

# Performance Testing Phase Document

Date	2 November 2025
Team ID	NM2025TMID04318
Project Name	Educational Organisation using Service Now

## 1. Purpose of the Phase

The Performance Testing Phase is a critical part of the ServiceNow implementation process. Its purpose is to ensure that the ServiceNow platform operates efficiently, remains stable under varying workloads, and delivers a smooth user experience for students, faculty, and administrative staff.

In an educational environment, the system must handle large-scale simultaneous access, such as during Student registration periods, Examination results publication, and Faculty service requests. This phase helps the organization verify that the system can sustain performance benchmarks, maintain reliability, and scale effectively as the institution grows.

## 2. Core Objectives

The main objectives of the Performance Testing Phase are:

### 1. Evaluate System Speed and Responsiveness

Measure response time for major operations such as logging in, submitting service requests, and generating reports.

### 2. Ensure System Stability and Reliability

Confirm that the ServiceNow environment performs consistently even under high user loads and extended usage.

### 3. Identify and Resolve Performance Bottlenecks

Detect inefficiencies in the system, such as database lag, slow workflows, or overloaded servers, and apply optimizations.

#### **4. Validate Scalability and Resource Utilization**

Ensure the system can expand to support more users, departments, and integrated services in the future.

### **3. Key Performance Testing Activities**

#### **a. Test Planning**

Define performance benchmarks and acceptance criteria, such as:

Maximum page load time (e.g., under 3 seconds).

Minimum system uptime (e.g., 99.9% availability).

Maximum concurrent users (e.g., 2,000 active users).

Identify critical transactions such as:

Student portal login.

Submitting academic queries.

Approving faculty leave.

Generating reports for administrators.

#### **b. Test Environment Setup**

Establish a controlled test environment identical to the production setup, including;Server configuration,Database schema,Network bandwidth simulation.

Isolate the environment from the live system to prevent data corruption.

Deploy monitoring tools like ServiceNow Performance Analytics, New Relic, or LoadRunner to track metrics.

### **4. Key Deliverables**

The following documents and outputs are produced during this phase:

1. Performance Test Plan Document – Outlines objectives, scope, tools, and strategies.
2. Test Scripts and Scenarios – Automated scripts for load and stress testing.

3. Performance Metrics Report – Contains analytical charts and test results.
4. Issue Log and Optimization Report – Records identified issues and actions taken.
5. Final Validation Report – Confirms system readiness for deployment.

## 5. Expected Outcomes

Upon completion of the Performance Testing Phase, the following outcomes are expected:

**Optimized System Efficiency:** The ServiceNow system operates at peak performance levels.

**Improved Scalability:** The system is ready to handle future increases in user traffic and institutional data.

**Enhanced User Satisfaction:** Students, faculty, and staff experience fast and reliable digital services.

**Informed Decision-Making:** Detailed reports help management plan for future infrastructure improvements.

## 6. Conclusion

The Performance Testing Phase ensures that the ServiceNow system implemented in the educational organization is robust, reliable, and scalable. By systematically evaluating system performance and applying improvements, the institution guarantees an enhanced digital experience for all stakeholders—ultimately supporting its mission of academic and administrative excellence.

## Salesforce

The screenshot shows a Salesforce interface for creating a new record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', and a search bar. The main title is 'Salesforce - Create SAL0001001'. The form contains the following fields:

Admin Number	SAL0001001	Father Cell	
Grade	-- None --	Mother Cell	
Admin Date		Mother Name	
Student Name		Father Name	

At the bottom left is a 'Submit' button.

Servicenow All Favorites History : Salesforce - Create SAL0001003 ★ Search

Salesforce New record

Admin Number: SAL0001003  
Grade: VIII  
Admin Date: 2025-10-28  
Student Name: xyz

Father Cell: 1234567891  
Mother Cell: 1122334455  
Mother Name: yzx  
Father Name: zxy

Submit

## Admission Number

Admission New record

Admission Number:

New Section | New Section | School Details | Address

School Area: Hyderabad | School: xxx

Submit

Admission New record

Admission Number: ADM0001234

New Section | New Section | School Details | Address

Pincode: 500079	Area: Banjara Hills
Mandal: Abids	City: AsifNagar
House No: 123/A	District: Hyderabad

Submit

servicenow All Favorites History : Admission - Create SAL0001010

Admission New record

Admission Number: ADM0001234

New Section  New Section  School Details  Address

Purpose of join	Transfer	Admin Date	2025-10-28 <input type="button" value="Calendar"/>
Admin Number	SAL0001010	Grade	VIII <input type="button" value="Down"/>
Student Name	xyz	Fee	20000
Father Name	zxy	Father Cell	1234567891
Mother Name	yzx	Mother Cell	1122334455
Admin Status	Joined <input type="button" value="Down"/>		

## Student Progress

servicenow All Favorites History : Student Progress - Create Created

Student Progress New record

English  Total   
 Science  Telugu   
 Maths  Percentage   
 Result  Hindi   
 Social

Admission Number:

servicenow All Favorites History : Student Progress - Create Created

Student Progress New record

English: 96      Total: 564  
 Science: 90      Telugu: 98  
 Maths: 95      Percentage: 94%  
 Result: Pass      Hindi: 93  
 Social: 92

Admission Number: ADM0001234