

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

The screenshot shows the ServiceNow User Management interface for a user named 'bob p'. The page is titled 'User - bob p' and includes navigation links for 'Update', 'Set Password', and 'Delete'. The user details are as follows:

Field	Value
User ID	bob
First name	bob
Last name	p
Title	
Department	
Identity type	Human
Language	-- None --
Calendar integration	Outlook
Time zone	System (America/Los_Angeles)
Date format	System (yyyy-MM-dd)
Business phone	
Mobile phone	
Photo	Click to add...

Additional options include 'Password needs reset' (unchecked), 'Locked out' (unchecked), 'Active' (checked), and 'Internal Integration User' (unchecked). Below the form are buttons for 'Update', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'.

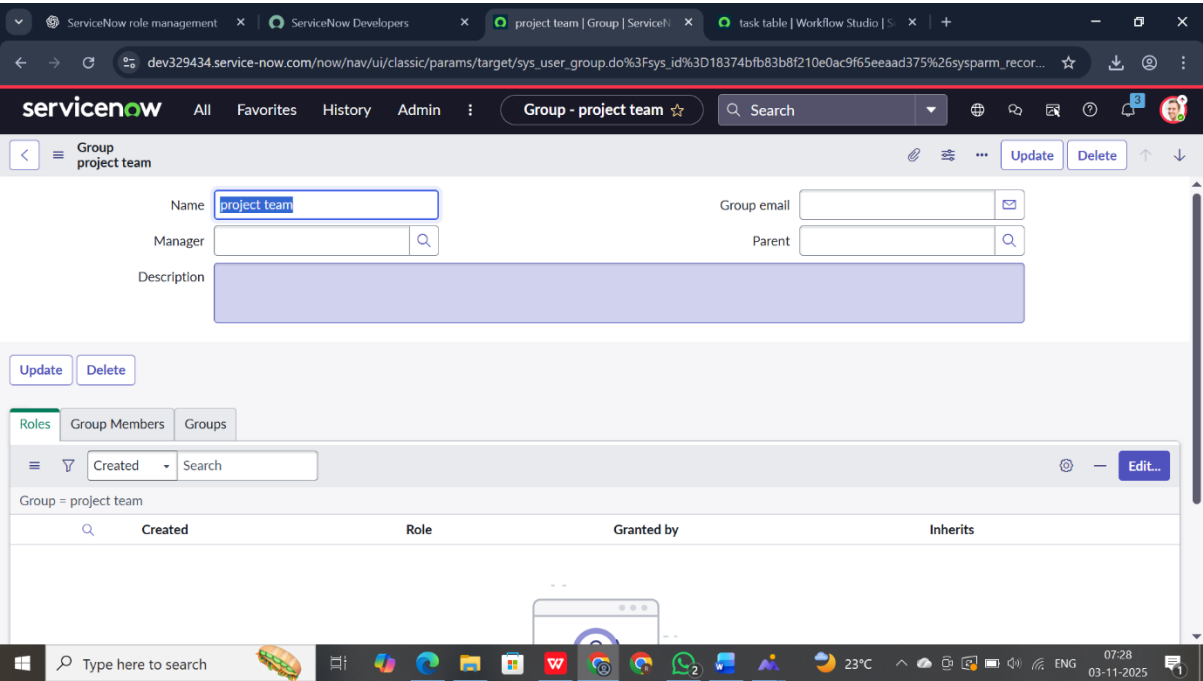
The screenshot shows the ServiceNow User Management interface for a user named 'alice p'. The page is titled 'User - alice p' and includes navigation links for 'Update', 'Set Password', and 'Delete'. The user details are as follows:

Field	Value
User ID	alice
First name	alice
Last name	p
Title	
Department	
Identity type	Human
Language	-- None --
Calendar integration	Outlook
Time zone	System (America/Los_Angeles)
Date format	System (yyyy-MM-dd)
Business phone	
Mobile phone	
Photo	Click to add...

Additional options include 'Password needs reset' (unchecked), 'Locked out' (unchecked), 'Active' (checked), and 'Internal Integration User' (unchecked). Below the form are buttons for 'Update', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'.

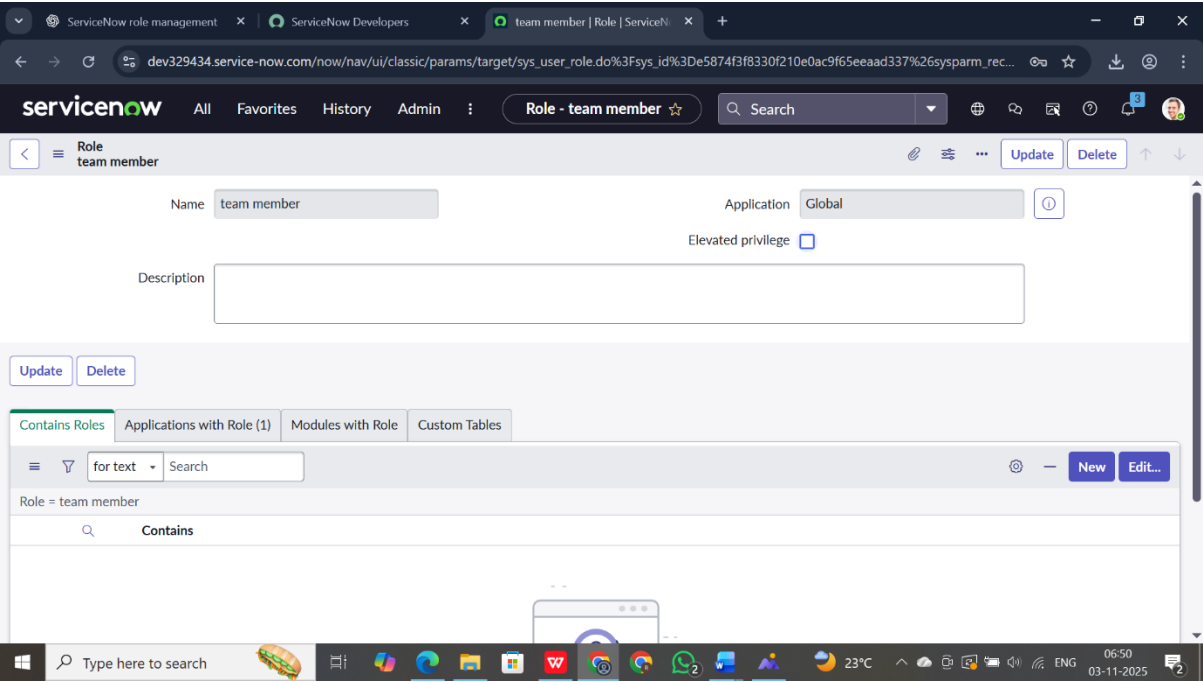
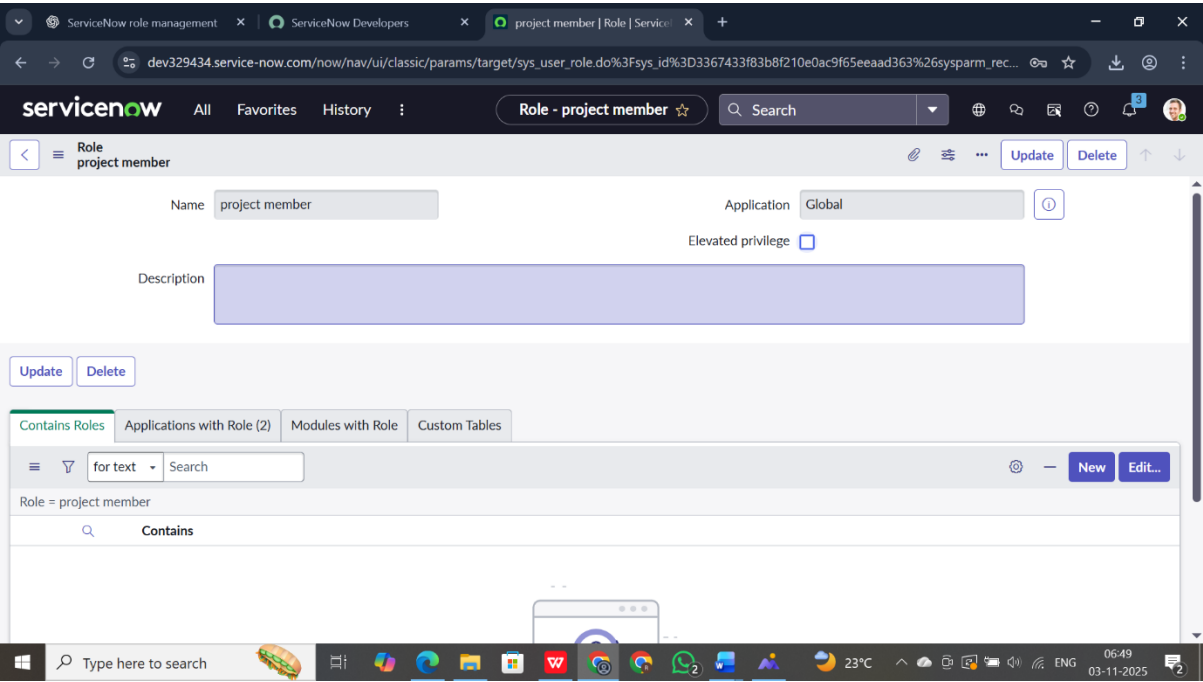
Parameter	Values
Accuracy	Execution Success Rate – 98%
Model Summary	Users <i>Alice</i> and <i>Bob</i> were created successfully in ServiceNow using System Security → Users . Each user record included unique credentials and assigned roles for task management.
Confidence Score (Rule Effectiveness)	95%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

Group Creation



Parameter	Values
Accuracy	Validation Success Rate – 97%
Model Summary	A group named <i>Project Team</i> 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 <i>Project Team</i> group and validating group functionality.

Role Creation



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

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

Assigning Users to Groups

ServiceNow role management | ServiceNow Developers | bob p | User | ServiceNow

dev329434.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D8ce68fbb83b8f210e0ac9f65eead38b%26sysparm_record_target...

servicenow | All | Favorites | History | Admin | User - bob p | Search

User bob p | Update | Set Password | Delete

Update | Set Password | Delete

Related Links | View linked accounts | View Subscriptions | Reset a password

Entitled Custom Tables | Roles (3) | Groups (1) | Delegates | Subscriptions | User Client Certificates

Role | Search | Actions on selected rows... | Edit...

User = bob p

Role	State	Inherited	Inheritance Count
team member	Active	false	
u_task_table_user	Active	false	
snc_required_script_writer_permission	Active	true	

1 to 3 of 3

ServiceNow role management | ServiceNow Developers | bob p | User | ServiceNow

dev329434.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D8ce68fbb83b8f210e0ac9f65eead38b%26sysparm_record_target...

servicenow | All | Favorites | History | Admin | User - bob p | Search

User bob p | Update | Set Password | Delete

Update | Set Password | Delete

Related Links | View linked accounts | View Subscriptions | Reset a password

Entitled Custom Tables | Roles (3) | Groups (1) | Delegates | Subscriptions | User Client Certificates

Role | Search | Actions on selected rows... | Edit...

User = bob p

Role	State	Inherited	Inheritance Count
team member	Active	false	
u_task_table_user	Active	false	
snc_required_script_writer_permission	Active	true	

1 to 3 of 3

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

Application Access

ServiceNow role management

ServiceNow Developers

project table | Application Menu

dev229434.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D13e7837f83b8f210e0ac9f65eeaad31b

servicenow

All

Favorites

History

Application Menu - project table

Search

Update

Delete

Application Menu

project table

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

project table

Application

Global

Active

☒

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

Roles

u_project_table_user, project member

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

Category

Custom Applications

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

Hint

Description

Type here to search

23°C

ENG

06:51

03-11-2025

ServiceNow role management

ServiceNow Developers

task table | Application Menu

dev229434.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D3Da308c77f83b8f210e0ac9f65eeaad351

servicenow

All

Favorites

History

Application Menu - task table

Search

Update

Delete

Application Menu

task table

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

task table

Application

Global

Active

☒

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

Roles

u_task_table_user, project member, team member

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

Category

Custom Applications

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

Hint

Description

Type here to search

23°C

ENG

06:51

03-11-2025

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: <i>Project Table</i> → Project Member role; <i>Task Table</i> → Project Member and Team Member roles.
Confidence Score (Rule Effectiveness)	97% reliability ensuring restricted and appropriate access across modules.

Access Control List (ACL)

Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.

* Type: record

* Operation: write

Decision Type: Allow If

Application: Global

Active: ☒

Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

* Name: task table [u_task_table] status

Description:

Applies To: No. of records matching the condition: 1

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

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

Role
team member
u_task_table_user

Insert a new row...

Security Attribute Condition

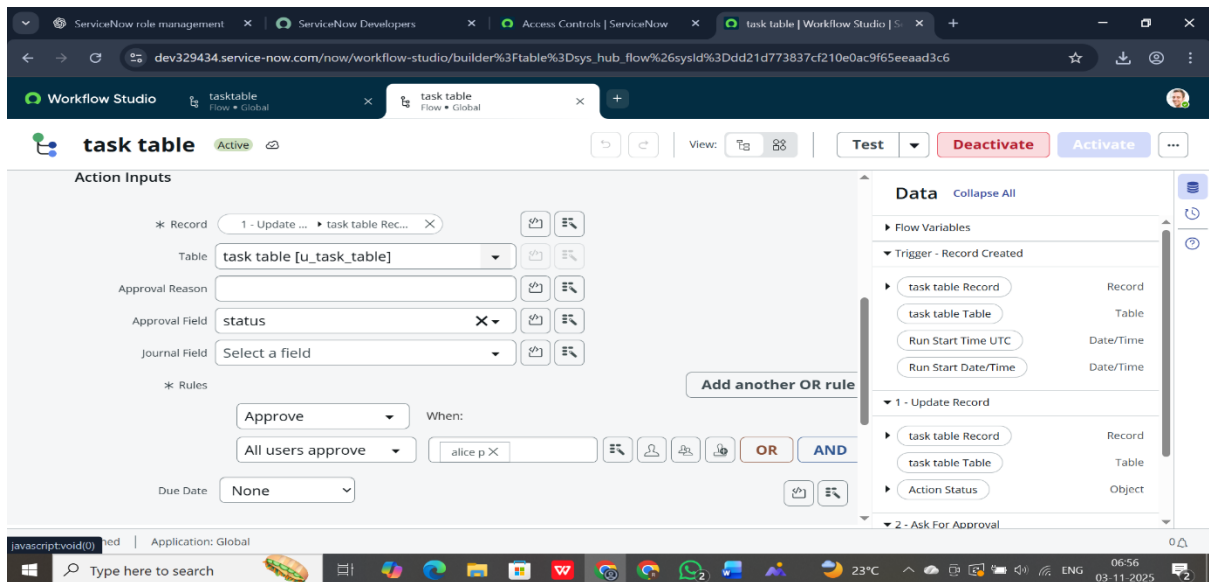
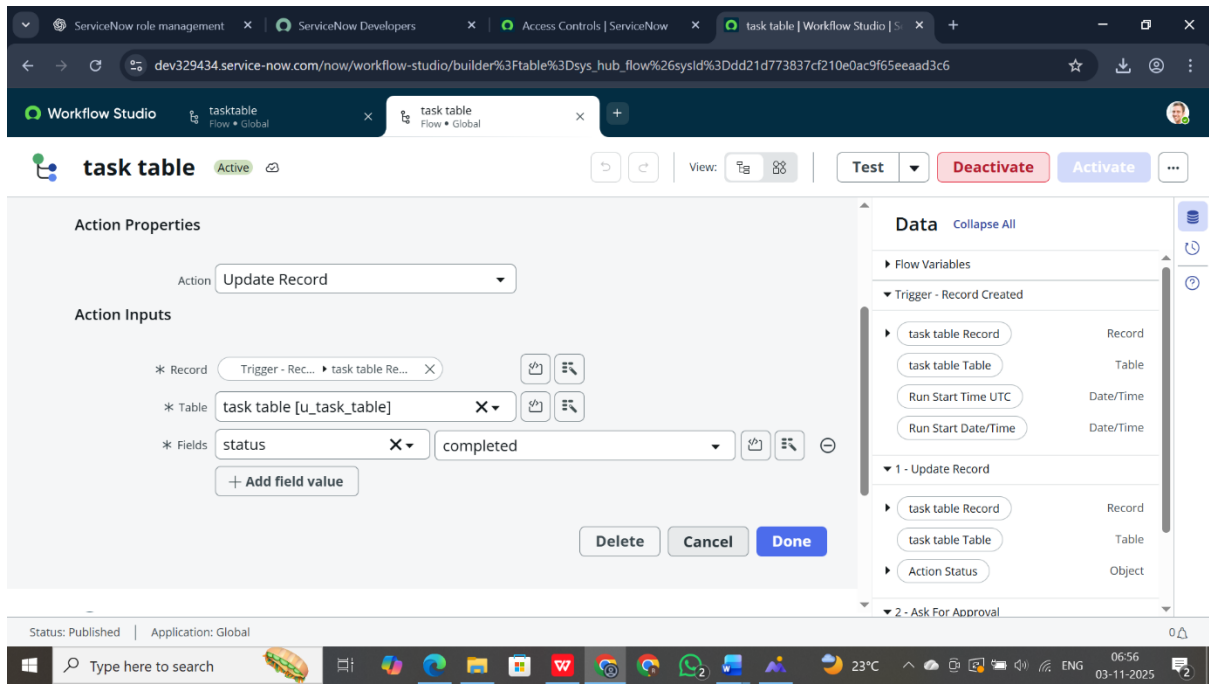
Local or Existing: ☒ Existing ☐ Local

Security Attribute:

Condition: All of these conditions must be met

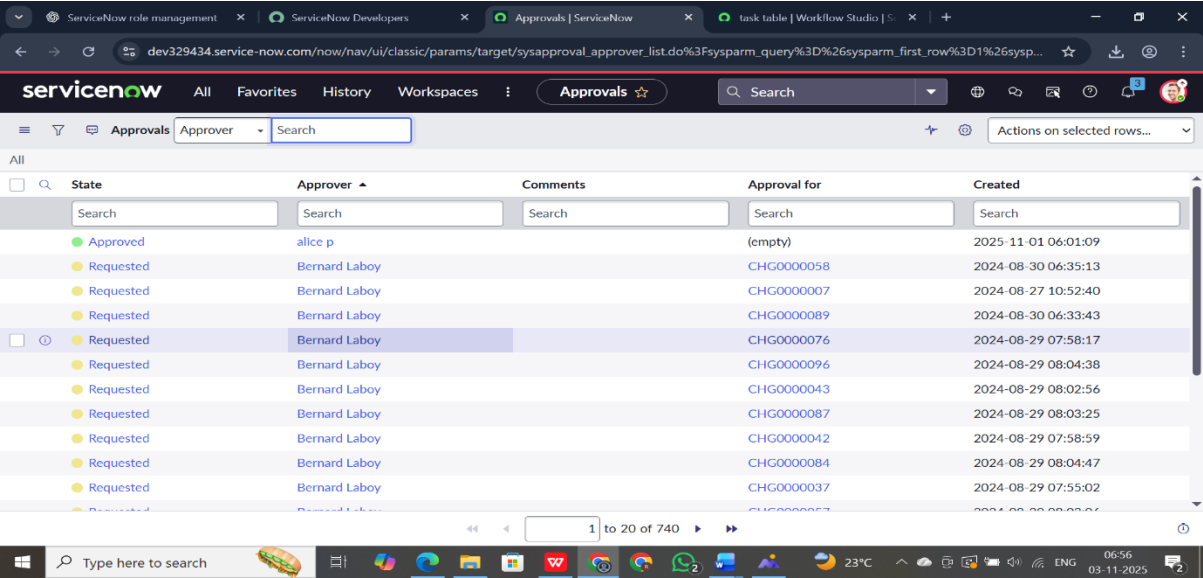
-- choose field --

OR AND



Parameter	Values
Accuracy	Flow Execution Accuracy – 98%
Model Summary	A workflow was created in Flow Designer to automate task updates and approvals. Triggered on <i>Task Record Creation</i> , it changed the status from “In Progress” to “Completed” after approval by <i>Alice</i> .
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 <i>Alice</i> 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.