

# Performance Testing

## Performance and Testing

### Define the Problem Statement

**Date:** 02 November 2025

**NM ID:** 88B3FEEAE88BEED87DB4B627DF1EA2E3

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

**Maximum Marks:** 4 Marks

### 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 and Department fields are empty. The Email is 'alice@gmail.com'. The Identity type is 'Human', Language is '-- None --', Calendar integration is 'Outlook', Time zone is 'System (America/Los\_Angeles)', Date format is 'System (yyyy-MM-dd)', Business phone and Mobile phone fields are empty. The Active checkbox is checked. There is a note about Internal Integration User. At the bottom, there are buttons for Update, Set Password, and Delete.

### 2. Create Groups

The screenshot shows the ServiceNow web interface with a tab bar at the top containing various applications like Report preparation assistant, Student, WhatsApp, ServiceNow Developers, project team | Group, task table | Workflow Studio, etc. The main window title is "Group - project team". The form fields include Name (project team), Manager (empty), Description (empty), Group email (empty), and Parent (empty). Below the form is a table titled "Group = project team" with columns Roles, Created, Role, Granted by, and Inherits. A note says "No records to display". At the bottom, there's a toolbar with Update, Delete, and a search bar.

### 3. Create Role

The screenshot shows the ServiceNow web interface with a tab bar at the top. The main window title is "Role - project member". The form fields include Name (project member), Application (Global), and Elevated privilege (unchecked). Below the form is a table titled "Role = project member" with a single row labeled "Contains". A note says "No records to display". At the bottom, there's a toolbar with Update, Delete, and a search bar.

### 4. Create a Table and Assign the operations

The screenshot shows two ServiceNow tables being edited:

### Table - project table

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

### Table - task table 2

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

## 5. Assign Roles

The screenshot shows the ServiceNow User record for 'User - alice p'. The 'Roles' tab is selected, 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 Applications

The screenshot shows the Application Menu configuration for 'project table'. The 'Title' is set to 'project table', 'Application' is 'Global', and 'Active' is checked. The 'Roles' section lists 'project member'. The 'Category' is 'Custom Applications'. The 'Hint' and 'Description' fields are empty.

## 7. Assign Access Control

The screenshot displays two main windows from the ServiceNow platform:

- Access Control - u\_task\_table\_2.u\_status**: This window shows the configuration of an Access Control Rule. The rule is set to "record" type, "write" operation, and "Allow If" decision type. It is named "u\_task\_table\_2.u\_status" and is active. The condition is defined as "No. of records matching the condition: 1 (empty)".
- task table | Workflow Studio**: This window shows the configuration of a workflow for the "task table". The trigger is "Created" on the "task table 2 [u\_task\_table\_2]" table. The condition is "status IS in progress AND comments IS feedback AND assigned to IS bob". The workflow steps include:
  - Trigger - Record Created: task table 2 Record, task table 2 Table, Run Start Time UTC, Run Start Date/Time.
  - 1 - Update Record: u\_task\_table\_2 Record, u\_task\_table\_2 Table, Action Status.
  - 2 - Ask For Approval: Approval Status, Action Status, Go To Settings to activate Windows.

## 8. Create Flow

Screenshot of two ServiceNow browser windows showing Access Controls and Approvals lists.

**Access Controls** (Top Window):

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
<b>u_task_table_2</b>	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

**Approvals** (Bottom Window):

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	CHG0000096		2024-09-01 06:15:29
Requested	Ron Kettering	CHG0000096		2024-09-01 06:15:29
Requested	Luke Wilson	CHG0000096		2024-09-01 06:15:29
Requested	Christen Mitchell	CHG0000096		2024-09-01 06:15:29
Requested	Bernard Luboy	CHG0000096		2024-09-01 06:15:29
Requested	Howard Johnson	CHG0000095		2024-09-01 06:15:25
Requested	Ron Kettering	CHG0000095		2024-09-01 06:15:25
Requested	Luke Wilson	CHG0000095		2024-09-01 06:15:25
Requested	Christen Mitchell	CHG0000095		2024-09-01 06:15:25
Requested	Bernard Luboy	CHG0000095		2024-09-01 06:15:25