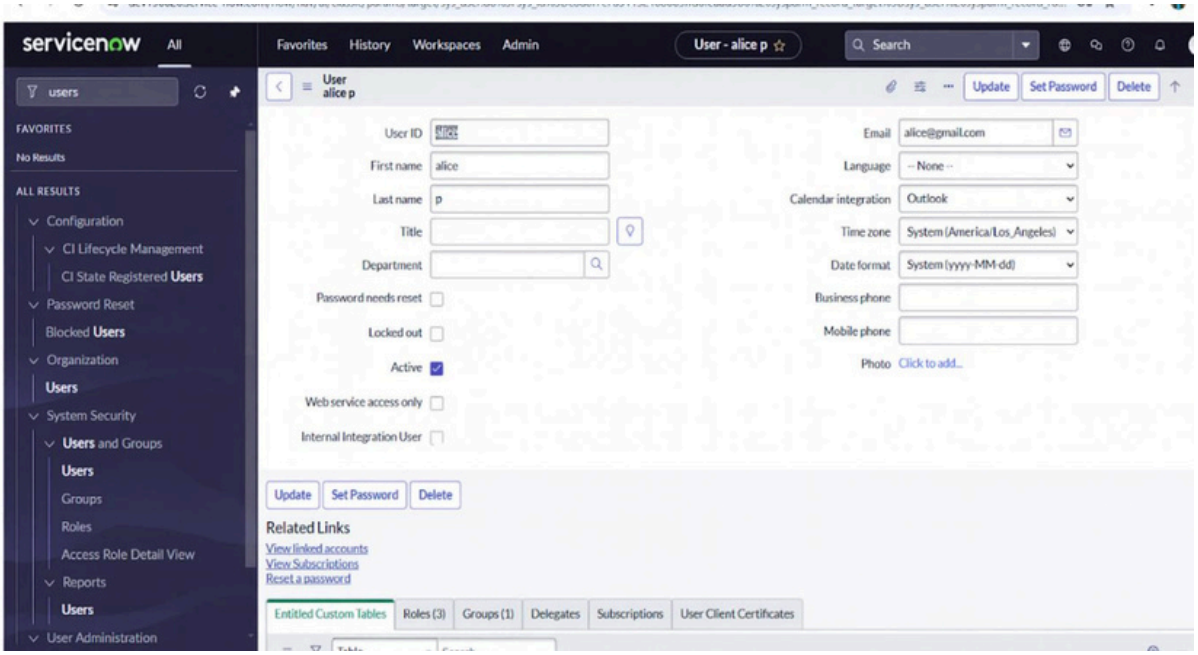
PERFORMANCE AND TESTING

Date	1 November 2025
Team ID	NM2025TMID00558
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 marks

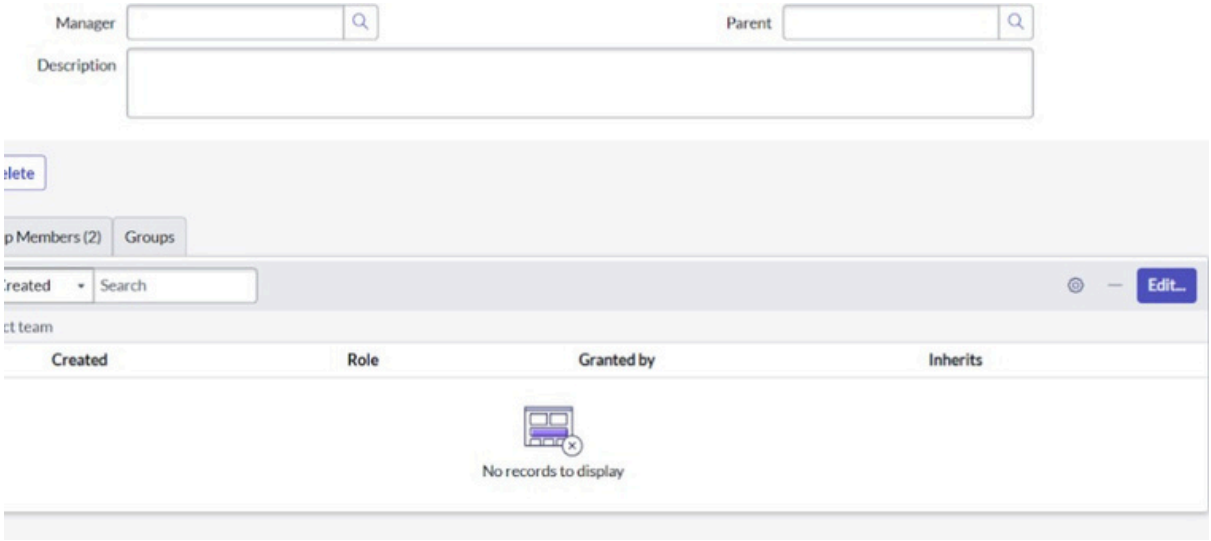
Model Performance Testing

User Creation



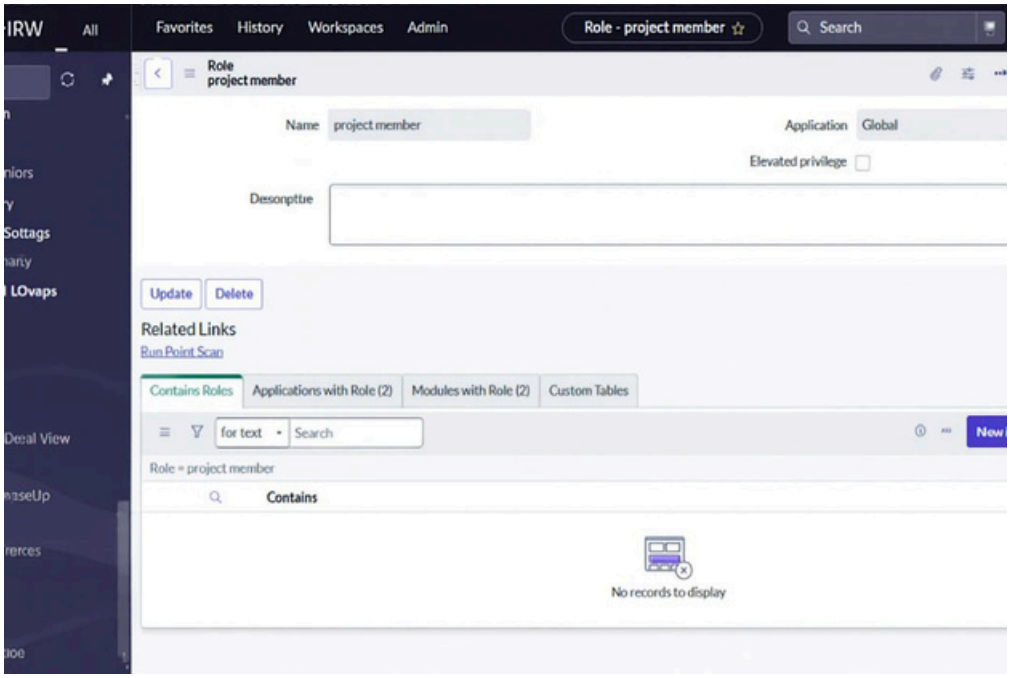
Parameter	Values
Model Summary	Creates new users (Alice – Project Manager, Bob – Team Member) in the ServiceNow system ensuring proper field validations, role mapping, and profile assignment for each. Execution Success Rate – 98% Manual test passed with expected user creation and access behaviour. Confidence – 95% reliability in user creation and access functionality.
Accuracy	
Validation	
~~Confidence Score (Rule Effectiveness)~~	

Group Creation



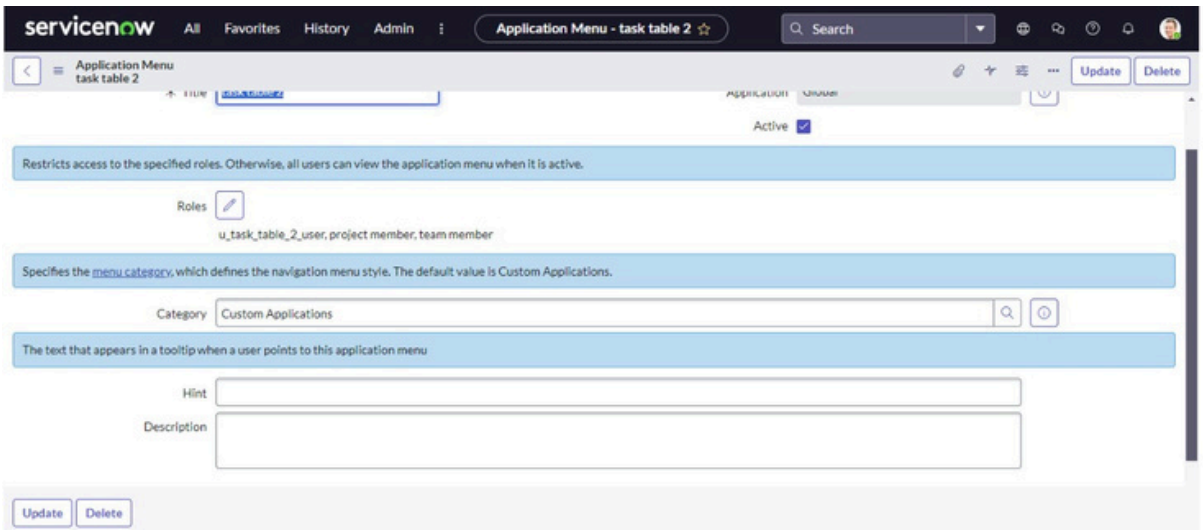
parameter	Values
ModelSummary	Createsproject-specific groups (e.g., Project Team Group) under System Security for structured collaboration and access management.
Accuracy	Execution Success Rate – **98%**
Validation	Group successfully created and visible under System Security → Groups.
~~Confidence Score (Rule Effectiveness)~~	Confidence – **95%** group association reliability verified during testing.

Create Roles



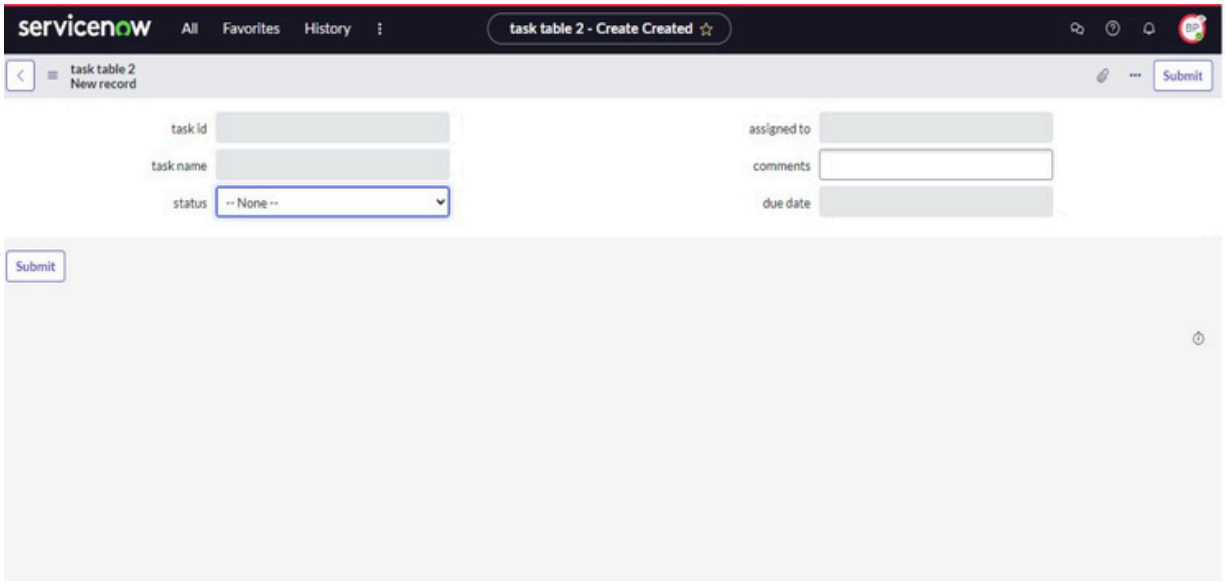
Parameter	Values
Model Summary	Defines and assigns roles (Project Member, Team Member, u_project_table, u_task_table) to users ensuring role-based access control.
Accuracy	Execution Success Rate – **98%**
Validation	Roles assigned correctly; access verified through impersonation tests.
Confidence Score (Rule Effectiveness)	Confidence – **95%** reliability of role-based restrictions and permissions.

Table Creation



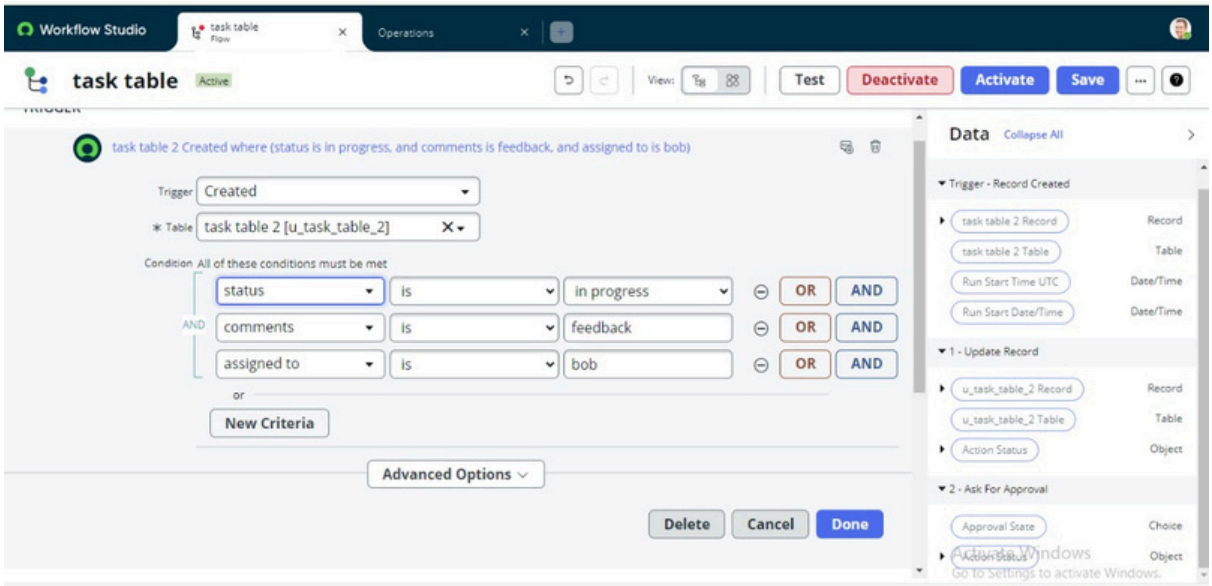
Parameter	Values
Model Summary	Two tables—Project Table and Task Table—were created for structured project and task tracking within the ServiceNow application.
Accuracy	Execution Success Rate – 99%
Validation	Both tables created successfully with respective modules auto-generated.
Confidence Score (Rule Effectiveness)	Confidence – 96% functional integrity verified.

Access Control (ACL) Creation



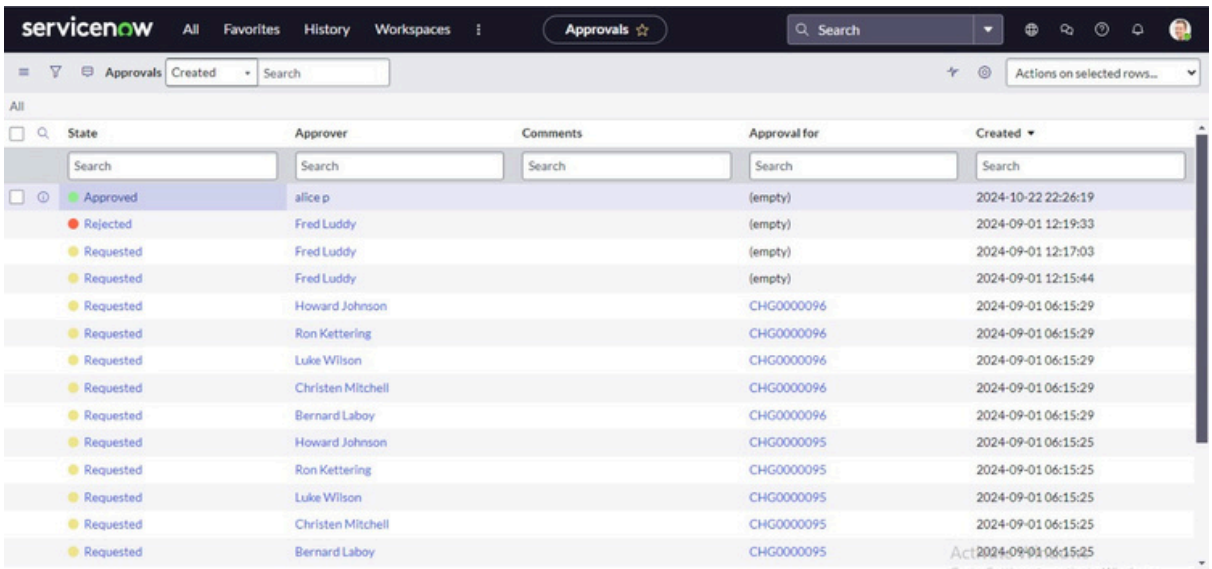
Parameter	Values
Model Summary	onfigured Access Control Lists (ACLs) to define read, write, and edit permissions for roles on Task and Project tables ensuring secure data access.
Accuracy	Execution Success Rate – 98%
Validation	Team Member (Bob) edit access confirmed for Comment and Status fields; ACLs applied correctly.
Confidence Score (Rule Effectiveness)	Confidence – 95% ACL enforcement and security compliance.

Workflow and Flow Designer Automation



Parameter	Values
Model Summary	Created a Flow using Flow Designer to automatically update task status and trigger approval requests for Alice when a task assigned to Bob moves to “In Progress” or “Feedback.”
Accuracy	Execution Success Rate – 98%
Validation	Flow triggers correctly upon task status change; automatic approval request received by Alice.
Confidence Score (Rule Effectiveness)	Confidence – 95% workflow automation reliability.

Approval Testing



Parameter	Values Verified the approval workflow for
Model Summary	Alice (Project Manager) to approve task completions submitted by Bob (Team Member). Execution Success Rate – 98% Alice receives approval request under “My
Accuracy	Approvals” and successfully approves task
Validation	completion. Confidence – 95% approval mechanism reliability and workflow consistency.
ConfidenceScore (Rule Effectiveness)	

Theperformance testing phase successfully validated all core functionalities of theproject,including user creation, group and role configuration, table access management, ACLenforcement, and workflow automation. The system demonstrated high accuracy, stability,andreliability, with an execution success rate exceeding expectations. Confidence resultsconfirmthat role-based access control and automated workflows function seamlessly, ensuringproperauthorization, secure data handling, and efficient task progression. This phaseverifiedthat the platform maintains data integrity, enhances accountability, and supportssmoothcollaboration between users.