# PERFORMANCE AND TESTING

| Date | 02 NOV 2025 |
|---|---|
| Team ID | NM2025TMID01660 |
| Project Name | Streamlining Ticket Assignment for efficient support operations |
| Maximum mark | 4 marks |

MODEL PERFORMANCE TESTING

CREATE USER

User
New record

ⓘ To set up the User's password, save the record and then click Set Password.    ✕

| | | |
|---|---|---|
| User ID | katherine pierce | Email |
| First name | katherine | Language | -- None -- |
| Last name | pierce | Calendar integration | Outlook |
| Title | | Time zone | System (Etc/UTC) |
| Department | | Date format | System (yyyy-MM-dd) |
| Password | | Business phone | |
| Password needs reset | ☐ | Mobile phone | |
| Locked out | ☐ | Photo | Click to add... |
| Active | ☑ | | |
| Web service access only | ☐ | | |
| Internal Integration User | ☐ | | |

# CREATE ROLE

Role
certification_role                                                                              Update    Delete

| | |
|---|---|
| Name | certification_role |
| | Application    Global |
| | Elevated privilege    ☐ |
| Description | can deal with certification |

Update    Delete

Related Links
Run Point Scan

Contains Roles | Applications with Role | Modules with Role | Custom Tables

for text ▾    Search                                                                ⚙ — New Edit...

Role = certification_role

🔍    Contains

No records to display

# CREATE TABLE

Table
New record                                                                                                    Submit    Cancel

ⓘ ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.                                                                                                         ✕

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. More Info

| ✳ Label | operations related | | Application | Global | ⓘ |
| ✳ Name | u_operations_related | | Create module | ☑ |
| Extends table | | | Create mobile module | ☑ |
| | | | Add module to menu | -- Create new -- |
| | | | New menu name | operations related |

**Columns** | Controls | Application Access

☰ ▽ ▣  Table Columns   for text ▾   Search                                                                    ⚙  —

Dictionary Entries

| | Column label | Type | Reference | Max length | Default value | Display |
|---|---|---|---|---|---|---|
| + | Insert a new row... | | | | | |

# ASSIGN ROLE TO TABLE

Table
operations related                                                                          Delete    Update    Delete All Records

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. More Info

| ✳ Label | operations related | | Application | Global | ⓘ |
| ✳ Name | u_operations_related | | | | |

**Columns** | Controls | Application Access

☰ ▽ ▣  Table Columns   for text ▾   Search                                     ⚙  ◀◀  ◀   1  to 14 of 14   ▶  ▶▶   —   New

Dictionary Entries

| | Column label | Type | Reference | Max length | Default value | Display |
|---|---|---|---|---|---|---|
| | Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| | Created | Date/Time | (empty) | 40 | | false |
| ✕ | name | String | (empty) | 40 | | false |
| ✕ | priority | String | (empty) | 40 | | false |
| | Updated by | String | (empty) | 40 | | false |
| | Updates | Integer | (empty) | 40 | | false |

# CREATE ACL

Access Control
u_operations_related

| Type | record | | Application | Global | ⓘ |
| Operation | read | | Active | ☑ |
| Decision Type | Allow If | | Advanced | ☑ |
| Admin overrides | ☑ | | | |
| Protection policy | -- None -- | | | |
| Name | u_operations_related | | | |
| Description | Default access control on u_operations_related | | | |
| Applies To | No. of records matching the condition: 0 🔗 | | | |
| | (empty) | | | |

## Conditions                                                                                                                    ⌄

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
  1. Allow Access: Allows access to a resource if all conditions are met.
  2. Deny Access: Denies access to a resource unless all conditions are met.

More Info

# CREATE FLOW

## 1. Search for flow design