

Project Development Phase

Performance Testing (Platform Automation Validation)

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	4 Marks

1. Performance Testing Overview

This document presents the performance and validation testing results of the ServiceNow implementation titled 'Prevent User Deletion if Assigned to an Incident'. The testing validates Business Rule execution, system response time, query efficiency, and platform stability under multiple user deletion scenarios.

2. Performance Metrics & Results

S.No	Parameter	Observed Value	Expected Outcome	Result
1	Business Rule Execution	Triggered Successfully	Auto-trigger on deletion	Pass
2	Incident Assignment Validation	100% Accuracy	Block assigned users	Pass
3	Unassigned User Deletion	Allowed Successfully	Allow deletion	Pass
4	Average Response Time	< 1 Second	< 2 Seconds	Pass
5	Concurrent Deletion Attempts	Stable	No system crash	Pass
6	Error Message Display	Displayed Correctly	Clear validation message	Pass
7	Database Query Performance	Optimized GlideRecord	Efficient Query	Pass

3. Load & Stability Testing

Load testing was conducted by performing multiple deletion attempts on different user records within a short time interval. The ServiceNow platform maintained consistent performance and did not exhibit any latency spikes or execution failures.

4. System Reliability Assessment

The Business Rule executed reliably across all test cases. No data inconsistency or unintended deletions were observed. The validation mechanism maintained data integrity and adhered to ITSM compliance standards.

5. Conclusion

Performance testing confirms that the implemented ServiceNow solution is efficient, stable, secure, and compliant with enterprise standards. The validation mechanism operates within acceptable performance thresholds and is approved for production deployment.