

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 user is creating a new user named 'alice'. The 'User ID' field contains 'alice'. The 'First name' field contains 'alice'. The 'Last name' field contains 'p'. The 'Title' field is empty. The 'Department' field is empty. The 'Email' field contains 'alice@gmail.com'. The 'Identity type' dropdown is set to 'Human'. The 'Language' dropdown is set to '-- None --'. The 'Calendar integration' dropdown is set to 'Outlook'. The 'Time zone' dropdown is set to 'System (America/Los_Angeles)'. The 'Date format' dropdown is set to 'System (yyyy-MM-dd)'. The 'Business phone' and 'Mobile phone' fields are empty. The 'Active' checkbox is checked. There is also an 'Internal Integration User' checkbox which is unchecked. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons. Below the main form, there is a 'Related Links' section with links to 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the very bottom, there is a navigation bar with icons for Home, Search, and various applications, along with system status information like weather (31°C, Sunny), language (ENG IN), battery level, and date/time (02-11-2025).

Servicenow - User - bob p

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	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User <input type="checkbox"/>			
<input type="button" value="Update"/> <input type="button" value="Set Password"/> <input type="button" value="Delete"/>			
Related Links View linked accounts View Subscriptions Reset a password			
<input type="button" value="Entitled Custom Tables"/> <input type="button" value="Roles (3)"/> <input type="button" value="Groups (1)"/> <input type="button" value="Delegates"/> <input type="button" value="Subscriptions"/> <input type="button" value="User Client Certificates"/>			
<input type="button" value="Role"/> <input type="text" value="Search"/> <input type="button" value="Actions on selected rows..."/> <input type="button" value="Edit..."/>			
User = bob p  31°C Sunny			

Assign Incident to user

Servicenow - Group - project team

Name	project team	Group email									
Manager		Parent									
Description											
<input type="button" value="Update"/> <input type="button" value="Delete"/>											
<input type="button" value="Roles"/> <input type="button" value="Group Members"/> <input type="button" value="Groups"/>											
<input type="button" value="Created"/> <input type="text" value="Search"/> <input type="button" value="Actions on selected rows..."/> <input type="button" value="Edit..."/>											
Group = project team											
<table border="1"> <thead> <tr> <th>Created</th> <th>Role</th> <th>Granted by</th> <th>Inherits</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>No records to display</td> </tr> </tbody> </table>				Created	Role	Granted by	Inherits				No records to display
Created	Role	Granted by	Inherits								
			No records to display								
 31°C Sunny											

The screenshot shows the ServiceNow interface for creating a new role. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "Role - project member". The "Name" field is set to "project member", "Application" is "Global", and "Elevated privilege" is checked. A large text area for "Description" is empty. Below the form, there are tabs for "Contains Roles", "Applications with Role", "Modules with Role", and "Custom Tables". A search bar with the placeholder "for text" is present. The results section is titled "Contains" and shows a single entry: "Role = project member". The status of this entry is "No records to display". The bottom of the screen shows the Windows taskbar with various pinned icons and system status indicators.

Business Rule Creation

The screenshot shows the ServiceNow interface for managing a user account. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "User - alice p". The "Active" checkbox is checked, and the "Internal Integration User" checkbox is unchecked. There are buttons for "Update", "Set Password", and "Delete". Below the user details, there is a "Related Links" section with links to "View linked accounts", "View Subscriptions", and "Reset a password". The "Entitled Custom Tables" section shows a table with columns for "Role", "State", "Inherited", and "Inheritance Count". The table lists four roles: "project member" (Active, Inherited false), "u_task_table role" (Active, Inherited false), "snc_required_script_writer_permission" (Active, Inherited true), and "u_project_table role" (Active, Inherited false). The bottom of the screen shows the Windows taskbar with various pinned icons and system status indicators.

Test deletion

User - bob p

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

Test with unassigned user

Application Menu - New Record

Title: project table

Application: Global

Active:

Roles: Project Member

Category: Custom Applications

Hint:

Description:

The screenshot shows the ServiceNow Access Controls page. The URL is dev278412.service-now.com/nav/ui/classic/params/target/sys_security_acl_list.do?sysparm_userpref_module%3D4ec206740a0a... The page title is "Access Controls". The search bar contains "Access Controls". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists several entries for the u_task_table, including fields like u_task_name, u_task_id, u_due_date, u_assigned_to, and u_status, all set to Allow If with write operations.

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 page. The URL is dev278412.service-now.com/nav/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D0a30475e5340b2106db0f301a0490e1e. The page title is "Workflow Studio". The workflow is named "task table" and is "Active". The trigger is "Created" for the "task table [u_task_table]" table. The condition is "All of these conditions must be met": "status is in progress" AND "Comments is feedback" AND "assigned to is bob". The right panel shows the workflow steps: 1 - Update Record (task table Record, task table Table), 2 - Ask For Approval (Action Status). The status bar shows "15:26 20-09-2025".

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.