

## 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

The screenshot shows the ServiceNow User list page. The page title is "Users | ServiceNow". The main content is a table with the following data:

User ID	Name	Email	Active	Created	Updated
bob	Bob p	bob@gmail.com	true	2025-09-19 22:20:33	2025-09-19 22:20:33
alice	alice p	alice@gmail.com	true	2025-09-19 22:19:21	2025-09-19 22:19:21
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-18 22:24:57
aes.creator	Creator User		true	2025-09-18 19:53:34	2025-09-18 22:24:57
ATF_TestUser2	ATF_TestUser2		true	2018-08-30 01:34:26	2025-09-18 19:23:03
margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
jannie.bowditch	Jannie Bowditch	jannie.bowditch@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
bette.barcelona	Bette Barcelona	bette.barcelona@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
jonathon.waldall	Jonathon Waldall	jonathon.waldall@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
deshawn.inafuku	Deshawn Inafuku	deshawn.inafuku@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
nickolas.khosravi	Nickolas Khosravi	nickolas.khosravi@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03
lizzie.torregrossa	Lizzie Torregrossa	lizzie.torregrossa@example.com	true	2012-02-17 19:04:52	2025-09-18 19:23:03

Screenshot of the ServiceNow User Record page for 'User Bob p'.

**User Details:**

- User ID: bob
- Email: bob@gmail.com
- First name: Bob
- Last name: p
- Title: (empty)
- Department: (empty)
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Password: (empty)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...
- Active:
- Web service access only:
- Internal Integration User:

**Buttons:** Update, Set Password, Delete

**Related Links:** Search bar, various application icons, system status bar (15:20, ENG IN, 20-09-2025).

## Assign table access to application

Screenshot of the ServiceNow Table Definition page for 'task table'.

**Table Definition:**

- Label: task table
- Application: Global
- Name: u\_task\_table
- Remote Table: (empty)

**Dictionary Entries:**

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

**Buttons:** Columns, Controls, Application Access, New, Search, Navigation icons, system status bar (15:22, ENG IN, 20-09-2025).

## Create ACL

The screenshot shows the 'Access Control - New Record' page in ServiceNow. The configuration is as follows:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Admin overrides: checked
- Protection policy: None
- Name: task\_table\_2 [u\_task\_table\_2]
- Description: (empty)
- Applies To: No. of records matching the condition: 1
  - Add Filter Condition
  - Add "OR" Clause
- Conditions: (empty)

## Flows

The screenshot shows the 'Workflow Studio' interface with the 'Flows' tab selected. A context menu is open over a row of flows, with 'Flow' highlighted. The list of flows includes:

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

The context menu also lists options for Playbook, Subflow, Action, Decision table, and Steps.