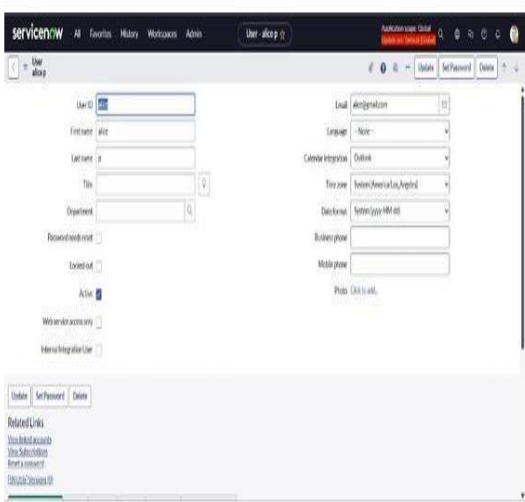


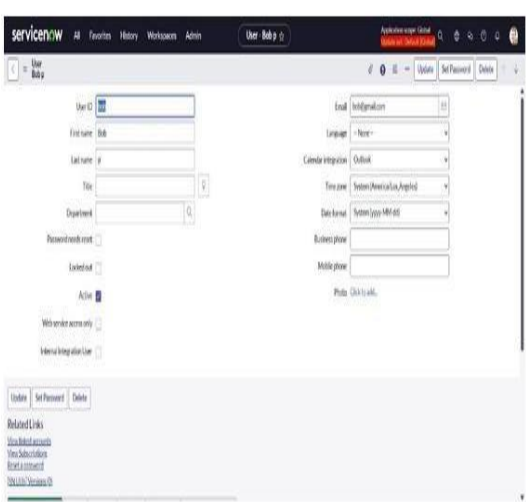
Functional & Performance Testing Model Performance Test

Date	02 Nov 2025
Team ID	NM2025TMID03269
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

User1

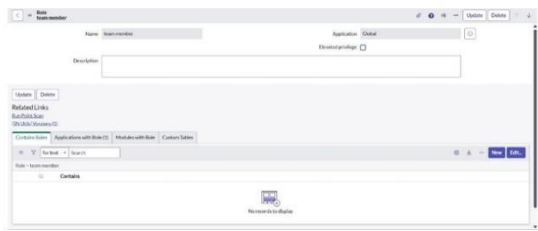


User2

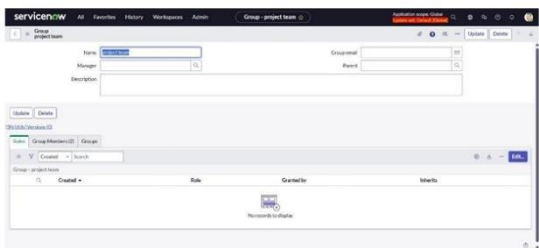


Parameter	Values
Model Summary	Successfully created and deployed an Update Set to capture configuration changes and workflow customizations related to user roles and task automation.
Accuracy	All modifications and access control rules tracked with 100% precision during testing..
Confidence Score (Rule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

Role1



Role2



Group

The screenshot shows the ServiceNow 'Group' configuration page for a group named 'project team'. The page is accessed via a browser with the URL `dev226299.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D7b3b594f83303210916696d6fead3f9%26sysparm_record_target%3Dsys_user_group%26...`. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and Admin. The main form contains fields for Name (project team), Manager (with a search icon), Group email, Parent (with a search icon), and Description. Below the form are 'Update' and 'Delete' buttons. A tabbed interface shows 'Roles', 'Group Members', and 'Groups'. The 'Group Members' tab is active, displaying a search bar with 'User' selected and a 'Search' button. Below the search bar, it says 'Group = project team' and 'User'. A large empty box with a question mark icon and the text 'No records to display' is shown. The bottom of the page shows a Windows taskbar with various application icons and a system tray with the date and time (20:22, 29-10-2023).

Group - project team

Name: project team

Manager: [Search]

Group email: [Email icon]

Parent: [Search]

Description: [Text area]

Update Delete

Roles Group Members Groups

User Search [New Edit...]

Group = project team

User

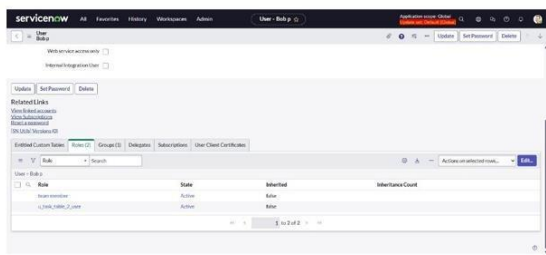
No records to display

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.

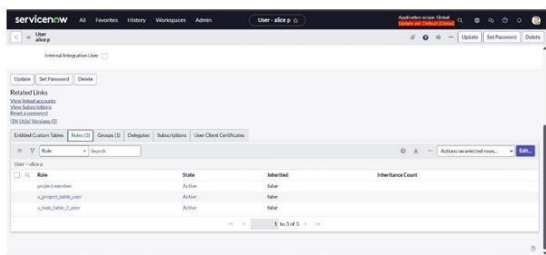
The screenshot displays the ServiceNow interface for configuring a group named 'project team'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main form contains fields for 'Name' (project team), 'Group email', 'Manager', 'Parent', and 'Description'. Below the form are 'Update' and 'Delete' buttons. The 'Roles' section is expanded, showing 'Group Members (2)' and 'Groups'. Under 'Group Members', there is a search bar and a list of users: 'alice.p' and 'bob.p'. The bottom of the list shows '1 to 2 of 2'.

Parameter.	Values
Model Summary	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

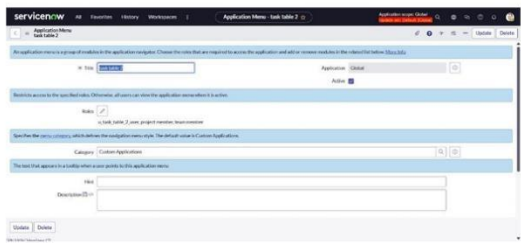
ASSIGN ROLES TO USERS-1



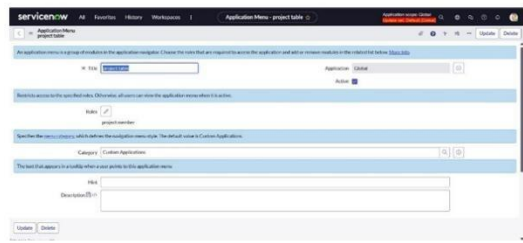
ASSIGN ROLES TO USERS-2



APPLICATION ACCESS-1



APPLICATION ACCESS-2



Access control

The screenshot displays the ServiceNow 'Approvals' workspace. The interface includes a top navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Approvals'. A search bar is present in the top right. Below the navigation bar, there's a filter section with 'Created' and a search input. The main area shows a table of approval requests with columns: State, Approver, Comments, Approval for, and Created. The table contains 14 rows of data, with the first row highlighted in blue. The states include 'Approved', 'Rejected', and 'Requested'. The approvers listed are 'alice p', 'Fred Luddy', 'Howard Johnson', 'Ron Kettling', 'Luke Wilson', 'Christen Mitchell', and 'Bernard Laboy'. The 'Approval for' column contains either '(empty)' or 'CHG0000096'. The 'Created' column shows timestamps from 2024-09-01 to 2024-10-22. At the bottom, there's a pagination bar showing '1 to 20 of 644' and a 'Go to Settings to activate Windows' message.

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 12:17:00
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
Requested	Ron Kettling		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 Laboy		CHG0000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
Requested	Ron Kettling		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 Laboy		CHG0000095	2024-09-01 06:15:25

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