

Project Development Phase

Model Performance Test

Date	28 June 2025
Team ID	LTVIP2025TMID60720
Project Name	Calculating Family Expenses using ServiceNow
Maximum Marks	4 marks



Performance Testing Plan

Project: *Calculating Family Expenses Using ServiceNow*



Objective

To validate that the custom ServiceNow-based family expense tracking system performs reliably and responds within acceptable time limits during typical and peak user activity.



Performance Testing Goals

- Ensure **form submissions** and **dashboard rendering** occur without significant delays.
 - Confirm the system can **handle multiple concurrent users** (family members and admins).
 - Verify that **automated workflows** (notifications, budget alerts) trigger within the expected time.
 - Evaluate the **load capacity** and **response time** of key modules like:
 - Expense Entry
 - Budget Management
 - Report Generation
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Test Environment Setup

Component Configuration

Platform	ServiceNow Personal Developer Instance (PDI) or enterprise sandbox
Test Users	5–15 simulated users (admin + members)
Tools	ServiceNow ATF (Automated Test Framework), Postman (API load), or JMeter (optional for APIs)
Test Data	1,000+ dummy expense entries across categories and dates

Performance Metrics

Metric	Target Threshold
Form load time	≤ 3 seconds
Expense submission time	≤ 2 seconds
Dashboard load time	≤ 5 seconds
Workflow execution delay	≤ 3 seconds from trigger to alert
Concurrent user support	10+ users without slowdown
Report generation time	≤ 6 seconds for 1,000+ records

Test Scenarios

Test Case ID	Scenario	Expected Outcome
PT001	Submit a new expense	Data saved in ≤ 2 s
PT002	Load the budget management screen	Page renders within 3s
PT003	Generate monthly report with 500+ records	Report completes in ≤ 6 s
PT004	10 users logging expenses simultaneously	No crashes or excessive lag

Test Case ID Scenario		Expected Outcome
PT005	Budget exceeded – alert trigger	Notification sent within ≤3s
PT006	Dashboard visual update after entry	Update appears in ≤5s

Post-Test Cleanup

- Remove test entries and restore original configurations.
 - Reset user sessions and permissions if altered during testing.
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Conclusion & Reporting

- Compile results into a performance summary.
- Highlight any bottlenecks or failures with recommendations.
- Re-test after optimizations if needed.