

Date:	2 November 2025
Project Title:	Calculating Family Expenses using ServiceNow
Team ID:	NM2025TMID08734
NMID:	9B5B88F11C4E8D6B5CC49E939637B00D

Performance Testing for Calculating Family Expenses using ServiceNow

Objective

The primary objective of performance testing is to ensure that the Family Expense Calculation application developed on ServiceNow performs efficiently under expected and peak load conditions. The goal is to identify performance bottlenecks and optimize system response time, scalability, and resource utilization.

Scope

The performance testing covers: Expense data entry and submission by multiple users, automatic calculation and aggregation of expenses (monthly/annual), report generation and dashboard loading, API integrations with ServiceNow database tables, and workflow execution for approval and notifications.

Performance Metrics

Metric	Description	Target Benchmark
Response Time	Time taken to process an expense entry and display the result.	< 3 seconds
Throughput	Number of transactions processed per second.	≥ 50 TPS
Concurrent Users	Number of users supported simultaneously.	100 users
CPU & Memory Utilization	Resource usage under load.	CPU < 70%, Memory < 75%
Error Rate	Percentage of failed transactions.	< 2%

Tools and Environment

Category	Details
Platform	ServiceNow (Now Platform)
Testing Tool	JMeter / LoadRunner
Database	ServiceNow internal tables (Expense, User, Family)
Environment	ServiceNow Developer Instance
Network	Cloud-hosted environment with stable connectivity

Conclusion

The Family Expense Calculation module built on ServiceNow meets all defined performance benchmarks. The system demonstrates excellent scalability and stability under normal and stress

conditions. Further optimization may focus on API response caching and query efficiency to enhance speed during report generation.