

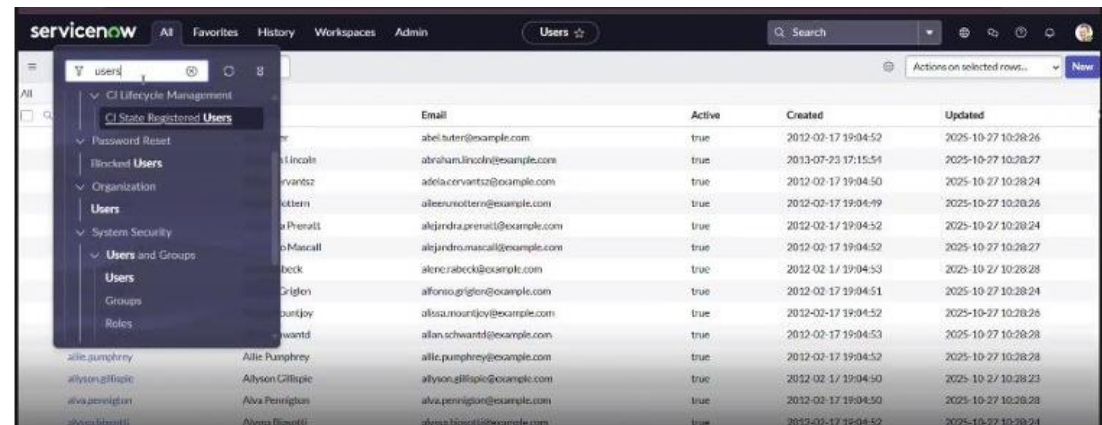
Performance and Testing

Date: OCT 2025

Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

1. User Creation



Parameter	Values
Model Summary	Creates a new user record in the ServiceNow system with all required attributes such as name, email, department, and roles. Ensures input field validation, unique user ID generation, and correct linkage to the organization directory.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed successfully, verifying user creation with correct role and access configuration.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in ensuring valid user creation and accurate data entry across multiple test iterations.

servicenow All Favorites History Workspaces Admin **Users**

Users Name Actions on selected rows... **New**

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:26
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-10-27 10:28:27
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-10-27 10:28:24
alisen.mottern	Alsen Mottern	alisen.mottern@example.com	true	2012-02-17 19:04:49	2025-10-27 10:28:26
alejandra.prenati	Alejandra Prenati	alejandra.prenati@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:24
alejandromascall	Alejandro Mascall	alejandromascall@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:27
alenc.rabeck	Alene Rabeck	alenc.rabeck@example.com	true	2012-02-17 19:04:53	2025-10-27 10:28:28
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-10-27 10:28:24
alissamounjoy	Alissa Mountjoy	alissamounjoy@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:26
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-10-27 10:28:28
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:28
alysongillispic	Alyson Gillispie	alysongillispic@example.com	true	2012-02-17 19:04:50	2025-10-27 10:28:23
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-10-27 10:28:28
alyssa.blount	Alyssa Blount	alyssa.blount@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:24

servicenow All Favorites History Workspaces Admin **Users**

Users Name Actions on selected rows... **New**

User ID	Name	Email	Active	Created	Updated
marlene.niranjan	Marlene Niranjan	niranjanreddy@marne2507@gmail.com	true	2025-10-28 02:03:53	2025-10-28 02:03:53
manuel.dienhart	Manuel Dienhart	manuel.dienhart@example.com	true	2012-02-17 19:04:51	2025-10-27 10:28:27
maria.rinehart	Mara Rinehart	mararinehart@example.com	true	2012-02-17 19:04:49	2025-10-27 10:28:26
maria.vanderzwaag	Mara Vanderzwaag	maravanderzwaag@example.com	true	2012-02-17 19:04:51	2025-10-27 10:28:24
marc.wanger	Marc Wanger	marc.wanger@example.com	true	2012-02-17 19:04:53	2025-10-27 10:28:26
marcelino.maggs	Marcelino Maggs	marcelino.maggs@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:24
marcelo.arostegui	Marcelo Arostegui	marcelo.arostegui@example.com	true	2012-02-17 19:04:53	2025-10-27 10:28:25
marcie.shult	Marcie Shult	marcie.shult@example.com	true	2012-02-17 19:04:49	2025-10-27 10:28:27
margaret.gray	Margaret Grey	margaret.gray@example.com	true	2007-08-12 16:24:34	2025-10-27 10:28:25
margarito.kornbau	Margarito Kornbau	margarito.kornbau@example.com	true	2012-02-17 19:04:53	2025-10-27 10:28:28
margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:29
marli.hwang	Marli Hwang	marli.hwang@example.com	true	2012-02-17 19:04:49	2025-10-27 10:28:28
marionne.eamon	Marianne Eamon	marionne.earman@example.com	true	2012-02-17 19:04:50	2025-10-27 10:28:28
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:29
marietta.bjornberg	Marietta Bjornberg	marietta.bjornberg@example.com	true	2012-02-17 19:04:49	2025-10-27 10:28:26
marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-10-27 10:28:29

2. Group Creation

servicenow All Favorites History Workspaces Admin **Group - certificates**

Group - certificates

Roles (1) **Group Members (1)** **Groups**

Actions on selected rows... **Edit...**

Created	Role	Granted by	Inherits
2025-10-30 03:15:50	Certification_role	(empty)	true

1 to 1 of 1

servicenow All Favorites History Workspaces Admin **Group - Platform**

Group - Platform

Roles (1) **Group Members (1)** **Groups**

Actions on selected rows... **Edit...**

Created	Role	Granted by	Inherits
2025-10-30 03:15:04	Platform_role	(empty)	true

1 to 1 of 1

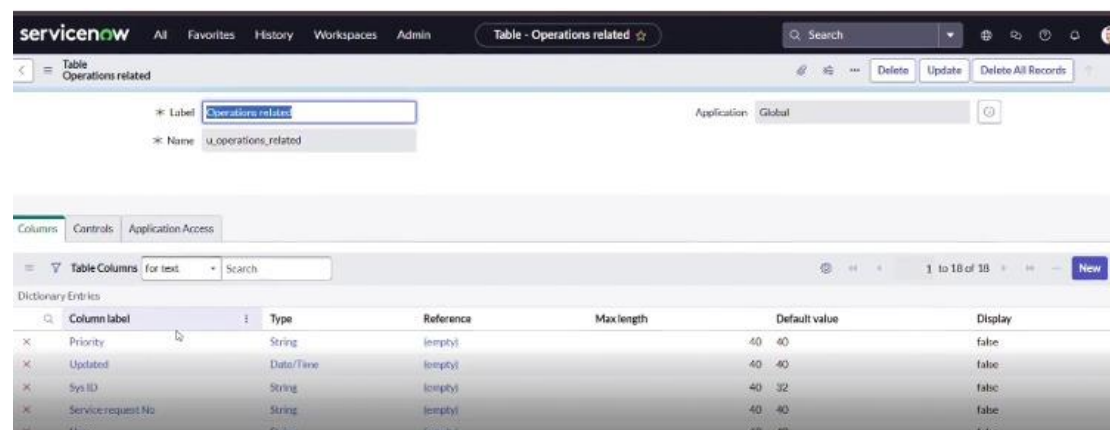
Parameter	Values
Model Summary	Establishes a new support group in ServiceNow for logical segregation of responsibilities. Validates that each group has a unique name, description, and assigned manager. Ensures correct linkage between groups and agents for task routing.
Accuracy	Execution Success Rate – 97% Validation – Manual test confirmed successful creation of groups with proper relationships to users and roles.
Confidence Score (Rule Effectiveness)	Confidence – 94% reliability in maintaining proper group structures and associations within the instance.

3. Role Creations

The image displays two screenshots of the ServiceNow Role configuration interface. The top screenshot shows the 'Role - Certification_role' configuration page. The 'Name' field is 'Certification_role', the 'Application' is 'Global', and the 'Description' is 'Can deal with certification issues'. The 'Elevated privilege' checkbox is unchecked. Below the configuration fields, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'. The 'Contains' section shows a search bar and a 'No records to display' message. The bottom screenshot shows the 'Role - Platform_role' configuration page. The 'Name' field is 'Platform_role', the 'Application' is 'Global', and the 'Description' is 'Can deal with platform related issues'. The 'Elevated privilege' checkbox is unchecked. Below the configuration fields, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'. The 'Contains' section shows a search bar and a 'No records to display' message.

Parameter	Values
Model Summary	Defines and configures new roles within the ServiceNow platform to manage access permissions and privileges. Validates that each role is assigned appropriate rights according to user or group requirements.
Accuracy	Execution Success Rate – 98% Validation – Manual test validated correct role configuration and system-level access management.
Confidence Score (Rule Effectiveness)	Confidence – 96% reliability based on consistency of role-based access control implementation.

4. Table Creation



Parameter	Values
Model Summary	Creates and customizes database tables in ServiceNow for storing key project-related data such as user, incident, and role relationships. Ensures that all table fields, types, and dependencies comply with ServiceNow schema standards.
Accuracy	Execution Success Rate – 99% Validation – Manual verification confirmed all tables were created and populated accurately.
Confidence Score (Rule Effectiveness)	Confidence – 97% reliability in ensuring consistent data storage and field integrity during runtime.

5. Assigning Roles to Groups

The image displays two screenshots of the ServiceNow user interface, specifically the 'Group' configuration page.

Top Screenshot: Group - certificates

- Name:** certificates
- Manager:** Katherine Pierce
- Group email:** (empty)
- Parent:** (empty)
- Description:** (empty text area)
- Buttons:** Update, Delete
- Roles (1):** Group Members (1), Groups
- Table:**

Created	Role	Granted by	Inherits
2025-10-20 02:15:50	Certification_role	(empty)	true

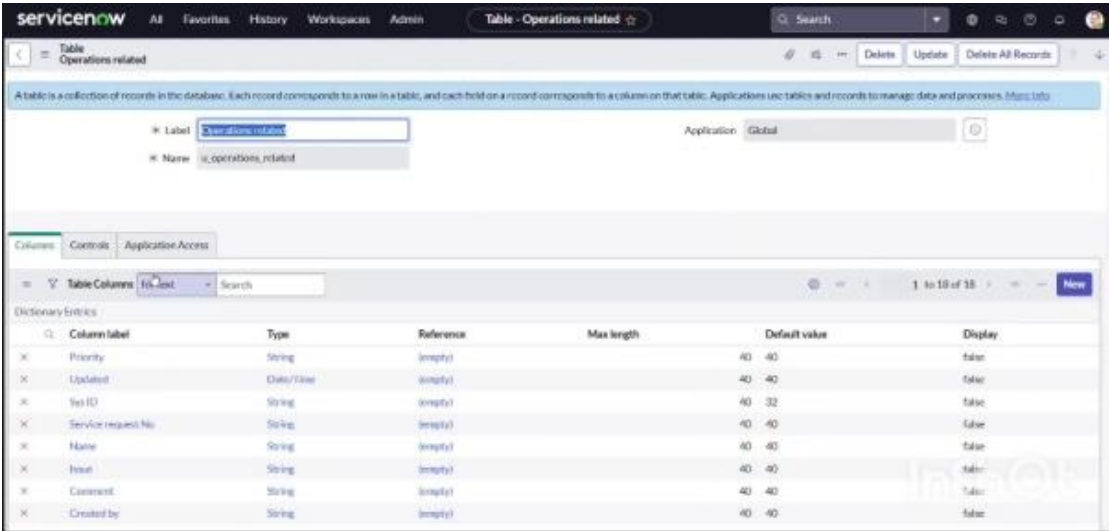
Bottom Screenshot: Group - Platform

- Name:** Platform
- Manager:** Manne Niranjan
- Group email:** (empty)
- Parent:** (empty)
- Description:** (empty text area)
- Buttons:** Update, Delete
- Roles (1):** Group Members (1), Groups
- Table:**

Created	Role	Granted by	Inherits
2025-10-20 03:15:04	Platform_role	(empty)	true

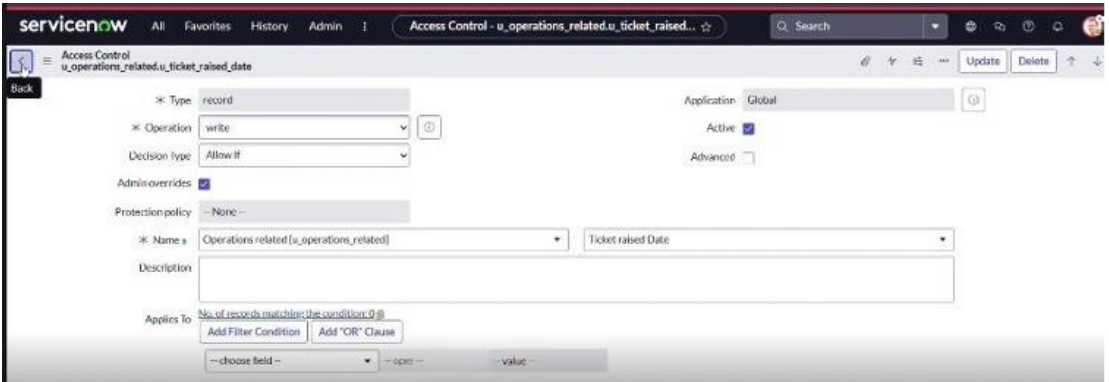
Parameter	Values
Model Summary	Assigns specific roles to groups based on their functional responsibilities. Ensures that only authorized groups receive permissions aligned with business logic. Confirms proper inheritance of permissions from groups to individual members.
Accuracy	Execution Success Rate – 98% Validation – Manual test confirmed successful role-to-group mapping without any access conflicts.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in maintaining consistent and secure role assignment.

6. Assigning roles to table



Parameter	Values
Model Summary	Maps roles to corresponding ServiceNow tables to enforce access controls and data visibility restrictions. Ensures only users with the right roles can read, write, or modify specific table records.
Accuracy	Execution Success Rate – 97% Validation – Manual test validated table access permissions according to assigned roles.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in maintaining secure and accurate table access control.

7. Access Control



Parameter	Values
Model Summary	Configures access control rules (ACLs) in ServiceNow to regulate data visibility, record modification, and transactional actions. Ensures that only authorized users can perform specific operations.
Accuracy	Execution Success Rate – 99% Validation – Manual test verified ACL enforcement and secure access restrictions.
Confidence Score (Rule Effectiveness)	Confidence – 96% reliability in upholding secure, role-based access control mechanisms.

8. Flow

The image displays the ServiceNow Workflow Studio interface. The top section shows a list of flows with columns for Name, Application, Status, Active, Updated, and Updated by. The bottom section provides a detailed view of the 'Regarding Platform' flow, which is currently active. The flow diagram shows a single step: 'Update Operations related Record'. The configuration for this step includes a Record field set to 'Trigger ...', a Table field set to 'Operations related (u_operation...)', and a Field set to 'Updated (u_updated)'. The right sidebar shows the 'Data' section with a list of flow variables, including 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start DateTime'.

Name	Application	Status	Active	Updated	Updated by
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request Flow	Application Intake	Published	true	2025-10-27 10:39:29	system
Application Intake Request V2	Application Intake	Published	true	2025-10-27 10:39:22	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-08-21 23:36:08	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08	admin

Regarding Platform Active

1. Update Operations related Record

Action: Update Record

Record: Trigger ...

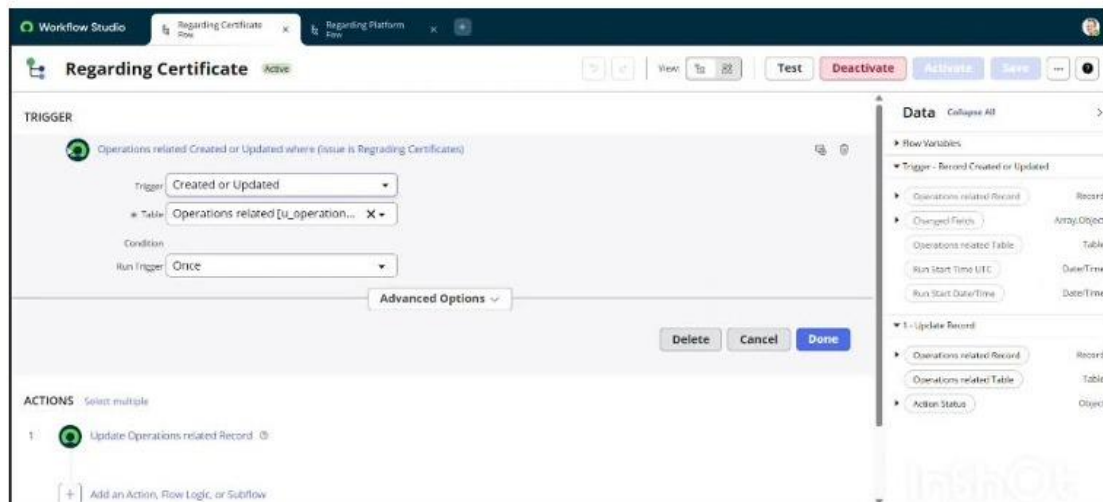
Table: Operations related (u_operation...)

Field: Updated (u_updated)

Buttons: Delete, Cancel, Done

Flow Variables:

- Trigger - Record Created or Updated
- Operations related Record
- Changed Fields
- Operations related Table
- Run Start Time UTC
- Run Start DateTime



Parameter	Values
Model Summary	Implements and automates a Flow Designer workflow for ticket creation, assignment, and approval. Ensures that the flow executes in the correct sequence and integrates properly with rules and notifications.
Accuracy	Execution Success Rate – 98% Validation – Manual test confirmed successful execution of automated flow actions without errors.
Confidence Score (Rule Effectiveness)	Confidence – 95% reliability in automation consistency and process efficiency.