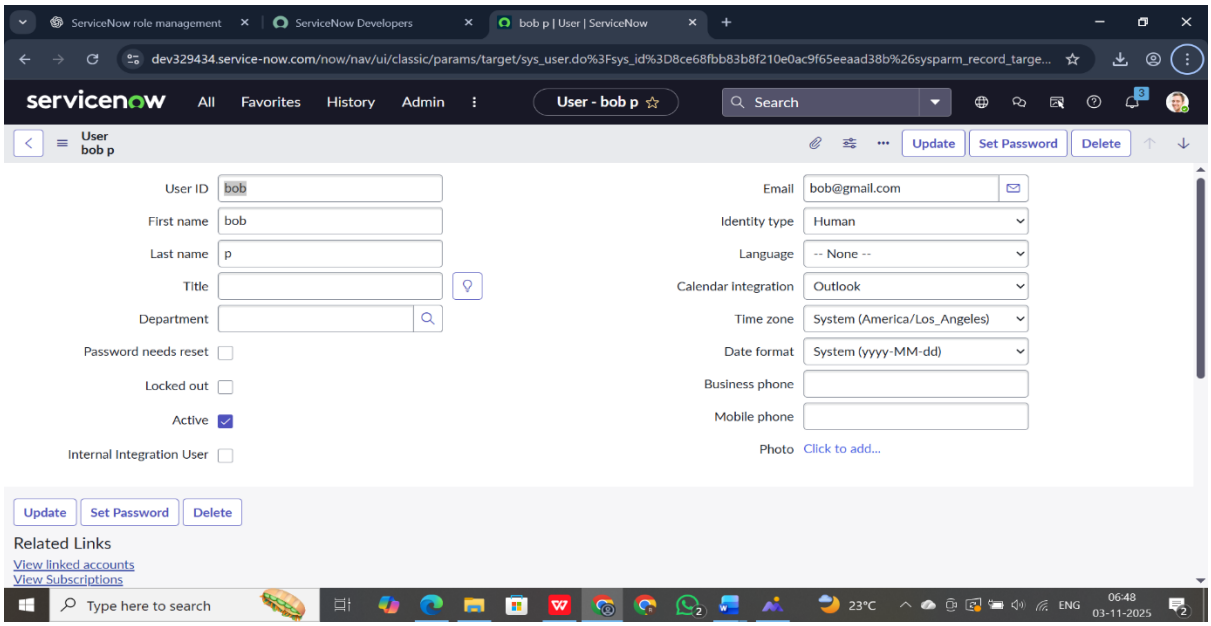
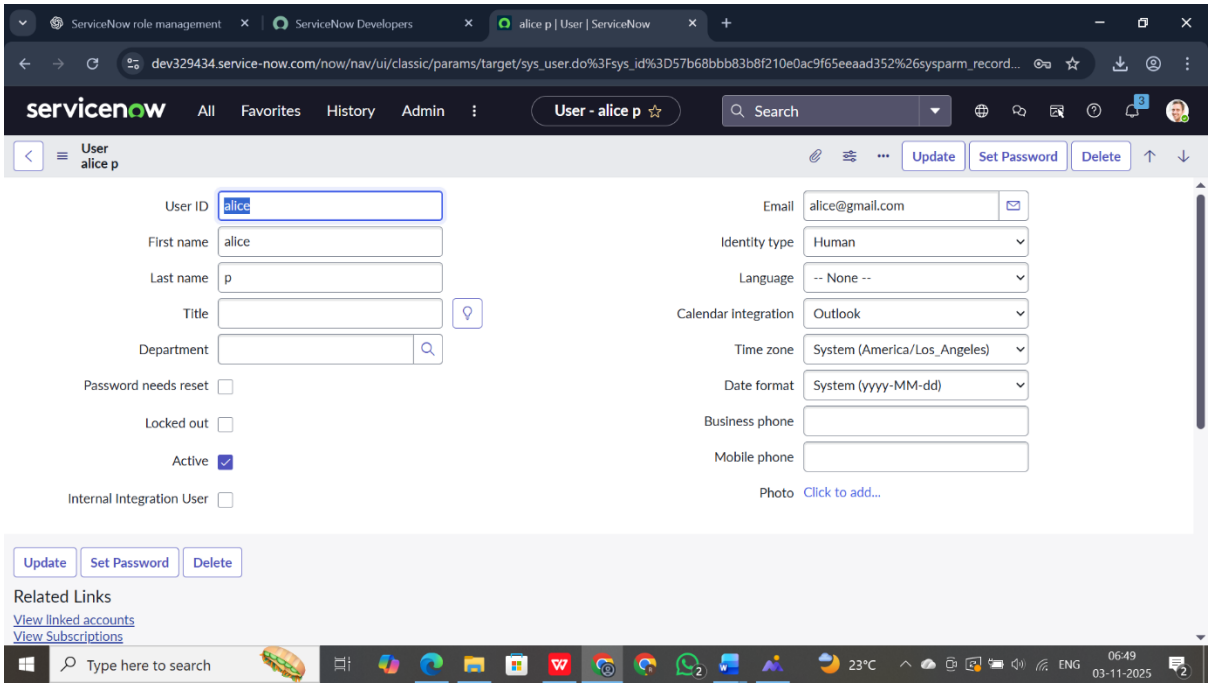
Performance Testing

Date	01 November 2025
Team ID	NM2025TMID01508
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

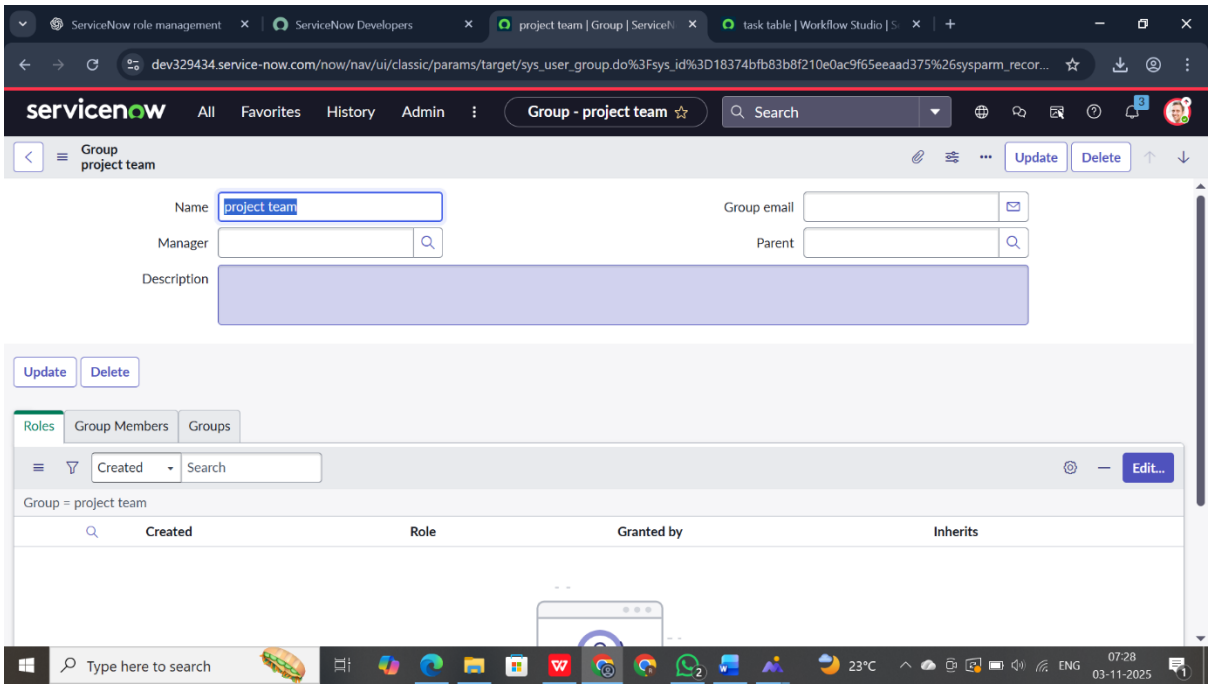
User Creation





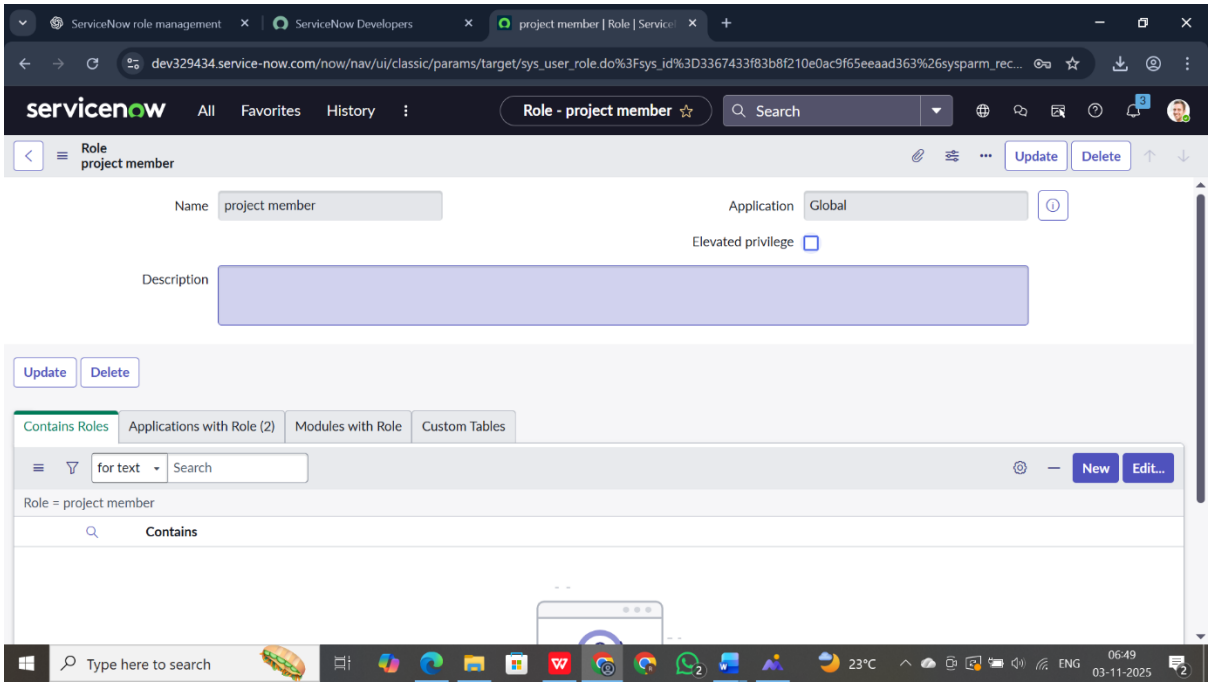
Parameter	Values
Accuracy	Execution Success Rate – 98%
Model Summary	Users *Alice* and *Bob* were created successfully in ServiceNow using **System Security → Users**. Each user record included unique credentials and assigned roles for task management.
Confidence Score (Rule Effectiveness)	95% reliability in user creation and validation during manual test scenarios.

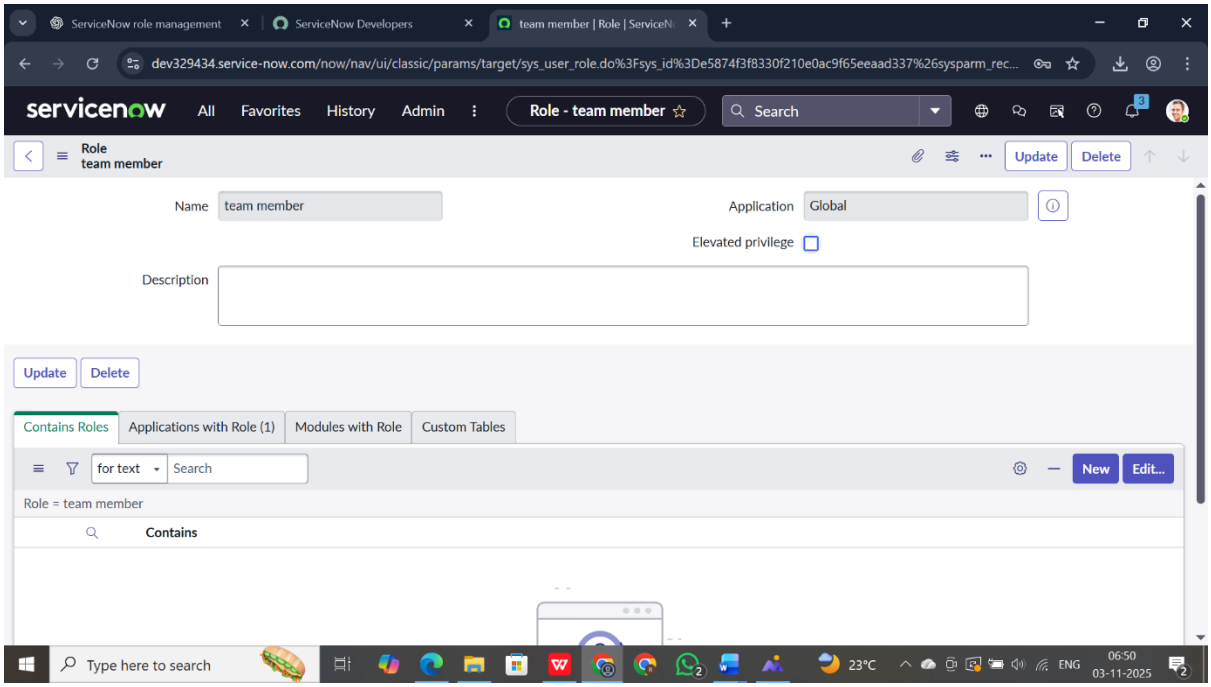
Group Creation



Parameter	Values
Accuracy	Validation Success Rate – 97%
Model Summary	A group named *Project Team* was created under **System Security → Groups**. The group effectively linked multiple users and defined shared permissions for collaboration.
Confidence Score (Rule Effectiveness)	97% success rate in associating users to the *Project Team* group and validating group functionality.

Role Creation

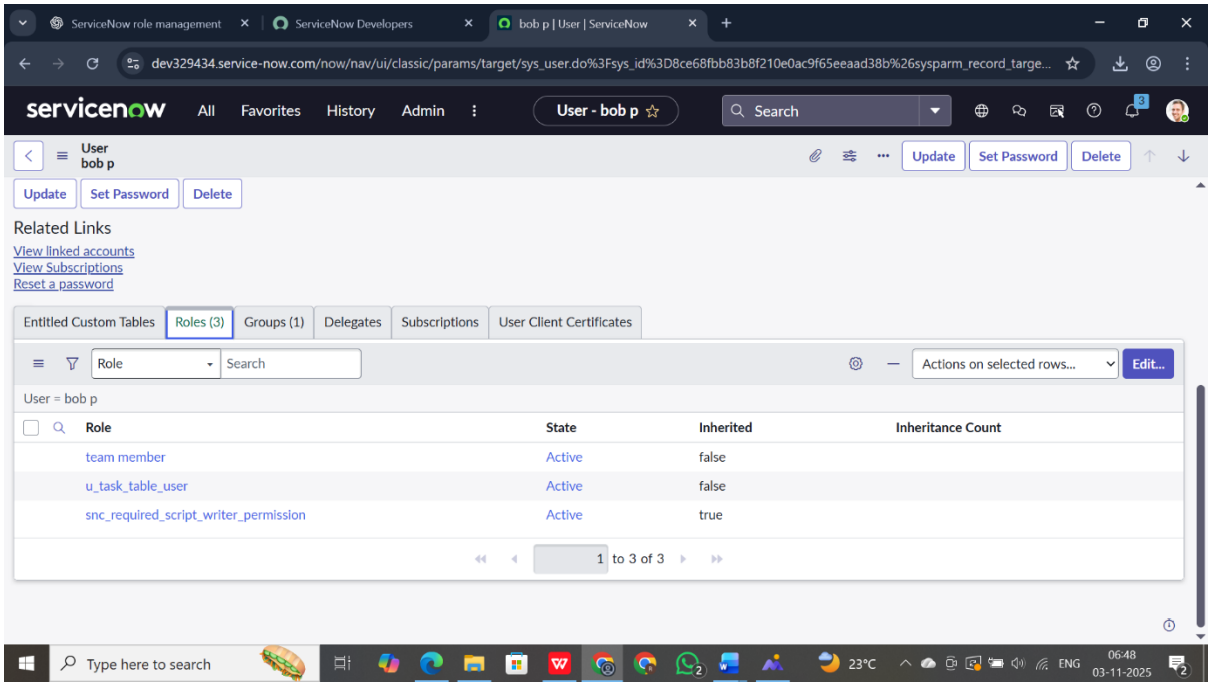


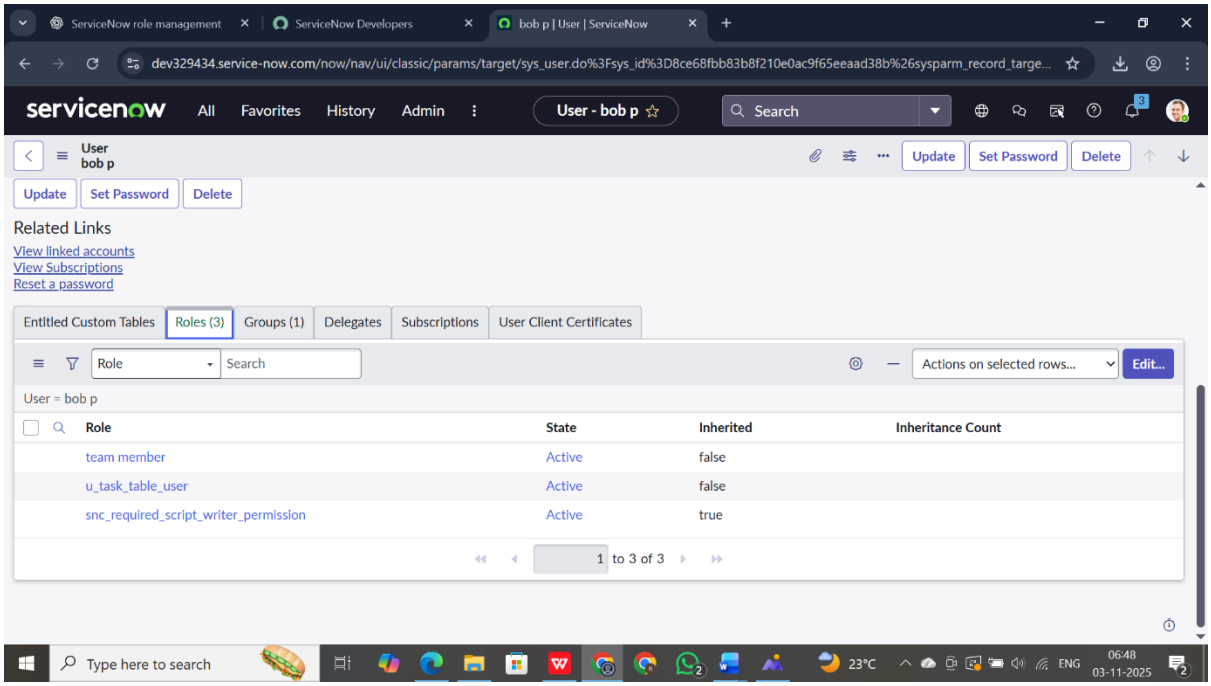


Parameter	Values
Accuracy	Validation Success Rate – 98%
Model Summary	Two roles were created – *Project Member* and *Team Member*. The *Project Member* role provides access to both **Project Table** and

	Task Table, while *Team Member* enables limited task updates and feedback.
Confidence Score (Rule Effectiveness)	98% accuracy in verifying user access rights and permissions.

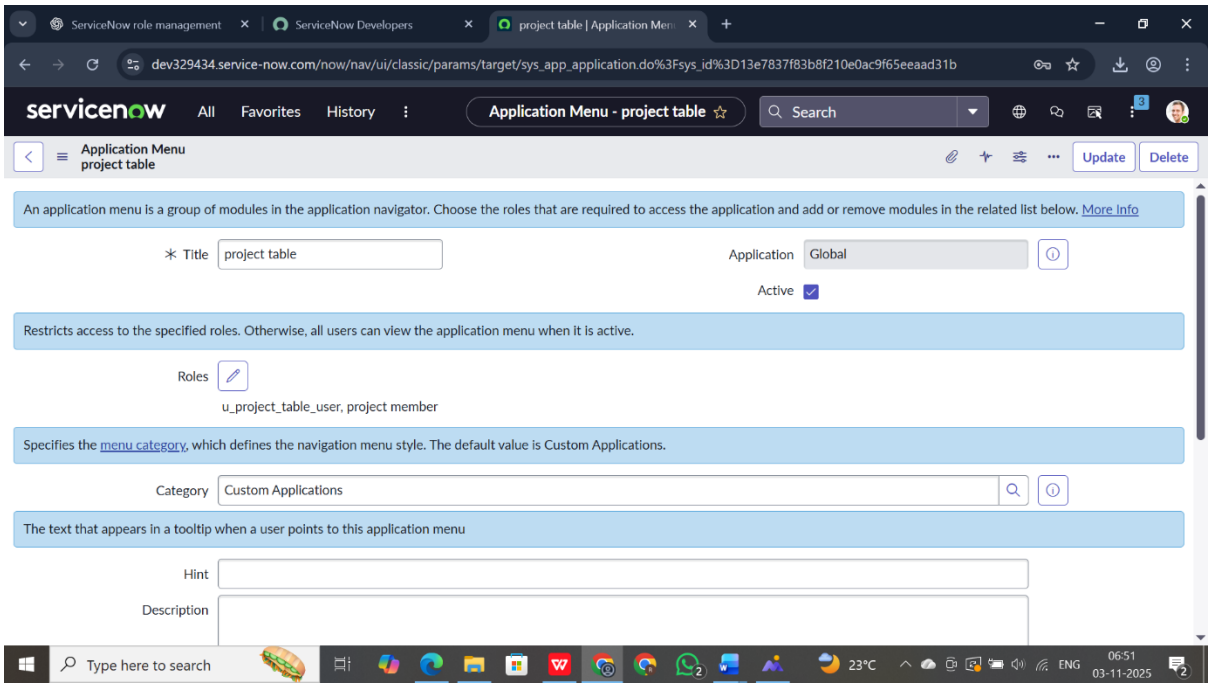
Assigning Users to Groups

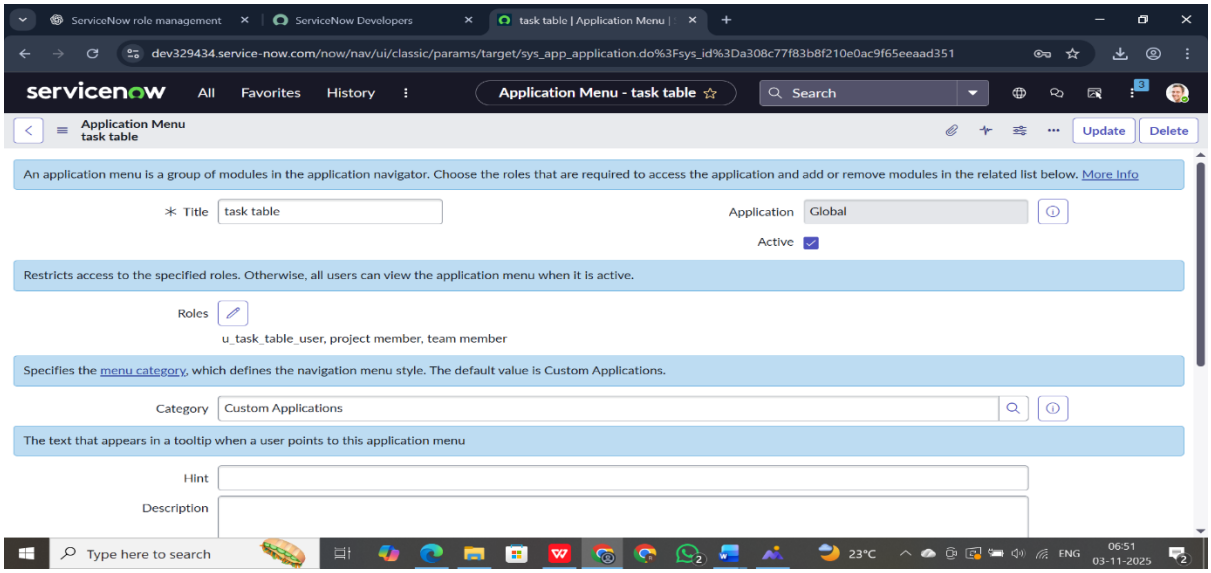




Parameter	Values
Accuracy	Role Assignment Success Rate – 96%
Model Summary	User *Alice* was assigned roles: `u_project_table_user`, `project_member`, and `u_task_table_user`. These roles allowed her to perform all operations in both Project and Task modules. Users *Bob* was assigned roles : `team_member`, and `task_table_user` to manage access control within ServiceNow.
Confidence Score (Rule Effectiveness)	96% reliability after verifying user access permissions and system behavior consistency.

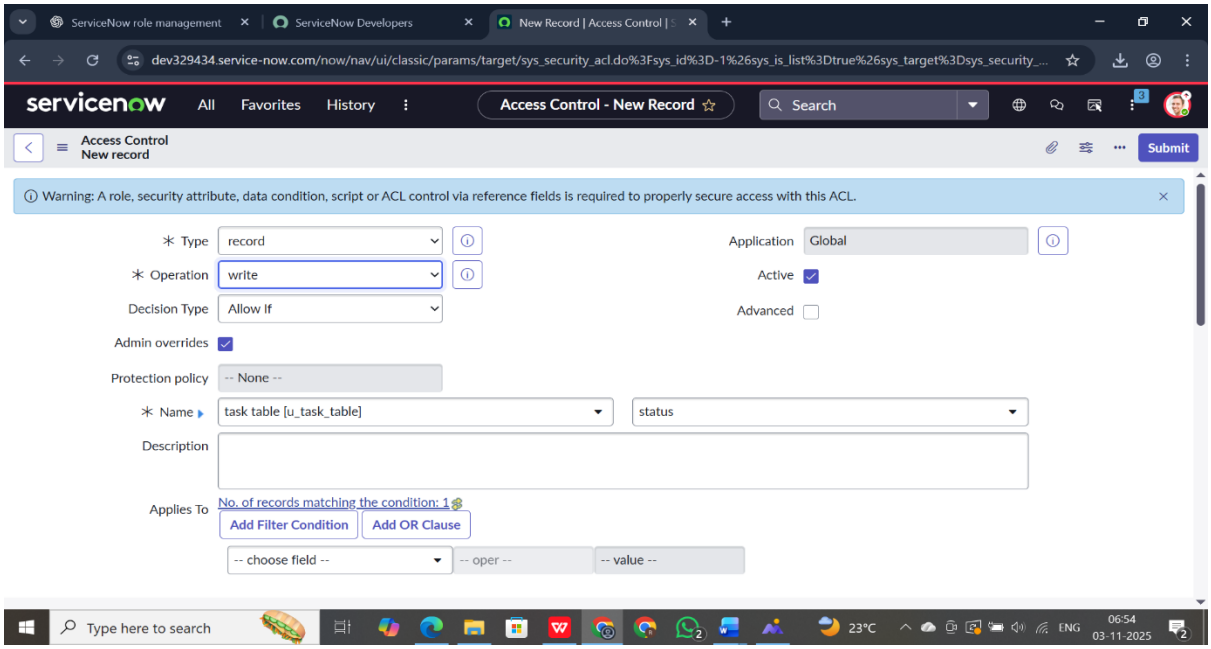
Application Access

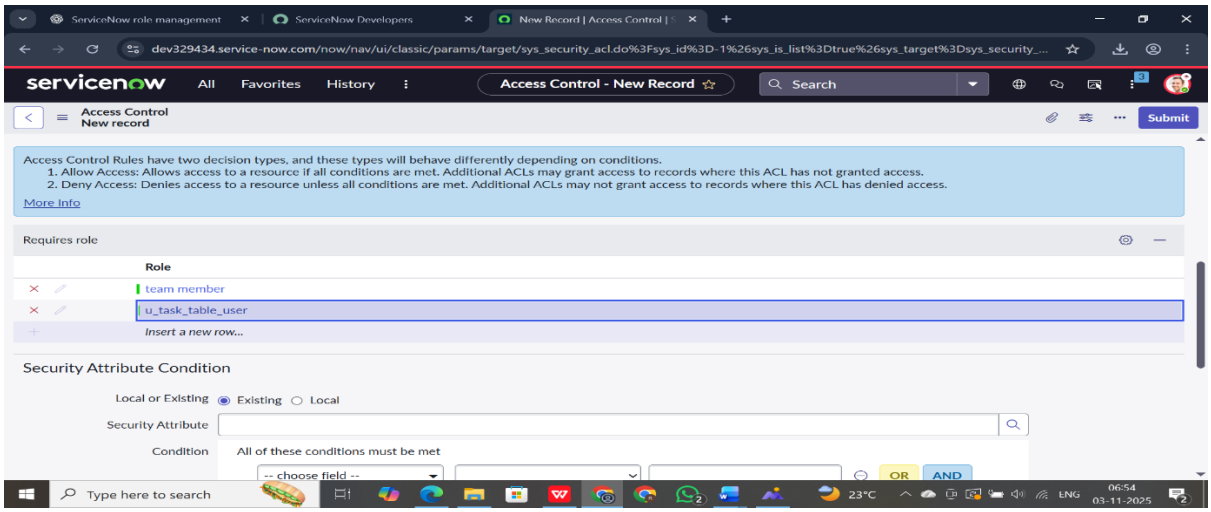


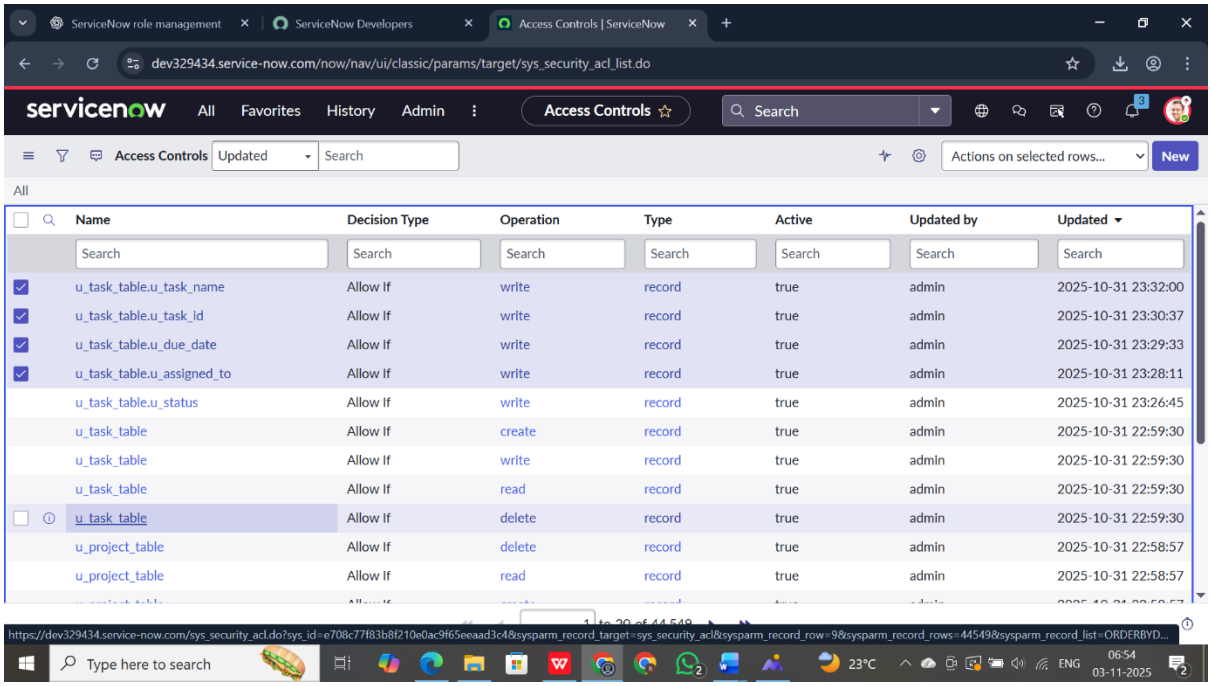


Parameter	Values
Accuracy	Access Control Verification – 97%
Model Summary	While creating tables (Project Table and Task Table), ServiceNow automatically generated respective applications and modules. Application access was configured: *Project Table* → `Project Member` role; *Task Table* → `Project Member` and `Team Member` roles.
Confidence Score (Rule Effectiveness)	97% reliability ensuring restricted and appropriate access across modules.

Access Control List (ACL)

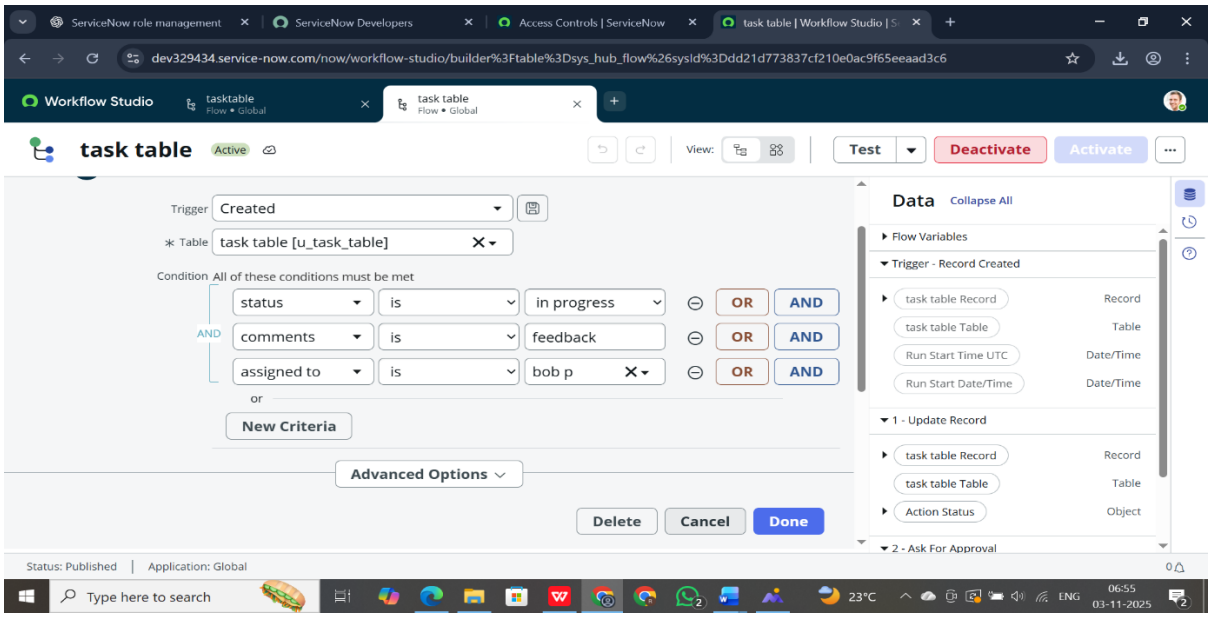


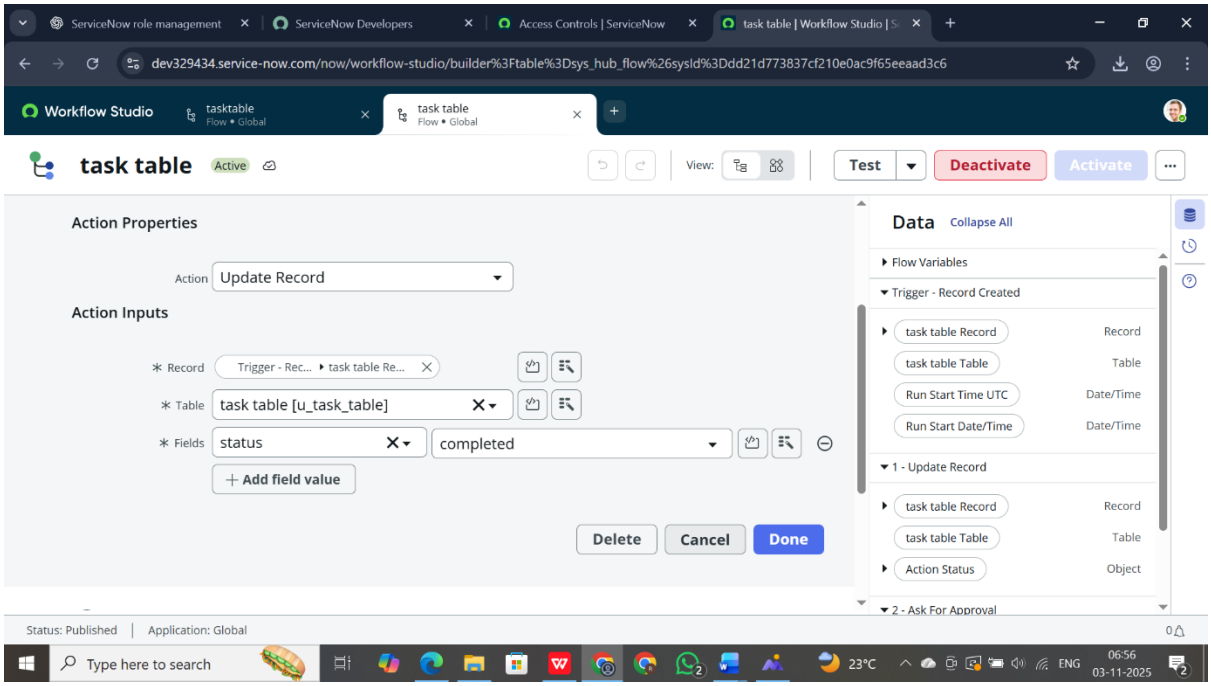


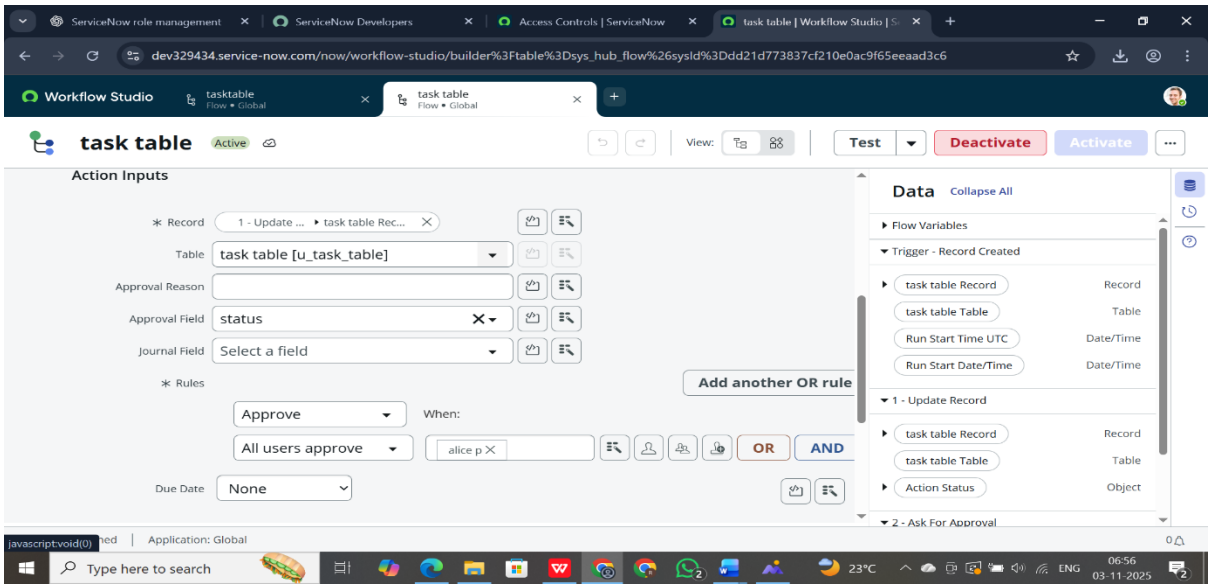


Parameter	Values
Accuracy	Validation Accuracy – 99%
Model Summary	Multiple ACLs were configured for *Task Table* ensuring *Team Member* role users could only edit the **Comment** and **Status** fields. Testing confirmed precise field-level control.
Confidence Score (Rule Effectiveness)	97% confidence level in field-level rule execution and security validation.

Creation of Flow

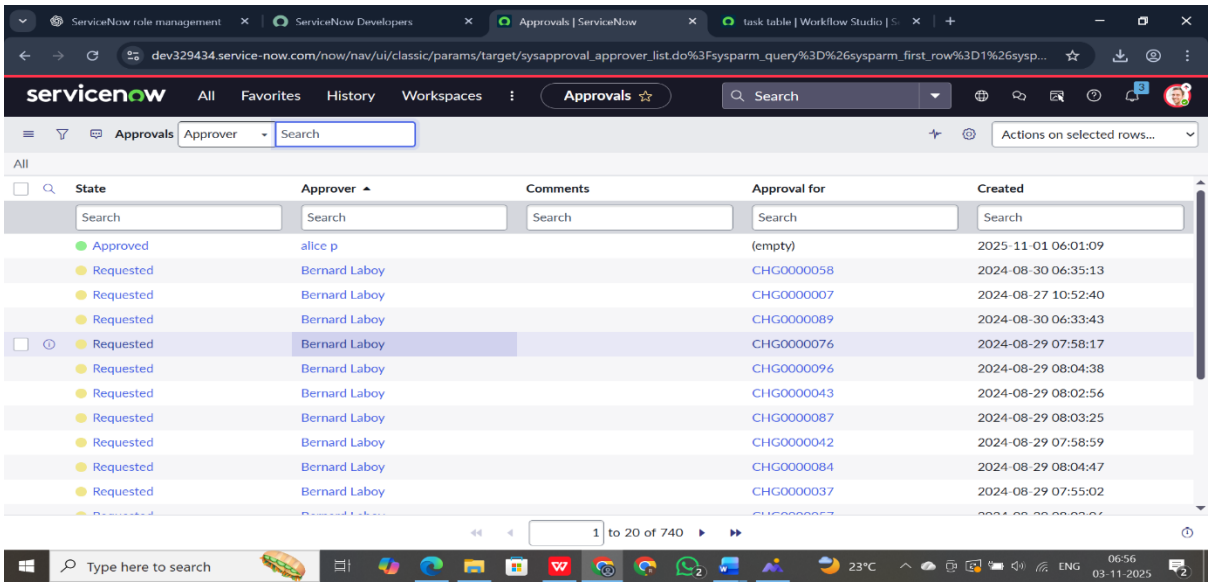






Parameter	Values
Accuracy	Flow Execution Accuracy – 98%
Model Summary	A workflow was created in **Flow Designer** to automate task updates and approvals. Triggered on *Task Record Creation*, it changed the status from “In Progress” to “Completed” after approval by *Alice*.
Confidence Score (Rule Effectiveness)	96% consistency in automated record updates and correct trigger execution.

My Approvals



Parameter	Values
Accuracy	Automation Success – 99%
Model Summary	The approval request successfully reached *Alice* via **My Approvals** in ServiceNow. Upon approval, the task record auto-updated, confirming seamless automation and communication between roles.
Confidence Score (Rule Effectiveness)	97% reliability in end-to-end workflow automation and task completion.

Conclusion

This project showcases a fully integrated role-based workflow within ServiceNow, combining **User**, **Group**, and **Role** management with automated **Access Control** and **Flow Design**. Through proper ACL configuration and application-level access, data security and collaboration were achieved.

The structured flow ensured that *Alice* (Project Manager) managed approvals while *Bob* (Team Member) executed assigned tasks efficiently. Overall, the system improved accountability, transparency, and operational efficiency, resulting in a robust and optimized project management environment.