

Model Performance Testing

Creating an Update Set

The screenshot shows the 'Update Set' configuration screen for an 'Educational Organisation'. The 'Name' field is set to 'Educational Organisation'. The 'State' dropdown is set to 'In progress'. The 'Release date' and 'Install date' fields are empty. The 'Description' field contains the text 'Test update set'. On the right side, there are fields for 'Application' (set to 'Global'), 'Created' (set to '2025-09-03 01:50:44'), 'Created by' (set to 'admin'), and 'Merged to'.

Creating A Table

1. Creating Salesforce table

The screenshot shows the 'Table' configuration screen for a table named 'Salesforce'. The 'Label' is set to 'Salesforce' and the 'Name' is 'u_salesforce'. The 'Extends table' field is empty. On the right, there are checkboxes for 'Create module' (checked), 'Create mobile module' (checked), 'Add module to menu' (set to '... Create new ...'), and 'New menu name' (empty). The 'Remote Table' checkbox is unchecked. Below the table configuration, the 'Table Columns' section lists several columns with their properties:

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' configuration screen for a table named 'Admission'. The 'Label' is set to 'Admission' and the 'Name' is 'u_admission'. The 'Extends table' field is set to 'Salesforce'. On the right, there is a 'Remote Table' checkbox which is checked. Below the table configuration, the 'Table Columns' section lists several columns with their properties:

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

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

2. Admission

3. Student Progress

The screenshot shows a 'New Section' form in ServiceNow. At the top, there are fields for 'Admission Number' (SAL0001004), 'Admin Date' (2025-09-11), 'Student Name' (Elon Musk), and 'Fathers Name' (Trump). Below these are fields for 'Mother Name' (Aishwarya), 'Fathers Cell' (2345678), and 'Mother Cell' (765432). A large section titled 'Student Progress' displays scores for various subjects: Telugu (50), Hindi (60), English (90), Maths (80), Science (90), and Social (99). The total score is 469, the percentage is 78.16666666666666%, and the result is Pass. There is also a 'Submit' button at the bottom.

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.