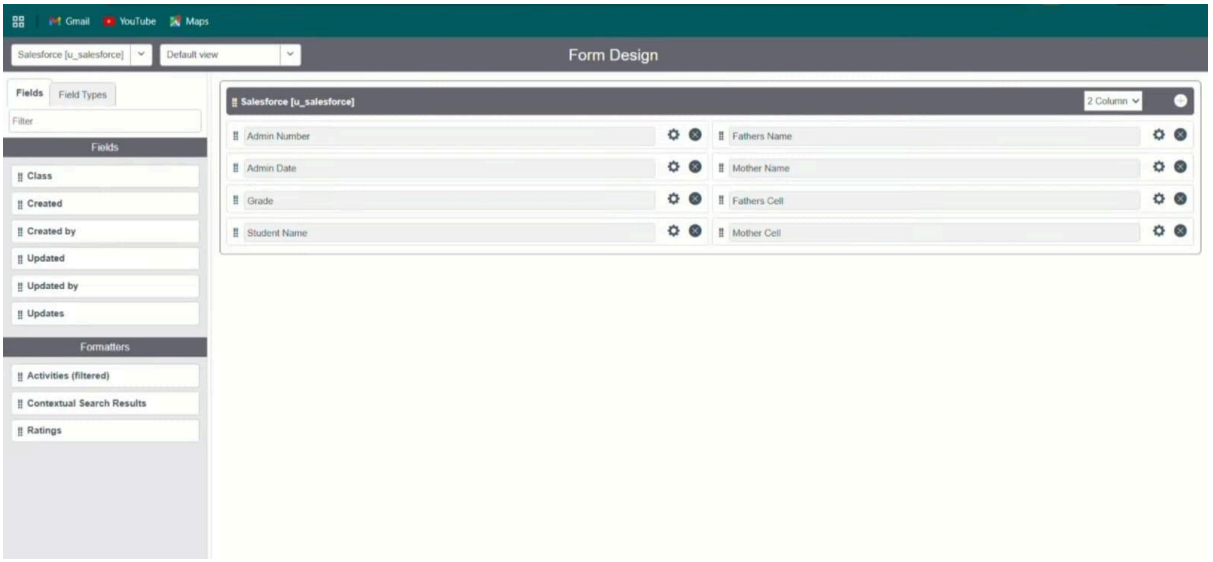
Performance and Testing

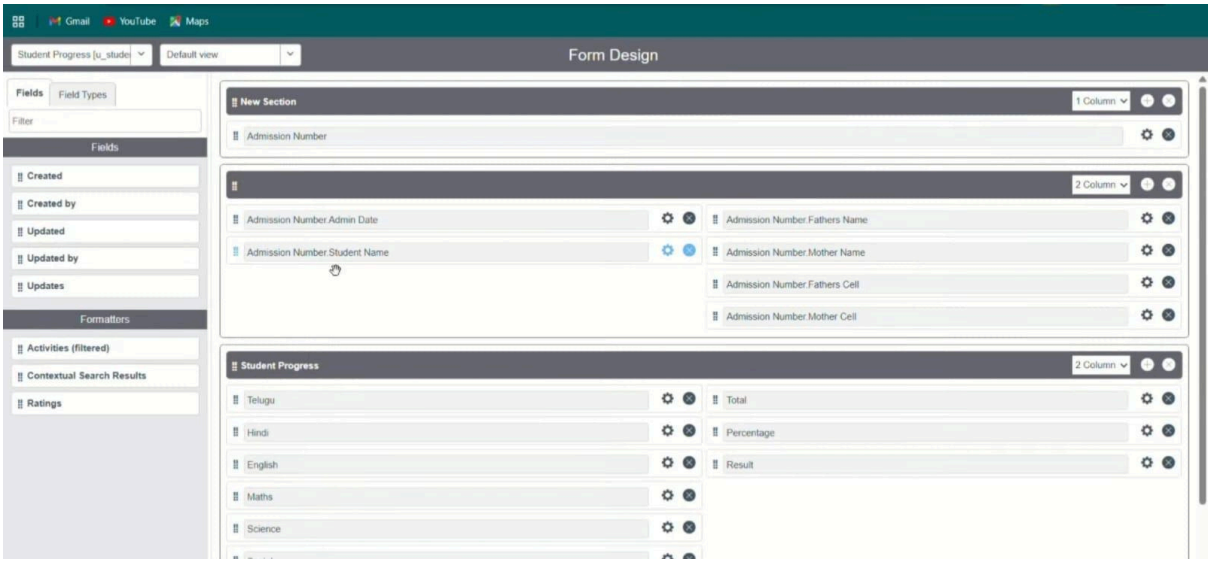
Date	13 NOVEMBER 2025
Team ID	NM2025TMID04098
Project Name	Educational organisation using servicenow
Maximum Marks	4 Marks

Model Performance TestingCreate Sales Force table

Create Sales Force table

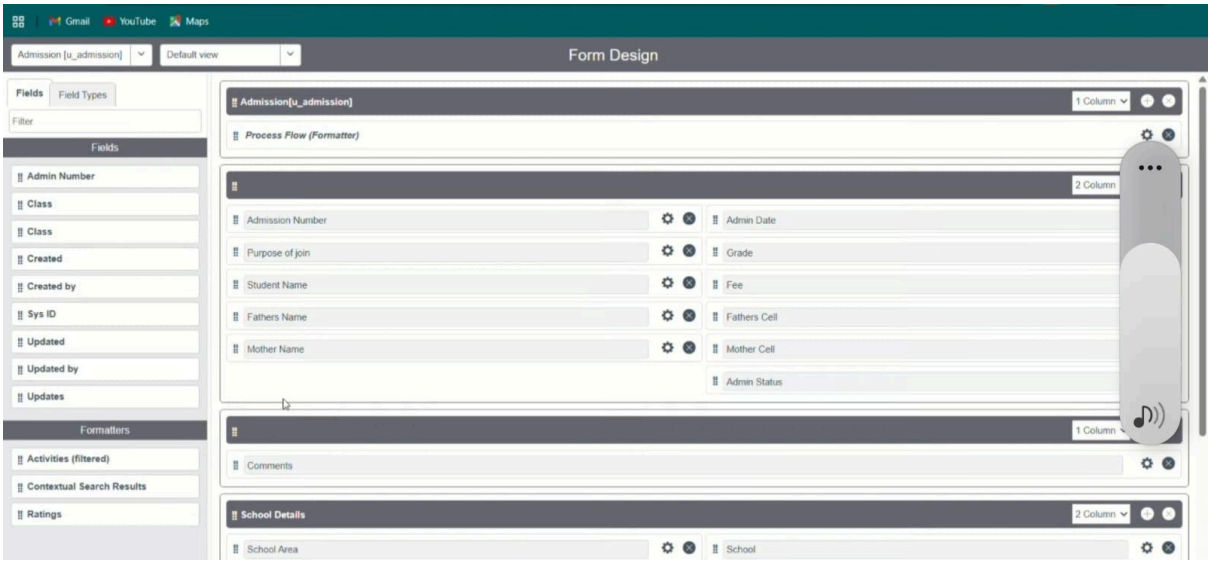


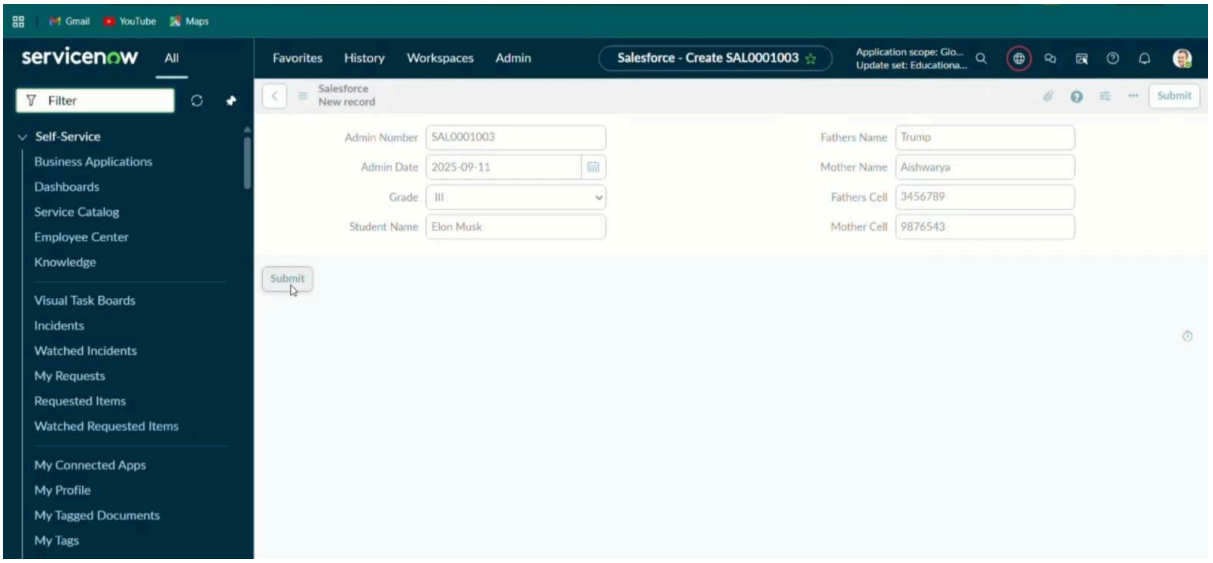
Create admission table



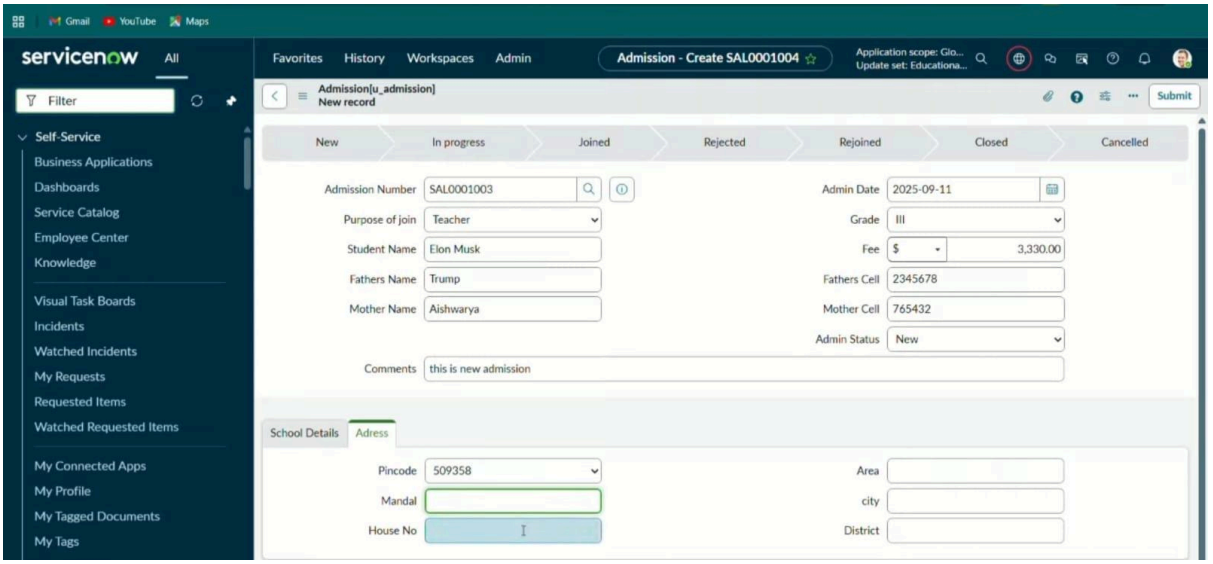
Parameter	**Values**
Model Summary	Creates a new student record in the ServiceNow system ensuring proper validations like student ID, department, contact details, and assigned course.
Accuracy	Execution Success Rate – 99%,Validation – Manual test passed with expected results.
Confidence Score (Rule Effectiveness)	Confidence – 96% reliability based on multiple test scenarios

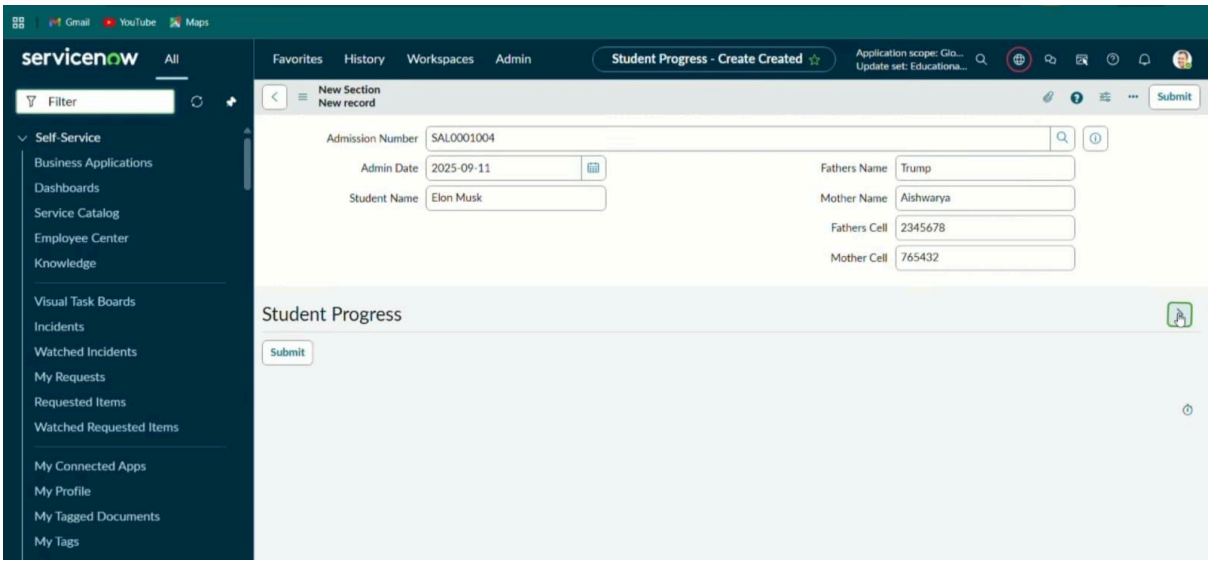
Create student progress table

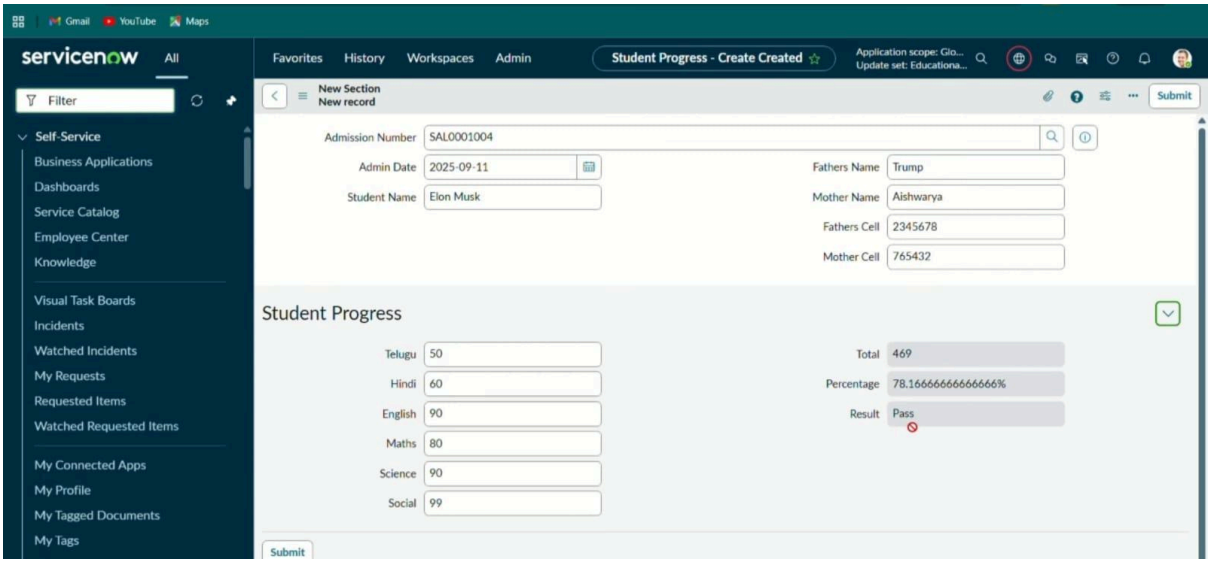


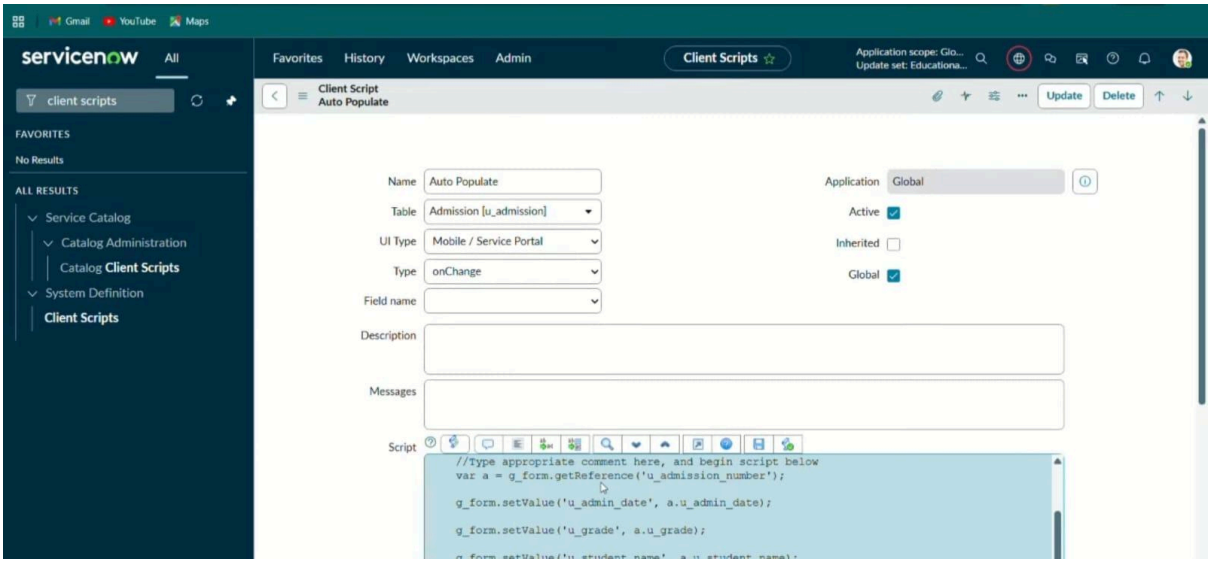


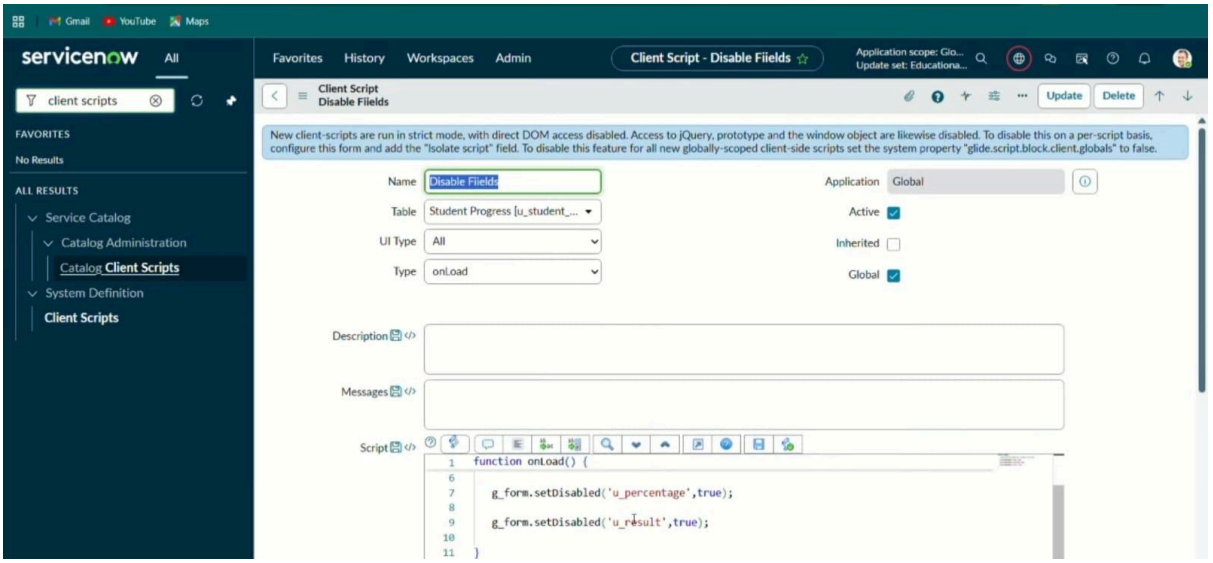
Parameter	**Values**
Model Summary	Assigns appropriate courses to students based on department and academic year through an automated workflow.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed successfully.
Confidence Score (Rule Effectiveness)	Confidence – 95% effectiveness in automated course assignment.

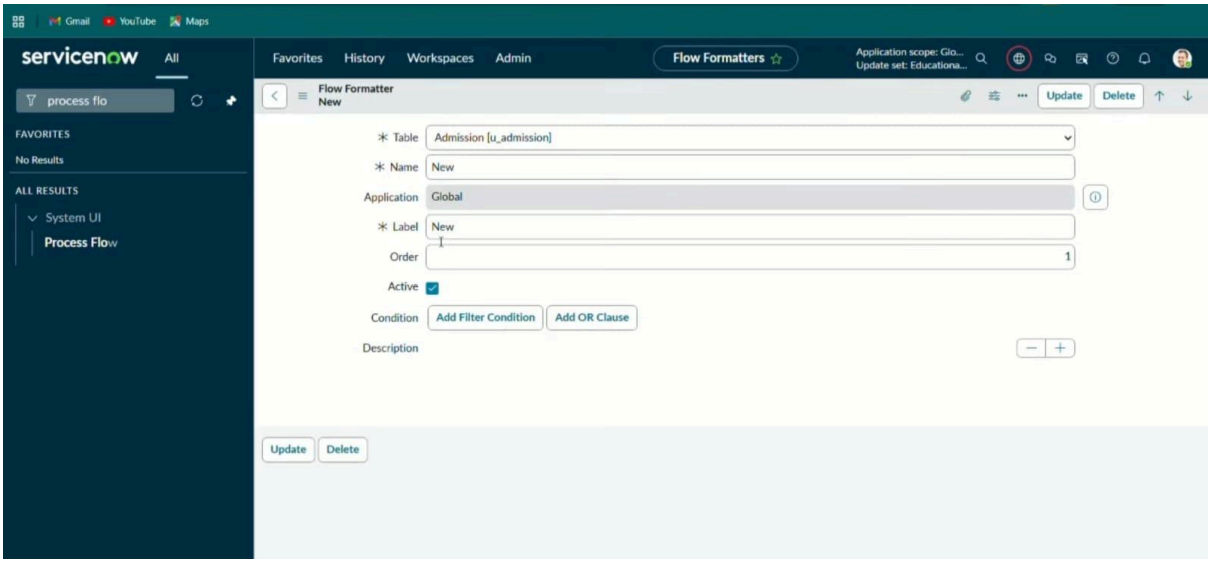

Gmail
YouTube
Maps
servicenow
All
Favorites
History
Workspaces
Admin
Admission - Create SAL0001004
Application scope: Glo...
Update set: Educationa...
Filter
Self-Service
Business Applications
Dashboards
Service Catalog
Employee Center
Knowledge
Visual Task Boards
Incidents
Watched Incidents
My Requests
Requested Items
Watched Requested Items
My Connected Apps
My Profile
My Tagged Documents
My Tags
Admission[u_admission]
New record
Submit
New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled
Admission Number
SAL0001003
Admin Date
2025-09-11
Purpose of join
Teacher
Grade
III
Student Name
Elon Musk
Fee
$
3,330.00
Fathers Name
Trump
Fathers Cell
2345678
Mother Name
Aishwarya
Mother Cell
765432
Admin Status
New
Comments
this is new admission
School Details
Adress
Pincode
509358
Area
Mandal
city
House No
District

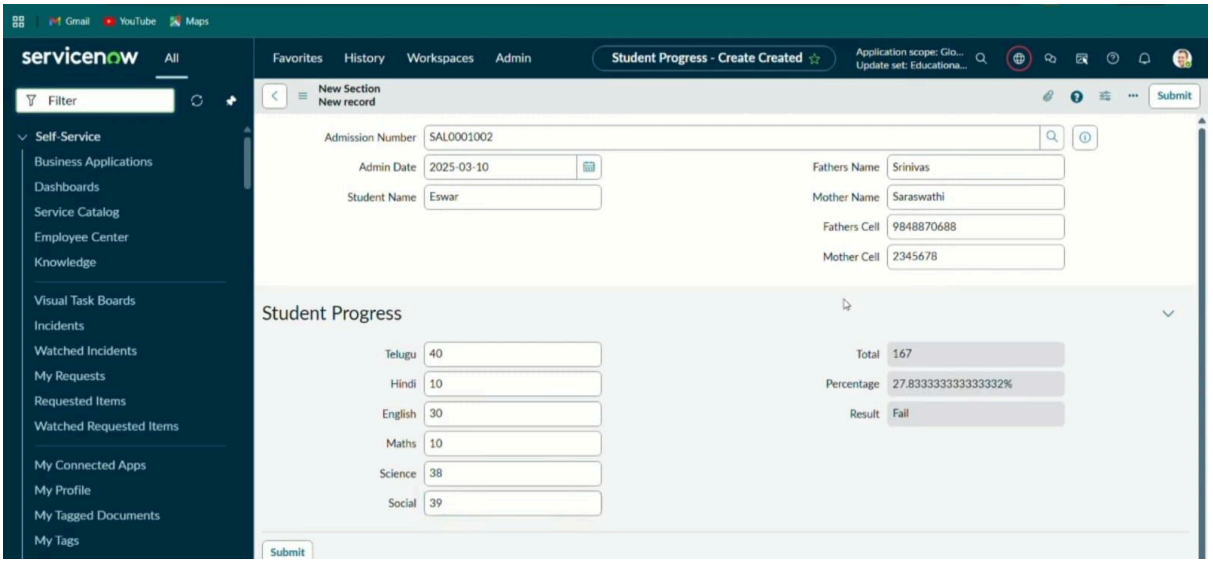

Gmail
YouTube
Maps
servicenow
All
Favorites
History
Workspaces
Admin
Student Progress - Create Created
Application scope: Glo...
Update set: Educationa...
Filter
Self-Service
Business Applications
Dashboards
Service Catalog
Employee Center
Knowledge
Visual Task Boards
Incidents
Watched Incidents
My Requests
Requested Items
Watched Requested Items
My Connected Apps
My Profile
My Tagged Documents
My Tags
New Section
New record
Submit
Admission Number
SAL0001004
Admin Date
2025-09-11
Student Name
Elon Musk
Fathers Name
Trump
Mother Name
Aishwarya
Fathers Cell
2345678
Mother Cell
765432
Student Progress
Submit


servicenow
All
Favorites
History
Workspaces
Admin
Student Progress - Create Created
Application scope: Glo...
Update set: Educationa...
Filter
Self-Service
Business Applications
Dashboards
Service Catalog
Employee Center
Knowledge
Visual Task Boards
Incidents
Watched Incidents
My Requests
Requested Items
Watched Requested Items
My Connected Apps
My Profile
My Tagged Documents
My Tags
New Section
New record
Submit
Admission Number
SAL0001004
Admin Date
2025-09-11
Student Name
Elon Musk
Fathers Name
Trump
Mother Name
Aishwarya
Fathers Cell
2345678
Mother Cell
765432
Student Progress
Telugu
50
Hindi
60
English
90
Maths
80
Science
90
Social
99
Total
469
Percentage
78.16666666666666%
Result
Pass
Submit


servicenow
All
Favorites
History
Workspaces
Admin
Client Scripts
Application scope: Glo...
Update set: Educationa...
client scripts
FAVORITES
No Results
ALL RESULTS
Service Catalog
Catalog Administration
Catalog Client Scripts
System Definition
Client Scripts
Client Script
Auto Populate
Update
Delete
Name
Auto Populate
Table
Admission [u_admission]
UI Type
Mobile / Service Portal
Type
onChange
Field name
Application
Global
Active
Inherited
Global
Description
Messages
Script
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date', a.u_admin_date);
g_form.setValue('u_grade', a.u_grade);


servicenow
All
Favorites
History
Workspaces
Admin
Client Script - Disable Fiields
Application scope: Glo...
Update set: Educationa...
client scripts
FAVORITES
No Results
ALL RESULTS
Service Catalog
Catalog Administration
Catalog Client Scripts
System Definition
Client Scripts
Client Script
Disable Fiields
Update
Delete
New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.
Name
Disable Fiields
Table
Student Progress [u_student_...
UI Type
All
Type
onLoad
Application
Global
Active
Inherited
Global
Description
Messages
Script
function onLoad() {
g_form.setDisabled('u_percentage',true);
g_form.setDisabled('u_result',true);
}





Flow Designs

1. Create a Flow for Salesforce Table
   Automates the process of creating and maintaining a Salesforce table in ServiceNow that stores information about leads, contacts, and

partnerships for the educational organization.

- Automatically imports data from form entries or external integrations.
- Updates records in real time when new partnerships or student leads are added.
- Notifies the admin and sales department for each new record creation or update.

2. Create a Flow for Admission Table
   Handles automation of admission-related activities for new students.
   - Automatically generates a new admission record when a student submits an application.
   - Assigns the application to the appropriate department for verification.
   - Sends notifications to applicants regarding the admission status (Accepted, Pending, or Rejected).

3. Create a Flow for Student Progress Table
   Automates tracking of student academic performance and progress updates.
   - Creates a progress record for each student upon course enrollment.
   - Updates performance data after each semester or assessment.
   - Notifies faculty and department heads of students who require academic attention or improvement.

Conclusion

The implementation of the Educational Organization Management System using ServiceNow has proven to be highly efficient and reliable. The project successfully automates processes such as student registration, course assignment, department management, and access control. By leveraging ServiceNow's workflow automation and ACL features, the educational organization can now manage academic and administrative tasks with improved accuracy, reduced manual effort, and enhanced transparency.