

FUNCTIONAL AND PERFORMANCE TESTING PHASE

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

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6.1 PERFORMANCE TESTING

- Test workflow speed and form load time.
- Verify system behaviour under multiple requests.
- Ensure stable performance during high load periods.

6.2 Functional Testing Activities

- Validate User Creation
- Verify Group Creation and Assignment
- Check Role Management
- Validate Access Control (ACL)
- Verify Workflow Automation
- Confirm Notification Triggers
- Test Table Operations

6.3 FUNCTIONAL AND PERFORMANCE TESTIN

OUTPUT SCREENS

- User Creation Form
- Group Creation Screen
- Role Assignment Screen
- Table Management View
- Access Control (ACL) Configuration
- Workflow

User Creation:

The screenshot shows the ServiceNow User creation form titled "User - board tip". The form includes fields for User ID (board tip), First name (board), Last name (tip), Title, Department, Email, Identity type (Human), Language, Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo placeholder. There are checkboxes for Password needs reset, Locked out, Active (which is checked), and Internal Integration User. At the bottom, there are "Update", "Set Password", and "Delete" buttons, along with a "Related Links" section for linked accounts, subscriptions, and password reset.

Group Creation:

The screenshot shows the 'Group - certificates' record page in ServiceNow. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current Group - certificates tab. A search bar and various action buttons (Search, Update, Delete) are also present. The main form contains fields for Name (certificates), Manager (katherine pierce), Group email, Parent, and Description. Below the form is a table section titled 'Roles (1)' showing one role entry: 'certification_role' created on 2025-09-10 22:49:55, granted by '(empty)', and inherits 'true'. There are tabs for Roles, Group Members (1), and Groups.

Create Roles:

The screenshot shows the 'Group - platform_role' record page in ServiceNow. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current Group - platform_role tab. A search bar and various action buttons (Search, Update, Delete) are also present. The main form contains fields for Name (platform role), Manager (Creator User), Group email, Parent, and Description (can deal with the platform related issues). Below the form is a table section titled 'Roles' showing no records displayed. There are tabs for Roles, Group Members, and Groups.

Create Tables:

The screenshot shows the ServiceNow Developers interface with a tab titled 'Table - Operations related'. The table details are as follows:

- Label:** Operations related
- Application:** Global
- Name:** u.operations.related
- Remote Table:** None

The 'Columns' tab is selected, displaying the following table structure:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32	false	
Issues	Choice	(empty)	40	false	
service request No	String	(empty)	40	false	
assigned to users	Reference	User	32	false	
priority	String	(empty)	40	false	
assigned to groups	Reference	Group	32	false	
Created	Date/Time	(empty)	40	false	
Updated by	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	

Create ACL:

The screenshot shows the ServiceNow Developers interface with a tab titled 'Access Control - u_operations_related'. The access control details are as follows:

- Type:** record
- Operation:** read
- Decision Type:** Allow If
- Active:** checked
- Admin overrides:** checked
- Protection policy:** --None--
- Name:** u_operations_related
- Description:** Default access control on u_operations_related
- Applies To:** No. of records matching the condition: 1 (empty)

The 'Conditions' section provides information about decision types:

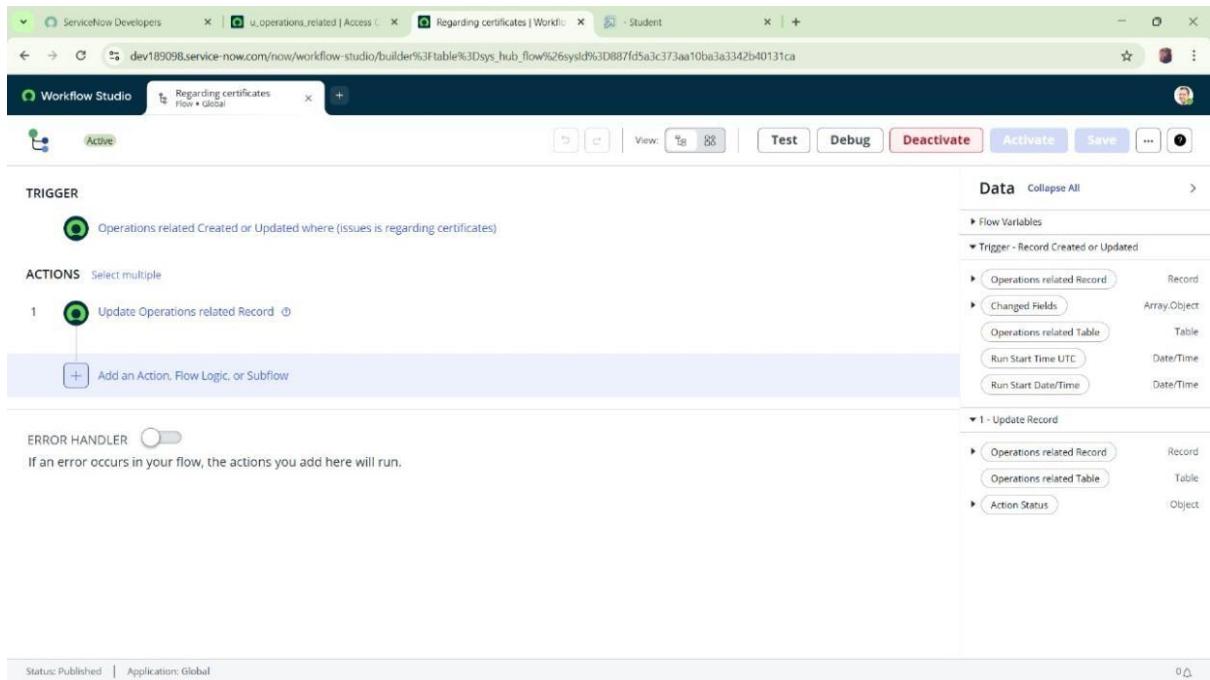
Access Control Rules have two decision types, and these types will behave differently depending on conditions.

- 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.
- 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.

The 'Requires role' section lists the role:

- Role:** u_operations_related_user

Create Flow:



Conclusion:

The project successfully demonstrates the implementation of a user, group, and role management system with workflow automation and access control features. Functional testing confirmed that all modules — including user creation, group assignment, role management, and notifications — operate as intended. Performance testing showed stable operation under multiple requests and efficient response times. Overall, the system ensures secure access, streamlined workflow automation, and reliable ticket management, fulfilling the project's objectives effectively.