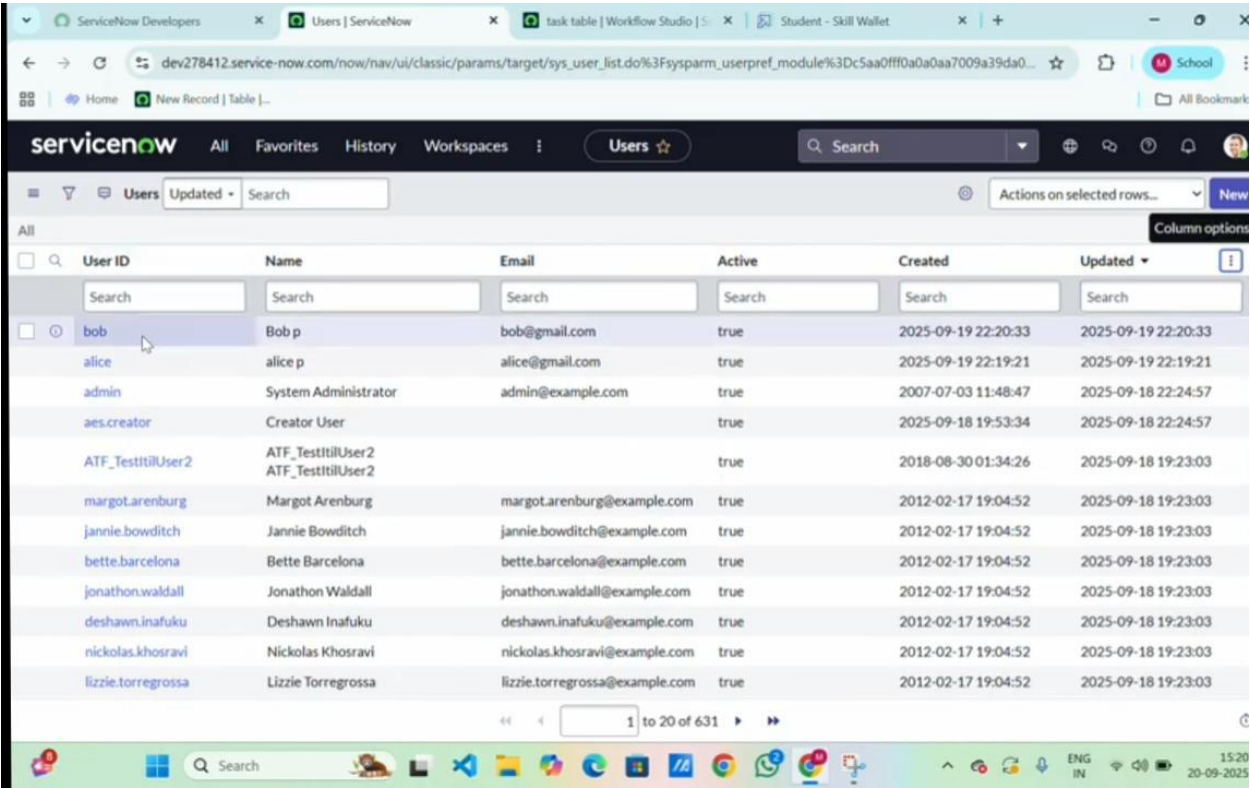


PERFORMANCE AND TESTING

Date	1 November 2025
Team ID	NM2025TMID07110
Project Name	Optimising user,group, and role management with access control and workflows
Maximum Marks	4 marks

Model performance Testing:

User Creation

A screenshot of the ServiceNow 'Users' list page. The browser address bar shows 'dev278412.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do%3Fsysparm_userpref_module%3Dc5aa0ff0a0aa7009a39da0...'. The ServiceNow header includes 'All Favorites History Workspaces' and a search bar. The 'Users' list is displayed with columns: User ID, Name, Email, Active, Created, and Updated. The 'Updated' column is currently expanded. The list contains 13 users, with 'bob' selected. The bottom of the page shows a pagination bar indicating '1 to 20 of 631' records and a Windows taskbar at the very bottom.

User ID	Name	Email	Active	Created	Updated
Search	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/> bob	Bob p	bob@gmail.com	true	2025-09-19 22:20:33	2025-09-19 22:20:33
<input type="checkbox"/> alice	alice p	alice@gmail.com	true	2025-09-19 22:19:21	2025-09-19 22:19:21
<input type="checkbox"/> admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-18 22:24:57
<input type="checkbox"/> aes.creator	Creator User		true	2025-09-18 19:53:34	2025-09-18 22:24:57
<input type="checkbox"/> ATF_TestitilUser2	ATF_TestitilUser2 ATF_TestitilUser2		true	2018-08-30 01:34:26	2025-09-18 19:23:03
<input type="checkbox"/> margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> jannie.bowditch	Jannie Bowditch	jannie.bowditch@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> bette.barcelona	Bette Barcelona	bette.barcelona@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> jonathon.waldall	Jonathon Waldall	jonathon.waldall@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> deshawn.inafuku	Deshawn Inafuku	deshawn.inafuku@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> nickolas.khosravi	Nickolas Khosravi	nickolas.khosravi@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
<input type="checkbox"/> lizzie.torregrossa	Lizzie Torregrossa	lizzie.torregrossa@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03

ServiceNow Developers x Users | ServiceNow x task table | Workflow Studio | Student - Skill Wallet x +

dev278412.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do%3Fsysparm_userpref_module%3Dc5aa0fff0a0a0aa7009a39da0... School

Home New Record | Table | All Bookmarks

servicenow All Favorites History Workspaces Users Search

User Bob p Update Set Password Delete

User ID bob Email bob@gmail.com

First name Bob Language -- None --

Last name p Calendar integration Outlook

Title ? Time zone System (America/Los_Angeles)

Department ? Date format System (yyyy-MM-dd)

Password Business phone

Password needs reset ☐ Mobile phone

Locked out ☐ Photo Click to add...

Active ☒

Web service access only ☐

Internal Integration User ☐

Update Set Password Delete

Related Links

Search ENG IN 15:20 20-09-2025

Assign table access to application

ServiceNow Developers x task table | Table | ServiceNow x task table | Workflow Studio | Student - Skill Wallet x +

dev278412.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2f73feda5300b2106db0f301a0490ee8%2... School

Home New Record | Table | All Bookmarks

servicenow All Favorites History Admin Table - task table Search

Table task table Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label task table Application Global

* Name u_task_table Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 12 of 12 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40	false	false
assigned to	String	(empty)	40	false	false
Comments	String	(empty)	40	false	false
Due date	Date	(empty)	40	false	false
status	Choice	(empty)	40	false	false

Search ENG IN 15:22 20-09-2025

Create ACL

The screenshot shows the 'Access Control - New Record' form in ServiceNow. At the top, there is a warning: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.' The form includes several fields: 'Type' (record), 'Operation' (write), 'Decision Type' (Allow if), 'Application' (Global), 'Active' (checked), and 'Advanced' (unchecked). The 'Protection policy' is set to 'None'. The 'Name' field is 'task table 2 [u_task_table_2]' and the 'Status' field is 'status'. The 'Description' field is empty. The 'Applies To' section shows 'No. of records matching the condition: 1' and buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below this is a 'Conditions' section with a 'choose field' dropdown and 'oper' and 'value' dropdowns. A 'Submit' button is in the top right corner.

Flows

The screenshot shows the 'Workflow Studio' interface in ServiceNow. The 'Flows' tab is selected, showing a list of flows. The 'New' button is highlighted, and a dropdown menu is open showing options: 'Playbook', 'Flow', 'Subflow', 'Action', and 'Decision table'. The 'Flow' option is selected. The table below lists various flows with their names, applications, statuses, and active states.

Name	Application	Status	Active	Update
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09
Business process approval flow	Global	Published	true	2020-09
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59