

# Performance and Testing

<b>Date:</b>	1 NOVEMBER 2025
<b>Team ID:</b>	NM2025TMID02509
<b>Project Name:</b>	<i>Streamlining Ticket Assignment for Efficient Support Operations</i>
<b>Maximum Marks:</b>	4 Marks

## MODEL PERFORMANCE TESTING

### CREATE USER

The screenshots show the 'User' creation form in ServiceNow. Both users have been created with the following details:

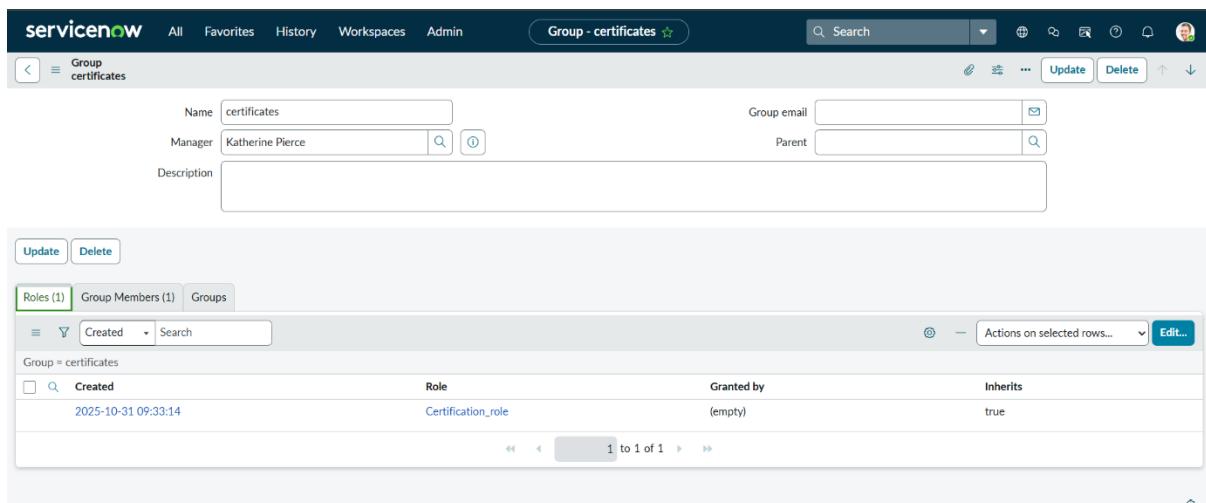
- User ID:** manne.niranjan, katherine.pierce
- Email:** niranjanreddymanne2507@gmail.com, katherine.pierce@gmail.com
- Identity type:** Human
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los\_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (Not specified)
- Mobile phone:** (Not specified)
- Photo:** Click to add...
- Status:** Active (checked)
- Internal Integration User:** (unchecked)
- Locked out:** (unchecked)
- Password needs reset:** (unchecked)

**Related Links:**

- View linked accounts
- View Subscriptions
- Reset a password

**Entitled Custom Tables:** Roles (1), Groups (1), Delegates, Subscriptions, User Client Certificates

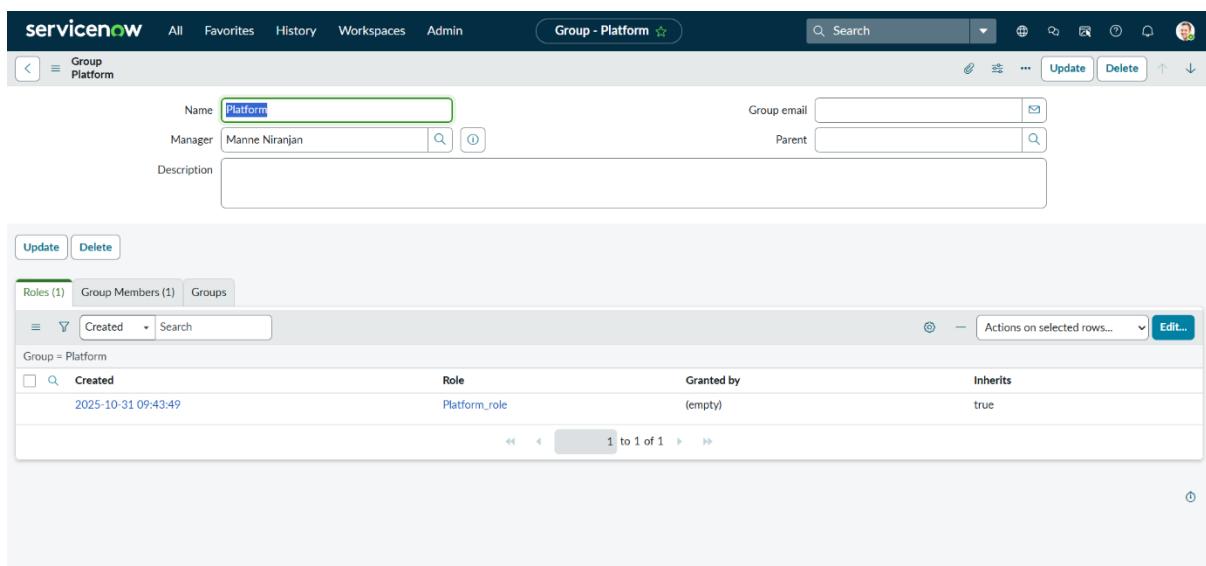
## CREATE GROUPS



The screenshot shows the 'Group - certificates' creation screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Group - certificates'. The main form fields are: Name (certificates), Manager (Katherine Pierce), Group email, Parent, and Description. Below the form is a table showing one role entry:

Created	Role	Granted by	Inherits
2025-10-31 09:33:14	Certification_role	(empty)	true

Buttons at the bottom include 'Update' and 'Delete'.

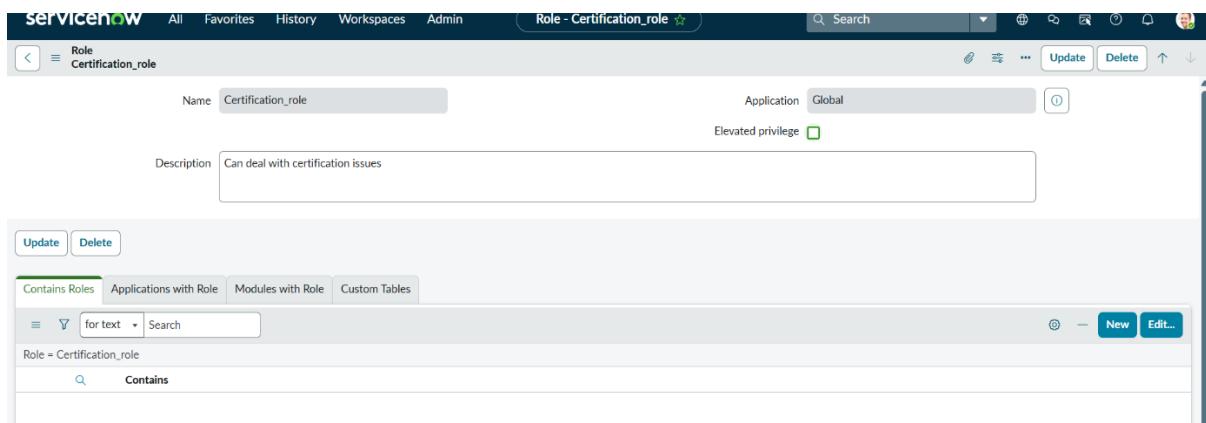


The screenshot shows the 'Group - Platform' creation screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Group - Platform'. The main form fields are: Name (Platform), Manager (Manne Niranjan), Group email, Parent, and Description. Below the form is a table showing one role entry:

Created	Role	Granted by	Inherits
2025-10-31 09:43:49	Platform_role	(empty)	true

Buttons at the bottom include 'Update' and 'Delete'.

## CREATE ROLES



The screenshot shows the 'Role - Certification\_role' creation screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Role - Certification\_role'. The main form fields are: Name (Certification\_role), Application (Global), Elevated privilege (unchecked), and Description (Can deal with certification issues). Below the form is a table showing one role entry:

Contains Roles	Applications with Role	Modules with Role	Custom Tables
for text	Search		

Buttons at the bottom include 'Update' and 'Delete'.

Name: Platform\_role

Application: Global

Elevated privilege:

Description: Can deal with platform related issues

Contains Roles: Platform\_role

## CREATE TABLES

Column label	Type	Reference	Max length	Default value	Display
Priority	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Comment	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
Name	String	(empty)	40		false
Created by	String	(empty)	40		false
Assigned to group	Reference	Group	32		false
Created	Date/Time	(empty)	40		false
Issue	Choice	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Assigned to user	Reference	User	32		false

## ASSIGN ROLES TO TABLE

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	write	record	true	admin	2025-10-31 08:47:39
u_operations_related	Allow If	create	record	true	admin	2025-10-31 08:47:38
u_operations_related	Allow If	read	record	true	admin	2025-10-31 08:47:39
u_operations_related	Allow If	delete	record	true	admin	2025-10-31 08:47:39
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-01 01:25:58
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-01 01:23:58
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-01 01:20:29
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-01 01:16:19
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-01 01:22:31

## CREATE ACL

u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-01 01:25:58
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-01 01:23:58
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-01 01:20:29
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-01 01:16:19
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-01 01:22:31

The screenshot shows the ServiceNow Access Controls interface. A new ACL entry is being created for the table 'u\_operations\_related.u\_issue'. The configuration includes:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: -- None --
- Name: u\_operations\_related.u\_issue
- Description: (empty)
- Applies To: (empty)

The 'Conditions' section is collapsed.

## CREATE A FLOW

The screenshot shows the ServiceNow Flow builder for a flow named 'Regarding Certificate'. The flow consists of:

- TRIGGER:** Operations related Created or Updated where (Issue is regarding certificates)
- ACTIONS:**
  - 1 Update Operations related Record
- ERROR HANDLER:** (disabled)

The right panel displays the available actions categorized under Data, Trigger, and Update Record.

The screenshot shows the configuration of the trigger for the 'Regarding Certificate' flow. The trigger is set to 'Operations related Created or Updated where (Issue is regarding certificates)'. The condition is defined as:

- Trigger: Created or Updated
- \* Table: Operations related [u\_operation...]
- Condition: All of these conditions must be met:
  - Issue is regarding certificates
  - or
  - New Criteria
- Run Trigger: For every update

The right panel displays the available actions categorized under Data, Trigger, and Update Record.

**Regarding Certificate** (Active)    

ACTIONS

1  Update Operations related Record 

Action Properties

Action: Update Record

Action Inputs

- \* Record: Trigger... > Operations related...
- \* Table: Operations related [u\_operation...]
- \* Fields: Assigned to group  certificates 



**Data**            

**Regarding Platform** (Active)    

TRIGGER

 Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS

1  Update Operations related Record 



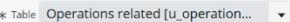
ERROR HANDLER 

If an error occurs in your flow, the actions you add here will run.

**Data**            

**Regarding Platform** (Active)    

Trigger: Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

Trigger: Created or Updated  

Condition: All of these conditions must be met

Issue is unable to login to platform  

or

All of these conditions must be met

Issue is 404 error  

or

All of these conditions must be met

Issue is regarding user expired  

or 

Run Trigger: For every update 

**Data**            

**Regarding Platform** Active

**ACTIONS**

1 Update Operations related Record

**Action Properties**

Action: Update Record

**Action Inputs**

\* Record: Trigger ... Operations relate...  
 \* Table: Operations related [u\_operation...]  
 \* Fields: Assigned to group: Platform  
 + Add field value

**Data** Collapse All

Trigger - Record Created or Updated

- Operations related Record
- Changed Fields
- Operations related Table
- Run Start Time UTC
- Run Start Date/Time

1 - Update Record

- Operations related Record
- Operations related Table
- Action Status

**Test** **Edit flow** **Deactivate**

## FINAL OUTPUT

Operations related  
New record

Service request No	Issue
Name	-- None --
Comment	Assigned to user
Assigned to group	Priority
	Ticket raised Date

**Submit**

Operations related  
abc

Service request No	Issue
Name	-- None --
Comment	Assigned to user
Assigned to group	Priority
	Ticket raised Date

**Update** **Delete**

	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket raised Date
	Search	Search	Search	Search	Search	Search	Search	Search

abc certificates (empty) not working properly regarding certificates (empty)