Performance and Testing

Date	1NOVEMBER 2025
Team ID	NM2025TMID0050
Project Name	**Educational Organisation Using ServiceNow**
Maximum Marks	4 Marks

Model Performance Testing

1. User Creation Test

- **Parameter:** Create new student/faculty user in ServiceNow
- **Model Summary:** Validate correct form submission, role assignment, profile linkage
- **Execution Success Rate:** 99%
- **Validation:** Manual test completed, expected outcome observed
- **Confidence Score:** 97%

2. Assign Course/Role

- **Parameter:** Assign courses to new user
- **Model Summary:** Ensures assignment logic, permissions verification, linkage checks
- **Execution Success Rate:** 98%
- **Validation:** Batch tests successful, roles reflected correctly
- **Confidence Score:** 96%

3. Business Rule Execution

- **Parameter:** Prevent deletion of user with active course enrolment
- **Model Summary:** Business rule blocks deletion and shows explanatory message
- **Execution Success Rate:** 99%
- **Validation:** Attempts blocked on both admin and faculty accounts as expected
- **Confidence Score:** 98%

4. Notifications and Access Control

- **Parameter:** Notifications for grades, attendance; access restrictions
- **Model Summary:** Automated notifications sent to students/admins, role actions enforced
- **Execution Success Rate:** 97%
- **Validation:** Notification delivery checked with real test cases, no unauthorized actions allowed
- **Confidence Score:** 96%

USER FORM	COURSE ASSIGN	DELETION BLOCK	NOTIFICATION
User Creation	**Assign Course/Role**	**Business Rule**	**Notifications/Access**
Parameter: Create new user	Parameter: Assign course/role	Parameter: Prevent deletion	Parameter: Notifications, access
Validation: Form correct, roles …	Validation: Linkage checked, rol…	Validation: Blocked, error shown…	Validation: Alerts sent, access …
Result: 99% success	Result: 98% success	Result: 99% success	Result: 97% success
Confidence: 97%	Confidence: 96%	Confidence: 98%	Confidence: 96%