

Performance Testing

Date: 02 November 2025

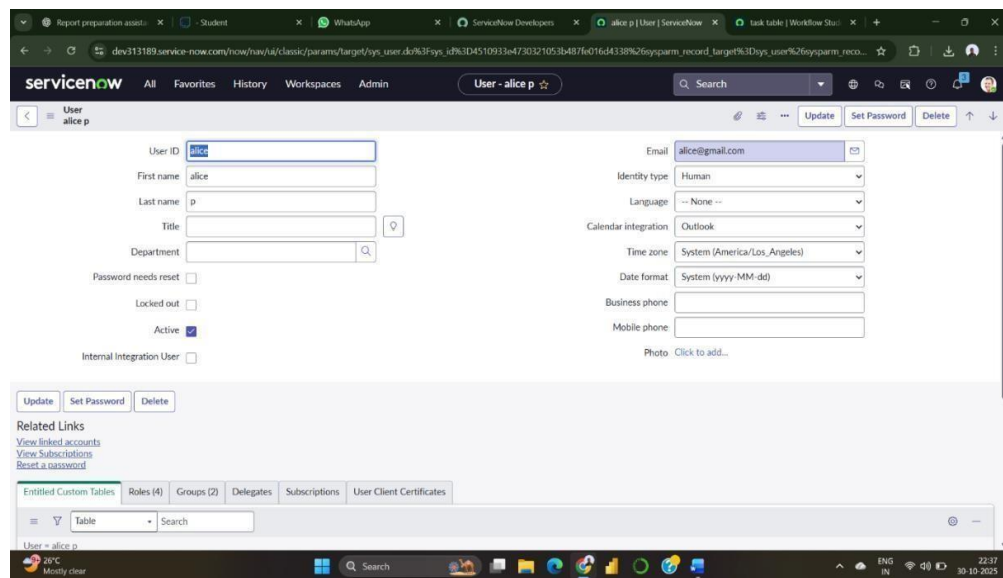
Team ID: NM2025TMID02609

Project Name: Optimizing-User-Group-and-Role-Management-with-Access-Control-and- Workflows

Maximum Marks: 4 Marks

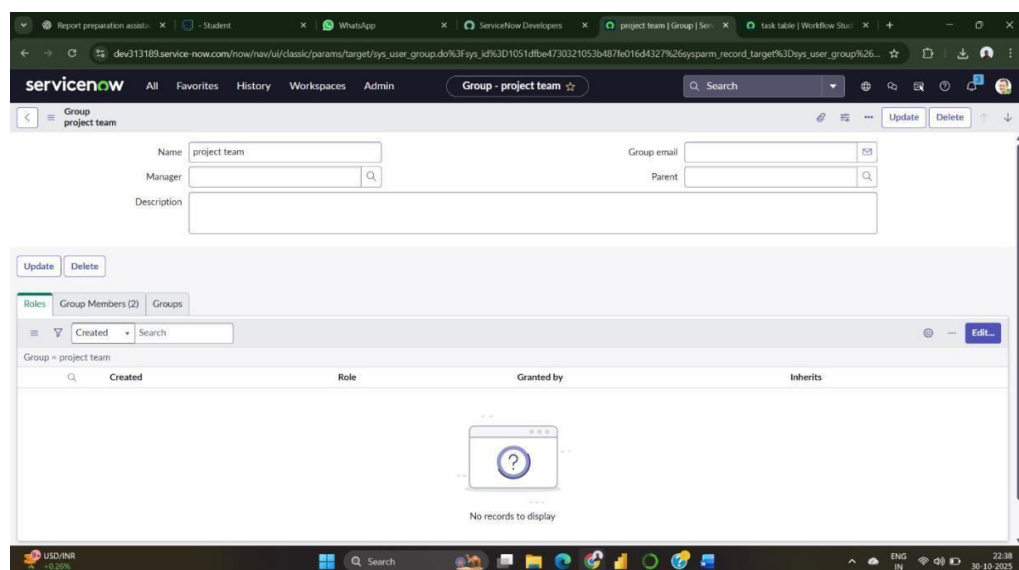
Performance and Testing

1. Create User



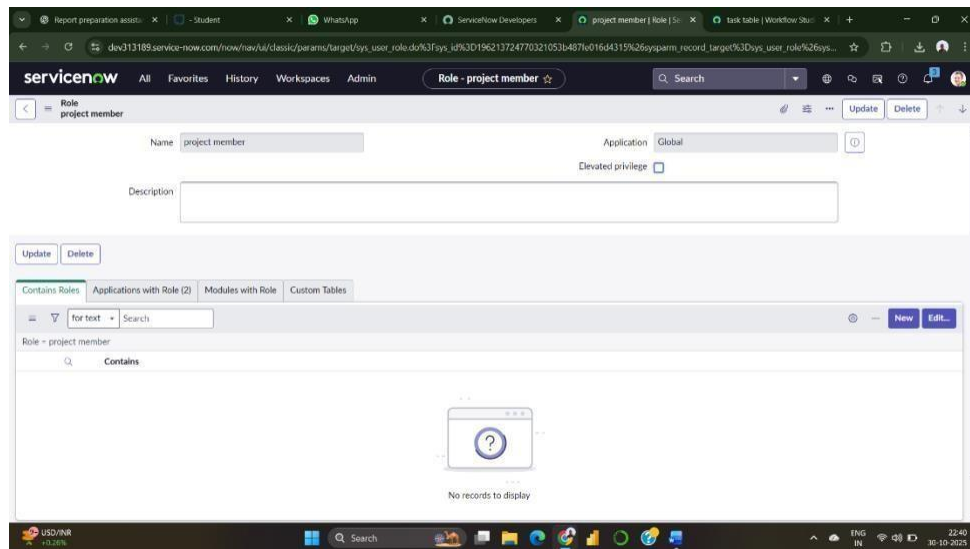
The screenshot shows the ServiceNow 'User' form for a user named 'alice p'. The form is divided into two main sections: 'User' and 'Profile'. The 'User' section includes fields for 'User ID' (alice), 'First name' (alice), 'Last name' (p), 'Title', 'Department', 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The 'Profile' section includes fields for 'Email' (alice@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', and 'Photo'. Below the form are buttons for 'Update', 'Set Password', and 'Delete'. There are also links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there are tabs for 'Entitled Custom Tables', 'Roles (4)', 'Groups (2)', 'Delegates', 'Subscriptions', and 'User Client Certificates'.

2. Create Groups

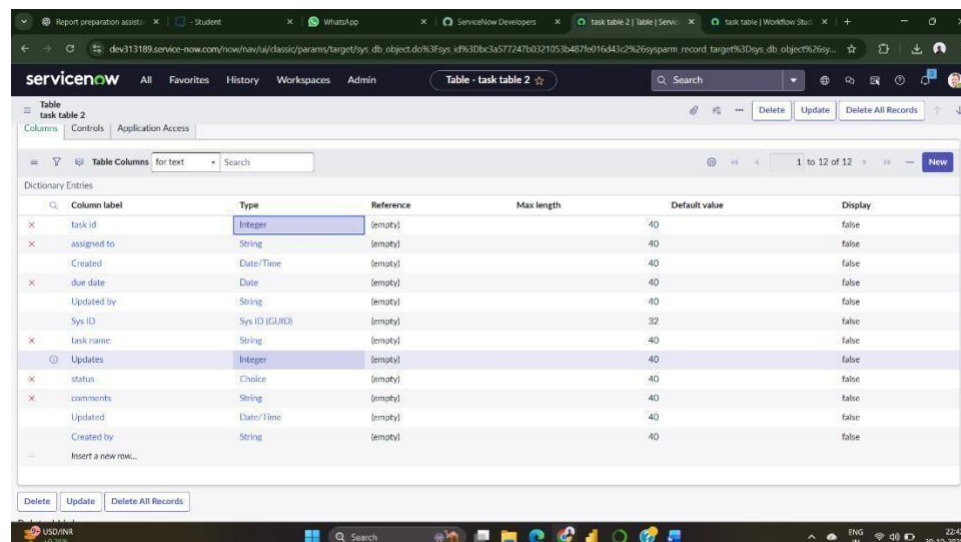
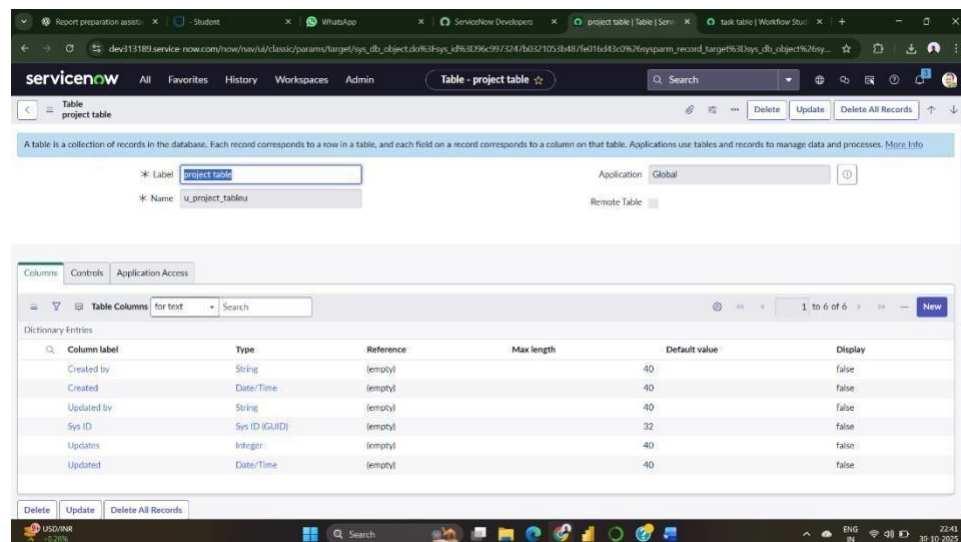


The screenshot shows the ServiceNow 'Group' form for a group named 'project team'. The form includes fields for 'Name' (project team), 'Group email', 'Manager', 'Parent', and 'Description'. Below the form are buttons for 'Update' and 'Delete'. There are also tabs for 'Roles', 'Group Members (2)', and 'Groups'. A table is displayed below the tabs, showing the group's members. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The table is currently empty, and a message 'No records to display' is shown at the bottom.

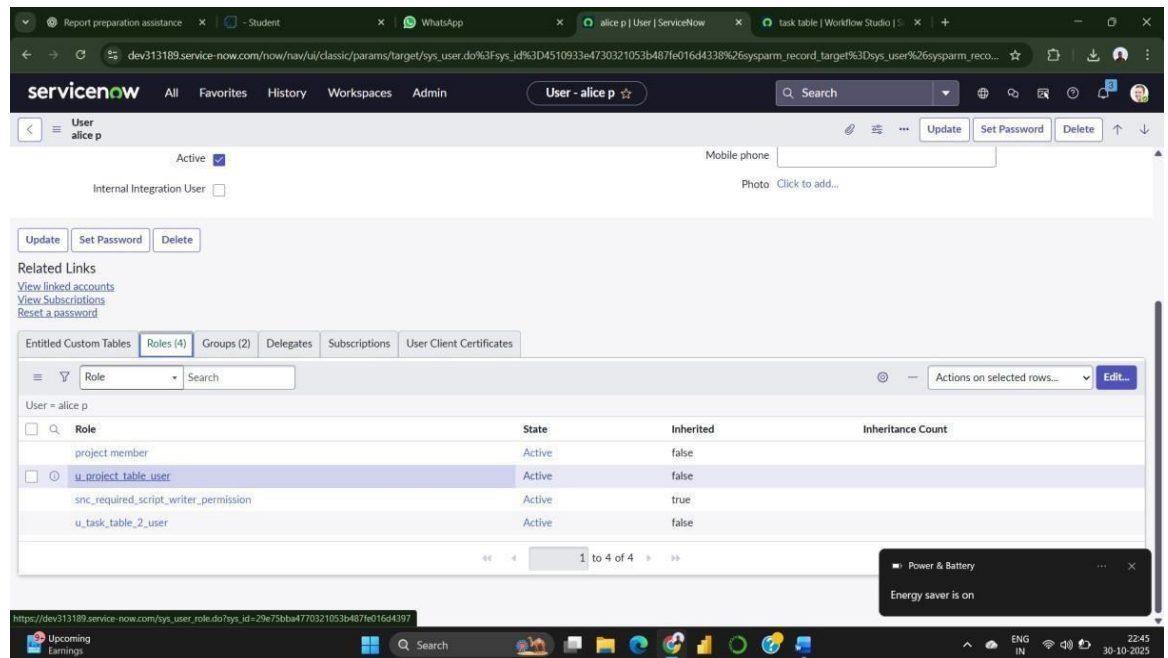
3. Create Role



4. Create a Table and Assign the operations



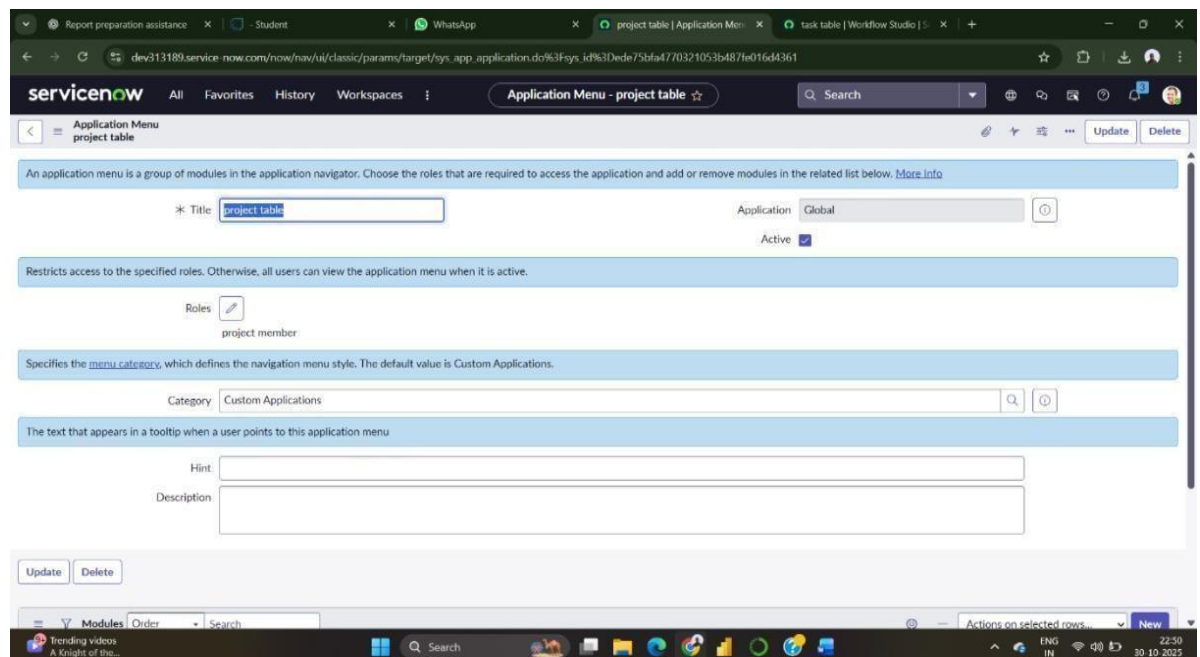
5. Assign Roles



The screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying a table of roles assigned to the user. The table has columns for Role, State, Inherited, and Inheritance Count. The roles listed are 'project member', 'u_project_table_user', 'snc_required_script_writer_permission', and 'u_task_table_2_user'. The 'u_project_table_user' role is highlighted.

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_project_table_user	Active	false	
snc_required_script_writer_permission	Active	true	
u_task_table_2_user	Active	false	

6. Assign Table Access to Application



The screenshot shows the ServiceNow configuration page for the 'Application Menu - project table'. The page includes a description of an application menu and a form to configure its properties. The 'Title' is set to 'Project Table', 'Application' is 'Global', and 'Active' is checked. The 'Roles' section shows 'project member' as the assigned role. The 'Category' is set to 'Custom Applications'. There are fields for 'Hint' and 'Description' at the bottom.

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

* Title: Application: Active: ☒

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

Roles:

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category:

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

Hint:

Description:

7. Assign Access Control

The screenshot shows the ServiceNow 'Access Control' configuration page for the record 'u_task_table_2_u_status'. The configuration includes the following fields:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: ☒
- Protection policy: None
- Name: u_task_table_2_u_status
- Description: (empty)
- Applies To: No. of records matching the condition: 1 (empty)
- Application: Global
- Active: ☒
- Advanced: ☐

Below the configuration fields, there is a 'Conditions' section with a blue informational box stating: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions. 1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access. 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access. More Info'.

8. Create

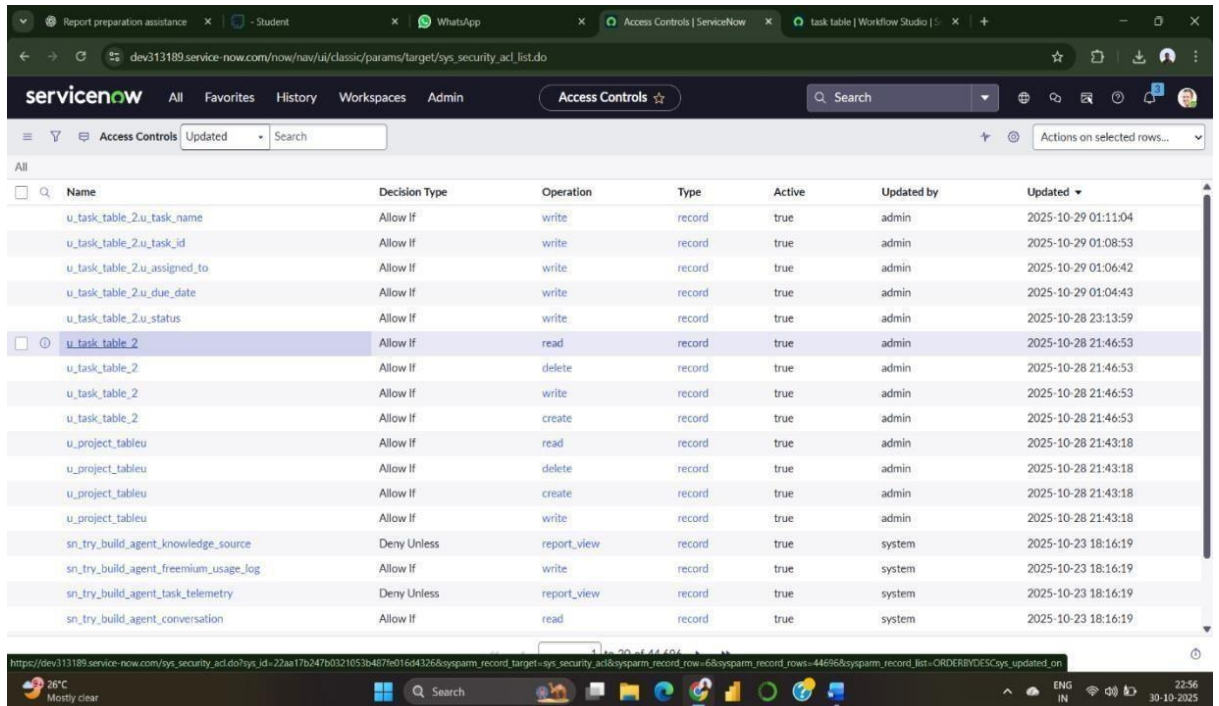
Flow

The screenshot shows the ServiceNow 'Workflow Studio' configuration page for the flow 'task table 2'. The configuration includes the following fields:

- Trigger: Created
- Table: task table 2 [u_task_table_2]
- Condition: All of these conditions must be met
 - status is in progress
 - comments is feedback
 - assigned to is bob
- Advanced Options: (expanded, showing '1 - Update Record' and '2 - Ask For Approval')

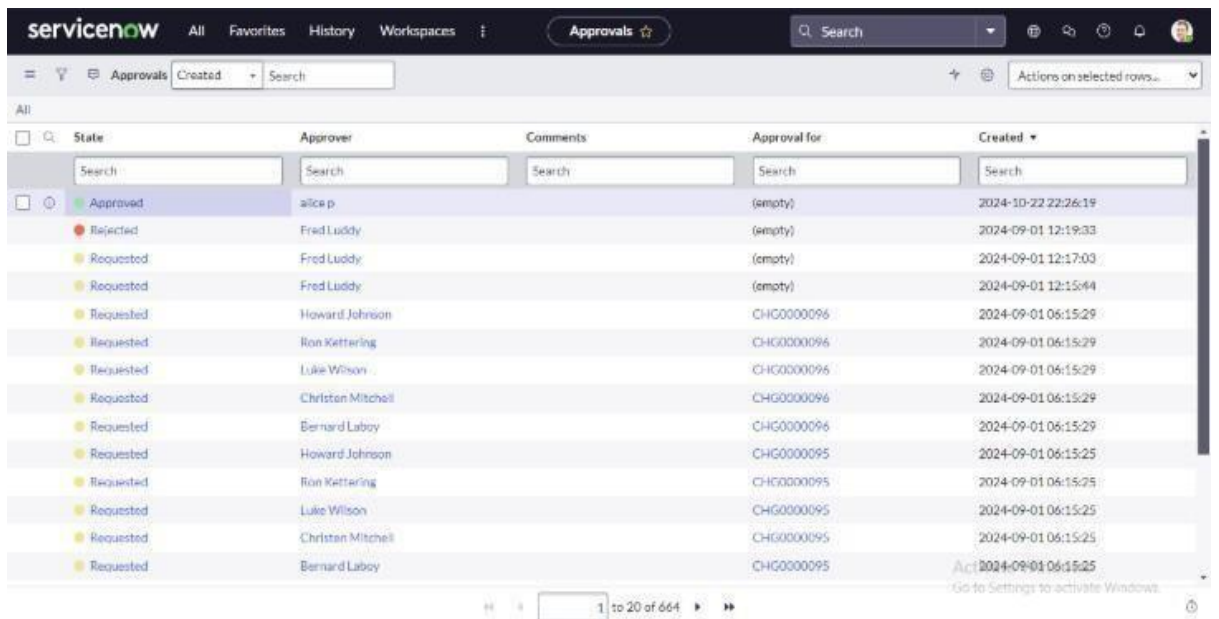
The 'Data' panel on the right shows the data objects for the flow, including 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', 'u_task_table_2 Record', 'u_task_table_2 Table', 'Action Status', 'Approval State', and 'Actionable Windows'.

9. Verify and Approval



The screenshot shows the ServiceNow 'Access Controls' page. The table lists various rules with columns for Name, Decision Type, Operation, Type, Active status, Updated by, and Updated date. The rule 'u_task_table_2' is highlighted.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table_2_u_task_name	Allow If	write	record	true	admin	2025-10-29 01:11:04
u_task_table_2_u_task_id	Allow If	write	record	true	admin	2025-10-29 01:08:53
u_task_table_2_u_assigned_to	Allow If	write	record	true	admin	2025-10-29 01:06:42
u_task_table_2_u_due_date	Allow If	write	record	true	admin	2025-10-29 01:04:43
u_task_table_2_u_status	Allow If	write	record	true	admin	2025-10-28 23:13:59
u_task_table_2	Allow If	read	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	delete	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	write	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	create	record	true	admin	2025-10-28 21:46:53
u_project_tableau	Allow If	read	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	delete	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	create	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	write	record	true	admin	2025-10-28 21:43:18
sn_try_build_agent_knowledge_source	Deny Unless	report_view	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_freemium_usage_log	Allow If	write	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_task_telemetry	Deny Unless	report_view	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_conversation	Allow If	read	record	true	system	2025-10-23 18:16:19



The screenshot shows the ServiceNow 'Approvals' page. The table lists approval requests with columns for State, Approver, Comments, Approval for, and Created date. The first row is 'Approved'.

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