

Performance Testing

Performance and Testing

Define the Problem Statement

Date: 02November2025

NM ID: 88B3FEEAE88BEED87DB4B627DF1EA2E3

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

Maximum Marks: 4Marks

1. Create User

The screenshot displays the ServiceNow user management interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user profile 'User - alice p' is selected. The form contains the following fields and options:

- User ID:**
- First name:**
- Last name:**
- Title:**
- Department:**
- Email:**
- Identity type:**
- Language:**
- Calendar integration:**
- Time zone:**
- Date format:**
- Business phone:**
- Mobile phone:**
- Photo:** [Click to add...](#)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Internal Integration User:** ☐

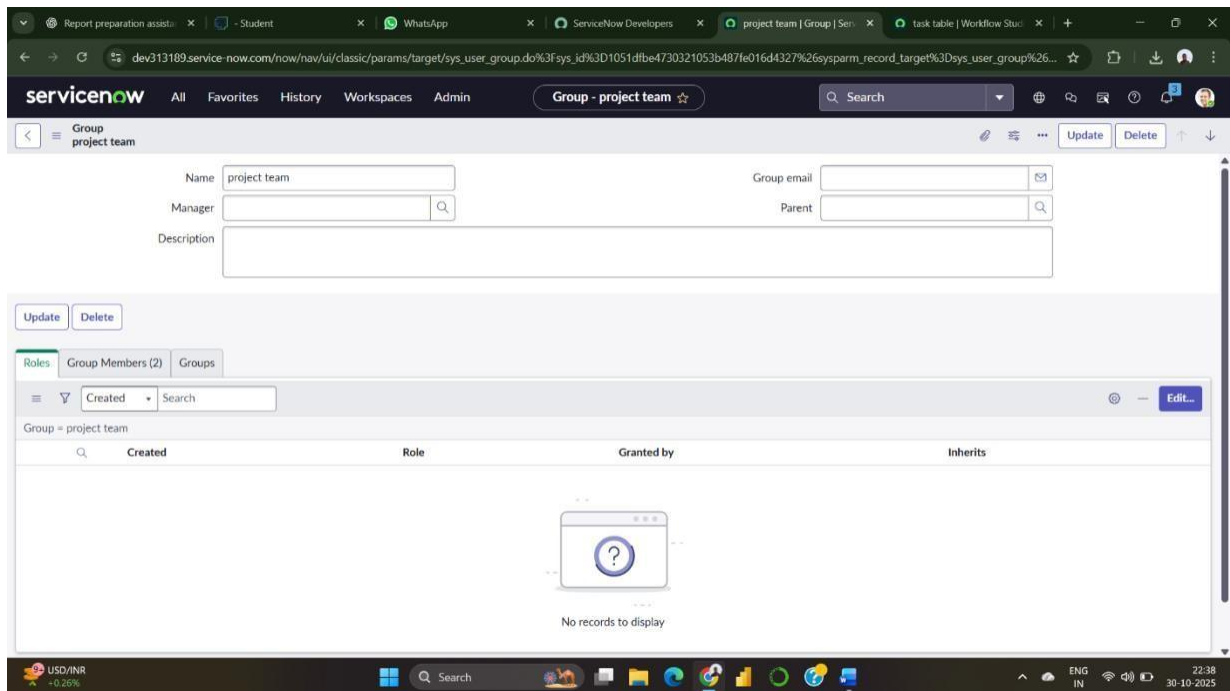
Buttons at the top right: [Update](#), [Set Password](#), [Delete](#). Buttons at the bottom left: [Update](#), [Set Password](#), [Delete](#).

Related Links:
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

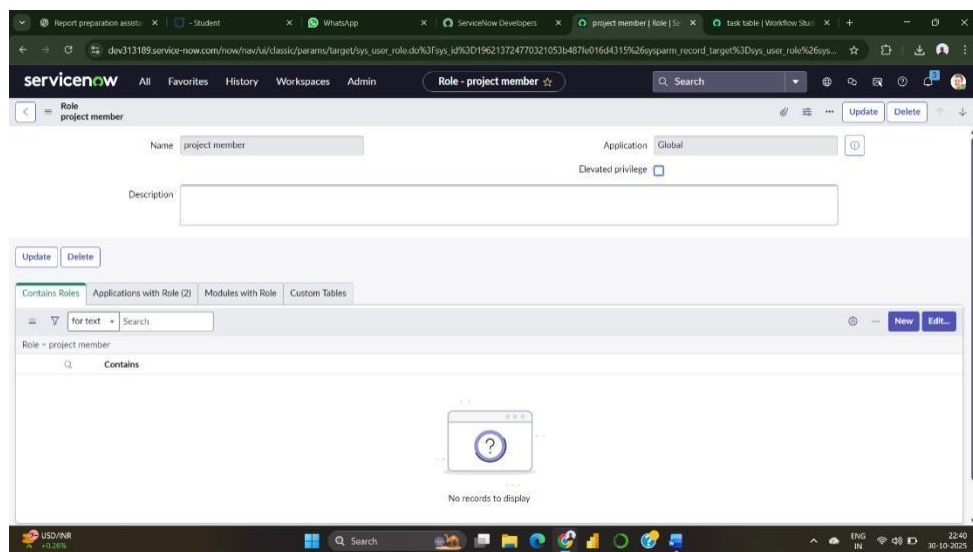
Entitled Custom Tables: Roles (4), Groups (2), Delegates, Subscriptions, User Client Certificates.

The bottom status bar shows the user 'User - alice p', weather '26°C Mostly clear', and system time '22:37 30-10-2025'.

2. Create Groups



3. Create Role



4. Create a Table and Assign the operations

Report preparation assist... x Student x WhatsApp x ServiceNow Developers x project table | Table | Ser... x task table | Workflow Stu... x

dev313189.service-now.com/now/na/classic/params/target/sys_db_object.do%3Fsys_id%3D9c991224f4b021025b487fe11643c0%26sysparm_record_target%3Dsys_db_object%26sys...

servicenow All Favorites History Workspaces Admin Table - project table Search

Table project table Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Application Global

* Name Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 6 of 6 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Delete Update Delete All Records

USD/MR 10.26% Search 22:41 30-10-2025

Report preparation assist... x Student x WhatsApp x ServiceNow Developers x task table 2 | Table | Ser... x task table | Workflow Stu... x

dev313189.service-now.com/now/na/classic/params/target/sys_db_object.do%3Fsys_id%3D0bc3a577247b0321053b487fe11643c0%26sysparm_record_target%3Dsys_db_object%26sys...

servicenow All Favorites History Workspaces Admin Table - task table 2 Search

Table task table 2 Delete Update Delete All Records

Columns Controls Application Access

Table Columns for text Search 1 to 12 of 12 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
task id	Integer	(empty)	40		false
assigned to	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
due date	Date	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
task name	String	(empty)	40		false
Updates	Integer	(empty)	40		false
status	Choice	(empty)	40		false
comments	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Insert a new row...

Delete Update Delete All Records

USD/MR 10.26% Search 22:42 30-10-2025

5. Assign Roles

ServiceNow User Profile page for 'User - alice p'. The page shows user details like 'Active' status, 'Internal Integration User' checkbox, and 'Mobile phone' field. Below this, there are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. A tabbed interface shows 'Entitled Custom Tables' with sub-tabs for 'Roles (4)', 'Groups (2)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles' tab is active, displaying a table of roles for 'User = alice p'.

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 Applications

ServiceNow Application Menu configuration page for 'project table'. The page shows fields for 'Title' (project table), 'Application' (Global), and 'Active' checkbox. Below these, there are sections for 'Roles' (project member), 'Category' (Custom Applications), and 'Hint' and 'Description' text areas. At the bottom, there are 'Update' and 'Delete' buttons. A 'Modules' section is visible at the very bottom of the page.

7. Assign Access Control

8. Create Flow

8. Create Flow

Report preparation assistance x Student x WhatsApp x Access Controls | ServiceNow x task table | Workflow Studio x

dev313189.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do

servicenow All Favorites History Workspaces Admin Access Controls Search

Access Controls Updated Search Actions on selected rows...

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_tableau	Allow If	read	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	delete	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	create	record	true	admin	2025-10-28 21:43:18
u_project_tableau	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

https://dev313189.service-now.com/sys_security_acl.do?sys_id=22aa17b247b0321053b487e016d4326&sysparm_record_target=sys_security_acl&sysparm_record_row=6&sysparm_record_list=ORDERBYDESCsys_updated_on

28°C Mostly clear

servicenow All Favorites History Workspaces Approvals Search

Approvals Created Search Actions on selected rows...

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG00000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG00000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG00000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG00000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG00000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG00000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG00000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG00000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG00000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG00000095	2024-09-01 06:15:25

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