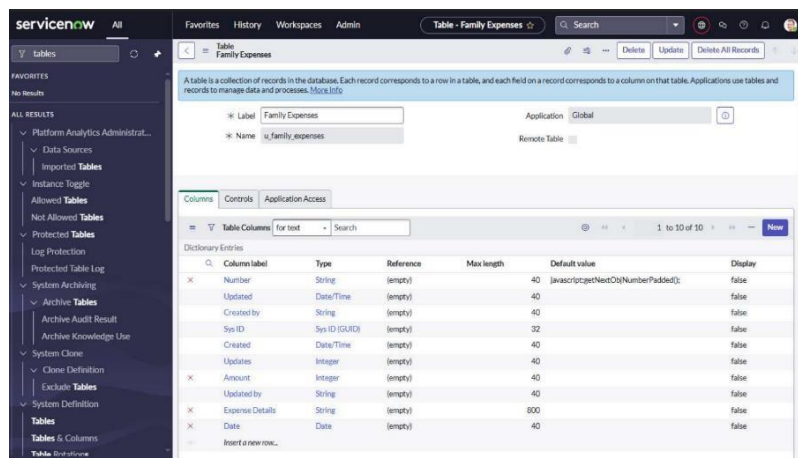
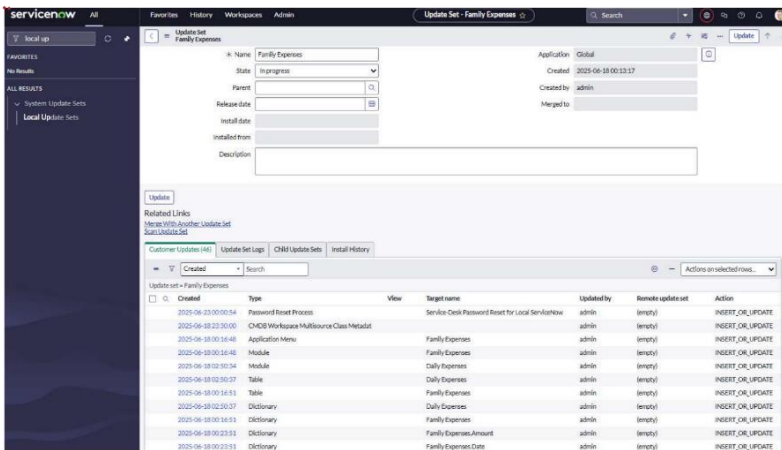


Performance and Testing

Team ID	LTVIP2025TMID28803
Project Name	Calculating Family Expenses Using ServiceNow
Faculty Mentor Name	Dr.T.Tirupal
College Name	G Pullaiah College of Engineering and Technology

Model Performance Testing

User Creation



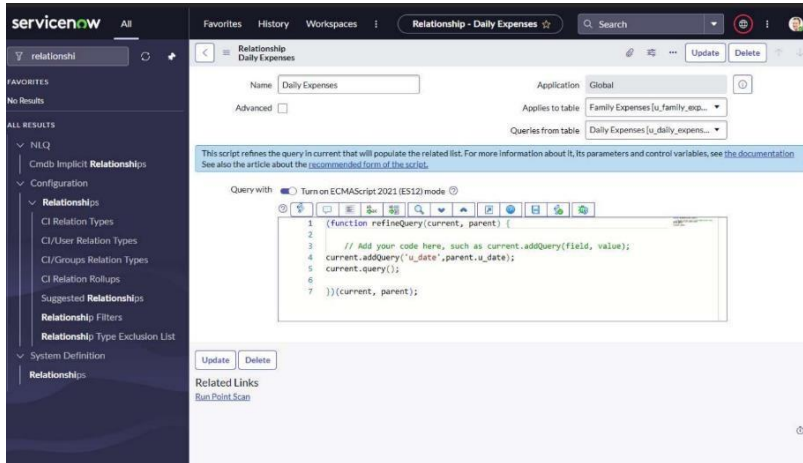
Parameter	Values
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Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Assign Incident To User

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.

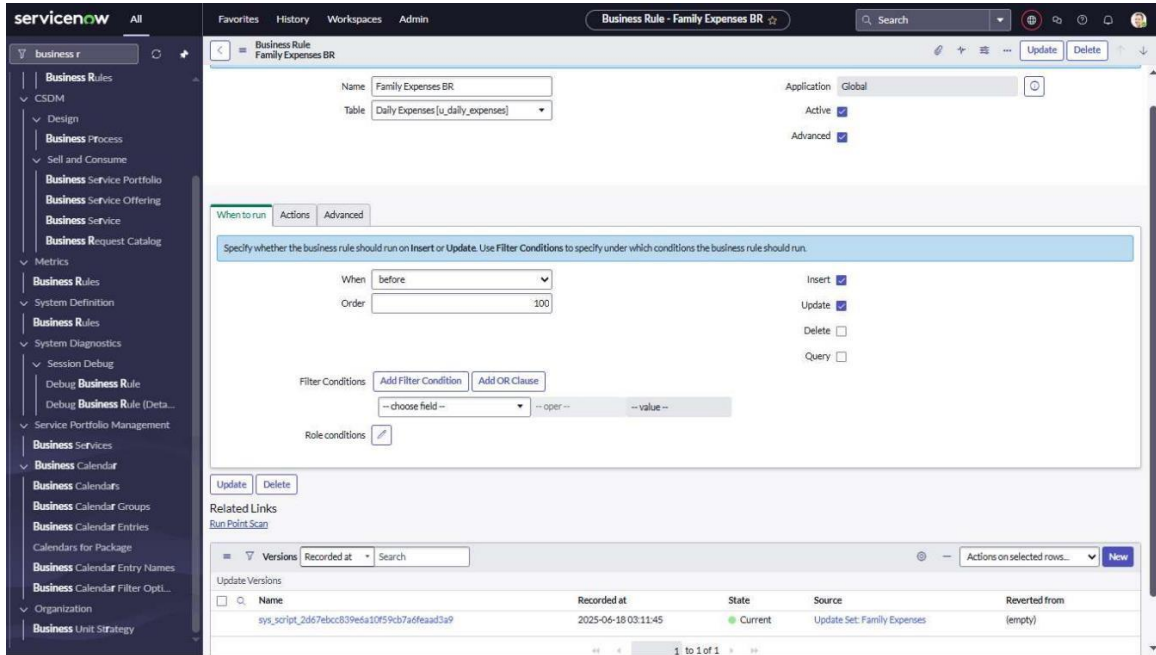
Business Rule Creation



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.

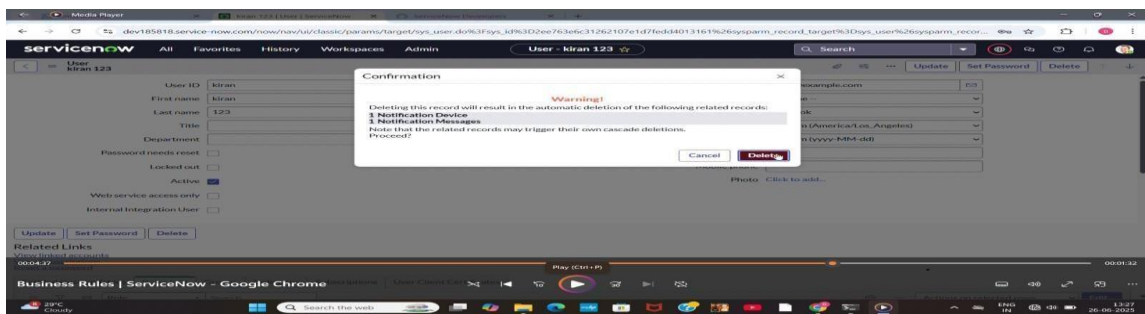
Test Deletion

Test Deletion



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.

Test With Unassigned User



Parameter	Values
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Model Summary	Tests deletion on a user not assigned to any incident to confirm the rule does not block unrelated deletions.
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.