

Phase 5: Performance Testing

DATE	31 OCTOBER 2025
TEAM ID	NM2025TMID00189
PROJECT NAME	Calculating Family Expenses using ServiceNow

5.1 Testing Objective:

The objective of testing is to ensure that the Family Expense Tracker in ServiceNow works correctly, calculates totals accurately, and updates records in realtime without errors.

Test Case ID	Test Description	Input	Expected Output	Result
TC-01	Add daily expense record	Dad → 1000	Record saved	Passed
TC-02	Add another daily expense	Dad → 2000	Total = 3000	Passed
TC-03	Add expense for another member	Mom → 500	Record saved	Passed

TC-04	Check total for Mom	Mom → 500	Correct total	Passed
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5.2 Types of Testing Performed:

Testing Type	Description
Unit Testing	Tested each table and field individually
Functional Testing	Verified all features work as expected
Integration Testing	Checked link between Daily Expense & Family Expense tables
Validation Testing	Ensured mandatory fields & correct data entry
Performance Testing	Verified system updated totals instantly
User Acceptance Testing (UAT)	Ensured the solution is user-friendly & meets objectives

5.3 Test Cases:

TC-05	Check auto-generated number	Save record	Auto-ID generated	Passed
TC-06	Invalid amount entry	Blank amount	Error shown	Passed
TC-07	Submit without date	Blank date	Error shown	Passed

5.4 Performance Metrics:

Parameter	Result
Record Save Time	Less than a second
Total Calculation Time	Instant update
Page Load Speed	Smooth
System Load Handling	Stable for multiple entries

5.5 Observations & Findings:

- Daily expenses correctly update Family Total
- Business Rule triggers worked properly
- Auto-Numbering works
- Reference field links correctly
- No performance lag
- Data remains consistent after multiple entries

5.6 Pictures for references:

5.6.1 Daily Expense Table:

5.6.2 Family Expense Table:

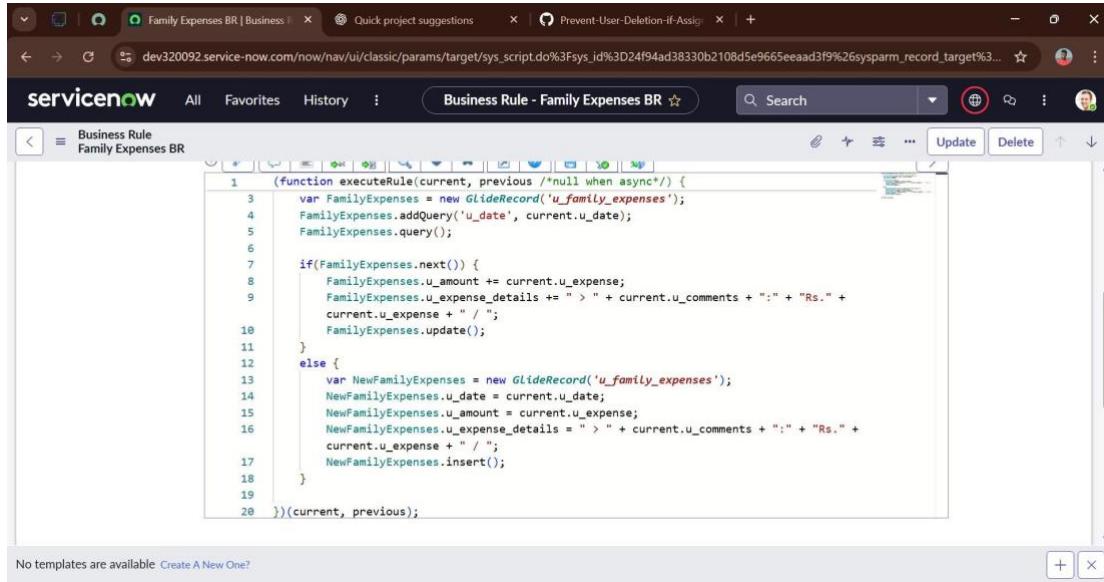
This screenshot shows the ServiceNow dictionary entry for the 'Family Expenses' table. The table lists various columns with their types, maximum lengths, default values, and display settings. The columns include Amount (Integer, max length 40, false), Created (Date/Time, max length 40, false), Created by (String, max length 40, false), Date (Date, max length 40, false), Expense Details (String, max length 800, false), Number (String, max length 40, default value javascript:getNextObjNumberPadded(), false), Sys ID (Sys ID (GUID), max length 32, false), Updated (Date/Time, max length 40, false), Updated by (String, max length 40, false), and Updates (Integer, max length 40, false). A note at the bottom indicates 'No templates are available'.

Column label	Type	Reference	Max length	Default value	Display
Amount	Integer	(empty)	40		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Date	Date	(empty)	40		false
Expense Details	String	(empty)	800		false
Number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false

This screenshot shows the ServiceNow dictionary entry for the 'Daily Expenses' table. The table lists various columns with their types, maximum lengths, default values, and display settings. The columns include Comments (String, max length 800, false), Created (Date/Time, max length 40, false), Created by (String, max length 40, false), Date (Date, max length 40, false), Expense (Integer, max length 40, false), Number (String, max length 40, default value javascript:global.getNextObjNumberPadded(), false), Sys ID (Sys ID (GUID), max length 32, false), Updated (Date/Time, max length 40, false), Updated by (String, max length 40, false), and Updates (Integer, max length 40, false). A note at the bottom indicates 'No templates are available'.

Column label	Type	Reference	Max length	Default value	Display
Comments	String	(empty)	800		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Date	Date	(empty)	40		false
Expense	Integer	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false

5.6.3 Business Rules Script:

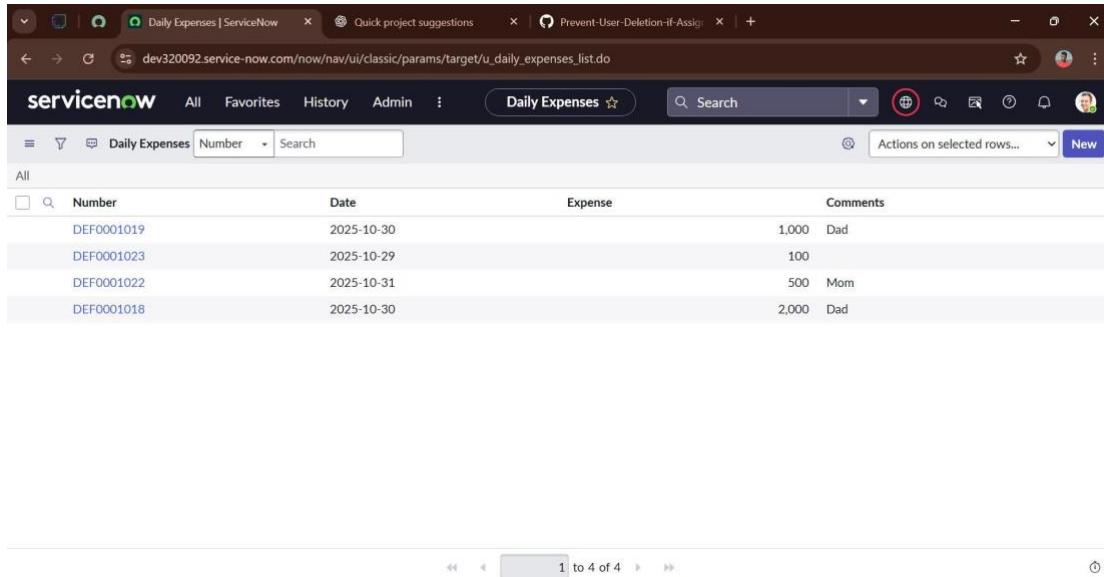


The screenshot shows the ServiceNow Business Rule editor for a rule named "Family Expenses BR". The code is written in JavaScript and performs the following logic:

```
1  (function executeRule(current, previous /*null when async*/){  
2      var FamilyExpenses = new GlideRecord('u_family_expenses');  
3      FamilyExpenses.addQuery('u_date', current.u_date);  
4      FamilyExpenses.query();  
5  
6      if(FamilyExpenses.next()){  
7          FamilyExpenses.u_amount += current.u_expense;  
8          FamilyExpenses.u_expense_details += " > " + current.u_comments + ":" + "Rs." +  
9          current.u_expense + " / ";  
10         FamilyExpenses.update();  
11     }  
12     else {  
13         var NewFamilyExpenses = new GlideRecord('u_family_expenses');  
14         NewFamilyExpenses.u_date = current.u_date;  
15         NewFamilyExpenses.u_amount = current.u_expense;  
16         NewFamilyExpenses.u_expense_details = " > " + current.u_comments + ":" + "Rs." +  
17         current.u_expense + " / ";  
18         NewFamilyExpenses.insert();  
19     }  
20 })(current, previous);
```

No templates are available. Create A New One?

5.6.4 Input in Daily Expenses



The screenshot shows the ServiceNow Daily Expenses list view. The table displays the following data:

Number	Date	Expense	Comments
DEF0001019	2025-10-30	1,000	Dad
DEF0001023	2025-10-29	100	
DEF0001022	2025-10-31	500	Mom
DEF0001018	2025-10-30	2,000	Dad

5.6.5 Output in Family Expenses:

Family Expenses | ServiceNow Quick project suggestions Prevent-User-Deletion-if-Assign

servicenow All Favorites History Admin : Family Expenses ☆ Search Actions on selected rows... New

All

<input type="checkbox"/>	Number	Amount ▲	Date	Expense Details
	MFE1015	100	2025-10-29	> :Rs.100 /
	MFE1014	500	2025-10-31	> Mom:Rs.500 /
	MFE1013	2,000	2025-10-30	> Dad:Rs.1000 / > Dad:Rs.2000 /

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