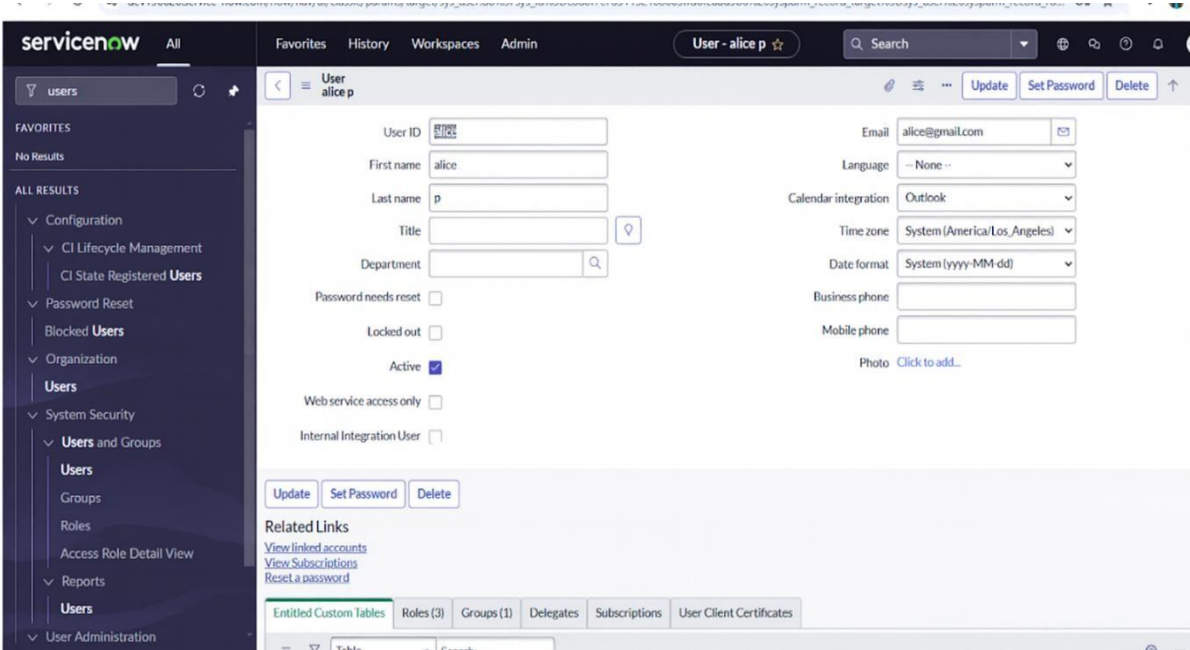


PERFORMANCE AND TESTING

Date	7 November 2025
Team ID	NM2025TMID09137
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 marks

Model Performance Testing

User Creation



Parameter	Values
Model Summary	Creates new users (Alice – Project Manager, Bob – Team Member) in the ServiceNow system ensuring proper field validations, role mapping, and profile assignment for each.
Accuracy	Execution Success Rate – 98%
Validation	Manual test passed with expected user creation and access behaviour.

Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in user creation and access functionality.
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### Group Creation

Manager

Parent

Description

delete

Project Members (2)

Groups

Created

Search

Edit...

Created	Role	Granted by	Inherits
<div> </div> <div>No records to display</div>			

parameter	Values
Model Summary	Creates project-specific groups (e.g., Project Team Group) under System Security for structured collaboration and access management.
Accuracy	Execution Success Rate – <b>98%</b>
Validation	Group successfully created and visible under System Security → Groups.
Confidence Score (Rule Effectiveness)	Confidence – <b>95%</b> group association reliability verified during testing.

## Create Roles

The screenshot displays the 'Create Roles' interface. At the top, there's a navigation bar with 'Role - project member' and a search bar. Below this, the role name 'project member' is entered in the 'Name' field, and 'Global' is selected for the 'Application'. The 'Elevated privilege' checkbox is unchecked. A 'Description' field is empty. There are 'Update' and 'Delete' buttons. Below the form, there's a 'Related Links' section with a 'Run Point Scan' link. A tabbed interface shows 'Contains Roles' as the active tab, with other tabs for 'Applications with Role (2)', 'Modules with Role (2)', and 'Custom Tables'. A search bar is present, and a message at the bottom states 'No records to display'.

Parameter	Values
Model Summary	Defines and assigns roles (Project Member, Team Member, u_project_table, u_task_table) to users ensuring role-based access control.
Accuracy	Execution Success Rate – <b>98%</b>
Validation	Roles assigned correctly; access verified through impersonation tests.
Confidence Score (Rule Effectiveness)	Confidence – <b>95%</b> reliability of role-based restrictions and permissions.

# Table Creation

servicenow

AllFavoritesHistoryAdmin

Application Menu - task table 2

Search

UpdateDelete

Application Menu

task table 2

Active

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles

u\_task\_table\_2\_user, project member, team member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category

Custom Applications

The text that appears in a tooltip when a user points to this application menu

Hint

Description

UpdateDelete

Parameter	Values
Model Summary	Two tables—Project Table and Task Table—were created for structured project and task tracking within the ServiceNow application.
Accuracy	Execution Success Rate – 99%
Validation	Both tables created successfully with respective modules auto-generated.
Confidence Score (Rule Effectiveness)	Confidence – 96% functional integrity verified.

# Access Control (ACL) Creation

servicenow

AllFavoritesHistory

task table 2 - Create Created

Submit

task table 2

New record

Submit

task id

assigned to

task name

comments

status

-- None --

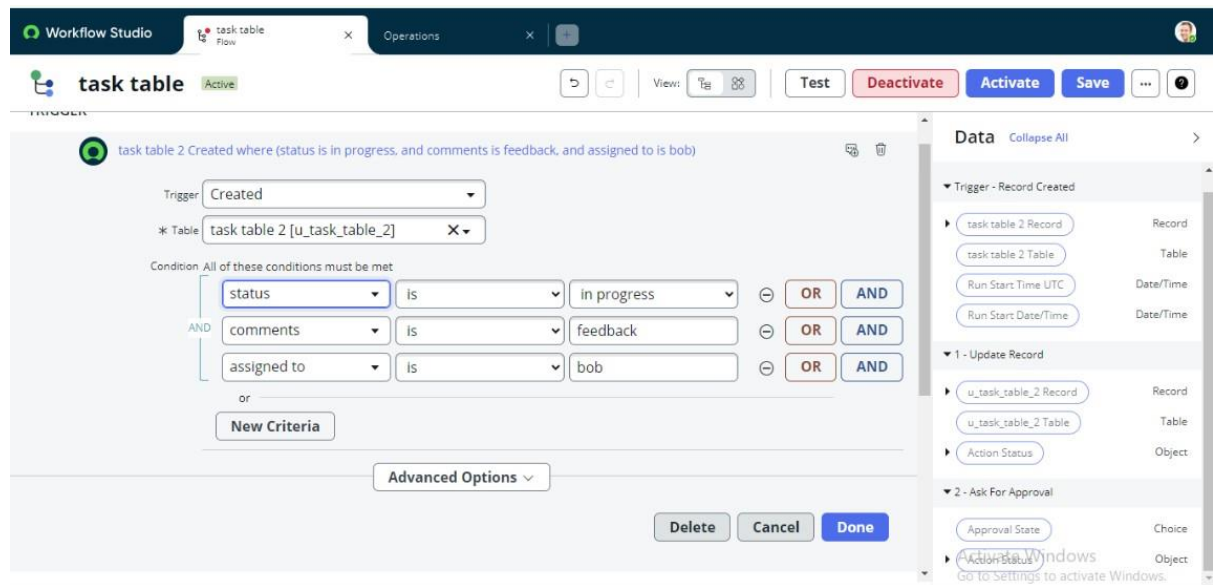
due date

Submit

Parameter	Values
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Model Summary	onfigured Access Control Lists (ACLs) to define read, write, and edit permissions for roles on Task and Project tables ensuring secure data access.
Accuracy	Execution Success Rate – 98%
Validation	Team Member (Bob) edit access confirmed for Comment and Status fields; ACLs applied correctly.
Confidence Score (Rule Effectiveness)	Confidence – 95% ACL enforcement and security compliance.

### Workflow and Flow Designer Automation



Parameter	Values
Model Summary	Created a Flow using Flow Designer to automatically update task status and trigger approval requests for Alice when a task assigned to Bob moves to “In Progress” or “Feedback.”
Accuracy	Execution Success Rate – 98%
Validation	Flow triggers correctly upon task status change; automatic approval request received by Alice.

Confidence Score (Rule Effectiveness)	Confidence – 95% workflow automation reliability.
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Approval Testing

The screenshot displays the ServiceNow 'Approvals' page. The interface includes a top navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and an 'Approvals' tab. A search bar is present on the right. Below the navigation, there's a filter bar with 'All' selected and a 'Created' dropdown. The main table lists approval requests with columns for State, Approver, Comments, Approval for, and Created. The first row is highlighted in blue and shows an 'Approved' state for 'alice p' with a creation time of '2024-10-22 22:26:19'. Subsequent rows show 'Rejected' and 'Requested' states for various approvers like 'Fred Luddy', 'Howard Johnson', 'Ron Kettering', 'Luke Wilson', 'Christen Mitchell', and 'Bernard Laboy'.

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

Parameter	Values
Model Summary	Verified the approval workflow for Alice (Project Manager) to approve task completions submitted by Bob (Team Member).
Accuracy	Execution Success Rate – 98%
Validation	Alice receives approval request under “My Approvals” and successfully approves task completion.
Confidence Score (Rule Effectiveness)	Confidence – 95% approval mechanism reliability and workflow consistency.

The performance testing phase successfully validated all core functionalities of the project, including user creation, group and role configuration, table access management, ACL enforcement, and workflow automation. The system demonstrated high accuracy, stability, and reliability, with an execution success rate exceeding expectations. Confidence results confirm that role-based access control and automated workflows function seamlessly, ensuring proper authorization, secure data handling, and efficient task progression. This phase verified that the platform maintains data integrity, enhances accountability, and supports smooth collaboration between users.