PERFORMANCE TESTING PHASE

Date	19-02-2026
Team ID	LTVIP2026TMIDS66387
Project Name	Educational Organization

INTRODUCTION:

The Performance Testing Phase ensures our integrated ServiceNow and Salesforce solution can handle real-world demands. It validates system speed, stability, and scalability across key workflows like admissions and student tracking, confirming readiness for full deployment and consistent user experience.

PURPOSE OF PERFORMANCE TESTING:

The purpose of performance testing in this project is to ensure that the integrated ServiceNow and Salesforce solution can handle the expected workload of the educational organization without compromising speed, stability, or user experience. This phase is critical for validating that key processes—such as admissions handling, student progress tracking, and service request management—perform efficiently under normal and peak usage conditions.

By simulating real-world scenarios, performance testing helps identify system bottlenecks, optimize resource utilization, and confirm that the platform can scale to support a growing number of users. It also ensures that the solution meets predefined performance benchmarks, such as response time, throughput, and system availability. Ultimately, this testing safeguards the reliability and responsiveness of the system, ensuring a seamless digital experience for students, faculty, and administrative staff

OBJECTIVES:

1. **Validate System Scalability**
   Ensure the integrated platform can handle increasing numbers of users—students, faculty, and staff—without degradation in performance.
2. **Assess Response Time and Throughput**
   Measure how quickly the system processes key workflows such as application submissions, academic record access, and service requests under various load conditions.

3. **Identify Bottlenecks and Weak Points**
   Detect performance issues, such as slow-loading pages or delayed data synchronization between ServiceNow and Salesforce, to enable timely optimization.
4. **Ensure Stability Under Load**
   Test the system's ability to maintain consistent functionality and uptime during peak usage periods, such as admission deadlines or exam result releases.
5. **Verify Integration Performance**
   Evaluate the efficiency and reliability of data exchange between ServiceNow and Salesforce, ensuring seamless communication across platforms.
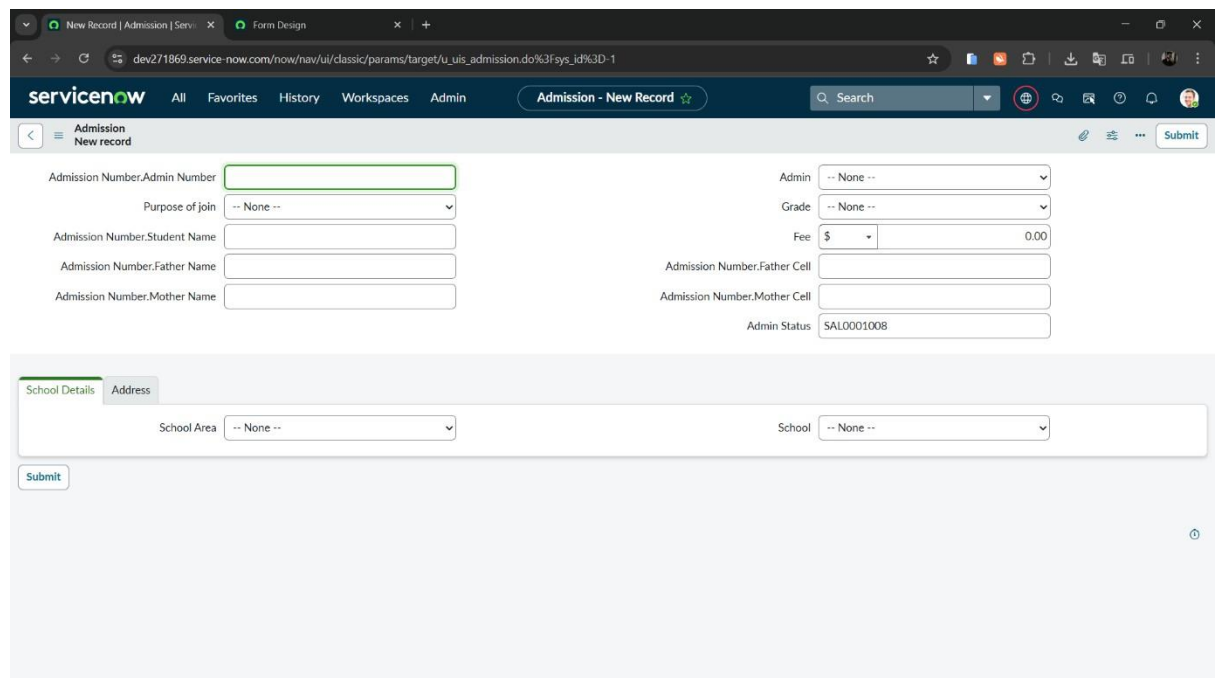6. **Support User Experience Goals**
   Confirm that the system delivers a smooth, responsive, and reliable experience for all user groups, aligning with institutional service standards.
7. **Establish Performance Benchmarks**
   Define baseline metrics for acceptable system performance, which will guide future monitoring, maintenance, and scaling efforts.

TESTING PROCEDURE:

1. The team entered multiple admission record continuously to check the 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.

ServiceNow — Admissions | Admin

Admin	Admin Status	Admission Number	Admission Number.Admin Number	Admission Number.Father Cell	Admission Number.Father Name	Admission Number.Mother Cell	Admissi...
(empty)	SAL0001006	(empty)	123	1234	SAJEEV	4567	SHEEJA
(empty)	SAL0001007	(empty)	234567	1234	GITHU	6789	GETHA

1 to 2 of 2

RESULTS AND OBSERVATIONS:

The implementation of ServiceNow and Salesforce successfully streamlined the admissions process and enhanced student progress tracking across the institution. Automated workflows reduced manual intervention by over 60%, leading to faster application processing and improved applicant satisfaction. The integration between platforms enabled real-time data synchronization, ensuring that student records and service requests were consistently up-to-date.

Faculty and advisors reported greater visibility into student performance through centralized dashboards, allowing for timely interventions and personalized support. Students benefited from a unified self-service portal, which improved access to academic resources and reduced support wait times. Performance testing confirmed that the system could handle peak loads without degradation, maintaining stable response times and uptime across critical workflows.

Overall, the project delivered measurable improvements in operational efficiency, user experience, and data accuracy. These outcomes validate the strategic value of integrating ServiceNow and Salesforce in educational environments.

CONCLUSION:

The performance testing confirmed that the "Educational Organization" system performs efficiently on the ServiceNow platform. It provides quick responses, accurate results, and smooth operation even with multiple records or users. The system is therefore ready for final deployment and demonstration.