

Project Development Phase

Performance Testing (Platform Automation Validation)

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| 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.