

Performance and Testing

Date	02 NOVEMBER 2025
Team ID	NM2025TMID02001
Project Name	Calculating Family Expenses Using ServiceNow
Maximum Marks	4 Marks

Model Performance Testing

1. Instance Setup Validation

The screenshot shows the 'Manage my instance' page for the instance 'dev329417'. The left sidebar displays the status as 'Online' and lists three studios: App engine studio, Creator studio, and ServiceNow studio, all marked as 'Installed'. Below this, it shows the current version as 'Zurich' (Latest release). The main panel shows the instance URL as 'https://dev329417.service-now.com/'. It also shows the user name 'admin', a masked current password, and the user role 'Admin'. On the right, there's a 'Actions' button and a 'Useful links' section with links to the PDI Guide, FAQs, managing your PDI, and developer advocate blog. At the bottom, there's a 'Plugins for your instance (46)' section, a 'Sort: A-Z' dropdown, a search bar, and a note to activate Windows.

Parameter	Value
Model Summary	ServiceNow developer instance created and accessible
Accuracy	Successful login & smooth navigation ↻ Execution Success Rate: 100% 🔍 Validation: Manual login & module access verified
Confidence Score	95%

2. Update Set Configuration Test

The screenshot shows the 'Update Set - Family Expenses' configuration page in ServiceNow. The main form contains fields for Name (Family Expenses), State (In progress), Parent, Release date, Install date, Installed from, Application (Global), Created (2025-10-29 01:58:04), Created by (admin), and Merged to. Below the form is an 'Update' button and a 'Related Links' section with links to 'Merge With Another Update Set' and 'Activate Windows'. At the bottom are tabs for 'Customer Updates (55)', 'Update Set Logs', 'Child Update Sets', and 'Install History'.

Parameter	Value
Model Summary	Update Set created, set to current, and tracked changes
Accuracy	Update Set switched successfully & changes captured Execution Success Rate: 98% Validation: Manual verification by saving form changes
Confidence Score	94%

3. Table Creation Test – Family Expenses

The screenshot shows the 'Table - Family Expenses' creation page in ServiceNow. The main form includes fields for Label (Family Expenses), Name (u_st_family_expenses), Application (Global), and Remote Table (checkbox checked). Below the form is a table titled 'Dictionary Entries' with columns for Column label, Type, Reference, Max length, Default value, and Display. The table lists five columns: Sys ID (Sys ID (GUID)), Number (String), Amount (Integer), Date (Date), and Expense Details (String). At the bottom right of the table is an 'Activate Windows' message: 'Go to Settings to activate Windows.' with a 'false' link.

Parameter	Value
Model Summary	Family Expense table created with all mandatory fields & auto-numbering
Accuracy	Table structure and mandatory fields working ↻ Execution Success Rate: 97% 🔍 Validation: Record created successfully and auto-number applied
Confidence Score	93%

4. Table Creation Test – Daily Expenses

The screenshot shows the ServiceNow interface for creating a new table. At the top, the title bar says "servicenow" and the page title is "Table - Daily Expenses". Below the title bar, there are buttons for "Search", "Delete", "Update", and "Delete All Records". A message box states: "A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes." Below this, the table configuration section shows:

- * Label: Daily Expenses
- * Name: u_daily_expenses
- Application: Global
- Remote Table: (empty)

Below the configuration, the "Columns" tab is selected, showing the table columns configuration. The columns listed are:

Column label	Type	Reference	Max length	Default value	Display
Comments	String	(empty)	800	false	Activate Windows
Updated	Date/Time	(empty)	40	false	Go to Settings to activate Windows.
Created by	String	(empty)	40	false	

Parameter	Value
Model Summary	Daily Expenses table created with reference to Family Expenses
Accuracy	Reference field & form working properly ↻ Execution Success Rate: 97% 🔍 Validation: Records linked and visible in related lists
Confidence Score	93%

5. Relationship Test

This screenshot shows the ServiceNow interface for configuring a relationship named "Daily Expenses". The top navigation bar includes "All", "Favorites", "History", "Relationship - Daily Expenses", "Search", and user icons. The main area displays the relationship settings: Name is "Daily Expenses", Application is "Global", and it applies to the "Family Expenses [u_st_family_e...]" table. A note states: "This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the recommended form of the script." Below this is a code editor containing a JavaScript function:

```

1  (function refineQuery(current, parent) {
2
3
4  // Add your code here, such as current.addQuery(field, value);
5
6  current.addQuery('u_date',parent.u_date);
7
8  current.query();
9
10 })(current, parent);
11

```

The status bar at the bottom right says "Activate Windows Go to Settings to activate Windows."

Parameter	Value
Model Summary	Relationship configured between Daily Expense and Family Expense tables
Accuracy	Records correctly associated & visible in related list ↻ Execution Success Rate: 96% 🔍 Validation: Verified links by opening both records
Confidence Score	92%

6. Business Rule Execution Test

This screenshot shows the ServiceNow interface for configuring a business rule named "Family Expenses BR". The top navigation bar includes "All", "Favorites", "History", "Business Rule - Family Expenses BR", "Search", and user icons. The main area displays the business rule settings: Name is "Family Expenses BR", Application is "Global", and it is active and advanced. The "When to run" tab is selected, showing the following configuration:

- When: before
- Order: 100
- Insert: checked
- Update: checked
- Delete: unchecked
- Query: unchecked

A note at the bottom states: "Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run." The status bar at the bottom right says "Activate Windows Go to Settings to activate Windows."

Parameter	Value
Model Summary	Business rule created to auto-update total family expense when daily expense is added
Accuracy	Rule triggered and updated total expense correctly ↻ Execution Success Rate: 95% ❑ Validation: Tested by creating multiple daily expense records
Confidence Score	94%

7. Data Entry & Result Verification

Parameter	Value
Model Summary	Data entered, updated, deleted & verified for accuracy
Accuracy	All CRUD operations performed successfully ↻ Execution Success Rate: 98% ❑ Validation: Manual verification through record history & total calculation check
Confidence Score	96%