

FUNCTIONAL AND PERFORMANE 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 interface. The browser tabs include 'ServiceNow Developers', 'ServiceNow', 'board tip | User | ServiceNow', 'Regarding platform | Workflow', and 'Student'. The URL is 'dev189098.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D0b9851513c37f2a10ba3a3342b4013119%26sysparm_record_target%3Dsys_user%26sysparm_record_row%...'. The page title is 'User - board tip'. The form contains the following fields and options:

- User ID: board tip
- First name: board
- Last name: tip
- Title: (empty)
- Department: (empty)
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Internal Integration User: ☐
- Email: (empty)
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Buttons: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Reset a password.

Entitled Custom Tables: Roles (1), Groups (1), Delegates, Subscriptions, User Client Certificates.

Table Management View: Search, Table, Application, Role.

Group Creation:

ServiceNow Developers | ServiceNow | certificates | Group | ServiceNow | Regarding platform | Workflow | Student

dev189098.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3d36699dfc33f2a10ba3a3342b401317f%26sysparm_record_target%3Dsys_user_group%26sysparm_r...

servicenow All Favorites History Workspaces Admin Group - certificates Search

Group certificates Update Delete

Name certificates Group email Manager katherine.pierce Parent Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-09-10 22:49:55	certification_role	(empty)	true

1 to 1 of 1

Create Roles:

ServiceNow Developers | ServiceNow | platform_role | Group | ServiceNow | Regarding platform | Workflow | Student

dev189098.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3d36699dfc33f2a10ba3a3342b401317f%26sysparm_record_target%3Dsys_user_group%26sysparm_r...

servicenow All Favorites History Workspaces Admin Group - platform_role Search

Group platform_role Update Delete

Name platform_role Group email Manager Creator User Parent Description can deal with the platform related issues

Update Delete

Roles Group Members Groups

Created Search Edit...

Group = platform_role

Created	Role	Granted by	Inherits
No records to display			

Create Tables:

ServiceNow Developers | ServiceNow | Operations related | Table | ServiceNow | Regarding platform | Workflow | Student

dev189098.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D12c9c5bc33b2a10ba3a3342b40131a4%26sysparm_record_target%3Dsys_db_object%26sysparm_rec...

servicenow All Favorites History Workspaces Admin Table - Operations related Search

Table Operations related 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 Operations related Application Global

* Name u_operations_related Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 14 of 14 New

Dictionary Entries

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:

ServiceNow Developers | u_operations_related | Access Control | Student

dev189098.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D709f909fc33b2a10ba3a3342b40131a4%26sysparm_record_target%3Dsys_security_acl%26sysparm_rec...

servicenow All Favorites History Workspaces Access Control - u_operations_related Search

Access Control u_operations_related

Type record Application Global

Operation read Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

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)

Conditions

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

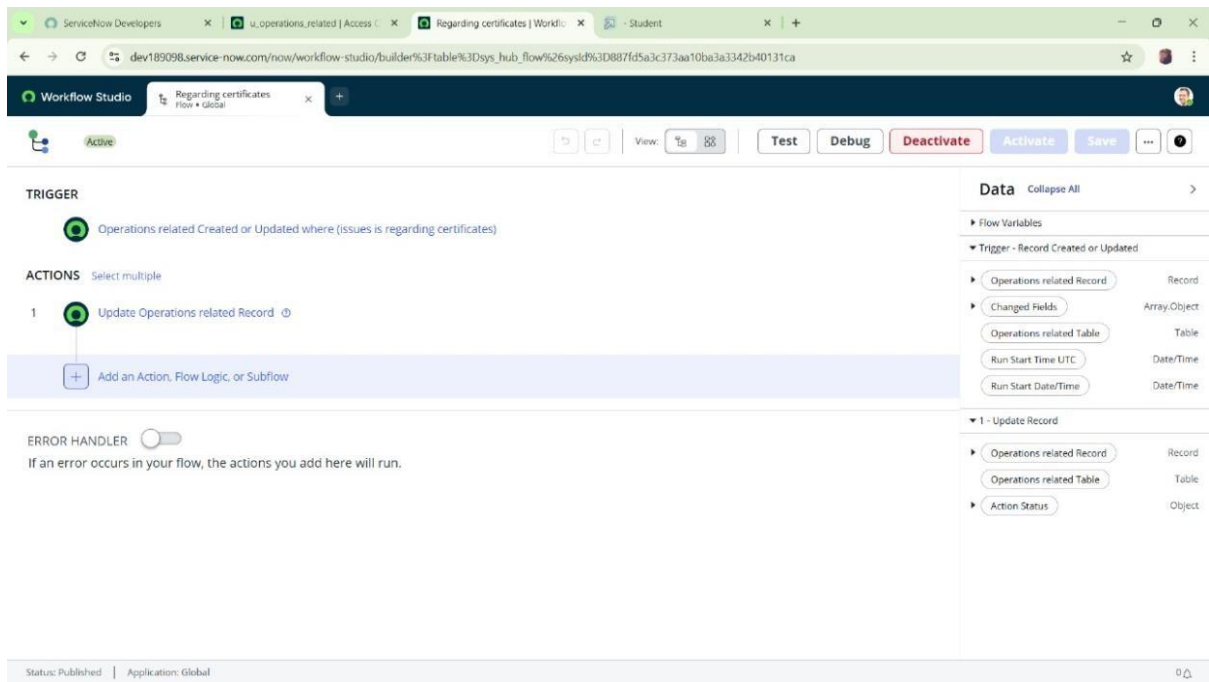
1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role 1 to 3 of 3

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.