

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 the Salesforce 'Create SAL0001001' form. The header includes the ServiceNow logo, navigation links (All, Favorites, History), and a search bar. The form title is 'Salesforce - Create SAL0001001'. Below the title, there is a 'New record' button. The form contains several input fields: 'Admin Number' (pre-filled with 'SAL0001001'), 'Grade' (a dropdown menu with '-- None --' selected), 'Admin Date' (a date picker), 'Student Name' (a text field), 'Father Cell' (a text field), 'Mother Cell' (a text field), 'Mother Name' (a text field), and 'Father Name' (a text field). A 'Submit' button is located at the bottom left of the form.

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AllFavoritesHistory

Salesforce - Create SAL0001003

Search

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Salesforce
New record

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Submit

Admin NumberSAL0001003

GradeVIII

Admin Date2025-10-28

Student Namexyz

Father Cell1234567891

Mother Cell1122334455

Mother Nameyzx

Father Namezxy

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ADM0001234

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New Section

New Section

School Details

Address

Pincode500079

MandalAbids

House No123/A

AreaBanjara Hills

CityAsifNagar

DistrictHyderabad

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1234567891
Mother Cell
1122334455

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Student Progress

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Student Progress
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Total
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94%
Hindi
93
Social
92

Submit