

TEAM ID	LTVIP2025TMID29135
PROJECT NAME	Educational Organization Management Using ServiceNow









Educational Organization Management System — Functional and Performance Testing

Milestone: Workflow Implementation

◆ Purpose:

- Centralizes **student and faculty data** for real-time visibility.
 - Automates **admissions**, record updates, and course assignments.
 - Enhances administrative workflow efficiency with **status tracking**.
 - Generates accurate and timely **reports** for academic performance.
 - Improves **response time** through integrated notifications and validations.
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◆ Features & Use Cases:

-  Auto-updates **admission status** upon form approval
-  Streamlines **faculty assignment** through triggered tasks
-  Validates critical fields like email, DOB, and course selection
-  Displays real-time **form behavior** using UI Policies
-  Tracks academic progress in the **Student Progress Table**
-  Triggers email notifications upon workflow completion
-  Logs approval/rejection events via **audit records**
-  Helps generate reports like:
 - Enrollments by course
 - Attendance tracking

- Internal marks and grades

Workflow Activity Steps (Admission Module Example):

1. Create a new **Flow** in Flow Designer
2. Set **trigger** to Admission form submission
3. Add **approval step** for Admin or Principal role
4. Use **conditions** to check required fields
5. If approved:
 - Set status = "Admitted"
 - Trigger email confirmation to the student
6. Else:
 - Notify admin to update missing fields
7. Assign a faculty using a **Create Task** flow step
8. Log final status as "Approved", "Rejected", or "Pending"
9. Audit logs maintain workflow records for review

Performance Testing Overview:

Test Area	Result
Form Load Time	< 2 seconds (tested on Chrome & Edge)
Workflow Execution Time	< 3 seconds (Approval + Notification)
Field Responsiveness	Instant validation & field toggling
Stress Test	20+ records submitted without failure
UI Policy Check	Fields show/hide dynamically without lag

Testing Methodology:

- ✓ Manual testing on ServiceNow instance
 - ✓ Exploratory testing for edge-case coverage
 - ✓ Validation of field rules (e.g., DOB format, dropdowns)
 - ✓ End-to-End testing from **form fill → approval → update**
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✓ **Outcome:**

- All functionalities passed both **positive and negative test cases**
- No issues found during **multiple test iterations**
- Application is **stable, reliable, and ready** for deployment