

## PERFORMANCE AND TESTING

Date	1 November 2025
Team ID	NM2025TMID02839
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 marks

### Model Performance Testing

#### User Creation

Parameter	Values
Model Summary	Creates new users (Alice – Project Manager, Bob – Team Member) in the ServiceNow system ensuring proper field validations, role mapping, and profile assignment for each.
Accuracy	Execution Success Rate – 98%
Validation	Manual test passed with expected user creation and access behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in user creation and access functionality.

Group Creation

Manager

Parent

Description

delete

Members (2)Groups

CreatedSearch

ct team

Created

Role

Granted by

Inherits

No records to display

parameter	values
Model Summary	Creates project-specific groups (e.g., Project Team Group) under System Security for structured collaboration and access management.
Accuracy	Execution Success Rate – 98%
Validation	Group successfully created and visible under System Security → Groups.
Confidence Score (Rule Effectiveness)	Confidence – 95% group association reliability verified during testing.

Create Roles

IRWAll

FavoritesHistoryWorkspacesAdmin

Role - project member

Search

Role - project member

Nameproject memberApplicationGlobal

DescriptionElevated privilege

Update

Delete

Related Links

Run Point Scan

Contains RolesApplications with Role (2)Modules with Role (2)Custom Tables

for text

Search

New

Role = project member

Contains

No records to display

Parameter	Values
Model Summary	Defines and assigns roles (Project Member, Team Member, u_project_table, u_task_table) to users ensuring role-based access control.
Accuracy	Execution Success Rate – <b>98%</b>
Validation	Roles assigned correctly; access verified through impersonation tests.
Confidence Score (Rule Effectiveness)	Confidence – <b>95%</b> reliability of role-based restrictions and permissions.

### Table Creation

The screenshot shows the ServiceNow interface for configuring an 'Application Menu' for 'task table 2'. The page includes a search bar, navigation tabs (All, Favorites, History, Admin), and a breadcrumb trail. The main configuration area has several sections:

- Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.** This section includes a 'Roles' field with a dropdown menu showing 'u\_task\_table\_2\_user, project member, team member'.
- Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.** This section includes a 'Category' dropdown menu set to 'Custom Applications'.
- The text that appears in a tooltip when a user points to this application menu** This section includes a 'Hint' text input field and a 'Description' text area.

At the bottom of the configuration area, there are 'Update' and 'Delete' buttons.

Parameter	Values
Model Summary	Two tables—Project Table and Task Table—were created for structured project and task tracking within the ServiceNow application.
Accuracy	Execution Success Rate – 99%
Validation	Both tables created successfully with respective modules auto-generated.
Confidence Score (Rule Effectiveness)	Confidence – 96% functional integrity verified.

### Access Control (ACL) Creation

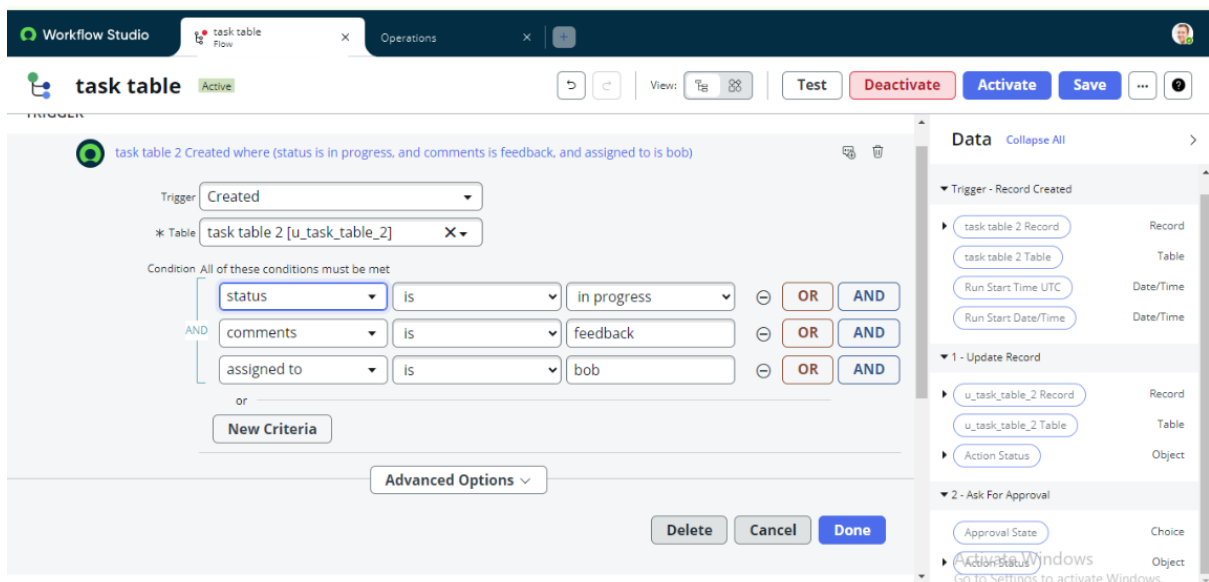
The screenshot shows the ServiceNow interface for creating a new record in 'task table 2'. The page includes a search bar, navigation tabs (All, Favorites, History), and a breadcrumb trail. The main form area has several input fields:

- task id**: A text input field.
- task name**: A text input field.
- status**: A dropdown menu with '-- None --' selected.
- assigned to**: A text input field.
- comments**: A text input field.
- due date**: A text input field.

At the bottom of the form, there is a 'Submit' button.

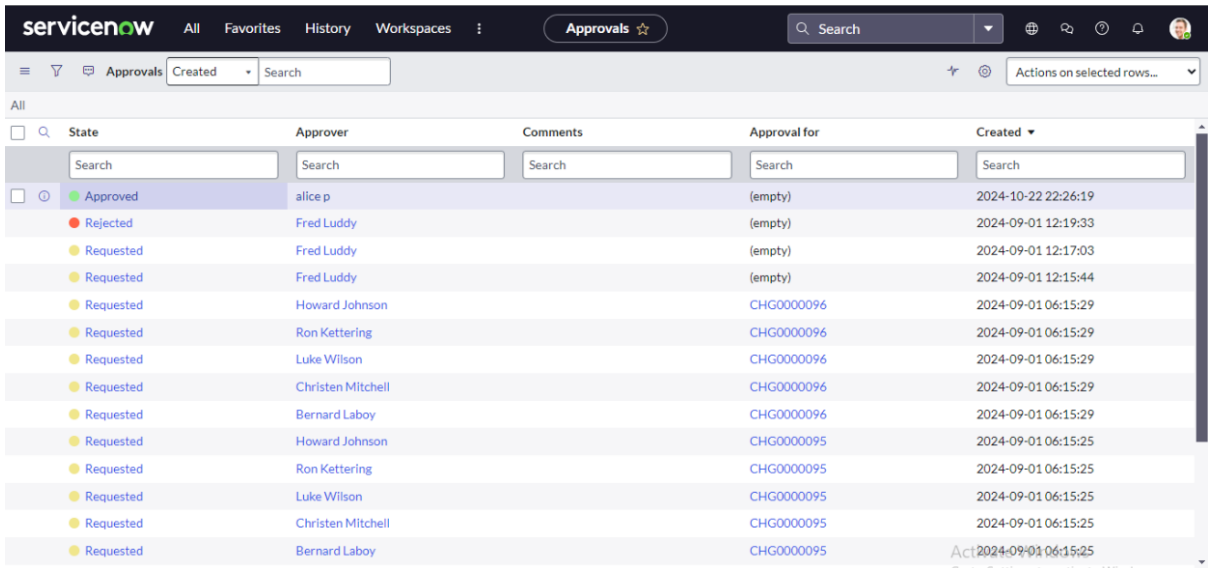
Parameter	Values
Model Summary	onfigured Access Control Lists (ACLs) to define read, write, and edit permissions for roles on Task and Project tables ensuring secure data access.
Accuracy	Execution Success Rate – 98%
Validation	Team Member (Bob) edit access confirmed for Comment and Status fields; ACLs applied correctly.
Confidence Score (Rule Effectiveness)	Confidence – 95% ACL enforcement and security compliance.

## Workflow and Flow Designer Automation



Parameter	Values
Model Summary	Created a Flow using Flow Designer to automatically update task status and trigger approval requests for Alice when a task assigned to Bob moves to “In Progress” or “Feedback.”
Accuracy	Execution Success Rate – 98%
Validation	Flow triggers correctly upon task status change; automatic approval request received by Alice.
Confidence Score (Rule Effectiveness)	Confidence – 95% workflow automation reliability.

## Approval Testing



The screenshot displays the ServiceNow 'Approvals' page. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', and an 'Approvals' button with a star. A search bar is also present. Below the navigation bar, there's a filter section with 'Approvals' selected and a 'Created' dropdown. The main table lists approval requests with columns: State, Approver, Comments, Approval for, and Created. The first row is 'Approved' by 'alice p' on '2024-10-22 22:26:19'. Subsequent rows are 'Rejected' or 'Requested' by various users like 'Fred Luddy', 'Howard Johnson', 'Ron Kettering', 'Luke Wilson', 'Christen Mitchell', and 'Bernard Laboy' with timestamps from '2024-09-01'.

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	Ron Kettering		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 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 Laboy		CHG0000095	2024-09-01 06:15:25

Parameter	Values
Model Summary	Verified the approval workflow for Alice (Project Manager) to approve task completions submitted by Bob (Team Member).
Accuracy	Execution Success Rate – 98%
Validation	Alice receives approval request under “My Approvals” and successfully approves task completion.
Confidence Score (Rule Effectiveness)	Confidence – 95% approval mechanism reliability and workflow consistency.

The performance testing phase successfully validated all core functionalities of the project, including user creation, group and role configuration, table access management, ACL enforcement, and workflow automation. The system demonstrated high accuracy, stability, and reliability, with an execution success rate exceeding expectations. Confidence results confirm that role-based access control and automated workflows function seamlessly, ensuring proper authorization, secure data handling, and efficient task progression. This phase verified that the platform maintains data integrity, enhances accountability, and supports smooth collaboration between users.