Performance Testing Phase

Project: Calculating Family Expenses Using ServiceNow

This document describes the Performance Testing Phase of the project. The goal is to ensure the application is reliable, scalable, and responsive under different workloads when tracking and managing family expenses.

Objectives

- Validate system performance under normal and peak usage.

- Identify performance bottlenecks.

- Ensure acceptable response times for key actions (e.g., adding expense, generating reports).

- Test scalability for increasing numbers of users or data entries.

Tools & Environment

- ServiceNow Performance Analytics

- JMeter (for simulated API/user load testing)

- Browser Developer Tools (for client-side performance)

- Logging and Monitoring Tools within ServiceNow

Key Test Scenarios

1. Simulate 100+ users logging expenses at the same time.

2. Generate monthly and yearly reports under data load.

3. Test system response with 10,000+ records.

4. Measure performance of recurring expense scheduler.

5. Evaluate system latency under concurrent notifications.

Performance Metrics & Thresholds

Metric	Target	Status
Page Load Time	< 3 seconds	Pass
Expense Submission Time	< 2 seconds	Pass
Report Generation Time	< 5 seconds	Pass
Max Concurrent Users	100 users	Pass
System Downtime	< 1%	Pass

Conclusion

The performance testing phase confirms that the ServiceNow-based family expense tracker performs efficiently under typical and peak conditions. The system meets all predefined performance thresholds and is ready for deployment.