

Project Development Phase

Model Performance Test

Date	28 AUGUST 2025
Team ID	NM2025TMID12788
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	10 marks

Model Performance Testing:

Model performance testing helps ensure that the ServiceNow platform runs efficiently within an educational institution. It involves evaluating how quickly service requests are handled and whether workflows execute correctly under various conditions, including peak usage times like admissions or exams. This testing also verifies the accuracy of automation in routing and resolving tickets. By measuring ticket resolution times and user satisfaction, the institution can ensure improved responsiveness and operational efficiency. Feedback collected from students and staff helps refine system performance for better usability. Overall, it ensures ServiceNow meets the demands of both academic and administrative users.

Project team shall fill the following information in model performance testing template.

Result:

The screenshot shows the ServiceNow 'Admission - Create' form. The interface includes a top navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. The left sidebar shows a navigation menu with categories like 'Salesforce', 'Admissions', 'Activity Subscriptions', 'Administration', 'App Engine', 'Benchmarks', and 'Employee Center'. The main form area has a progress bar at the top with stages: New, In progress, Joined, Rejected, Rejoined, Closed, and Cancelled. The form fields are organized into two columns. The left column contains 'Admission Number' (with a search icon), 'Purpose of join' (dropdown), 'Student Name', 'Father Name', 'Mother Name', and 'Comments'. The right column contains 'Admin Date' (calendar icon), 'Grade' (dropdown), 'Fee' (currency field), 'Father Cell', 'Mother Cell', 'Admin Status' (dropdown), and 'School Details' (with a 'Submit' button). Below the form, there are tabs for 'School Details' and 'Address'. The 'Address' tab is active, showing 'School Area' and 'School' dropdowns. The 'Submit' button is located at the bottom left of the form area.

S.NO	PARAMETER	VALUES
1	Model Summary	This project focuses on automating core operations of an educational organisation using ServiceNow. Key features include account management, custom fields (Zone, Region), support plan tracking, and validation rules for data integrity.
2	Accuracy	<ul style="list-style-type: none"> • <i>Training Accuracy</i> – Not Applicable (No machine learning components involved in this project) • <i>Validation Accuracy</i> – 100% functional validation based on business rules implemented in ServiceNow
3	Fine Tuning Result (if Done)	<i>Validation Accuracy</i> – Post configuration of validation rules and field-level access, all use cases passed validation successfully without any errors