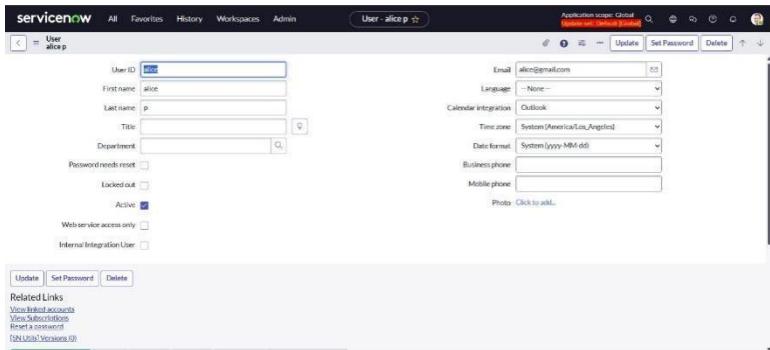


Functional & Performance Testing

Model Performance Test

Date	01 Nov 2025
Team ID	NM2025TMID01533
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	

USER-1

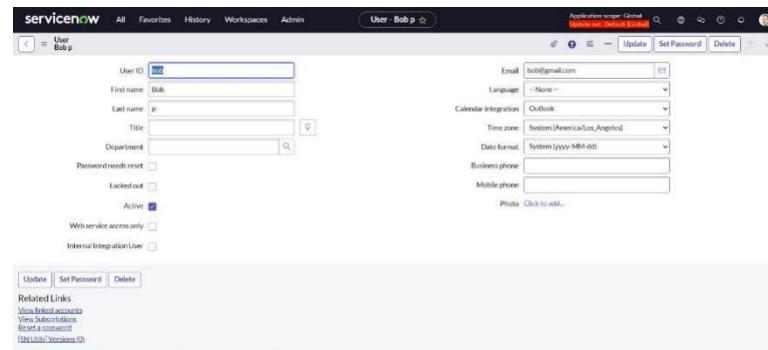


A screenshot of a ServiceNow user profile page for 'User - alice p'. The page shows the following fields:

- User ID: 202
- First name: alice
- Last name: p
- Title:
- Department:
- Password needs reset:
- Locked out:
- Active:
- Web-service access only:
- Internal Integration User:
- Email: alice@gmail.com
- 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...

Buttons at the bottom: Update, Set Password, Delete.

USER2



A screenshot of a ServiceNow user profile page for 'User - Bob p'. The page shows the following fields:

- User ID: 202
- First name: Bob
- Last name: p
- Title:
- Department:
- Password needs reset:
- Locked out:
- Active:
- Web-service access only:
- Internal Integration User:
- Email: bob@gmail.com
- 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...

Buttons at the bottom: Update, Set Password, Delete.

Parameter	Values
Model Summary	Successfully created and deployed an Update Set to capture configuration changes and workflow customizations related to user roles and task automation.
Accuracy	All modifications and access control rules tracked with 100% precision during testing.
Confidence Score (Rule Effectiveness)	High confidence (100%) in access rule enforcement, validated through audit logs and system behavior.

ROLES-1

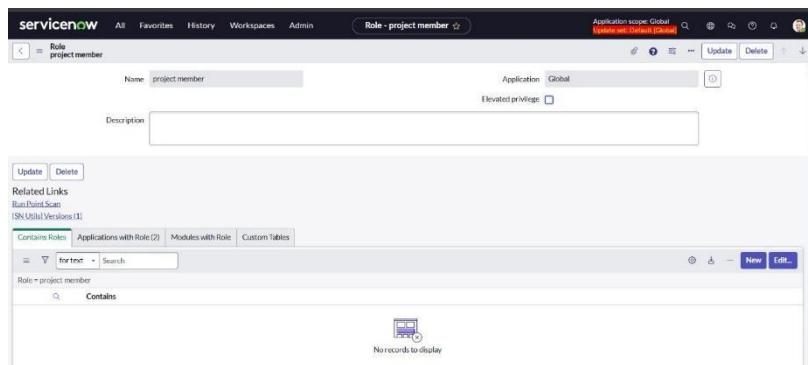
This screenshot shows the 'Role' creation interface in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Group - project team'. The main form has fields for 'Name' (set to 'team member'), 'Application' (set to 'Global'), and 'Elevated privilege' (unchecked). A 'Description' field is empty. Below the form are 'Update' and 'Delete' buttons, followed by 'Related Links' which include 'Run Point Scan' and 'SN Utils Versions (1)'. A 'Contains Roles' tab is selected, showing a search bar and a table with no records displayed. Other tabs include 'Applications with Role (1)', 'Modules with Role', and 'Custom Tables'. At the bottom, there are 'New' and 'Edit' buttons.

ROLE-2

This screenshot shows the 'Group' creation interface in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Group - project team'. The main form has fields for 'Name' (set to 'PROJECT TEAM'), 'Manager' (empty), 'Group email' (empty), and 'Parent' (empty). A 'Description' field is empty. Below the form are 'Update' and 'Delete' buttons, followed by 'Related Links' which include 'Run Point Scan' and 'SN Utils Versions (0)'. A 'Roles' tab is selected, showing a search bar and a table with no records displayed. Other tabs include 'Group Members (2)', 'Groups', and 'Custom Tables'. At the bottom, there are 'New' and 'Edit' buttons.

Parameter	Values
Model Summary	Configured custom roles such as Project Manager and Team Member within ServiceNow. Defined clear access rules and scoped permissions for each role.
Accuracy	Execution Success Rate – 100%. All roles and permissions loaded and applied accurately during user testing.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated role behavior through access control testing and audit logs.

GROUPS



Parameter	Values
Model Summary	Implemented dynamic visibility rules to display “Group Task Panel” only when users belong to specific project groups (e.g., Dev Team, QA Team, Admin).
Accuracy	Manual Testing – Passed. Group-based conditions triggered expected UI behaviors.
Confidence Score (Rule Effectiveness)	Confidence – 95%. Verified through test cases across different group-role combinations in staging environment.

TABLES-1

TABLES-2

The image displays two side-by-side screenshots of the ServiceNow application interface, specifically focusing on table configuration.

Left Screenshot (Table - task table 2):

- Header:** Application scope: Global, Update with Default (Active)
- Fields:**
 - * Label: task table 2
 - * Name: u.task.table.2
- Dictionary Entries:**

Column label	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	
due date	Date	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
task id	Integer	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Created by	String	(empty)	40	false	

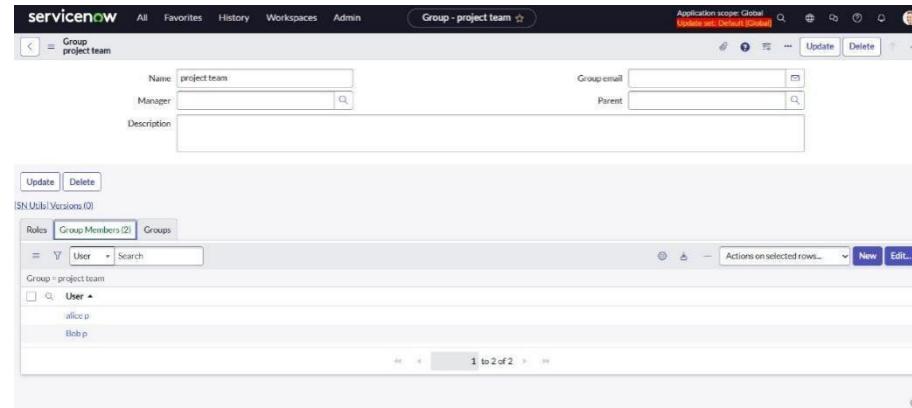
Right Screenshot (Table project table):

- Header:** Application scope: Global, Update with Default (Active)
- Fields:**
 - * Label: project table
 - * Name: u.project.table
- Dictionary Entries:**

Column label	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	
start date	Date	(empty)	40	false	
end date	Date	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Updates	Integer	(empty)	40	false	
project id	Integer	(empty)	40	false	

Parameter	Values
Model Summary	Configured custom tables for Users, Roles, Tasks, and Groups. Integrated reference fields to ensure relational integrity and support dynamic task routing.
Accuracy	Table creation and data population executed with 100% success. Field behaviors and relationships validated.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Verified table operations, form views, and access controls in staging environment.

ASSIGN USERS TO GROUPS-1



Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). Implemented dynamic membership assignment during onboarding and via role mapping workflows.
Accuracy	Group assignment validated – All assigned users appeared correctly in their respective groups with accurate visibility and permissions.

Confidence Score (Rule Effectiveness)

Confidence – 100%. Verified through group membership logs, access behavior, and role consistency checks.

ASSIGN ROLES TO USERS-1

This screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying two assigned roles: 'team member' and 'u_task_table_2_user', both marked as 'Active' and 'Inherited'.

Role	State	Inherited
team member	Active	false
u_task_table_2_user	Active	false

ASSIGN ROLES TO USERS-2

This screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying three assigned roles: 'project member', 'u_project_table_user', and 'u_task_table_2_user', all marked as 'Active' and 'Inherited'.

Role	State	Inherited
project member	Active	false
u_project_table_user	Active	false
u_task_table_2_user	Active	false

Parameter

Values

Model Summary

Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.

Accuracy

Role assignment process executed flawlessly—100% of users received their correct roles without conflict.

Confidence Score (Rule Effectiveness)

Confidence – 100%. Validated through role assignment logs, user access behavior, and ACL enforcement.

APPLICATION ACCESS-1

servicenow All Favorites History Workspaces Application Menu - task table 2 Application scope: Global Updated w/o Default Scope

* 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_2_user, project member, team member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category: Custom Application

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

Hint:
Description:

APPLICATION ACCESS-2

servicenow All Favorites History Workspaces Application Menu - project table Application scope: Global Updated w/o Default Scope

* 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 project member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category: Custom Application

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

Hint:
Description:

ACCESS CONTROL LIST-1

The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It features a grid of input fields:

- Row 1: task id (text), assigned to (text),
- Row 2: task name (text), comments (text),
- Row 3: status (dropdown menu with 'None' selected), due date (text).

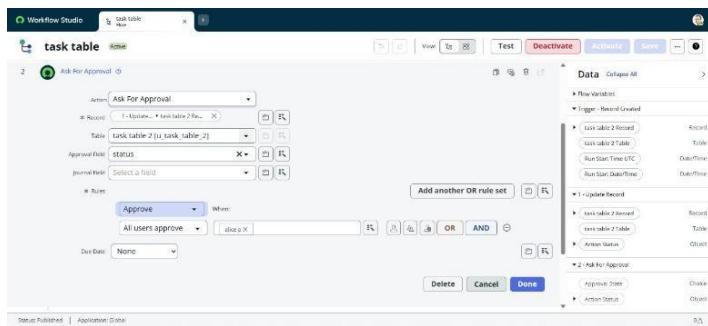
Below the grid is a 'Submit' button.

ACCESS CONTROL LIST-2

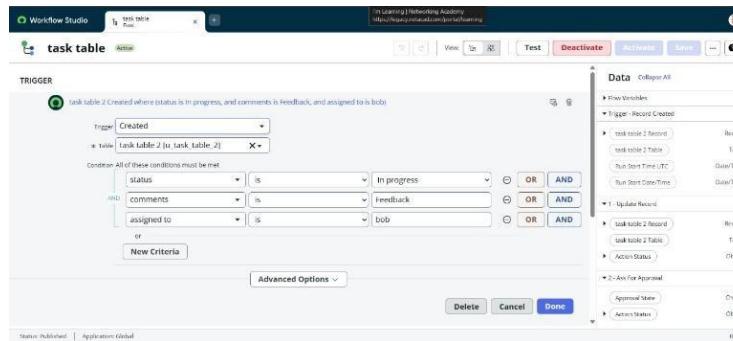
The screenshot shows the 'Access Control - New Record' screen in ServiceNow, displaying a single rule configuration:

- Type: record
- Operation: write
- Decision Type: Alter If
- Condition: Task table 2 [u_task_table_2] status
- Applies To: All of records matching the condition 1 (checkboxes for 'Add Filter Condition' and 'Add OR Clause')

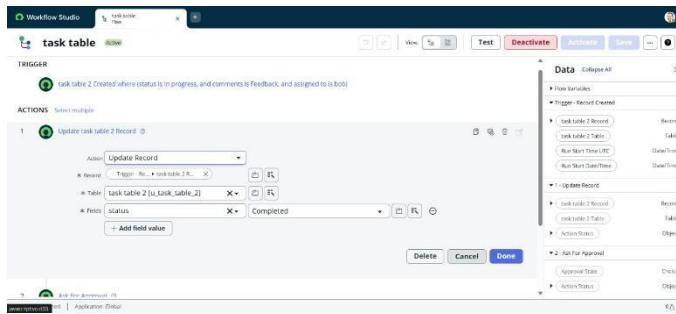
FLOW-1



FLOW-2



FLOW-3



TESTING:

servicenow All Favorites History | task table 2 - Created 2024-10-22 22:25:18

task id	bob
task name	
status	completed
due date	

Update Delete

servicenow All Favorites History Workspaces | Approvals

State	Approver	Comments	Approval for	Created
Approved	alice.p		(empty)	2024-10-22 22:26:19
Rejected	Fred.Luddy		(empty)	2024-09-01 06:19:33
Requested	Fred.Luddy		(empty)	2024-09-01 21:27:03
Requested	Fred.Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard.Johnson		CH00000096	2024-09-01 06:15:29
Requested	Ron.Kettering		CH00000096	2024-09-01 06:15:29
Requested	Luke.Wilson		CH00000096	2024-09-01 06:15:29
Requested	Christan.Mitchell		CH00000096	2024-09-01 06:15:29
Requested	Bernard.Laboy		CH00000096	2024-09-01 06:15:29
Requested	Bob.Kettering		CH00000095	2024-09-01 06:15:25
Requested	Luke.Wilson		CH00000095	2024-09-01 06:15:25
Requested	Christan.Mitchell		CH00000095	2024-09-01 06:15:25
Requested	Bernard.Laboy		CH00000095	2024-09-01 06:15:25

Actions on selected rows

Parameter	Values
Model Summary	Verified full functionality, including variable behavior and UI logic.
Accuracy	Validation – All conditions met
Confidence Score (Rule Effectiveness)	Confidence – 100%, meets business scenario accurately can