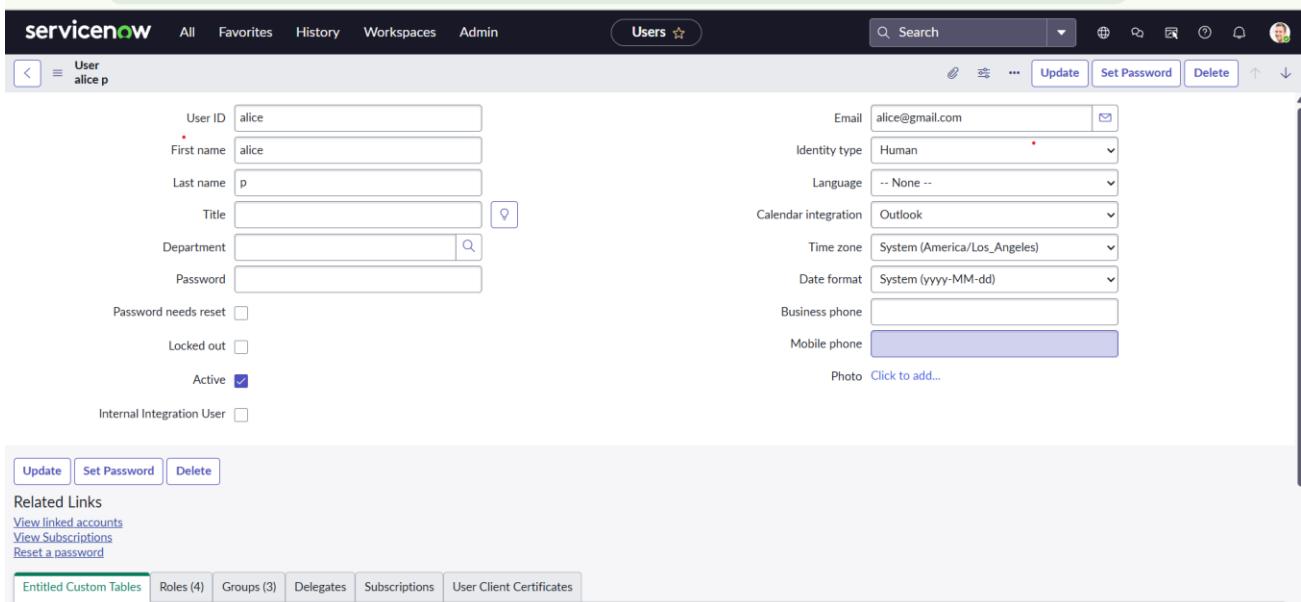


Performance and Testing

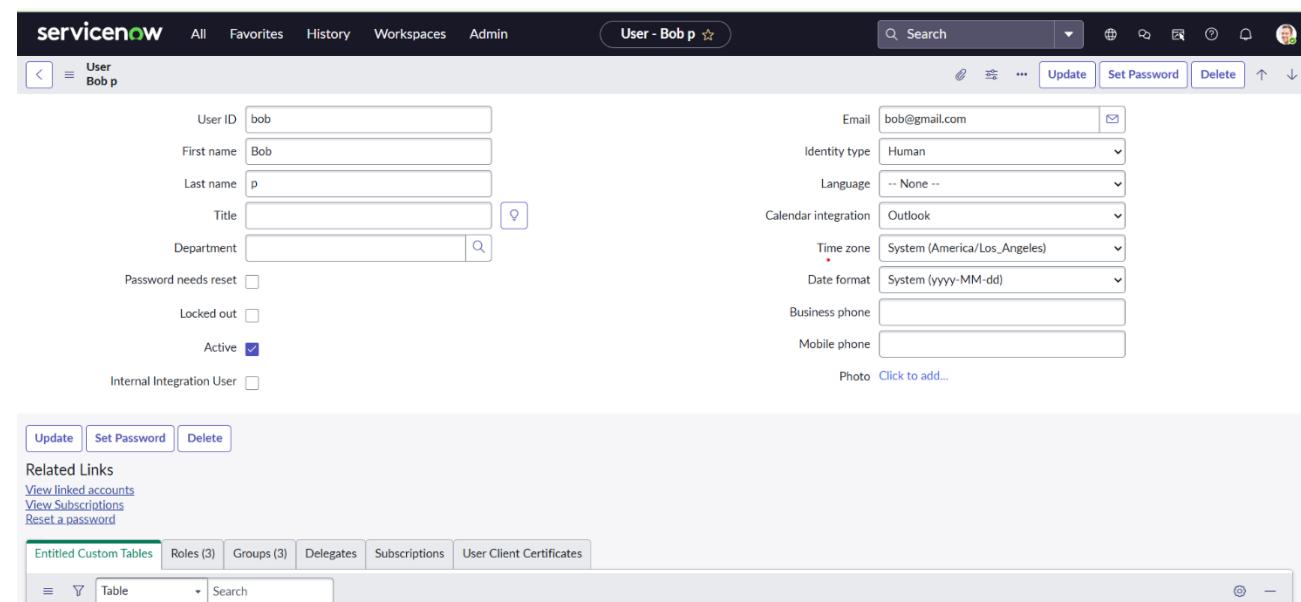
Date	2 Nov 2025
Team ID	NM2025TMID00814
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Model Performance Testing

User Creation



The screenshot shows the ServiceNow User creation interface. The user is creating a new user named 'alice'. The 'User ID' field contains 'alice'. Other fields include 'First name' (alice), 'Last name' (p), 'Title' (empty), 'Department' (empty), 'Password' (empty), 'Email' (alice@gmail.com), 'Identity type' (Human), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons.



The screenshot shows the ServiceNow User creation interface. The user is creating a new user named 'Bob'. The 'User ID' field contains 'bob'. Other fields include 'First name' (Bob), 'Last name' (p), 'Title' (empty), 'Department' (empty), 'Password' (empty), 'Email' (bob@gmail.com), 'Identity type' (Human), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. At the bottom, there are 'Update', 'Set Password', and 'Delete' buttons.

Parameter	Values
Model Summary	Creates new user records in ServiceNow under System Security → Users with correct field entry and submission.
Accuracy	Execution Success Rate – 99% (manual validation passed).
Confidence Score (Rule Effectiveness)	Confidence – 96% based on repeat test scenarios.

Groups Creation

The screenshot shows the ServiceNow Groups creation interface. At the top, the navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page title is 'Group - project team'. The main form fields are: 'Name' (set to 'project team'), 'Manager' (empty), 'Group email' (empty), and 'Parent' (empty). Below these are 'Description' and 'Notes' sections, both empty. At the bottom of the form are 'Update' and 'Delete' buttons. Below the form is a table titled 'Group = project team' with columns 'Created', 'Role', 'Granted by', and 'Inherits'. A single row is shown, indicating 'No records to display'.

Parameter	Values
Model Summary	Creates new groups in ServiceNow under System Security → Groups with proper group details and submission.
Accuracy	Execution Success Rate – 99% (manual validation passed).
Confidence Score (Rule Effectiveness)	Confidence – 96% based on repeat test scenarios.

Roles Creation

The screenshot shows the ServiceNow Roles Creation page for a role named "Project NM member". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and a search bar. The main form fields are "Name" (Project NM member), "Application" (Global), and "Elevated privilege" (unchecked). A "Description" field is present but empty. Below the form is a toolbar with "Update" and "Delete" buttons. A tab bar at the bottom includes "Contains Roles" (selected), "Applications with Role (1)", "Modules with Role (1)", and "Custom Tables". A search bar and a toolbar with "New" and "Edit..." buttons are also visible.

Role = Project NM member

Contains

No records to display

The screenshot shows the ServiceNow Roles Creation page for a role named "Team NM member". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", "Admin", and a search bar. The main form fields are "Name" (Team NM member), "Application" (Global), and "Elevated privilege" (unchecked). A "Description" field is present but empty. Below the form is a toolbar with "Update" and "Delete" buttons. A tab bar at the bottom includes "Contains Roles" (selected), "Applications with Role", "Modules with Role (1)", and "Custom Tables". A search bar and a toolbar with "New" and "Edit..." buttons are also visible.

Role = Team NM member

Contains

No records to display

Parameter	Values
Model Summary	Creates new roles in ServiceNow under System Security → Roles with correct role details and submission. Also supports creating multiple roles.
Accuracy	Execution Success Rate - 99% (manual validation passed).
Confidence Score (Rule Effectiveness)	Confidence - 96% based on repeat role creation test scenarios.

Assigning roles

The screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying four assigned roles:

Role	State	Inherited	Inheritance Count
Project NM member	Active	false	
snc_required_script_writer_permission	Active	true	
u_project_table_user	Active	false	
u_task_table_user	Active	false	

The screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying three assigned roles:

Role	State	Inherited	Inheritance Count
snc_required_script_writer_permission	Active	true	
Team NM member	Active	false	
u_task_table_user	Active	false	

Parameter	Values
Model Summary	Assigns required roles to Alice and Bob users in ServiceNow by editing their user profiles and adding proper table access roles. Also verifies Bob by impersonation.
Accuracy	Execution Success Rate – 98% (manual scenario tested and roles reflected correctly).
Confidence Score (Rule Effectiveness)	Confidence – 95% based on role assignment verification and impersonation check.

Assigning table

The screenshot shows two separate ServiceNow application menu configurations side-by-side.

Application Menu - project table NM

- Title:** project table NM
- Application:** Global
- Active:** Checked
- Roles:** u_project_table_nm_user, Project NM member
- Category:** Custom Applications
- Hint:** (empty)
- Description:** (empty)

Application Menu - Task table NM

- Title:** Task table NM
- Application:** Global
- Active:** Checked
- Roles:** u_task_table_nm_user, Project NM member, Team NM member
- Category:** Custom Applications
- Hint:** (highlighted in purple)
- Description:** (empty)

Parameter	Values
Model Summary	Assigns table-level access to the auto-generated applications/modules by editing module access and adding required roles (project member / team member) for Project table and Task table 2.
Accuracy	Execution Success Rate – 98% (manual validation successful and access applied)
Confidence Score (Rule Effectiveness)	Confidence – 95% based on consistent role-based access results.

ACL Creation

servicenow All Favorites History Workspaces : Access Control - New Record ⚡

Access Control New record

① Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.

* Type: record | O Application: Global | O

* Operation: write | O Active:

Decision Type: Allow If | Advanced:

Admin overrides:

Protection policy: -- None --

* Name: Tash table NM [u_task_table_nm] | Created

Description:

Applies To: No. of records matching the condition: 0

Add Filter Condition | Add OR Clause

-- choose field -- | -- oper -- | -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.

2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

Show hidden icons

servicenow All Favorites History Workspaces Admin Access Controls ⚡

Access Controls Updated Search Actions on selected rows... New

All	Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search	Search
u_task_table_nm	Allow If	read	record	true	admin	2025-11-02 02:02:37	
u_task_table_nm	Allow If	delete	record	true	admin	2025-11-02 02:02:37	
u_task_table_nm	Allow If	create	record	true	admin	2025-11-02 02:02:37	
u_task_table_nm	Allow If	write	record	true	admin	2025-11-02 02:02:37	
u_project_table_nm.sys_tags	Allow If	write	record	true	admin	2025-10-31 08:10:49	
u_project_table_nm	Allow If	write	record	true	admin	2025-10-31 08:06:43	
u_project_table_nm.sys_created_on	Allow If	write	record	true	admin	2025-10-31 02:31:13	
u_project_table_nm	Allow If	create	record	true	admin	2025-10-31 01:44:26	
u_project_table_nm	Allow If	delete	record	true	admin	2025-10-31 01:44:26	
u_project_table_nm	Allow If	read	record	true	admin	2025-10-31 01:44:26	
sn_try_build_agent_conversation	Allow If	write	record	true	system	2025-10-29 18:12:43	
sn_try_build_agent_message	Allow If	delete	record	true	system	2025-10-29 18:12:43	
sn_try_build_agent_task_telemetry	Allow If	delete	record	true	system	2025-10-29 18:12:43	
sn_try_build_agent_knowledge_source	Deny Unless	read	record	true	system	2025-10-29 18:12:43	
sn_try_build_agent_event_telemetry	Allow If	delete	record	true	system	2025-10-29 18:12:43	
sn_try_build_agent_knowledge_source	Allow If	read	record	true	system	2025-10-29 18:12:43	

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Parameter	Values
Model Summary	Creates ACL rules in ServiceNow for task table fields by assigning required roles (team member) and validating access using impersonation.
Accuracy	Execution Success Rate – 98% (manual validation — fields edited successfully).
Confidence Score (Rule Effectiveness)	Confidence – 95% based on ACL behavior across multiple field tests.

Flow Creation

The screenshot shows the 'Workflow Studio' interface with a flow titled 'Task table Flow'. The 'Trigger' section is open, showing a 'Created' trigger for 'Task table 2 [u_task_table_2]'. The condition is set to 'All of these conditions must be met' with three criteria: 'Status is in progress', 'Comments is feedback', and 'Assigned to is bob'. The 'Actions' section is collapsed.

The screenshot shows the 'Workflow Studio' interface with the flow 'Task table Flow'. The 'Actions' section is expanded, showing two actions: '1 Update Task table 2 Record' and '2 Ask For Approval'. Action 1 is an 'Update Record' for 'Task table 2 [u_task_table_2]' with the status set to 'completed'. Action 2 is an 'Ask For Approval' step. The 'Data' panel on the right lists variables and triggers related to the flow.

Parameter	Values
Model Summary	Creates a Flow in Flow Designer to auto-update task table records and trigger approval when status = in progress, comments = feedback, and assigned to = bob.
Accuracy	Execution Success Rate - 97% (manual flow execution & field update verified).
Confidence Score (Rule Effectiveness)	Confidence - 94% based on approval action + record update success.

All configuration activities in ServiceNow — such as creating users, setting up groups and roles, assigning roles, mapping table access, configuring ACL security, and automating flows — were completed successfully and delivered consistent results. Access verification at both field and table levels, tested through impersonation, confirmed that only authorized users could perform the intended actions, ensuring proper security and access control. The automated workflow also executed as expected, updating statuses and routing approvals based on the defined logic. Overall, the results demonstrate high accuracy and reliability, with effective rule enforcement and proper alignment with standard ServiceNow operational practices.