

Performance and Testing

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

MODEL PERFORMANCE TESTING

CREATE USER

The screenshot shows the 'Create User' form in ServiceNow for a user named Manne Niranjana. The form is divided into two main sections: user identification and profile details. The user ID is 'manne.niranjana', and the email is 'niranjareddymanne2507@gmail.com'. The user is set to be 'Active' and is an 'Internal Integration User'. The form includes fields for first name, last name, title, department, and various system settings like identity type, language, calendar integration, time zone, and date format. There are also checkboxes for 'Password needs reset', 'Locked out', and 'Active'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', along with 'Related Links' and a table for 'Entitled Custom Tables'.

servicenow All Favorites History Workspaces Admin User - Manne Niranjana

User ID: manne.niranjana

First name: Manne

Last name: Niranjana

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Internal Integration User: ☐

Email: niranjareddymanne2507@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

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

Table Search

The screenshot shows the 'Create User' form in ServiceNow for a user named Katherine Pierce. The form is divided into two main sections: user identification and profile details. The user ID is 'Katherine.Pierce', and the email is empty. The user is set to be 'Active' and is an 'Internal Integration User'. The form includes fields for first name, last name, title, department, and various system settings like identity type, language, calendar integration, time zone, and date format. There are also checkboxes for 'Password needs reset', 'Locked out', and 'Active'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', along with 'Related Links' and a table for 'Entitled Custom Tables'.

servicenow All Favorites History Workspaces Admin User - Katherine Pierce

User ID: Katherine.Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Internal Integration User: ☐

Email:

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

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

Table Search

CREATE GROUPS

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AllFavoritesHistoryWorkspacesAdmin

Group - certificates

Search

UpdateDelete

Group certificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Group = certificates

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

1 to 1 of 1

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - Platform

Search

UpdateDelete

Group Platform

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Group = Platform

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

1 to 1 of 1

CREATE ROLES

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AllFavoritesHistoryWorkspacesAdmin

Role - Certification_role

Search

UpdateDelete

Role Certification_role

NameCertification_role

ApplicationGlobal

Elevated privilege

DescriptionCan deal with certification issues

UpdateDelete

Contains RolesApplications with RoleModules with RoleCustom Tables

for textSearch

Role = Certification_role

Contains

servicenow All Favorites History Workspaces Admin **Role - Platform_role** Search

Role Platform_role Update Delete

Name Platform_role Application Global Elevated privilege ☐

Description Can deal with platform related issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = Platform_role

Contains

CREATE TABLES

servicenow All Favorites History Workspaces Admin **Table - Operations related** Search

Table Operations related Delete Update Delete All Records

Table Columns for text Search

Dictionary Entries

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

servicenow All Favorites History Workspaces Admin **Table - Operations related** Search

Table Operations related Delete Update Delete All Records

Show Schema Map Add to Service Catalog Run Point Scan Explore REST API

Access Controls (9) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Name Search Actions on selected rows...

Access Controls

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

1 to 9 of 9

CREATE ACL

<input type="checkbox"/>		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
<input type="checkbox"/>		u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-01 01:22:31

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All

Favorites

History

Workspaces

Admin

Access Controls

Search

Access Control

u_operations_related.u_issue

Type: record

Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

Name: u_operations_related.u_issue

Description:

Applies To: (empty)

Application: Global

Active: ☒

Advanced: ☐

Conditions

CREATE A FLOW

Regarding Certificate

Active

View:

Test

Edit flow

Deactivate

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

ACTIONS

1 Update Operations related Record

Add an Action, Flow Logic, or Subflow

ERROR HANDLER

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

Regarding Certificate

Active

View:

Test

Edit flow

Deactivate

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operation...]

Condition: All of these conditions must be met

Issue is regarding certificates

Run Trigger: For every update

Advanced Options

Close

Data

Flow Variables

Trigger - Record Created or Updated

Operations related Record: Record

Changed Fields: Array.Object

Operations related Table: Table

Run Start Time UTC: Date/Time

Run Start Date/Time: Date/Time

1 - Update Record

Operations related Record: Record

Operations related Table: Table

Action Status: Object

Regarding Certificate

Active

View:

Test

Edit flow

Deactivate

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

certificates

+ Add field value

Close

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record

Record

Changed Fields

Array/Object

Operations related Table

Table

Run Start Time UTC

Date/Time

Run Start Date/Time

Date/Time

1 - Update Record

Operations related Record

Record

Operations related Table

Table

Action Status

Object

Regarding Platform

Active

View:

Test

Edit flow

Deactivate

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

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

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

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record

Record

Changed Fields

Array/Object

Operations related Table

Table

Run Start Time UTC

Date/Time

Run Start Date/Time

Date/Time

1 - Update Record

Operations related Record

Record

Operations related Table

Table

Action Status

Object

Regarding Platform

Active

View:

Test

Edit flow

Deactivate

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

* Table

Operations related [u_operation...

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

New Criteria

Run Trigger

For every update

Advanced Options

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record

Record

Changed Fields

Array/Object

Operations related Table

Table

Run Start Time UTC

Date/Time

Run Start Date/Time

Date/Time

1 - Update Record

Operations related Record

Record

Operations related Table

Table

Action Status

Object

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

Close

Data

Flow Variables

▼ Trigger - Record Created or Updated

Operations related Record	Rec
Changed Fields	Array.Ob
Operations related Table	Te
Run Start Time UTC	Date/Ti
Run Start Date/Time	Date/Ti

▼ 1 - Update Record

Operations related Record	Rec
Operations related Table	Te
Action Status	Ob

FINAL OUTPUT

Operations related
New record

Submit

Service request No	<input type="text"/>	Issue	-- None --
Name	<input type="text"/>	Assigned to user	<input type="text"/>
Comment	<input type="text"/>	Priority	<input type="text"/>
Assigned to group	<input type="text"/>	Ticket raised Date	<input type="text"/>

Submit

Operations related
abc

Update Delete

Service request No	<input type="text"/>	Issue	regarding certificates
Name	<input type="text"/>	Assigned to user	<input type="text"/>
Comment	<input type="text"/>	Priority	<input type="text"/>
Assigned to group	<input type="text"/>	Ticket raised Date	<input type="text"/>

Update Delete

Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket raised Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
abc	certificates	(empty)	not working properly	regarding certificates			(empty)