

Model Performance Testing

Creating an Update Set

The screenshot shows the 'Update Set' configuration page for 'Educational Organisation'. The form includes fields for Name, State, Parent, Release date, Install date, Installed from, and Description. On the right, there are fields for Application, Created, Created by, and Merged to. An 'Update' button is at the bottom left.

Field	Value
Name	Educational Organisation
State	In progress
Parent	
Release date	
Install date	
Installed from	
Description	
Application	Global
Created	2025-09-03 01:50:44
Created by	admin
Merged to	

Creating A Table

1. Creating Salesforce table

The screenshot shows the 'Table Salesforce' configuration page. It includes fields for Label, Name, and Extends table. On the right, there are checkboxes for 'Create module' and 'Create mobile module', a dropdown for 'Add module to menu', and a text field for 'New menu name'. Below these is a 'Remote Table' checkbox. The 'Columns' tab is active, showing a table of dictionary entries.

Column label	Type	Reference	Max length	Default value	Display
Fathers Cell	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Created by	String	(empty)	40		false
Updated by	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript.getNextObjNumberPadded();	true

2. Creating Admission Table

The screenshot shows the 'Table Admission' configuration page. It includes fields for Label, Name, and Extends table. On the right, there are fields for Application and Remote Table. The 'Columns' tab is active, showing a table of dictionary entries.

Column label	Type	Reference	Max length	Default value	Display
School Area	Choice	(empty)	40		false
Class	String	(empty)	40	javascript.current.getTableName();	false
Fee	Price	(empty)	20		false
Comments	String (Full UTF-8)	(empty)	255		false
Purpose of join	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	String	(empty)	32		false
Admission Number	Reference	Salesforce	32		false
Mandal	String	(empty)	40		false

3. Creating Student Progress Table

Table Student Progress

* Label: Student Progress

* Name: u_student_progress

Extends table: [Search]

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

New menu name: [Text]

Remote Table: ☐

Columns Controls Application Access

Table Columns: for text Search [New]

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Total	String	(empty)	40		false
Result	String	(empty)	40		false
Maths	String	(empty)	40		false
Social	String	(empty)	40		false

Creating Form:

1. Salesforce

Salesforce - Create SAL0001003

Application scope: Glo... Update set: Educational...

Admin Number: SAL0001003

Admin Date: 2025-09-11

Grade: III

Student Name: Elon Musk

Fathers Name: Trump

Mother Name: Aishwariya

Fathers Cell: [Text]

Mother Cell: [Text]

Submit

2. Admission

Admission[u_admission] New record

New In progress Joined Rejected Rejoined Closed Cancelled

Admission Number: SAL0001003

Admin Date: 2025-09-11

Purpose of join: Teacher

Grade: III

Student Name: Elon Musk

Fee: \$ 3,330.00

Fathers Name: Trump

Fathers Cell: 2345678

Mother Name: Aishwariya

Mother Cell: 765432

Admin Status: New

Comments: this is new admission

School Details Address

School Area: Near Market

School: Eswar It

3. Student Progress

New Section
New record

Admission Number: SAL0001004

Admin Date: 2025-09-11

Student Name: Elon Musk

Fathers Name: Trump

Mother Name: Aishwarya

Fathers Cell: 2345678

Mother Cell: 765432

Student Progress

Telugu	50
Hindi	60
English	90
Maths	80
Science	90
Social	99

Total: 469

Percentage: 78.16666666666666%

Result: Pass

Submit

In this project, performance testing is implemented to ensure that the ServiceNow platform can handle a large number of simultaneous service requests from students, faculty, and administrative staff without slowing down. Since the portal will be used for tasks like submitting requests, tracking status, and handling approvals, the system must remain stable during peak hours such as admission periods or exam seasons. To achieve this, test scenarios are created to simulate real-world usage by generating multiple concurrent user requests and monitoring system response time, page loading speed, and workflow execution time. Load testing tools and ServiceNow performance analytics are used to identify bottlenecks, such as slow database queries or overloaded workflows. Once these issues are detected, optimizations such as workflow tuning, caching adjustments, and resource allocation improvements are applied. This ensures that the system performs smoothly, remains scalable, and provides a consistent user experience even under heavy workload conditions.