

# Performance Testing

## Performance and Testing

### Define the Problem Statement

Date: 02 November 2025

NM ID: 57595D26352A593878648770E76E32E0

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

**Maximum Marks:** 4 Marks

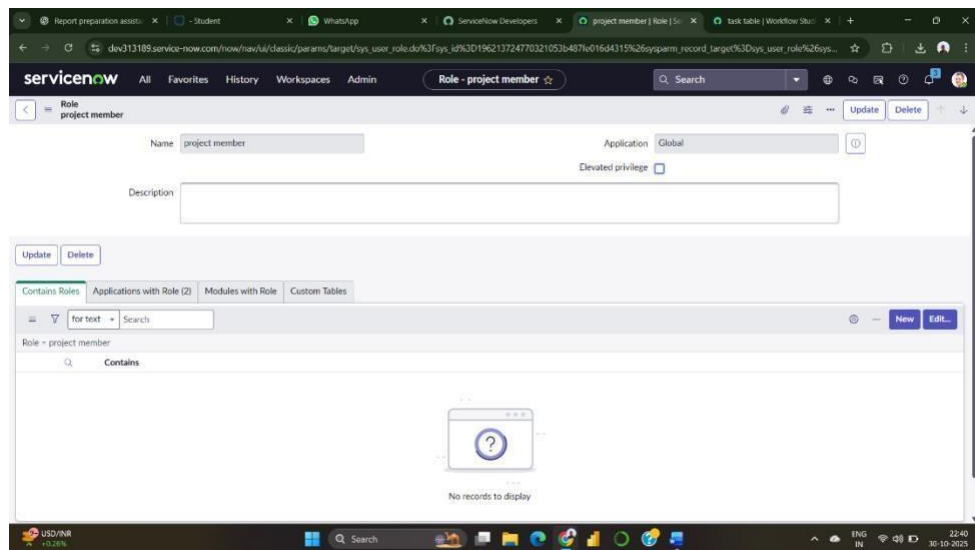
### 1. Create User

The screenshot shows the ServiceNow 'User' form for a user named 'alice p'. The form is divided into two main sections: 'User' and 'Related Links'. The 'User' section contains fields for 'User ID', 'First name', 'Last name', 'Title', 'Department', 'Email', 'Identity type', 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', and 'Mobile phone'. The 'Related Links' section includes links for 'View linked accounts', 'View Subscriptions', and 'Reset password'. The 'User' section also has checkboxes for 'Password needs reset', 'Locked out', 'Active', and 'Internal Integration User'. The 'Related Links' section has a 'Table' tab selected, showing a list of related links.

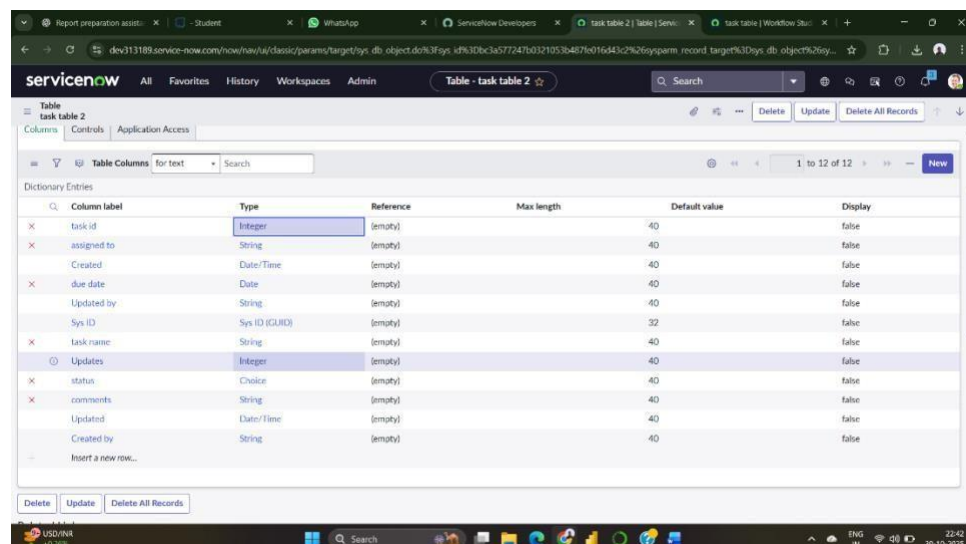
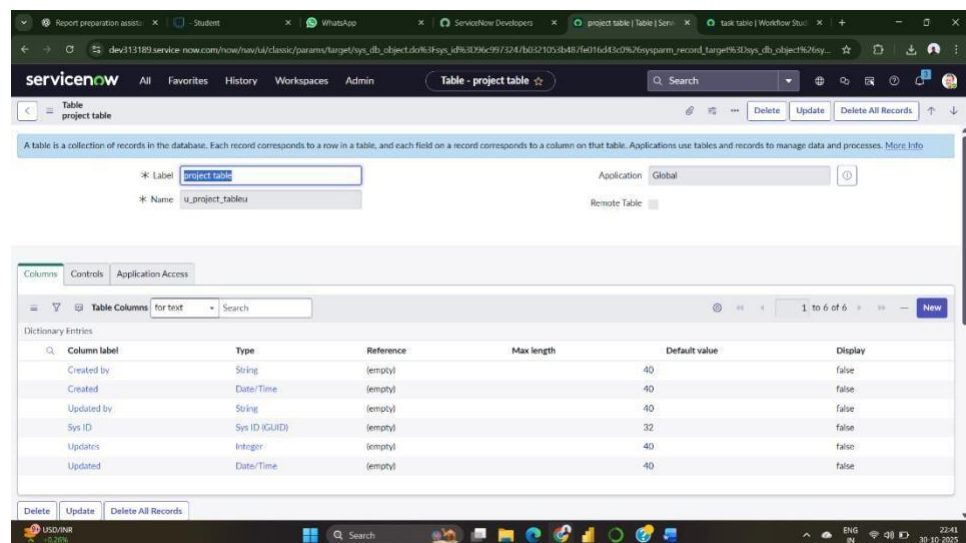
### 2. Create Groups

The screenshot shows the ServiceNow 'Group' form for a group named 'project team'. The form is divided into two main sections: 'Group' and 'Related Links'. The 'Group' section contains fields for 'Name', 'Manager', 'Description', 'Group email', and 'Parent'. The 'Related Links' section includes links for 'View linked accounts', 'View Subscriptions', and 'Reset password'. The 'Group' section also has checkboxes for 'Password needs reset', 'Locked out', 'Active', and 'Internal Integration User'. The 'Related Links' section has a 'Table' tab selected, showing a list of related links.

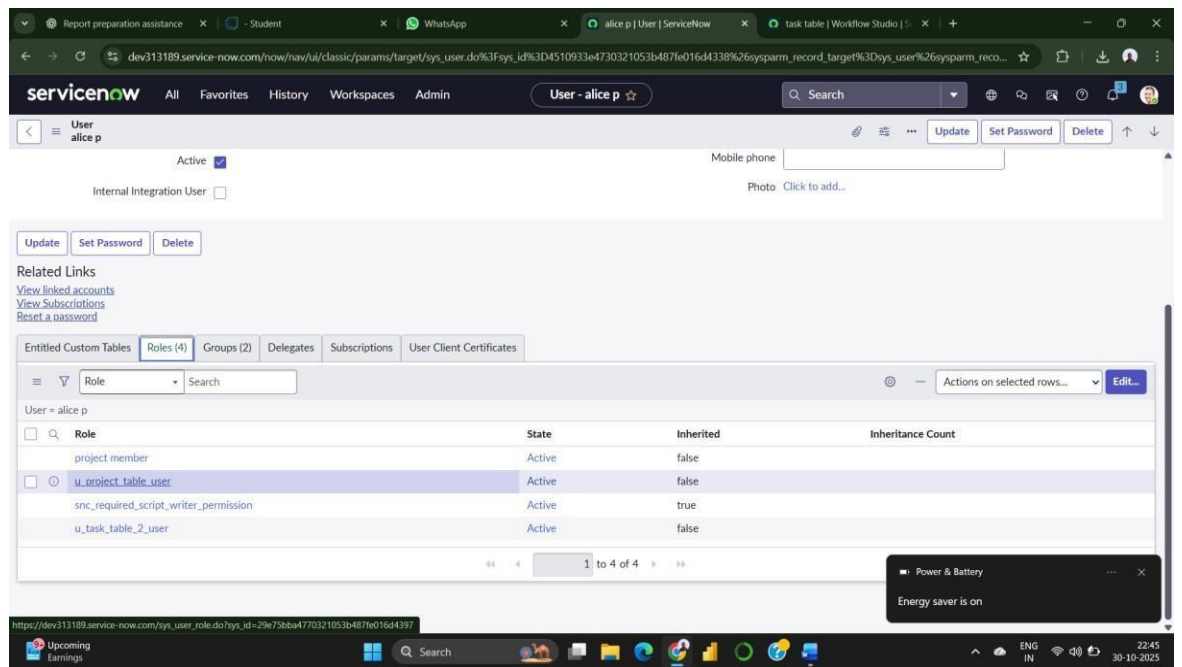
### 3. Create Role



### 4. Create a Table and Assign the operations



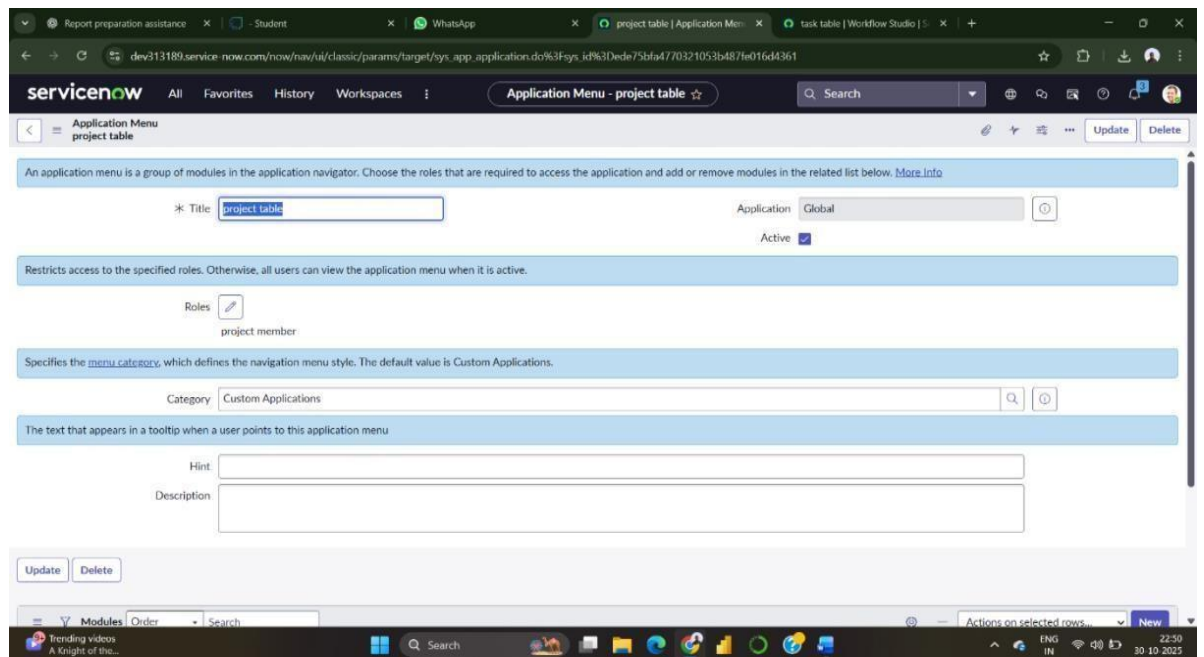
## 5. Assign Roles



The screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is active, 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 Application Menu configuration page for 'project table'. The page includes fields for Title, Application, Active, Roles, Category, Hint, and Description. The 'Title' field is set to 'project table', 'Application' is 'Global', and 'Active' is checked. The 'Roles' field is set to 'project member'. The 'Category' is 'Custom Applications'. The 'Hint' and 'Description' fields are empty.

Application Menu configuration details:

- Title: project table
- Application: Global
- Active: ☒
- Roles: project member
- Category: Custom Applications
- 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:** ☐

**Conditions:**

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](#)

**Requires role:** (empty)

**Rule:** (empty)

## 8. Create

## Flow

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

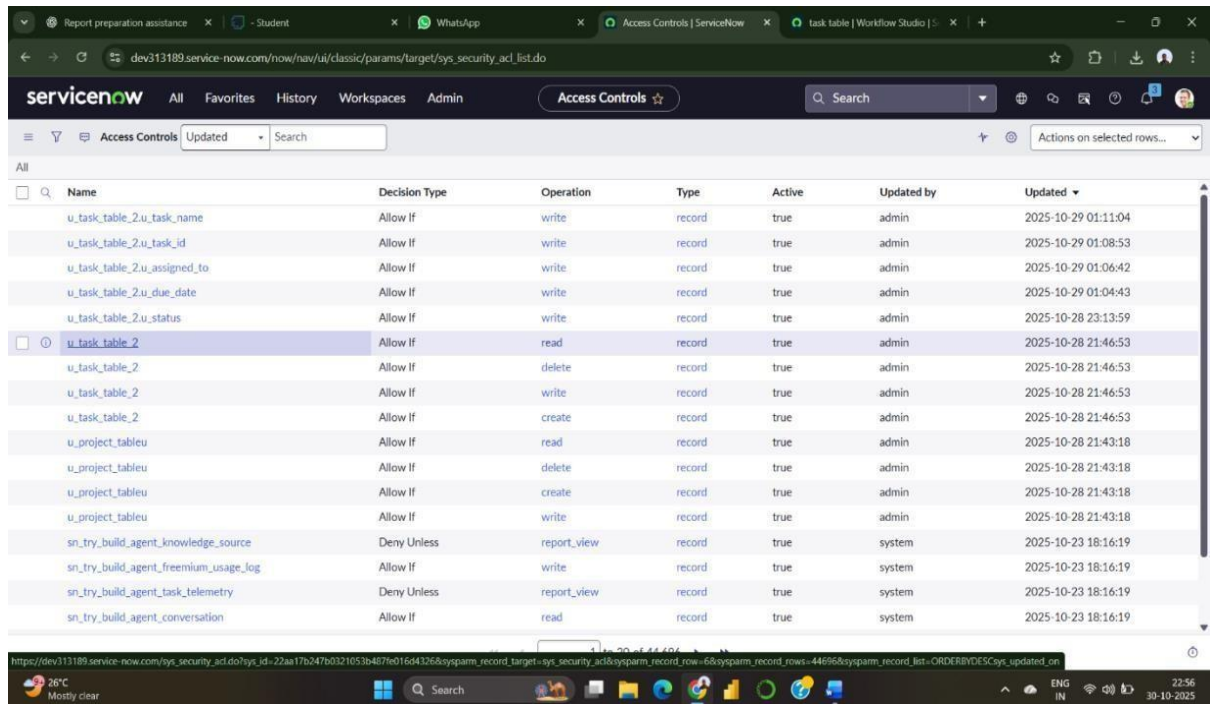
- Trigger:** Created
- Table:** task table 2 (u\_task\_table\_2)
- Condition:** All of these conditions must be met
  - status is in progress
  - comments is feedback
  - assigned to is bob
- Advanced Options:** (expanded)

**Data:**

- task table 2 Record
- task table 2 Table
- Run Start Time UTC
- Run Start Date/Time
- 1 - Update Record
  - u\_task\_table\_2 Record
  - u\_task\_table\_2 Table
  - Action Status
- 2 - Ask For Approval
  - Approval State
  - Approval Window

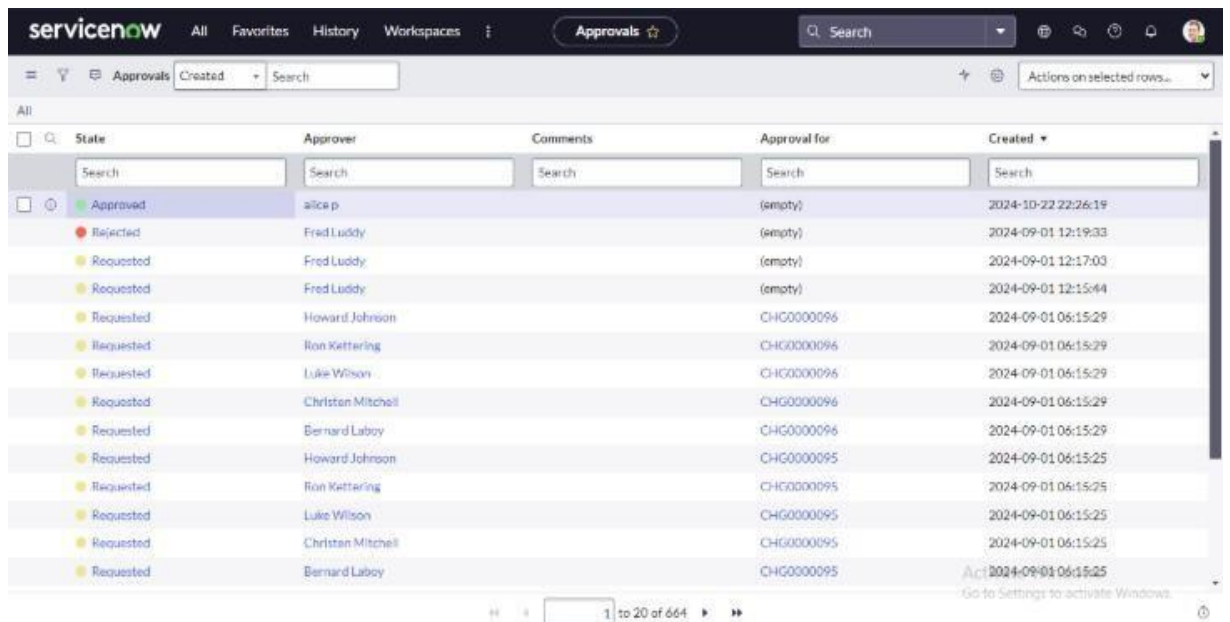
**Buttons:** Delete, Cancel, Done

## 9. Verify and Approval



The screenshot shows the ServiceNow 'Access Controls' list. The table contains columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The first row is 'u\_task\_table\_2.u\_task\_name' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-29 01:11:04'. The second row is 'u\_task\_table\_2.u\_task\_id' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-29 01:08:53'. The third row is 'u\_task\_table\_2.u\_assigned\_to' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-29 01:06:42'. The fourth row is 'u\_task\_table\_2.u\_due\_date' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-29 01:04:42'. The fifth row is 'u\_task\_table\_2.u\_status' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 23:13:59'. The sixth row is 'u\_task\_table\_2' with Decision Type 'Allow If', Operation 'read', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:46:53'. The seventh row is 'u\_task\_table\_2' with Decision Type 'Allow If', Operation 'delete', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:46:53'. The eighth row is 'u\_task\_table\_2' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:46:53'. The ninth row is 'u\_task\_table\_2' with Decision Type 'Allow If', Operation 'create', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:46:53'. The tenth row is 'u\_project\_table' with Decision Type 'Allow If', Operation 'read', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:43:18'. The eleventh row is 'u\_project\_table' with Decision Type 'Allow If', Operation 'delete', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:43:18'. The twelfth row is 'u\_project\_table' with Decision Type 'Allow If', Operation 'create', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:43:18'. The thirteenth row is 'u\_project\_table' with Decision Type 'Allow If', Operation 'write', Type 'record', Active 'true', Updated by 'admin', and Updated '2025-10-28 21:43:18'. The fourteenth row is 'sn\_try\_build\_agent\_knowledge\_source' with Decision Type 'Deny Unless', Operation 'report\_view', Type 'record', Active 'true', Updated by 'system', and Updated '2025-10-23 18:16:19'. The fifteenth row is 'sn\_try\_build\_agent\_freemium\_usage\_log' with Decision Type 'Deny Unless', Operation 'write', Type 'record', Active 'true', Updated by 'system', and Updated '2025-10-23 18:16:19'. The sixteenth row is 'sn\_try\_build\_agent\_task\_telemetry' with Decision Type 'Deny Unless', Operation 'report\_view', Type 'record', Active 'true', Updated by 'system', and Updated '2025-10-23 18:16:19'. The seventeenth row is 'sn\_try\_build\_agent\_conversation' with Decision Type 'Allow If', Operation 'read', Type 'record', Active 'true', Updated by 'system', and Updated '2025-10-23 18:16:19'.

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 01:04:42
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_table	Allow If	read	record	true	admin	2025-10-28 21:43:18
u_project_table	Allow If	delete	record	true	admin	2025-10-28 21:43:18
u_project_table	Allow If	create	record	true	admin	2025-10-28 21:43:18
u_project_table	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	Deny Unless	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' list. The table contains columns for State, Approver, Comments, Approval for, and Created. The first row is 'Approved' with Approver 'alice p', Comments '(empty)', Approval for '(empty)', and Created '2024-10-22 22:26:19'. The second row is 'Rejected' with Approver 'Fred Luddy', Comments '(empty)', Approval for '(empty)', and Created '2024-09-01 12:19:33'. The third row is 'Requested' with Approver 'Fred Luddy', Comments '(empty)', Approval for '(empty)', and Created '2024-09-01 12:17:03'. The fourth row is 'Requested' with Approver 'Fred Luddy', Comments '(empty)', Approval for '(empty)', and Created '2024-09-01 12:15:44'. The fifth row is 'Requested' with Approver 'Howard Johnson', Comments 'CHG0000096', Approval for 'CHG0000096', and Created '2024-09-01 06:15:29'. The sixth row is 'Requested' with Approver 'Ron Kettering', Comments 'CHG0000096', Approval for 'CHG0000096', and Created '2024-09-01 06:15:29'. The seventh row is 'Requested' with Approver 'Luke Wilson', Comments 'CHG0000096', Approval for 'CHG0000096', and Created '2024-09-01 06:15:29'. The eighth row is 'Requested' with Approver 'Christen Mitchell', Comments 'CHG0000096', Approval for 'CHG0000096', and Created '2024-09-01 06:15:29'. The ninth row is 'Requested' with Approver 'Bernard Laboy', Comments 'CHG0000096', Approval for 'CHG0000096', and Created '2024-09-01 06:15:29'. The tenth row is 'Requested' with Approver 'Howard Johnson', Comments 'CHG0000095', Approval for 'CHG0000095', and Created '2024-09-01 06:15:25'. The eleventh row is 'Requested' with Approver 'Ron Kettering', Comments 'CHG0000095', Approval for 'CHG0000095', and Created '2024-09-01 06:15:25'. The twelfth row is 'Requested' with Approver 'Luke Wilson', Comments 'CHG0000095', Approval for 'CHG0000095', and Created '2024-09-01 06:15:25'. The thirteenth row is 'Requested' with Approver 'Christen Mitchell', Comments 'CHG0000095', Approval for 'CHG0000095', and Created '2024-09-01 06:15:25'. The fourteenth row is 'Requested' with Approver 'Bernard Laboy', Comments 'CHG0000095', Approval for 'CHG0000095', and Created '2024-09-01 06:15:25'.

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