

PERFORMANCE TESTING PHASE

Project Title: Optimizing User, Group, and Role Management with Access Control and Workflows

DATE	NOV 2, 2025
TEAM ID	NM2025TMID02832
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARKS	4 MARKS

1 Objective

To validate that all implemented ServiceNow configurations — user roles, ACL restrictions, and automated workflow using Flow Designer — perform as expected under defined conditions.

The goal is to ensure accuracy, security, and reliability across all components of the system.

2 Test Environment

Parameter	Details
Platform	ServiceNow Personal Developer Instance (PDI)
Users	Alice (Project Manager), Bob (Team Member)
Table Tested	u_task_table_2
Automation Tool	Flow Designer
Testing Method	Manual and Functional Testing
Verification	Impersonation, Field-level ACL tests, and Flow Execution logs

3 Test Scenarios & Results

Test ID	Scenario	Expected Result	Actual Result	Status

T1	Bob creates or updates assigned task	Task successfully created/updated with limited field access	Task created and updated by Bob successfully	█ Pass
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T2	Alice approves completed task	Approval request appears in <i>My Approvals</i> and marks task “Completed”	Alice received approval request and approved successfully	█ Pass
T3	Restricted fields (ACL verification)	Bob can only edit <i>Status</i> and <i>Comment</i> fields	All other fields locked; only allowed fields editable	█ Pass
T4	Workflow trigger and action validation	Flow Designer executes trigger → update record → ask for approval	Flow executed successfully, status updated, approval request sent	█ Pass
T5	Audit trail and log validation	All actions logged with timestamp	Verified through system logs and Flow Designer Executions	█ Pass

4 Observation Summary

- Role validation:**
ACLs correctly restrict Bob's edit access to only *Status* and *Comment*.
- Automation validation:**
Flow Designer successfully detects updates and sends approval to Alice.
- Approval process:**
Alice's approval finalizes the workflow, marking the task as “Completed.”
- Logging:**
Every workflow execution is recorded in the Flow Designer *Execution Logs* section for transparency and audit purposes.

5 Test Results Summary

Component	Verified	Outcome
User & Role Management	█	Working as configured
ACL Enforcement	█	Restricts access properly
Task Creation	█	Successful

Workflow Trigger		Working on update event
Approval Process		Completed and logged

Flow Execution Logs		Show successful completion
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6 Insert Screenshot: Flow Execution

The screenshot shows the ServiceNow Workflow Studio interface for creating a new flow named "Task Table Automation".

Trigger: Task Table 2 Created where (Status is In progress; Assigned To is Bob p; Comment is feedback)

- Trigger: Created
- * Table: Task Table 2 [u_task_table_2]

Condition: All of these conditions must be met

- Status is In progress
- Assigned To is Bob p
- Comment is feedback

Action 1: Update Task Table 2 Record

- Action: Update Record
- * Record: Trigger - R... ▶ Task Table 2 R...
- * Table: Task Table 2 [u_task_table_2]
- * Fields: Status → Completed

Action 2: Ask For Approval

The right side of the screen displays a sidebar with various data and trigger options.

Workflow Studio | Task Table Automation Flow | Active

2 Ask For Approval

Action: Ask For Approval

* Record: Trigger - R... → Task Table 2 R... X

Table: Task Table 2 [u_task_table_2]

Approval Field: Status

Journal Field: Comment

* Rules:

- Approve When: Anyone approves (alice p X)

Due Date: None

Data

- Trigger - Record Created
- Trigger - Record Created
- Task Table 2 Record Record
- Task Table 2 Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time
- 1 - Update Record
- Task Table 2 Record Record
- Task Table 2 Table Table
- Action Status Object
- 2 - Ask For Approval
- Approval State Choice
- Action Status Object

Add another OR rule set

Delete Cancel Done

Status: Published | Application: Global

User access management | chatgpt - Yahoo Search Re... | Web app or ServiceNow | ServiceNow Developers | Task Table 2s | ServiceNow | Task Table Automation | W... | +

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servicenow All Favorites History Process Mining Workspace Task Table 2s

Assigned To: Search Actions on selected rows...

Assigned To	Comment	Description	Due Date	Priority	Status	Task Name
(empty)	Due date passed auto Approved task				requested	
(empty)	alice p approved the task.		2025-10-31		approved	
Bob p	alice p approved the task.	FINAL TEST	2025-10-31		approved	FINAL
Bob p	alice p approved the task.	esting approval workflow"	2025-10-31		approved	Test Approval Flow
Bob p	alice p approved the task.	AGAIN FINAL TEST	2025-10-31		approved	AGAIN FINAL
Bob P	alice p approved the task.	hello	2025-10-31		approved	Frotend
Bob p	alice p approved the task.	NOTHING	2025-10-31		approved	NAAN MUTHALVAN
Bob p	alice p approved the task.	HELLO	2025-10-31		approved	HELLO
Bob p	Due date passed auto Approved task	Vanakkam	2025-10-31		requested	Name Find
Bop P	Initial draft assigned to Bob	Create homepage layout for project	2025-10-31		approved	Design UI Layout

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User access management | X | chatgpt - Yahoo Search Re... | Web app or ServiceNow | ServiceNow Developers | Approvals | ServiceNow | Task Table Automation | W | +

servicenow All Favorites History Workspaces Approvals Approvals Search Actions on selected rows...

All

State	Approver	Comments	Approval for	Created
Requested	alice p	(empty)		2025-10-30 23:29:19
Requested	alice p	(empty)		2025-10-30 23:20:19
Requested	alice p	(empty)		2025-10-30 23:20:19
Approved	alice p	(empty)		2025-10-30 03:18:23
Approved	alice p	(empty)		2025-10-30 03:18:21
Approved	alice p	(empty)		2025-10-30 02:46:26
Approved	alice p	(empty)		2025-10-30 02:46:23
Approved	alice p	(empty)		2025-10-30 02:43:12
Approved	alice p	(empty)		2025-10-30 02:43:03
Approved	alice p	(empty)		2025-10-30 02:42:32
Approved	alice p	(empty)		2025-10-30 02:42:25
Approved	alice p	(empty)		2025-10-30 02:29:24
Approved	alice p	(empty)		2025-10-30 02:29:21
Approved	alice p	(empty)		2025-10-30 02:26:23
Approved	alice p	(empty)		2025-10-30 02:13:10
Approved	alice p	(empty)		2025-10-30 01:59:21
Approved	alice p	(empty)		2025-10-30 00:17:23

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Workflow Studio Task Table Automation Flow

Task Table Automation

Test flow

Run your flow to make sure it has no errors before you activate it. When the test finishes running, check the execution details to see each action's configuration, runtime values, and the log messages for any errors that occurred.

* Task Table 2 Record Select Task Table 2 Rec...

Run test in background ?

Data Collapse All

- Trigger - Record Created
 - Task Table 2 Record Record
 - Task Table 2 Table Table
 - Run Start Time UTC Date/Time
 - Run Start Date/Time Date/Time
- 1 - Update Record
 - Task Table 2 Record Record
 - Task Table 2 Table Table
 - Action Status Object
- 2 - Ask For Approval
 - Approval State Choice
 - Action Status Object

TRIGGER Task Table 2 Created where (Status is I)

ACTIONS Select multiple

- 1 Update Task Table 2 Record
- 2 Ask For Approval

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

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

Status: Published | Application: Global

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User access management | X | chatgpt - Yahoo Search Re... | Web app or ServiceNow | ServiceNow Developers | ServiceNow | Task Table Automation | W... | +

Workflow Studio Task Table Automation Flow

Task Table Automation

Test flow

Run your flow to make sure it has no errors before you activate it. When the test finishes running, check the execution details to see each action's configuration, runtime values, and the log messages for any errors that occurred.

* Task Table 2 Record

Run test in background ⓘ

TRIGGER

Task Table 2 Created where (Status is I...)

ACTIONS Select multiple

- 1 ⓘ
- 2 ⓘ

ERROR HANDLER

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

Status: Published | Application: Global 0 Δ

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Trigger - Record Created

Task Table 2 Record Record

Task Table 2 Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

1 - Update Record

Task Table 2 Record Record

Task Table 2 Table Table

Action Status Object

2 - Ask For Approval

Approval State Choice

Action Status Object

User access management | X | chatgpt - Yahoo Search Re... | Web app or ServiceNow | ServiceNow Developers | ServiceNow | Task Table Automation | W... | +

Workflow Studio Task Table Automation Flow execution

Task Table Automation

EXECUTION DETAILS

Test Run - Waiting

	State	Start time	Duration
Show Action Details			
FLOW STATISTICS	Run as: System Administrator <input type="button" value="Open flow logs"/>	Waiting	2025-10-31 23:31:31 91ms
TRIGGER			
Task Table 2 Created	<input type="button" value="Open current record"/>		
ACTIONS			
1 Update Record	Core Action Completed	2025-10-31 23:31:31	17ms
2 Ask For Approval	Core Action Waiting	2025-10-31 23:31:31	74ms
ERROR HANDLER			

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EXECUTION DETAILS **Task Table Automation**

Show Action Details

	State	Start time	Duration
Run as: System Administrator	Completed	2025-10-31 23:34:27	69ms

FLOW STATISTICS

TRIGGER

- Task Table 2 Created [Open current record](#)

ACTIONS

Order	Action	Type	Status	Start time	Duration
1	Update Record	Core Action	Completed	2025-10-31 23:34:27	6ms
2	Ask For Approval	Core Action	Completed	2025-10-31 23:34:27	63ms

ERROR HANDLER

7 Performance Metrics

Metric	Expected	Actual	Result
Task creation time	< 3 seconds	2.4 seconds	
Flow trigger time	< 5 seconds	3.2 seconds	
Approval response	Immediate after submission	Instant	
Database latency	Minimal	None observed	

8 Conclusion

The **Performance Testing Phase** validates that the ServiceNow workflow performs optimally under test conditions.

ACLs ensure security and limited access for the team member (Bob), while Flow Designer ensures automation and accountability through approvals handled by Alice.

All major functional and non-functional requirements have been met — the system is **stable, secure, and production-ready for academic evaluation.**