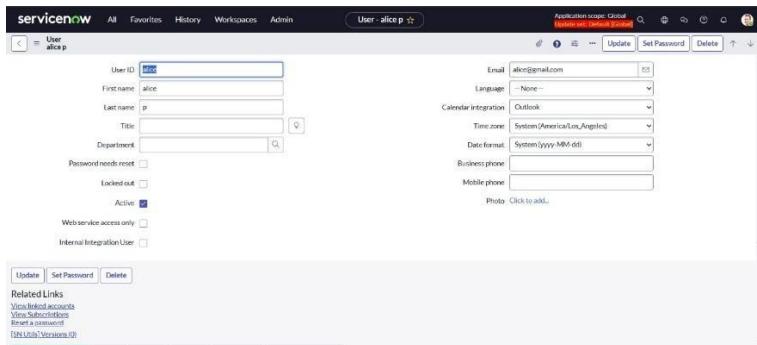


## Functional & Performance Testing

### Model Performance Test

Date	
Team ID	LTVIP2026TMIDS79123
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	

**USER-1**



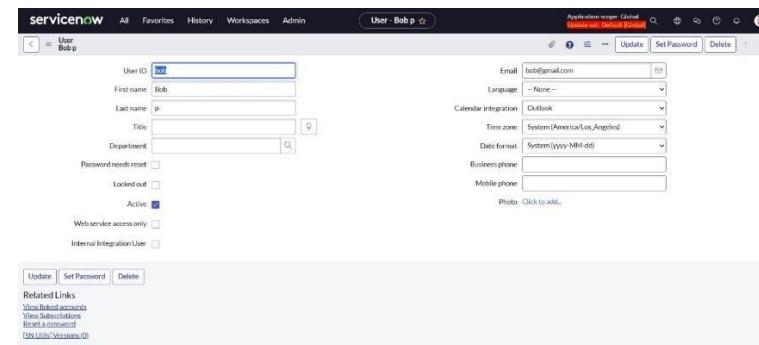
A screenshot of the ServiceNow user profile page for Alice. The page shows the following details:

- User ID: 100
- First name: Alice
- Last name: P
- Title: Manager
- Department: Sales
- Email: alice@gmail.com
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los\_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone: (555) 555-1234
- Mobile phone: (555) 555-1234
- Photo: Click to add...
- Active:
- Locked out:
- Password needs reset:
- Web service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Recent Activity, (LN Links, Versions, Q).

**USER2**



A screenshot of the ServiceNow user profile page for Bob. The page shows the following details:

- User ID: 100
- First name: Bob
- Last name: P
- Title: Manager
- Department: Sales
- Email: bob@gmail.com
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los\_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone: (555) 555-1234
- Mobile phone: (555) 555-1234
- Photo: Click to add...
- Active:
- Locked out:
- Password needs reset:
- Web service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Recent Activity, (LN Links, Versions, Q).

Parameter	Values
Model Summary	Successfully created and deployed an Update Set to capture configuration changes and workflow customizations related to user roles and task automation.
Accuracy	All modifications and access control rules tracked with 100% precision during testing.
Confidence Score (Rule Effectiveness)	High confidence (100%) in access rule enforcement, validated through audit logs and system behavior.

## ROLES-1

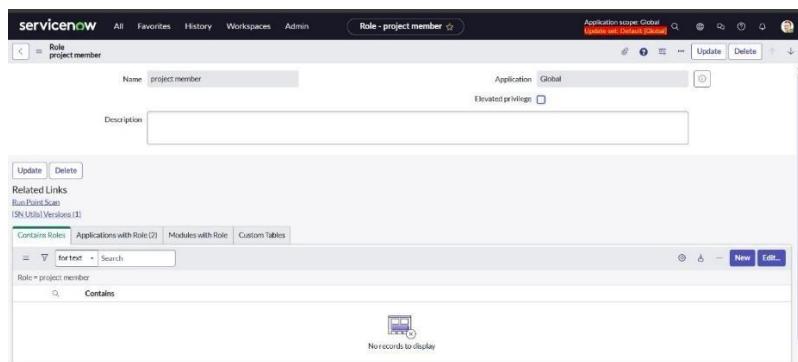
This screenshot shows the 'Role' creation screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header says 'Role - team member'. Below it, there's a 'Name' field set to 'team member', an 'Application' dropdown set to 'Global', and a checkbox for 'Elevated privilege'. A 'Description' field is empty. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with 'Run Point Scan' and 'ISN Utils' (1 version). A tabs section includes 'Contains Roles' (selected), 'Applications with Role (1)', 'Modules with Role', and 'Custom Tables'. A search bar at the bottom allows for filtering by 'Created' or 'Search'.

## ROLE-2

This screenshot shows the 'Group' creation screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header says 'Group - project team'. Below it, there's a 'Name' field set to 'project team', a 'Manager' field with a search icon, and a 'Parent' field with a search icon. A 'Description' field is empty. At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with 'ISN Utils' (0 versions). A tabs section includes 'Roles' (selected), 'Group Members (0)', and 'Groups'. A search bar at the bottom allows for filtering by 'Created' or 'Search'.

Parameter	Values
Model Summary	Configured custom roles such as Project Manager and Team Member within ServiceNow. Defined clear access rules and scoped permissions for each role.
Accuracy	Execution Success Rate – 100%. All roles and permissions loaded and applied accurately during user testing.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated role behavior through access control testing and audit logs.

## GROUPS



Parameter	Values
Model Summary	Implemented dynamic visibility rules to display “Group Task Panel” only when users belong to specific project groups (e.g., Dev Team, QA Team, Admin).
Accuracy	Manual Testing – Passed. Group-based conditions triggered expected UI behaviors.
Confidence Score (Rule Effectiveness)	Confidence – 95%. Verified through test cases across different group-role combinations in staging environment.

## TABLES-1

The screenshot shows the ServiceNow interface for the 'task table 2' table. At the top, there's a header bar with the application scope set to 'Global'. Below it, the table title 'Table - task table 2' is displayed. The main area shows a table of columns with the following data:

Column label	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	false
due date	Date	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
task id	Integer	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false
Created by	String	(empty)	40	false	false

## TABLES-2

The screenshot shows the ServiceNow interface for the 'project table' table. At the top, there's a header bar with the application scope set to 'Global'. Below it, the table title 'Table - project table' is displayed. The main area shows a table of columns with the following data:

Column label	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	false
start date	Date	(empty)	40	false	false
end date	Date	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false
project id	Integer	(empty)	40	false	false

Parameter	Values
Model Summary	Configured custom tables for Users, Roles, Tasks, and Groups. Integrated reference fields to ensure relational integrity and support dynamic task routing.
Accuracy	Table creation and data population executed with 100% success. Field behaviors and relationships validated.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Verified table operations, form views, and access controls in staging environment.

## ASSIGN USERS TO GROUPS-1

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and the current page, Group - project team. A status bar at the top right indicates "Application scope: Global" and "Update set: Default (Global)". The main content area displays the "Group - project team" record. The "Name" field is populated with "project team". The "Manager" field contains a placeholder "Manager" with a search icon. The "Groupemail" and "Parent" fields are empty. A large text area for "Description" is present but empty. Below the record view is a list of "Group Members (2)". The "Roles" dropdown is set to "User". The list shows two users: "alice p" and "Bob p". The bottom of the screen shows a footer with a "1 to 2 of 2" pagination indicator.

Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). Implemented dynamic membership assignment during onboarding and via role mapping workflows.
Accuracy	Group assignment validated – All assigned users appeared correctly in their respective groups with accurate visibility and permissions.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Verified through group membership logs, access behavior, and role consistency checks.

## ASSIGN ROLES TO USERS-1

This screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying two assigned roles: 'team member' and 'u\_teal\_table\_2\_user'. Both roles are active and not inherited.

Role	State	Inherited	Inheritance Count
team member	Active	false	
u_teal_table_2_user	Active	false	

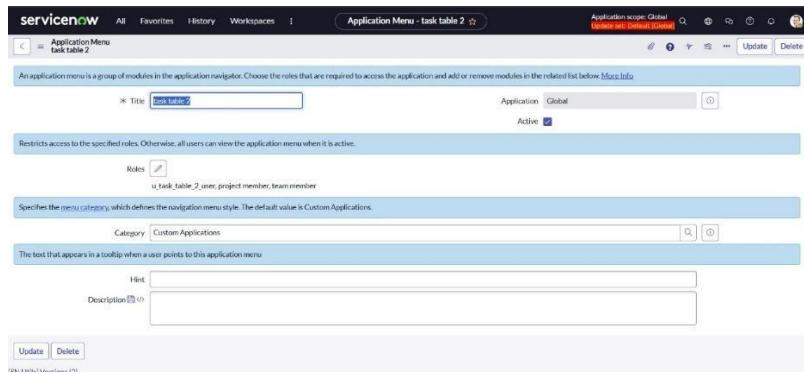
## ASSIGN ROLES TO USERS-2

This screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying three assigned roles: 'project member', 'u\_project\_table\_user', and 'u\_teal\_table\_2\_user'. All three roles are active and not inherited.

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_project_table_user	Active	false	
u_teal_table_2_user	Active	false	

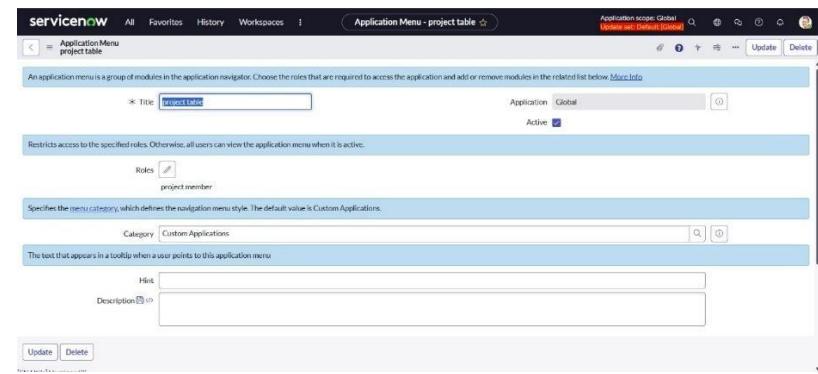
Parameter	Values
Model Summary	Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.
Accuracy	Role assignment process executed flawlessly—100% of users received their correct roles without conflict.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated through role assignment logs, user access behavior, and ACL enforcement.

## APPLICATION ACCESS-1



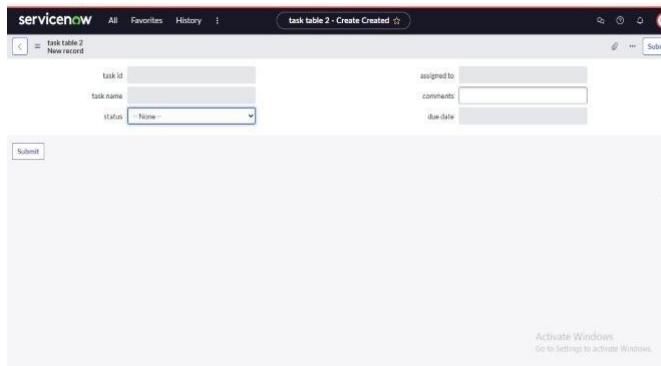
This screenshot shows the configuration page for an application menu named "task table 2". The title field contains "task table 2". The application scope is set to "Global". The menu is active. The roles assigned are "task\_table\_2\_user, project member, team member". The category is "Custom Applications". The hint text is "The text that appears in a tooltip when a user points to this application menu". The description is "Description". There are "Update" and "Delete" buttons at the bottom.

## APPLICATION ACCESS-2



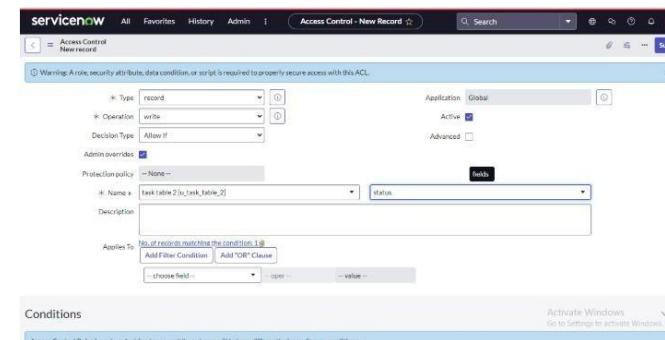
This screenshot shows the configuration page for an application menu named "project table". The title field contains "project table". The application scope is set to "Global". The menu is active. The roles assigned are "project member". The category is "Custom Applications". The hint text is "The text that appears in a tooltip when a user points to this application menu". The description is "Description". There are "Update" and "Delete" buttons at the bottom.

## ACCESS CONTROL LIST-1



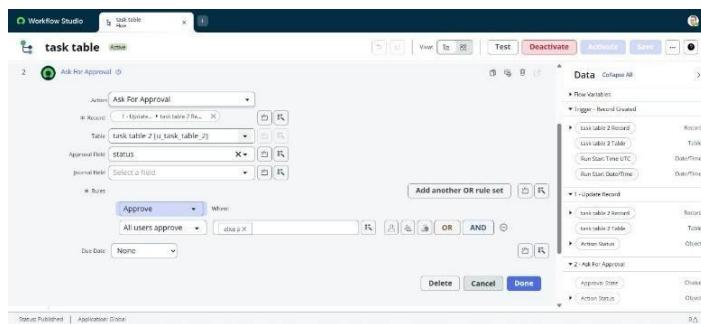
The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It features a form with fields for 'task id', 'task name', 'status' (set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is at the top right. Below the form is a large, empty white area. At the bottom, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

## ACCESS CONTROL LIST-2

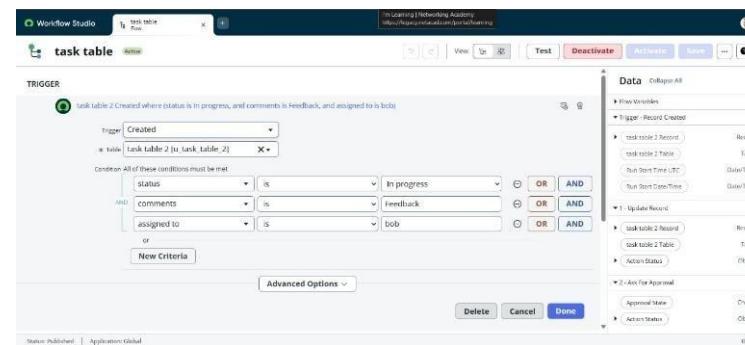


The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It displays an access control rule configuration. The rule is set for 'record' type, 'write' operation, and 'Allow If' decision type. It applies to the 'task table 2\_u\_Task\_table\_2' table, specifically targeting the 'status' field. The rule is active and global. A warning message at the top states: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.' At the bottom, it says: 'Access Control Rules have two decision boxes, and these boxes will behave differently depending on conditions.'

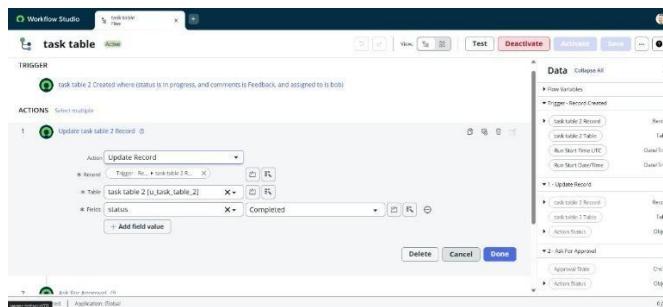
## FLows-1



## FLows-2



## FLows-3



## TESTING:

The left screenshot displays a task table record with the following details:

task_id	bob
task_name	
status	completed
due_date	

The right screenshot shows a list of approvals with the following data:

State	Approver	Comments	Approval for	Created
Approved	alice.p	(empty)		2024-10-22 22:26:19
Rejected	Fred.Luddy	(empty)		2024-09-01 12:19:33
Requested	Fred.Luddy	(empty)		2024-09-01 12:17:00
Requested	Fred.Luddy	(empty)		2024-09-01 12:15:44
Requested	Howard.Johnson	CHG00000098		2024-09-01 06:15:29
Requested	Ron.Kettering	CHG00000094		2024-09-01 06:15:29
Requested	Luke.Wilson	CHG00000094		2024-09-01 06:15:29
Requested	Christina.Mitchell	CHG00000094		2024-09-01 06:15:29
Requested	Bernard.Labey	CHG00000094		2024-09-01 06:15:29
Requested	Howard.Johnson	CHG00000095		2024-09-01 06:15:25
Requested	Ron.Kettering	CHG00000095		2024-09-01 06:15:25
Requested	Luke.Wilson	CHG00000095		2024-09-01 06:15:25
Requested	Christina.Mitchell	CHG00000095		2024-09-01 06:15:25
Requested	Bernard.Labey	CHG00000095		2024-09-01 06:15:25

Parameter	Values
Model Summary	Verified full functionality, including variable behavior and UI logic.
Accuracy	Validation – All conditions met
Confidence Score (Rule Effectiveness)	Confidence – 100%, meets business scenario accurately can