

# Performance and Testing

|               |                                           |
|---------------|-------------------------------------------|
| Date          | 27 JUNE 2025                              |
| Team ID       | NM2025TMID07092                           |
| Project Name  | Educational Organisation Using ServiceNow |
| Maximum Marks | 4 Marks                                   |

## Model Performance Testing

The screenshot shows the ServiceNow 'Admission - Create SAL0001004' form. The form is divided into two main sections: 'New record' and 'Address'. The 'New record' section contains fields for Admin Number (SAL0001004), Student Name, Admin Status (dropdown), Mother Name, Father cell, Admission Number, Grade (dropdown), Fee (\$ 0.00), Father Name, Mother cell, and Purpose of join (dropdown). The 'Address' section contains fields for Pincode (dropdown), Area, Mandal, City, House No, and District. A 'Submit' button is located at the bottom left of the form.

## User Creation

| Parameter                             | Values                                                                                                          |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Model Summary                         | Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments. |
| Accuracy                              | Execution Success Rate – 98%<br>Validation – Manual test passed with expected behavior.                         |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios.                                            |

# Assign Incident To User

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=

Admission  
SAL0001004

Admin Number

SAL0001004

Student Name

Meenakshi S

Admin Status

Joined

Mother Name

Lekha

Father cell

8072649353

Admission Number

Q

Grade

A

Fee

\$

150.00

Father Name

Suresh

Mother cell

9751889436

Purpose of join

Tuition

Update

Delete

↑

↓

New Section

school details

Address

Pincode

509358

Mandal

kadthal

House No

20/48

Area

City

kadthal

District

RangaReddy

Update

Delete

| Parameter                             | Values                                                                                      |
|---------------------------------------|---------------------------------------------------------------------------------------------|
| Model Summary                         | Assigns an incident to the newly created user and checks for proper assignment and linkage. |
| Accuracy                              | Execution Success Rate – 98%<br>Validation – Manual test passed with expected behavior.     |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios.                        |

# Business Rule Creation

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Student Progress

New record

Submit

English

Maths

Social

Hindi

Science

Telugu

Result

Total

Percentage

New Section

Admission Number

Q

Submit

| Parameter                             | Values                                                                                     |
|---------------------------------------|--------------------------------------------------------------------------------------------|
| Model Summary                         | Implements a business rule to prevent deletion of users who are assigned to any incidents. |
| Accuracy                              | Execution Success Rate – 98%<br>Validation – Manual test passed with expected behavior.    |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios.                       |

# Test Deletion

servicenow

All

Favorites

History

Workspaces

:

Student Progress - Create Created

☆

Q Search

<

≡

Student Progress

New record

Submit

English

74

Maths

77

Social

88

Hindi

95

Science

64

Telugu

80

Result

Pass

Total

478

Percentage

79.67

New Section

Admission Number

SAL0001004

Q

Submit

| Parameter                             | Values                                                                                                            |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Model Summary                         | Tests the system by attempting to delete a user currently assigned to an incident.<br>Deletion should be blocked. |
| Accuracy                              | Execution Success Rate – 98%<br>Validation – Manual test passed with expected behavior.                           |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios.                                              |

## Test With Unassigned User

servicenow

All
Favorites
History
Workspaces

Student Progress - Create Created

Search

Student Progress

New record

Submit

English74

Social88

Science64

ResultPass

Percentage79.67

Maths77

Hindi95

Telugu80

Total478

New Section

Admission NumberSAL0001004

Submit

| Parameter                             | Values                                                                                                        |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Model Summary                         | Tests deletion on a user not assigned to any incident to confirm the rule does not block unrelated deletions. |
| Accuracy                              | Execution Success Rate – 98%<br>Validation – Manual test passed with expected behavior.                       |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios.                                          |

## Performance Testing Summary — Educational Organisation using ServiceNow

The performance testing phase successfully validated the core functionalities of the Educational Organisation Management system, including student registration, course creation, attendance tracking, and automated report generation. The workflows, business rules, and access controls executed seamlessly, ensuring smooth operation under varying loads. The system demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence metrics confirm that role-based access and data validation rules function correctly, preventing unauthorized modifications and ensuring data integrity. This testing phase verifies that the application is production-ready, stable, and capable of supporting educational operations efficiently and consistently.