

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 creation interface. The User ID is set to 'alice'. The First name is 'alice' and the Last name is 'p'. The Title is empty. The Department is empty. The Email is 'alice@gmail.com'. The Identity type is 'Human'. The Language is '-- None --'. The Calendar integration is 'Outlook'. The Time zone is 'System (America/Los_Angeles)'. The Date format is 'System (yyyy-MM-dd)'. The Business phone and Mobile phone fields are empty. The Active checkbox is checked. The Internal Integration User checkbox is unchecked. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons. Below the main form, there is a 'Related Links' section with links to 'View linked accounts', 'View Subscriptions', and 'Reset a password'. A 'Entitled Custom Tables' section is also visible.

2. Create Groups

The screenshot shows the ServiceNow Group creation interface. The Name is 'project team'. The Manager is empty. The Description is empty. The Group email and Parent fields are empty. At the bottom, there are 'Update' and 'Delete' buttons. Below the main form, there is a 'Roles' tab selected, showing 'Group Members (2)' and a search bar. A table below lists 'Created' and 'Role' columns. A note says 'No records to display'. The bottom of the screen shows a Windows taskbar with various icons.

3. Create Role

The screenshot shows the ServiceNow 'Role - project member' creation page. The 'Name' field is set to 'project member'. The 'Application' dropdown is set to 'Global'. The 'Contains Roles' section is empty, showing a placeholder icon with a question mark. The 'Description' field is empty. At the bottom, there are 'Update' and 'Delete' buttons.

4. Create a Table and Assign the operations

The screenshot shows the ServiceNow 'Table - project table' creation page. The 'Label' field is set to 'project table' and the 'Name' field is set to 'u_project_tableau'. The table has six columns: 'Created by', 'Created', 'Updated by', 'Sys ID', 'Updates', and 'Updated'. The 'Sys ID' column is highlighted in blue. The table is described as a collection of records in the database. At the bottom, there are 'Delete', 'Update', and 'Delete All Records' buttons.

The screenshot shows the ServiceNow 'Table - task table 2' creation page. The table has twelve columns: 'task id', 'assigned to', 'Created', 'due date', 'Updated by', 'Sys ID', 'task name', 'Updates', 'status', 'comments', 'Updated', and 'Created'. The 'Updates' column is highlighted in blue. The table is described as a collection of records in the database. At the bottom, there are 'Delete', 'Update', and 'Delete All Records' buttons.

5. Assign Roles

The screenshot shows the ServiceNow User management interface. The user 'alice p' is selected. In the 'Entitled Custom Tables' section, the 'Roles (4)' tab is active, displaying four assigned roles:

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 interface for the 'project table' application. The 'Title' is set to 'project table'. The 'Category' is 'Custom Applications'. The 'Description' field contains the placeholder text: 'The text that appears in a tooltip when a user points to this application menu'. The 'Hint' field is empty.

7. Assign Access Control

The screenshot shows the ServiceNow Access Control interface for the record type 'u_task_table_2_u_status'. The configuration includes:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: u_task_table_2_u_status
- Description: No description provided.
- Applies To: No of records matching the condition: 1 (empty)

Conditions section:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

- 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.
- 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: Role

Operating system status: 20°C Mostly clear

System status: 1 to 2 of 2 22:54 ENG IN 30-10-2025

8. Create Flow

The screenshot shows the ServiceNow Workflow Studio interface for the 'task table' application. A new trigger is being created for the 'task table 2' table:

Trigger: Created

Table: task table 2 [u_task_table_2]

Condition: All of these conditions must be met

status	is	in progress	OR	AND
comments	is	feedback	OR	AND
assigned to	is	bob	OR	AND

or

New Criteria

Advanced Options

Buttons: Delete, Cancel, Done

Panel on the right: Data (Collapse All) showing various workflow steps and objects used in the trigger.

9. Verify and Approval

The screenshot shows the ServiceNow Access Controls list page. The URL is https://dev313189.service-now.com/nav/uiclassic/params/target/sys_security_acl_list.do. The page title is "Access Controls". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists various security rules, including rules for task tables and project tables, with updates from October 2024.

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_tableu	Allow If	read	record	true	admin	2025-10-28 21:43:18
u_project_tableu	Allow If	delete	record	true	admin	2025-10-28 21:43:18
u_project_tableu	Allow If	create	record	true	admin	2025-10-28 21:43:18
u_project_tableu	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 list page. The URL is https://dev313189.service-now.com/sys_security_acl_list.do?sys_id=22aa17b247b0321053b407fe016d4326&sysparm_record_target=sys_security_acl&sysparm_record_rows=6&sysparm_record_list=ORDERBYDESCsys_updated_on. The page title is "Approvals". The table has columns: State, Approver, Comments, Approval for, and Created. The table lists various approval requests, mostly in the Requested state, with approvals from September 2024.

State	Approver	Comments	Approval for	Created
Approved	alice.p	(empty)		2024-10-22 22:26:19
Rejected	FredLuddy	(empty)		2024-09-01 12:19:33
Requested	FredLuddy	(empty)		2024-09-01 12:17:03
Requested	FredLuddy	(empty)		2024-09-01 12:15:44
Requested	HowardJohnson	CHG0000096		2024-09-01 06:15:29
Requested	RonKettering	CHG0000096		2024-09-01 06:15:29
Requested	LukeWilson	CHG0000096		2024-09-01 06:15:29
Requested	ChristenMitchell	CHG0000096		2024-09-01 06:15:29
Requested	BernardLaboy	CHG0000096		2024-09-01 06:15:29
Requested	HowardJohnson	CHG0000095		2024-09-01 06:15:25
Requested	RonKettering	CHG0000095		2024-09-01 06:15:25
Requested	LukeWilson	CHG0000095		2024-09-01 06:15:25
Requested	ChristenMitchell	CHG0000095		2024-09-01 06:15:25
Requested	BernardLaboy	CHG0000095		2024-09-01 06:15:25