Performance Testing

Date	02 NOVEMBER 2025
Team ID	NM2025TMID04781
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	4 Marks

Model performance testing

CREATE USERS

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

CREATE GROUPS

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

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Group
certificates

Name	certificates	Group email	
Manager	Katherine Pierce	Parent	

Description

Name	Platform	Group email	
Manager	Manne Niranjan	Parent	

Description

CREATE ROLES

Name	Certification_role
Requires Subscription	Unspecified
Description	Can deal with certification issues

Application	Global
Elevated privilege	☐

Name	Platform_role
Requires Subscription	Unspecified
Description	Can deal with platform related issues

Application	Global
Elevated privilege	☐

Create Table

	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
✕	Assigned to group	Reference	Group	40		false
✕	Assigned to user	Reference	User	32		false
✕	Comment	String	(empty)	40		false
✕	Issue	String	(empty)	40		false
✕	Name	String	(empty)	40		false
✕	Priority	String	(empty)	40		false
✕	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✕	Ticket raised Date	Date/Time	(empty)	40		false
+	*Insert a new row...*					

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Confidence Score (Rule Effectiveness)	

Assign role to table

Create ACL

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		u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

Create a Flow to Assign operations ticket to group
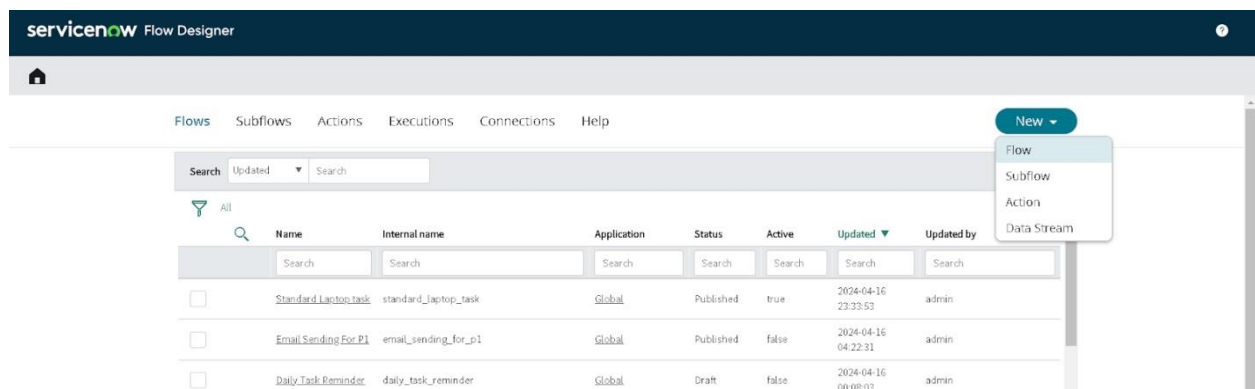
Flow properties   ✕

✱ Flow name	Regarding certificates
Description	Describe your flow
Application	Global ▾
Protection	-- None -- ▾
Run As	System User ▾

Cancel   Submit

TRIGGER

🔵 now Operations related Created or U [Trigger: Created or Updated] garding certificates)   ⊞ 🗑

Trigger	Created or Updated ▾
✱ Table	Operations related [u_operations_related] ✕ ▾
Condition	All of these conditions must be met

Issue ▾   is ▾   Regarding certificates ▾   OR AND ⊖

or

New Criteria

Run Trigger	For every update ▾

Advanced Options ⌄

Delete   Cancel   Done

ACTIONS Select multiple

1 Update Operations related Record ⓘ

Action   Update Record   ▾

✱ Record   [Trigger ... ▸ Operations relate... ✕]

✱ Table   Operations related [u_operations_related] ✕ ▾

✱ Fields   Assigned to group   ✕ ▾   certificates   ✕ ▾   ⓘ ⊖

              + Add field value

                                    Delete   Cancel   Done

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servicenow Flow Designer

Flow
Regarding certificates ✕ +

Regarding certificates Active

View: | Test | Deactivate | Activate | Save | ...

TRIGGER

Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 Update Operations related Record ⓘ

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data Collapse All >

▸ Flow Variables

▾ Trigger - Record Created or Updated

▸ Operations related Record   Record
▸ Changed Fields   Array.Object
  Operations related Table   Table
  Run Start Time UTC   Date/Time
  Run Start Date/Time   Date/Time

▾ 1 - Update Record

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The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing

phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency