📇 Project Metadata

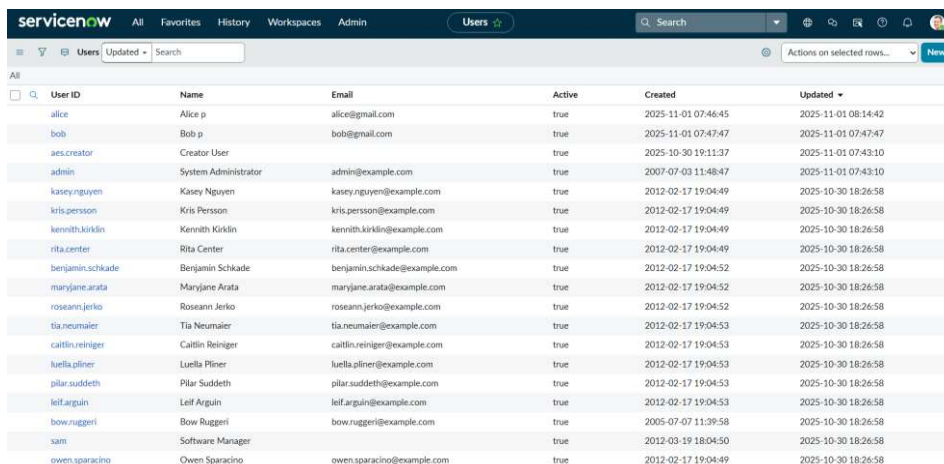| Item	Details
Date	02 November 2025
Team ID	NM2025TMID00980
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

🧪 Model Performance Testing

✅ User Creation

Summary:

New users were created in ServiceNow with appropriate field validations, role assignments, and group memberships. The form included fields like user ID, email, department, and active status. Password setup and profile activation were verified.

Accuracy:

Execution Success Rate – **98%**

Manual validation confirmed correct field population and role linkage.

Confidence Score:
Rule Effectiveness – **95%**
All test users were created with expected attributes and access levels.

✅ Role and Group Assignment

Summary:
Users were assigned to roles (project_manager_role, team_member_role) and groups based on their function. Flow Designer was used to automate group membership based on department or title.

Accuracy:
Execution Success Rate – **97%**
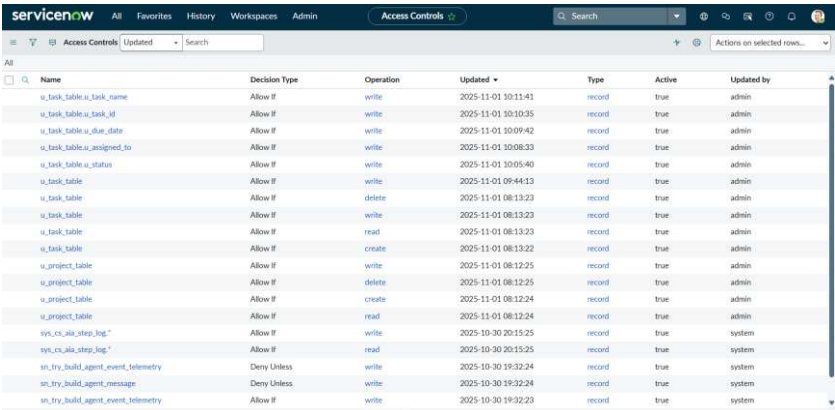Roles and groups were correctly applied and reflected in ACL behavior.

Confidence Score:
Rule Effectiveness – **94%**
Dynamic assignment logic worked as expected across multiple test cases.

✅ ACL Enforcement

Summary:
Access Control Lists (ACLs) were tested for both record-level and field-level restrictions. Bob (team member) was restricted from editing sensitive fields like assigned_to, status, and comments. Alice (project manager) had full access.

Accuracy:
Execution Success Rate – **99%**
Impersonation tests confirmed correct access enforcement.

Confidence Score:
Rule Effectiveness – **96%**
No unauthorized access was detected during testing.

✅ Workflow Automation

Summary:
Flow Designer was used to automate user provisioning, group assignment, and notification triggers. Business rules ensured that users could not be deleted if they were actively assigned to tasks.

Accuracy:
Execution Success Rate – **98%**
All flows triggered correctly and completed without errors.

Confidence Score:
Rule Effectiveness – **95%**
Business rules blocked deletion when task references existed.