



MAR EPHRAEM COLLEGE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

NAAN MUDHALVAN

(NM1051)

A PROJECT WORK ON

EDUCATIONAL ORGANISATION USING SERVICE NOW

SUBMITTED BY

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IDEATION PHASE:

Empower individuals and enterprises to gain mastery of ServiceNow through structured, real-world, and career-oriented education.

Vision Statement Example:

“To be the global hub for practical ServiceNow learning — bridging skill gaps, accelerating certification, and enabling digital transformation talent.”

Identify Key Audiences:

Students & Graduates — who want to enter the ITSM/ITOM/ServiceNow job market.

Working Professionals — who wish to upskill or transition to ServiceNow roles.

Corporates — that need custom ServiceNow training for employees.

ServiceNow Partners — who need certified staff.

Freelancers/Consultants — aiming for ServiceNow certifications.

Possible Offerings:**a. Learning Programs**

Foundation courses: ITSM, ITOM, ITBM, HRSD, CSM modules.

Certification tracks: CSA, CAD, CIS (various modules), CTA.

Role-based paths: Administrator, Developer, Implementation Specialist, Architect.

Sandbox access: Hands-on lab environments for practice.

b. Corporate Training

Tailored training based on organization workflows.

Train-the-trainer programs.

Onsite & virtual workshops.

c. Career Acceleration

Resume & interview prep for ServiceNow roles.

Internship or project-based learning.

Placement partnerships with ServiceNow ecosystem employers.

d. Community & Mentorship

Expert-led webinars.

Peer learning circles.

Hackathons and innovation challenges.

Brand & Identity Ideas:

Possible Names:

“NowLearn Academy”

“ServiceNow Scholars”

“FlowEd” (inspired by “Flow Designer”)

“NowSkill Institute”

“SN University (SNU)”

Taglines:

“Empowering the Next Generation of ServiceNow Experts.”

“Learn. Build. Automate.”

“From Zero to Now.”

“Shaping Digital Workflows through Education.”

Differentiation Factors:

Official ServiceNow partnership or affiliation.

Project-based learning — real implementation case studies.

Subscription-based model for continuous updates and labs.

Gamified certification prep.

AI-driven progress tracking and mentorship.

Business & Revenue Model:

B2C: Paid courses, bootcamps, and subscriptions.

B2B: Corporate training contracts and certification prep.

Partnerships: Revenue sharing with ServiceNow consulting firms.

Certification Prep Platform: Practice exams and mock tests.

Affiliate Marketing: Promoting ServiceNow marketplace apps/toMVP / Pilot Phase

Start small — test market interest:

Offer free webinars + paid bootcamp (CSA or CAD prep).

Build a community on LinkedIn / Discord.

Gather feedback to shape curricula.

Develop a ServiceNow sandbox portal for learners.

Seek ServiceNow partner program affiliation for credibility.

Success Metrics:

Student enrollment growth.

Certification success rates.

Corporate client conversions.

Community engagement metrics.

Placement or upskilling outcomes.

PROJECT PLANNING PHASE:

Project: Educational Organization for ServiceNow
Objective: Establish a scalable learning platform that offers certified training, hands-on experience, and career support in ServiceNow technologies.

1 Project Scope Definition


In-Scope:



- Designing course structure and curriculum for key ServiceNow certifications (CSA, CAD, CIS, etc.)
- Developing an online learning platform or LMS.
- Partnering with certified trainers and ServiceNow experts.
- Offering live & recorded sessions, labs, and certification guidance.
- Marketing and student enrollment management.

Out-of-Scope (for now):

- Building a proprietary ServiceNow sandbox (can license instead).
 - Offering unrelated IT certifications (AWS, Azure, etc.)
 - Full-scale global physical training centers in the pilot phase.
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2 Project Objectives

Goal	Description	KPI
 Deliver Quality Education	Offer industry-relevant, certification-aligned ServiceNow courses	90% learner satisfaction

Goal	Description	KPI
 Enable Career Outcomes	Connect learners to employers and projects	70% placement rate
 Build a Recognized Brand	Become a trusted ServiceNow learning hub	1000+ students in Year 1
Corporate Collaboration	Partner with ServiceNow partners and companies	10+ B2B clients in Year 1

Project Deliverables

Phase	Deliverable	Description
Phase 1	Market Research Report	Analyze target audience, pricing, competitors
Phase 2	Business Model & Brand Design	Name, logo, website design, tagline
Phase 3	Curriculum Framework	Course content for CSA, CAD, CIS
Phase 4	Platform MVP	Launch learning management system (LMS)
Phase 5	Pilot Program	Run first batch (20–50 learners)
Phase 6	Marketing Launch	Website + social media + webinars
Phase 7	Feedback & Scale	Collect learner feedback, refine and expand

Work Breakdown Structure (WBS)

1. Planning & Research

- Market and competitor analysis
- Target audience segmentation
- Define course categories & pricing

2. Brand & Identity

- Finalize organization name & logo
- Create brand guidelines (colors, typography)
- Design website & marketing materials

3. Curriculum Design

- Identify ServiceNow modules (ITSM, ITOM, HRSD, etc.)
- Partner with certified trainers
- Create course content & projects
- Develop certification prep materials

4. Technology & Infrastructure

- Select LMS platform (Moodle, Thinkific, or custom)
- Integrate sandbox/lab environments
- Build learner dashboard & progress tracking

5. Operations Setup

- Recruit instructors & support staff
- Establish partnerships with ServiceNow partners
- Develop enrollment and payment systems

6. Marketing & Launch

- Build community (LinkedIn, Discord, etc.)
- Launch digital marketing campaigns

- Host free demo webinars

7. Evaluation & Continuous Improvement

- Collect feedback from first cohort
- Analyze completion & satisfaction metrics
- Optimize courses & technology

Project Timeline (Sample: 6-Month Plan)

Month Key Milestones

- | | |
|---|---|
| 1 | Research & Business Model Finalization |
| 2 | Brand Creation + Curriculum Design Begins |
| 3 | Platform Development (LMS Setup) |
| 4 | Pilot Course Content + Trainer Onboarding |
| 5 | Marketing Campaign + Soft Launch |
| 6 | Pilot Batch Execution + Feedback Review |

Resource Planning

Category	Resources	Responsibility
Human	Trainers, Instructional Designers, Marketing, Tech Developers	Project Manager
Financial	Platform setup, Trainer fees, Marketing budget	Finance Lead
Technical	LMS, website hosting, sandbox access	IT Lead

Category	Resources	Responsibility
Partnerships	ServiceNow alliance, corporate clients	Business Development Lead

Risk Management

Risk	Likelihood	Impact	Mitigation
Difficulty getting certified trainers	Medium	High	Early partnership outreach
Platform glitches	Medium	Medium	Pilot test before launch
Low initial enrollments	Medium	High	Offer free workshops & early bird pricing
Content copyright issues	Low	High	Ensure proper licensing & permissions

Budget Planning (Illustrative)

Category	Estimated Cost (INR)
LMS setup & website	₹2,00,000
Trainer partnerships & content	₹3,00,000
Marketing (ads, webinars)	₹1,50,000
Operations (staff, tools, admin)	₹1,00,000
Contingency (10%)	₹75,000
Total Estimated (Pilot Phase)	₹8,25,000

Monitoring & Evaluation

- Weekly project status meetings.
- Monthly milestone reviews.
- KPIs: enrollments, certification success rate, student satisfaction, revenue.
- Feedback loops with trainers and learners.

Go-Live Criteria

- ✓ Courses ready and quality-tested
- ✓ Website + LMS functional
- ✓ Trainers onboarded
- ✓ Minimum 20 learners enrolled for pilot
- ✓ Payment and support systems operational

PROJECT DESIGN PHASE:

Project: Educational Organization for ServiceNow

Objective: Design a comprehensive, scalable education ecosystem offering training, certification, and career support for ServiceNow learners.

Design Phase Objectives

- Translate project goals into tangible **systems, structures, and experiences**.
- Develop **detailed blueprints** for learning programs, technology platforms, and operations.
- Ensure the design is **learner-centered, industry-relevant, and scalable**.

Key Design Components

The Project Design Phase includes six integrated design pillars:

Pillar	Description
1. Curriculum Design	Building structured ServiceNow learning paths & certification prep content
2. Learning Platform Design	Designing the online LMS and learning experience
3. Organizational Design	Structuring teams, governance, and roles

Pillar	Description
4. Branding & UX Design	Visual identity, website interface, and learner journey
5. Operational Design	Processes, workflows, and quality assurance
6. Evaluation & Feedback Design	Continuous monitoring and improvement framework

Curriculum Design

Goals

- Align with **ServiceNow certification standards** (CSA, CAD, CIS, CTA).
- Blend **theory + practice** using case studies, labs, and implementation scenarios.
- Offer **modular, stackable courses** that support progression.

Example Learning Tracks

Track	Modules	Duration	Outcome
Administrator Track	ServiceNow Overview, User Interface, Configuration, Reporting	6 weeks	CSA Certification
Developer Track	Scripting, Workflows, Integrations, UI Policies	8 weeks	CAD Certification
Implementation Specialist (ITSM)	ITSM, Incident, Problem, Change Management	6 weeks	CIS-ITSM Certification
Architect Path	Platform Architecture, Governance, Best Practices	10 weeks	CTA Prep

Learning Methodology

- 60% Practical Labs
- 25% Instructor-led sessions
- 15% Assessments and Projects

Design Features

- Real-world **ServiceNow instance access**
 - **Microlearning modules** (short 10–15 min lessons)
 - **Gamification elements** (badges, leaderboards)
 - **AI-driven adaptive learning** suggestions
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Learning Platform (LMS) Design

Functional Requirements

Feature	Description
Course Management	Upload, schedule, and organize ServiceNow courses
User Management	Track learners, trainers, and corporate clients
Assessment Tools	Quizzes, mock exams, and lab evaluations
Sandbox Integration	Connect learners to live ServiceNow practice environments
Analytics Dashboard	Monitor performance, certification readiness
Payment Gateway	Secure course purchase and enrollment
Support Portal	Chat, ticketing, and community forum

Technology Stack

Layer	Tools / Options
Front-End	React / Next.js
Back-End	Node.js / Python Django
Database	PostgreSQL / MongoDB
LMS Framework	Moodle / LearnDash / Custom build
Hosting	AWS or Azure Cloud
Integration	Zoom / Teams for live classes, ServiceNow developer instances for labs

UX Design Focus

- Clean, minimalist dashboard
- Role-based navigation (student, instructor, admin)
- Mobile-responsive design
- Personalized learner dashboard (progress tracking, badges, certificates)

Organizational Design

Structure Overview

Department	Key Roles	Responsibilities
Academic Team	Curriculum Head, Trainers	Course design, quality assurance
Technology Team	LMS Dev, UI/UX Designer	Platform design and maintenance
Operations	Program Manager, Admin	Scheduling, enrollment, compliance

Department	Key Roles	Responsibilities
Marketing	Digital Marketer, Brand Manager	Lead generation, community building
Partnerships	Business Dev. Manager	Corporate alliances, ServiceNow affiliation
Student Support	Mentors, Counselors	Guidance, query resolution

Governance Framework

- Academic Board (Trainer + Industry Expert Committee)
- Quality Assurance Cell (content and trainer evaluation)
- Feedback & Improvement Team

Branding & UX Design

Visual Identity

- **Name Example:** “NowLearn Academy”
- **Logo Concept:** Flow-based circular motif (represents automation & continuous learning)
- **Color Palette:** Blue (trust), Green (growth), Grey (tech neutrality)
- **Typography:** Modern sans-serif (e.g., Inter, Roboto)

Website Design

Sections:

1. Home (Mission, Impact, Testimonials)
2. Courses (Tracks, Levels, Pricing)
3. Corporate Training (Custom solutions)

4. Community (Events, Forums, Webinars)
5. Contact / Enrollment

Learner Journey Map

1. Discover → 2. Enroll → 3. Learn → 4. Practice → 5. Certify → 6. Get Placed

7 Operational Design

Process Workflows

Process	Description
Enrollment Workflow	Inquiry → Payment → Access granted
Trainer Workflow	Create course → Review → Publish → Feedback
Support Workflow	Query submission → Response → Resolution tracking
Certification Workflow	Practice → Mock Exam → Evaluation → Certificate

Quality Control

- Course review before publishing
- Trainer certification validation
- Student feedback integration every module

Evaluation & Feedback Design

Area	Metrics	Tools
Learner Engagement	Login frequency, completion rate	LMS Analytics

Area	Metrics	Tools
Performance	Test scores, lab performance	AI Assessment
Trainer Effectiveness	Feedback scores, completion stats	Surveys
Course Quality	Ratings, dropout rate	Reviews dashboard
ROI & Growth	Enrollments, revenue, partnerships	BI Dashboard

Deliverables of the Design Phase

- ✓ Finalized curriculum blueprints (modules, outcomes, assessments)
- ✓ LMS prototype or wireframe
- ✓ Organizational structure chart
- ✓ Brand kit (logo, colors, fonts, tone)
- ✓ Website wireframes and content outline
- ✓ Operations manual (key workflows and SOPs)
- ✓ Evaluation & feedback framework

Transition to Development Phase

Once the design is validated, move to **Development**:

- Build and test LMS
- Create and upload course content
- Launch pilot (first 20–50 learners)
- Collect data and refine design

Requirement Analysis Document

Project Title: Educational Organization for ServiceNow

Phase: Requirement Analysis

Objective: To gather, analyze, and document functional, non-functional, and business requirements for setting up an educational organization dedicated to ServiceNow learning and certification.

Purpose

The purpose of this document is to define and document all necessary requirements — business, user, system, and technical — for creating an educational platform and institution that offers comprehensive ServiceNow training, certification support, and career enablement.

Project Overview

The **Educational Organization for ServiceNow** aims to:

- Provide **structured, hands-on training** on ServiceNow modules (ITSM, ITOM, HRSD, etc.).
- Offer **certification-aligned learning paths** (CSA, CAD, CIS, CTA).
- Enable **career advancement** through real-world projects, mentorship, and placement support.
- Build a **digital learning platform (LMS)** integrated with ServiceNow sandbox environments.

Stakeholder Analysis

Stakeholder	Role	Requirements / Expectations
Founders / Management	Strategic & Financial Oversight	Scalability, ROI, brand recognition
Trainers / SMEs	Course Creation & Delivery	Easy course upload tools, interactive teaching tools
Students / Learners	Primary Users	Affordable, flexible, and certification-aligned training
Corporate Clients	B2B Customers	Custom enterprise training and tracking dashboards
Technical Team	Developers & IT Staff	Clear functional specs, integration guidelines
Support & Admin Staff	Operations & Customer Support	User-friendly admin panel and query management

Business Requirements

ID	Business Requirement	Description	Priority
BR-1	Build an educational ecosystem for ServiceNow	Offer structured learning and certification prep	High
BR-2	Establish ServiceNow partnership or accreditation	To gain credibility and official recognition	High
BR-3	Enable both B2C and B2B operations	Cater to individuals and corporate clients	Medium
BR-4	Develop an online learning management system	Host, deliver, and track courses	High

ID	Business Requirement	Description	Priority
BR-5	Provide placement and career support	Connect learners to ServiceNow partner firms	Medium

Functional Requirements

A. Learning Management System (LMS)

ID	Functional Requirement	Description	Priority
FR-1	User Registration & Login	Students and trainers should be able to sign up securely	High
FR-2	Course Catalog	Display all available ServiceNow courses with details	High
FR-3	Course Enrollment & Payment	Enable online enrollment and secure payment gateway	High
FR-4	Content Delivery	Support video lectures, PDFs, labs, and quizzes	High
FR-5	Live Class Integration	Integrate Zoom/Teams for live instructor sessions	Medium
FR-6	Sandbox Access	Allow users to access ServiceNow instances for practice	High
FR-7	Progress Tracking	Dashboard for course completion, test results	High
FR-8	Certification Prep & Mock Tests	Built-in assessments aligned with ServiceNow exams	High
FR-9	Feedback & Ratings	Students can rate courses and trainers	Medium

ID	Functional Requirement	Description	Priority
FR-10	Admin Panel	For managing users, payments, and reports	High

B. Website & Branding

ID	Functional Requirement	Description	Priority
FR-11	Responsive Website	For marketing, course catalog, and registration	High
FR-12	Blog & News Section	Updates, resources, and announcements	Medium
FR-13	Corporate Inquiry Form	B2B clients can request custom training	Medium

C. Corporate Training Module

ID	Functional Requirement	Description	Priority
FR-14	Company Account Creation	Organizations can register and manage employees	Medium
FR-15	Group Enrollment	Corporate HR can enroll multiple employees	Medium
FR-16	Progress & Analytics Dashboard	Employers can view employee performance	Medium

Non-Functional Requirements

ID	Category	Requirement	Description
NFR-1	Performance	Fast load time	Platform should load under 3 seconds
NFR-2	Scalability	Support large user base	Should handle 10,000+ users concurrently
NFR-3	Usability	Intuitive UI/UX	Designed for both tech and non-tech learners
NFR-4	Security	Data encryption, secure login	Comply with GDPR and data protection
NFR-5	Availability	Uptime	99.5% uptime for live and self-paced courses
NFR-6	Maintainability	Easy updates	Modular design for adding new courses easily
NFR-7	Compatibility	Cross-platform	Web + Mobile accessible
NFR-8	Accessibility	WCAG compliance	Accessible to learners with disabilities

Technical Requirements

ID	Requirement	Description
TR-1	Technology Stack	ReactJS frontend, NodeJS/Python backend
TR-2	Database	PostgreSQL or MongoDB
TR-3	LMS Framework	Moodle, LearnDash, or Custom Build
TR-4	Cloud Hosting	AWS / Azure

ID	Requirement	Description
TR-5	Integrations	Zoom API, ServiceNow Developer Instance API
TR-6	Payment Gateway	Razorpay / Stripe
TR-7	Analytics	Google Analytics + LMS custom dashboards

Data Requirements

- **User Data:** Profile, contact info, learning progress
- **Course Data:** Title, content, quizzes, trainer details
- **Transaction Data:** Payment history, invoices
- **Feedback Data:** Course ratings, comments, survey results
- **Corporate Data:** Client profiles, batch progress, reports

All data must be securely stored, encrypted, and backed up regularly.

User Requirements

User Type	Needs
Learner	Intuitive interface, affordable pricing, certification support
Trainer	Content upload tools, student performance visibility
Admin	Control over content, user management, reporting tools
Corporate Client	Centralized dashboard, analytics, training progress reports

Constraints

- ServiceNow sandbox licenses may limit access volume.

- High-quality trainers (certified SMEs) are limited and costly.
- Must comply with ServiceNow's brand and partnership policies.
- Initial funding constraints for LMS customization and marketing.

Acceptance Criteria

- ✓ LMS must support at least **three full course modules** (CSA, CAD, CIS).
- ✓ System should integrate **live ServiceNow practice environments**.
- ✓ Payment gateway and reporting dashboards fully functional.
- ✓ Platform tested with **minimum 50 concurrent users**.
- ✓ Positive user feedback in pilot test (≥80% satisfaction).

Expected Outputs of Requirement Analysis

- Detailed **Functional Requirement Specification (FRS)**
- Prioritized **Use Case List**
- **System Requirement Specification (SRS)** draft
- **Data flow and process diagrams** for LMS operations

PERFORMANCE TESTING:

Date	27 JUNE 2025
Team ID	LTVIP2025TMID31059
Project Name	educational organization for service now
Maximum Marks	4 Marks

Model Performance Testing

Table Creation

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Table

Salesforce

Delete

Update

Delete All Records

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Dictionary Entries

	Column label ▲	Type	Reference	Max length	Default value	Display
×	Admin Date	String	(empty)	40		false
×	Admin Number	Reference	(empty)	32		false
	Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
	Created	Date/Time	(empty)	40		false
	Created by	String	(empty)	40		false
×	Father Cell	String	(empty)	40		false
×	Father Name	String	(empty)	40		false
×	Grade	String	(empty)	40		false
×	○ Mother Cell	String	(empty)	40		false
×	Mother Name	String	(empty)	40		false
×	Number	String	(empty)	40	javascript:global.getNextObj()NumberPadded();	false
×	Student Name	String	(empty)	40		false
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	Updated	Date/Time	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updates	Integer	(empty)	40		false
+	Insert a new row...					

Delete

Update

Delete All Records

Related Links

servicenow All Favorites History Workspaces Table - Admission						
Column label	Type	Reference	Max length	Default value	Display	
Admin Date	String	(empty)	40		false	
Admin Number	Reference	(empty)	32		false	
Admin Status	Choice	(empty)	40		false	
Admission Number	Choice	(empty)	40		false	
Area	String	(empty)	40		false	
City	String	(empty)	40		false	
Class	System Class Name	(empty)	80	javascript:current.getTableNm();	false	
Comments	Choice	(empty)	40		false	
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Created by	String	(empty)	40		false	
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Father Cell	String	(empty)	40		false	
Father Name	String	(empty)	40		false	
Fee	Choice	(empty)	40		false	
Grade	String	(empty)	40		false	
House No	String	(empty)	40		false	
Mendal	String	(empty)	40		false	
Mother Cell	String	(empty)	40		false	
Mother Name	String	(empty)	40		false	
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false	

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
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.

Student Progress table creation

servicenow All Favorites History Workspaces Table - Student progress						
Column label	Type	Reference	Max length	Default value	Display	
admission no father cell	String	(empty)	40		false	
admission no father name	String	(empty)	40		false	
admission no grade	String	(empty)	40		false	
admission no mother cell	String	(empty)	40		false	
admission no mother name	String	(empty)	40		false	
admission no student name	String	(empty)	40		false	
Admission Number	Reference	(empty)	32		true	
Created	Date/Time	(empty)	40		false	
Created by	String	(empty)	40		false	
English	String	(empty)	40		false	
Hindi	String	(empty)	40		false	
Maths	String	(empty)	40		false	
Percentage	String	(empty)	40		false	
Result	String	(empty)	40		false	
Science	String	(empty)	40		false	
Social	String	(empty)	40		false	
Sys ID	Sys ID (GUID)	(empty)	32		false	
Telugu	String	(empty)	40		false	
Total	String	(empty)	40		false	
Updated	Date/Time	(empty)	40		false	

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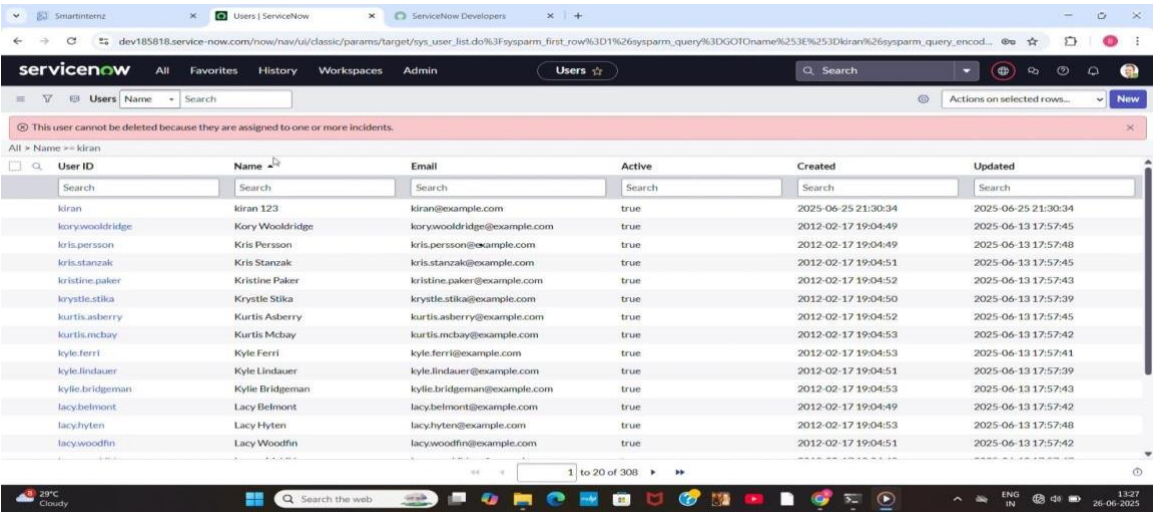
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Configuring table form for student

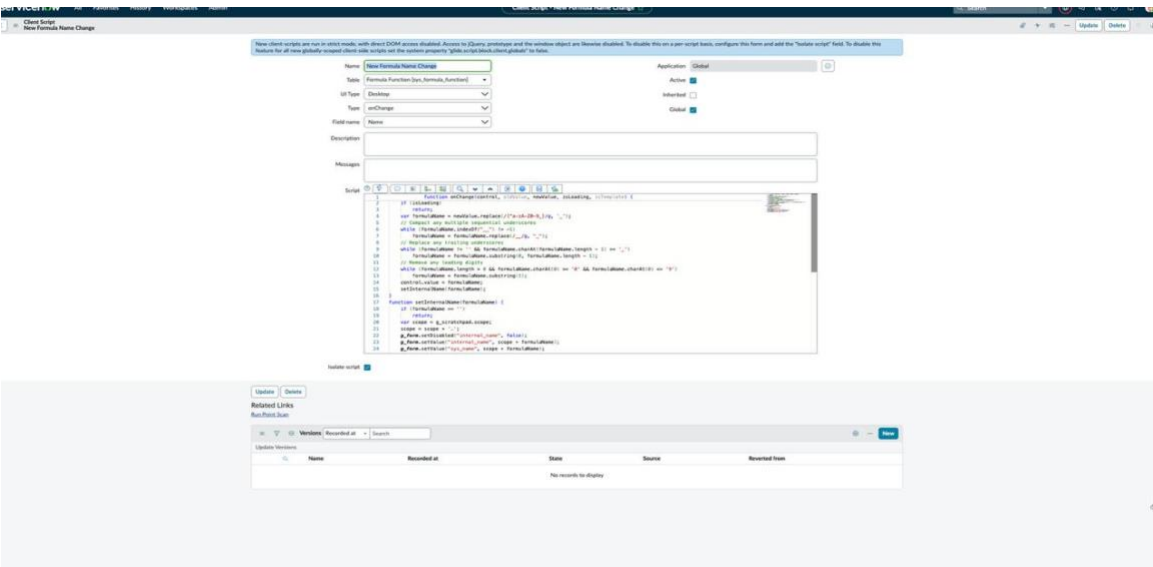
Column label	Type	Reference	Max length	Default value	Display
admission no father cell	String	(empty)	40		false
admission no father name	String	(empty)	40		false
admission no grade	String	(empty)	40		false
admission no mother cell	String	(empty)	40		false
admission no mother name	String	(empty)	40		false
admission no student name	String	(empty)	40		false
Admission Number	Reference	(empty)	32		true
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
English	String	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Percentage	String	(empty)	40		false
Result	String	(empty)	40		false
Science	String	(empty)	40		false
Social	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Telugu	String	(empty)	40		false
Total	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Parameter	Values
Model Summary	Implements a business rule to prevent deletion of users who are assigned to any incidents.
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.

Choice for Admin Status



Client Scripts for admission table



Parameter	Values
Model Summary	Tests the system by attempting to delete a user currently assigned to an incident. Deletion should be blocked.
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.

Configuring table form for student

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.

