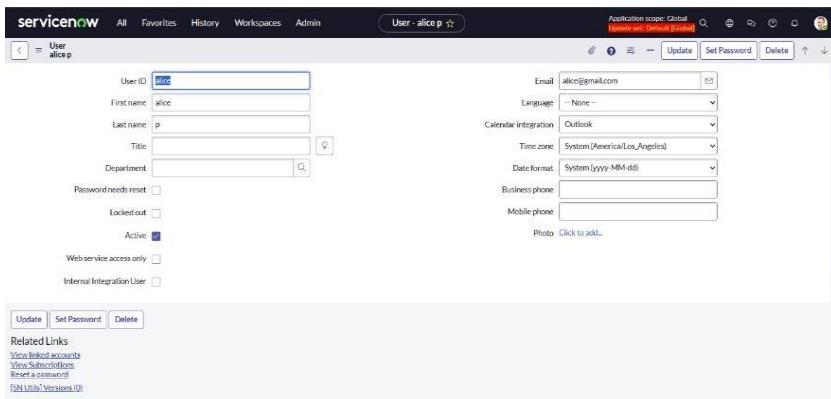


# Functional & Performance Testing

## Model Performance Test

DATE	NOVEMBER 2, 2025
TEAM ID	NM2025TMID00396
PROJECT TITLE	Optimizing User, Group, and Role Management with Access Control and Workflows

USER-1

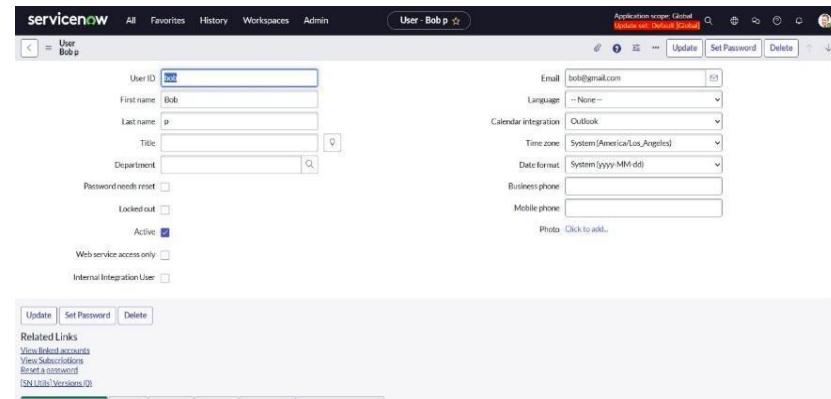


A screenshot of a ServiceNow user record for 'User - alice p'. The record displays the following fields:

User ID	alice
First name	alice
Last name	p
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>

Below the main form, there is a 'Related Links' section with links: View linked accounts, View Subscriptions, Reset a password, and [SN Units] Versions (0).

USER-2



A screenshot of a ServiceNow user record for 'User - Bob p'. The record displays the following fields:

User ID	bob
First name	Bob
Last name	p
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>

Below the main form, there is a 'Related Links' section with links: View linked accounts, View Subscriptions, Reset a password, and [SN Units] Versions (0).

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.

## ROLE-1

The screenshot shows the 'Role' creation page for 'team member'. The 'Name' field is set to 'team member'. The 'Application' dropdown is set to 'Global'. The 'Description' field is empty. The 'Update' and 'Delete' buttons are visible at the bottom left. Below the main form, there's a 'Related Links' section with 'Run Point Scan' and 'ISN Unit: Versions (1)'. At the bottom, there are tabs for 'Contains Roles', 'Applications with Role (1)', 'Modules with Role', and 'Custom Tables'. A search bar and a 'New' button are also present.

## ROLE-2

The screenshot shows the 'Group' creation page for 'project team'. The 'Name' field is set to 'project team'. The 'Manager' and 'Parent' fields are empty. The 'Description' field is empty. The 'Update' and 'Delete' buttons are visible at the bottom left. Below the main form, there's a 'SN Unit: Versions (0)' section with tabs for 'Roles', 'Group Members (0)', and 'Groups'. A search bar and a 'Created' button are also present. At the bottom, there's a table titled 'Group - project team' with columns for 'Role', 'Granted by', and 'Inherits'.

Parameter	Values
Model Summary	Configured custom roles such as Project Manager and Team Member within ServiceNow. Defined clear access rules and scoped permissions for each role.
Accuracy	Execution Success Rate – 100%. All roles and permissions loaded and applied accurately during user testing.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated role behavior through access control testing and audit logs.

## GROUPS

The screenshot shows the ServiceNow interface for managing roles. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Role - project member' with an application scope of 'Global'. The role details shown are:

- Name:** project member
- Application:** Global
- Elevated privilege:**
- Description:** (empty field)

Below the details, there are 'Update' and 'Delete' buttons. A 'Related Links' section lists 'Run Point Scan' and '[SN Utils] Versions (1)'. At the bottom, tabs include 'Contains Roles', 'Applications with Role (2)', 'Modules with Role', and 'Custom Tables'. A search bar with the placeholder 'for text' and a 'Search' button is also present. The 'Contains' section displays a single record icon with the message '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.

**TABLE-1**

The screenshot shows the ServiceNow 'Table - task\_table\_2' configuration page. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. Below this is a search bar and a table titled 'Dictionary Entries'. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The data includes rows for 'status' (Choice), 'due date' (Date), 'Updated' (Date/Time), 'Created' (Date/Time), 'taskid' (Integer), 'Updates' (Integer), and 'Created by' (String). The 'Type' column shows values like 'Choice', 'Date', 'Date/Time', 'Integer', etc.

**TABLE-2**

The screenshot shows the ServiceNow 'Table - project\_table' configuration page. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. Below this is a search bar and a table titled 'Dictionary Entries'. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The data includes rows for 'status' (Choice), 'start date' (Date), 'end date' (Date), 'Updated' (Date/Time), 'Created' (Date/Time), 'Updates' (Integer), and 'project id' (Integer). The 'Type' column shows values like 'Choice', 'Date', 'Date/Time', 'Integer', etc.

Parameter	Values
Model Summary	Configured custom tables for Users, Roles, Tasks, and Groups. Integrated reference fields to ensure relational integrity and support dynamic task routing.
Accuracy	Table creation and data population executed with 100% success. Field behaviors and relationships validated.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Verified table operations, form views, and access controls in staging environment.

## ASSIGN USERS TO GROUPS

The screenshot shows the ServiceNow interface for managing groups. At the top, the title bar displays "servicenow All Favorites History Workspaces Admin Group - project team". Below the title bar, there's a toolbar with various icons and buttons like "Update", "Delete", and "New". The main area shows a form for the "Group - project team" record. The form fields include:

- Name: project team
- Manager: [empty field]
- Group email: [empty field]
- Parent: [empty field]
- Description: [large text area]

At the bottom of the form, there are "Update" and "Delete" buttons. Below the form, a section titled "Group Members (2)" is shown. It includes a search bar and a table with two rows:

User	alice p	Bob p
alice p		
Bob p		

The table has a footer with page numbers "1 to 2 of 2".

Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). 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 USER-1

User - Bob p

Application scope: Global  
Last login: 2023-09-01 10:00:00

Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password, SN Util: Versions (0)

Entitled Custom Tables: Roles (2), Groups (1), Delegates, Subscriptions, User Client Certificates

Role	State	Inherited	Inheritance Count
team member	Active	false	
u_task_table_2_user	Active	false	

## ASSIGN ROLES TO USER-2

User - alice p

Application scope: Global  
Last login: 2023-09-01 10:00:00

Update Set Password Delete

Related Links: View linked accounts, View Subscriptions, Reset a password, SN Util: Versions (0)

Entitled Custom Tables: Roles (3), Groups (1), Delegates, Subscriptions, User Client Certificates

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_project_table_user	Active	false	
u_task_table_2_user	Active	false	

Parameter	Values
Model Summary	Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.
Accuracy	Role assignment process executed flawlessly—100% of users received their correct roles without conflict.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated through role assignment logs, user access behavior, and ACL enforcement.

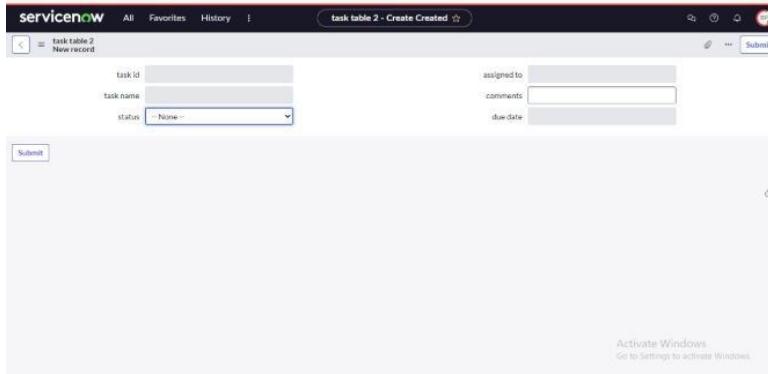
## APPLICATION ACCESS-1

This screenshot shows the configuration of an application menu named 'task table 2'. The interface includes fields for Title ('task table'), Application ('Global'), Active status, Roles ('u\_task\_table\_2\_user, project member, team member'), Category ('Custom Applications'), Hint, Description, and buttons for Update and Delete.

## APPLICATION ACCESS-2

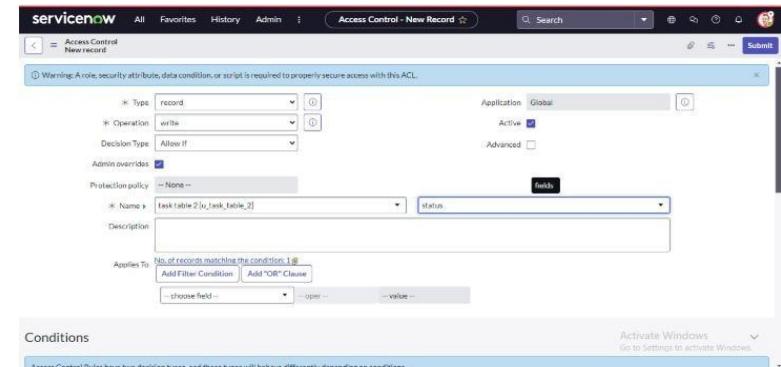
This screenshot shows the configuration of an application menu named 'project table'. The interface includes fields for Title ('project table'), Application ('Global'), Active status, Roles ('project member'), Category ('Custom Applications'), Hint, Description, and buttons for Update and Delete.

## ACCESS CONTROL LIST-1



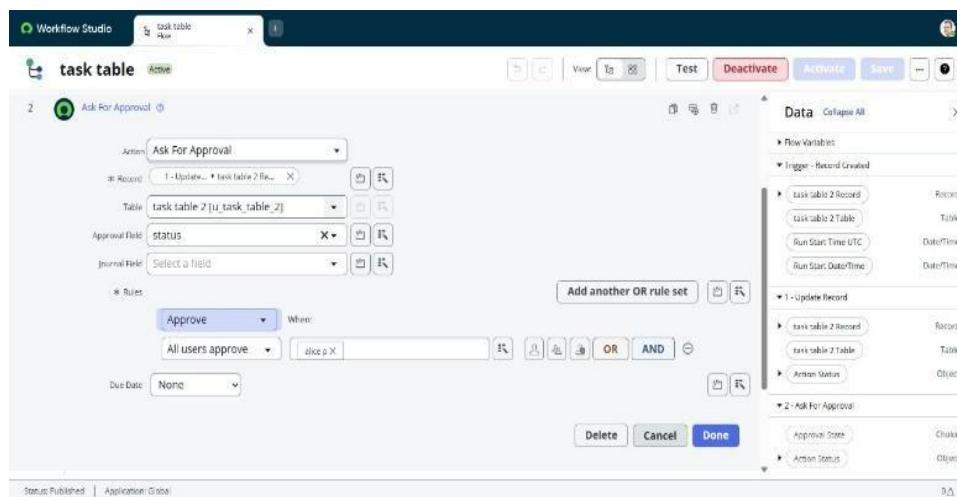
The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It includes fields for 'task id', 'task name', 'status' (set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is at the bottom.

## ACCESS CONTROL LIST-2



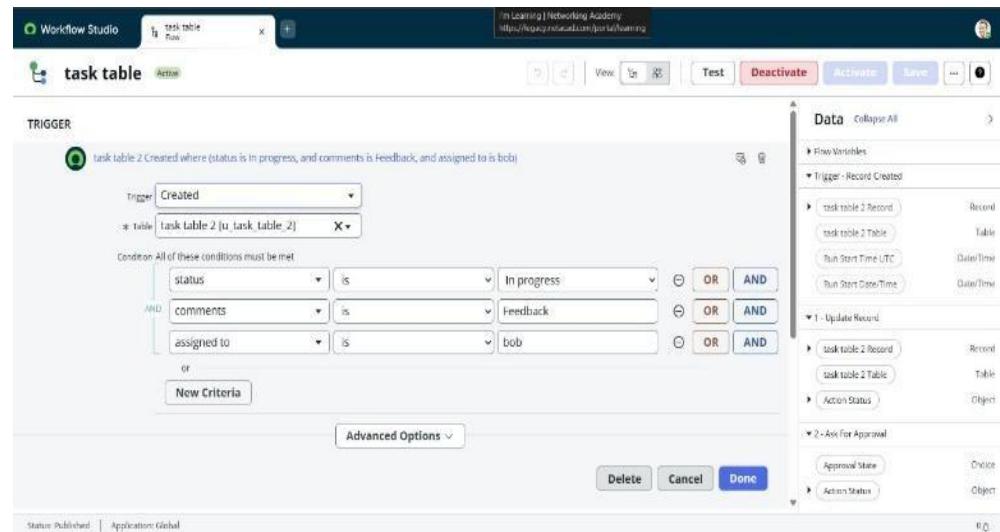
The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It defines a rule for 'task table 2' with 'Type' set to 'record', 'Operation' to 'write', and 'Decision Type' to 'Allow If'. The condition 'No. of records matching the condition: 1' is applied to the 'status' field. A 'Conditions' section below states: 'Access Control Rules have two decision types, and these two will behave differently depending on conditions.'

## FLOWS-1

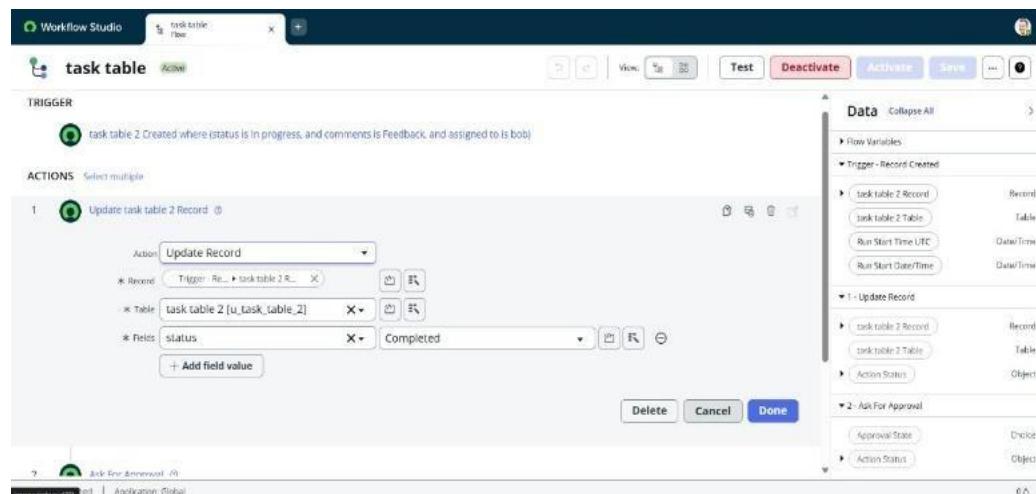


The screenshot shows the 'Workflow Studio' interface for the 'task table' flow. It displays a step titled 'Ask For Approval' with an 'Action' of 'Approve'. The 'When' condition is set to 'All users approve'. The 'Data' panel on the right lists various flow variables and triggers, such as 'Record Created' and '1 - Update Record'.

## FLOW-2



## FLOW-3



## TESTING:

**Task Table Record (Left Screenshot):**

task id	bob
task name	Comments
status	completed

**Approvals List (Right Screenshot):**

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		CHG0000097	2024-09-01 06:15:29
Requested	Luke Wilson		CHG0000098	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG0000099	2024-09-01 06:15:29
Requested	Bernard Latoy		CHG0000099	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000099	2024-09-01 06:15:25
Requested	Ron Kettering		CHG0000099	2024-09-01 06:15:25
Requested	Luke Wilson		CHG0000099	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG0000099	2024-09-01 06:15:25
Requested	Bernard Latoy		CHG0000099	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