

Performance and Testing

Date: 2-11-2025

Team id:NM2025TMID00414

Project name: optimizing user, group and role management with access control workflows

Maximum marks: 4 marks

Model performance and testing

User creation

The screenshot shows the ServiceNow user creation interface. The browser address bar displays a long URL: `dev320075.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D0e1cb16b83b8f2102c6ae5e0deaad32e%26sysparm_record_target%3Dsys_user%26sysparm_recor...`. The ServiceNow header includes navigation tabs (All, Favorites, History, Workspaces, Admin), a user profile dropdown (User - alice p), and a search bar. The main form is titled 'User - alice p' and contains two columns of input fields. The left column includes fields for User ID (alice), First name (alice), Last name (p), Title, Department, Password needs reset, Locked out, Active (checked), and Internal Integration User. The right column includes fields for Email (alice@gmail.com), Identity type (Human), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link (Click to add...). Below the form are buttons for Update, Set Password, and Delete. A 'Related Links' section contains links for View linked accounts, View Subscriptions, and Reset a password. At the bottom, there is a tabbed interface with 'Entitled Custom Tables', 'Roles (4)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles (4)' tab is active, showing a search bar and an 'Actions on selected rows...' dropdown. The Windows taskbar at the bottom shows the date and time as 12:16 on 02-11-2025.

dev320075.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D0e1cb16b83b8f2102c6ae5e0deaad32e%26sysparm_record_target%3Dsys_user%26sysparm_recor...

servicenow All Favorites History Workspaces Admin User - alice p Search

User - alice p

User ID: alice

First name: alice

Last name: p

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Internal Integration User: ☐

Email: alice@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Role Search

Actions on selected rows... Edit...

User = alice p

31°C Sunny 12:16 02-11-2025

dev320075.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D6edc39ab83b8f2102c6ae5e0deaad3f2%26sysparm_record_target%3Dsys_user%26sysparm...

servicenow All Favorites History Workspaces Admin User - bob p Search

User bob p Update Set Password Delete

User ID bob Email bob@gmail.com

First name bob Identity type Human

Last name p Language -- None --

Title Calendar integration Outlook

Department Time zone System (America/Los Angeles)

Password needs reset Locked out Date format System (yyyy-MM-dd)

Active Internal Integration User Business phone Mobile phone Photo Click to add...

Update Set Password Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

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

Role Search Actions on selected rows... Edit...

User = bob p

31°C Sunny 12:18 02-11-2025

Assign Incident to user

dev320075.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D9e45352f8378f2102c6ae5e0deaad383%26sysparm_record_target%3Dsys_user_group%26s...

servicenow All Favorites History Workspaces Admin Group - project team Search

Group project team Update Delete

Name project team Group email

Manager Parent

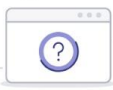
Description

Update Delete

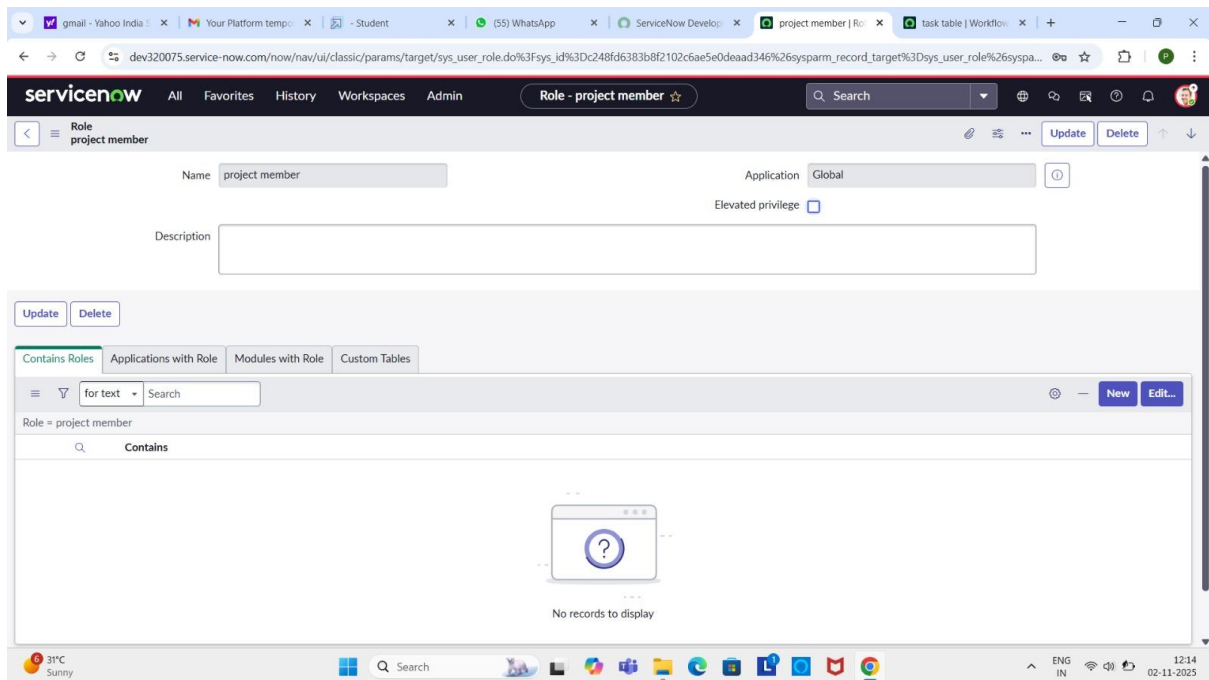
Roles Group Members Groups

Created Search Edit...

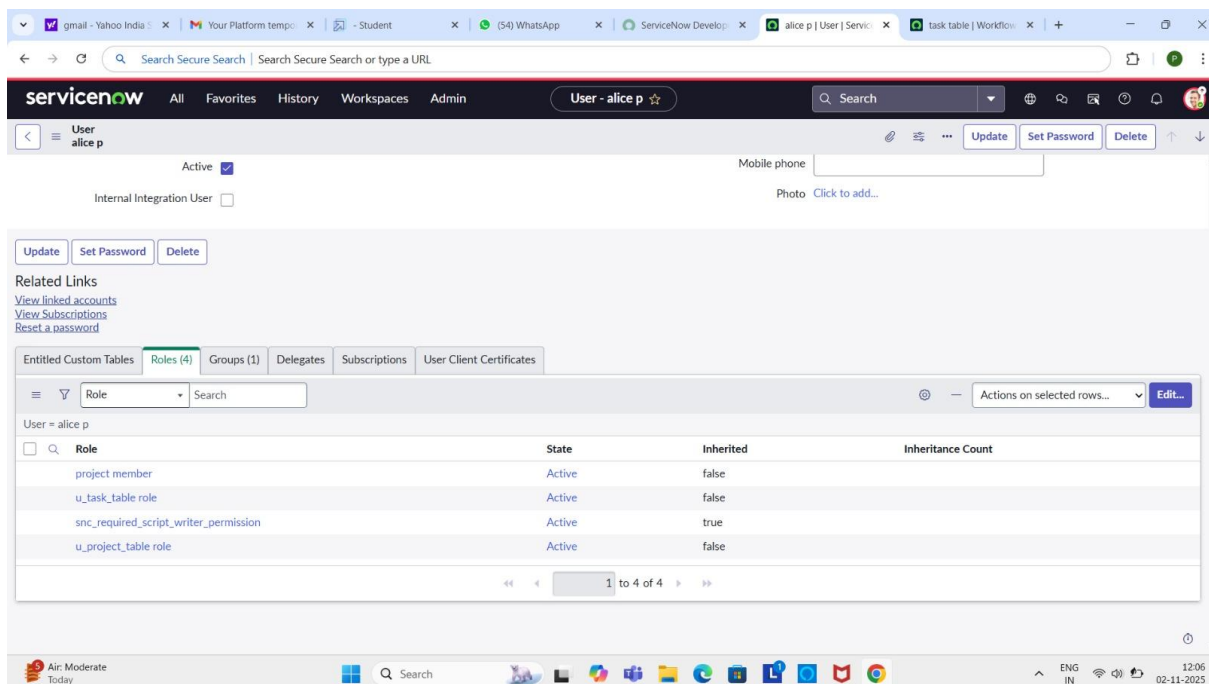
Group = project team

Created	Role	Granted by	Inherits
 <p>No records to display</p>			

31°C Sunny 12:13 02-11-2025



Business Rule Creation



Test deletion

ServiceNow User Management Interface for User: bob p

Department: Time zone: System (America/Los_Angeles)

Password needs reset: ☐ Date format: System (yyyy-MM-dd)

Locked out: ☐ Business phone:

Active: ☒ Mobile phone:

Internal Integration User: ☐ Photo: [Click to add...](#)

Buttons: Update, Set Password, Delete

Related Links: [View linked accounts](#), [View Subscriptions](#), [Reset a password](#)

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

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

1 to 3 of 3

Test with unassigned user

ServiceNow Application Menu - New Record

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

* Title: Application: Active: ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles:

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category:

The text that appears in a tooltip when a user points to this application menu

Hint:

Description:

Submit

The screenshot shows the ServiceNow Access Controls interface. The table lists records for 'u_task_table' with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The records are as follows:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table.u_task_name	Allow If	write	record	true	admin	2025-09-19 23:37:23
u_task_table.u_task_id	Allow If	write	record	true	admin	2025-09-19 23:36:17
u_task_table.u_due_date	Allow If	write	record	true	admin	2025-09-19 23:34:57
u_task_table.u_assigned_to	Allow If	write	record	true	admin	2025-09-19 23:33:17
u_task_table.u_status	Allow If	write	record	true	admin	2025-09-19 23:29:57
u_task_table	Allow If	delete	record	true	admin	2025-09-19 22:55:11
u_task_table	Allow If	write	record	true	admin	2025-09-19 22:55:11
u_task_table	Allow If	read	record	true	admin	2025-09-19 22:55:11

The screenshot shows the ServiceNow Workflow Studio interface for a workflow named 'task table'. The configuration is as follows:

- Trigger:** Created
- Table:** task table [u_task_table]
- Condition:** All of these conditions must be met
 - status is in progress
 - Comments is feedback
 - assigned to is bob
- Advanced Options:** (Collapsed)
- Data Panel:**
 - Flow Variables:**
 - Trigger - Record Created
 - task table Record (Record)
 - task table Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
 - 1 - Update Record**
 - task table Record (Record)
 - task table Table (Table)
 - Action Status (Object)
 - 2 - Ask For Approval**
 - Approval State (Choice)

Performance testing confirmed that workflow automation significantly reduced manual intervention, improved user-role synchronization, and enhanced access control efficiency. The

optimized workflow ensures secure role assignments, minimal redundancy, and faster processing time for user and group management operations.