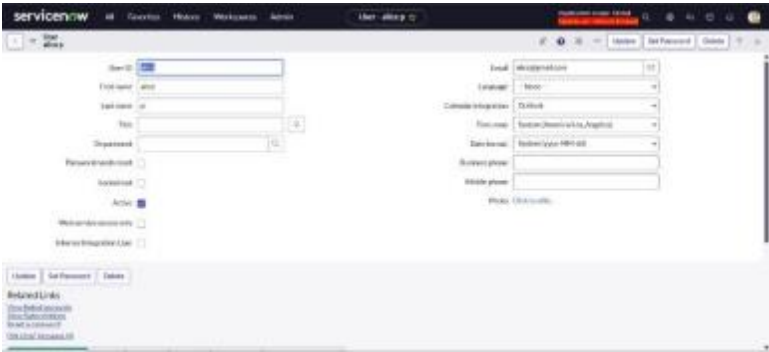


Functional & Performance
Testing Model Performance
Test

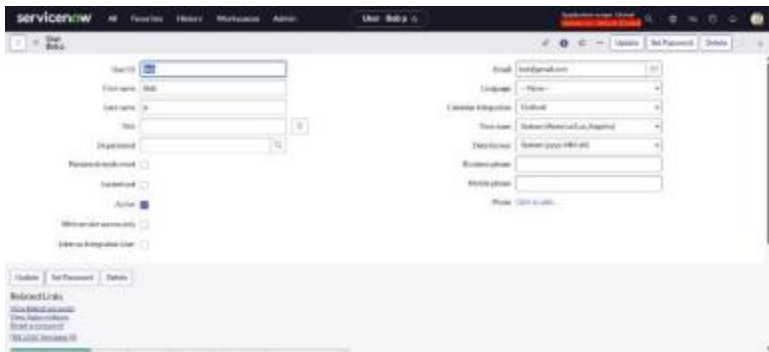
Team ID	NM2025TMID03292
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows

USER-1



The screenshot shows the ServiceNow 'User Management' form for a user named 'User-1'. The form is divided into two main sections: 'User Information' and 'User Details'. The 'User Information' section includes fields for 'User ID' (NM2025TMID03292), 'First name' (User-1), 'Last name' (User-1), 'Title' (User-1), 'Department' (User-1), 'Personal email address' (User-1), 'Active' (checked), 'Work email address only' (unchecked), and 'Internal integration user' (unchecked). The 'User Details' section includes fields for 'Email' (NM2025TMID03292@company.com), 'Language' (English), 'Calendar integration' (Outlook), 'Time zone' (Pacific Standard Time, Daylight), 'Date format' (MM/DD/YYYY), 'Business phone' (555-555-5555), 'Mobile phone' (555-555-5555), and 'Phone' (555-555-5555). At the bottom, there are tabs for 'Details', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View details', 'Edit details', 'Reset password', and 'Delete user'.

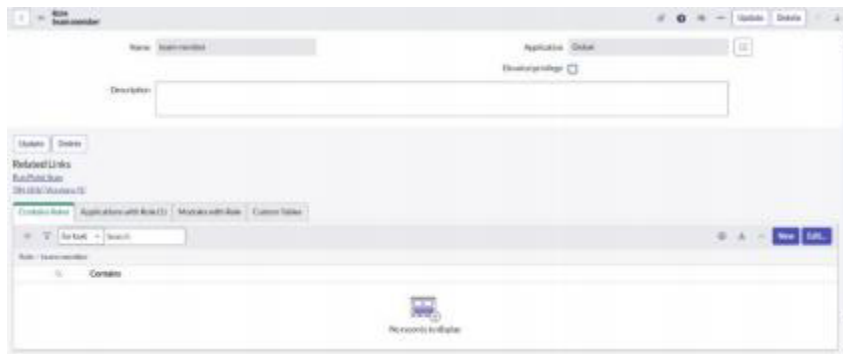
USER2



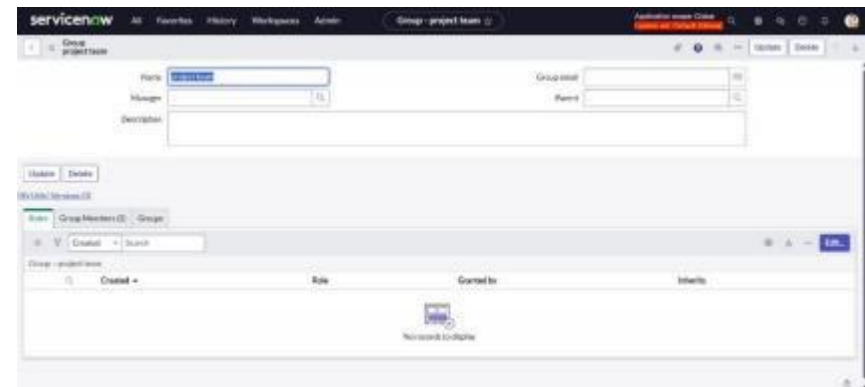
The screenshot shows the ServiceNow 'User Management' form for a user named 'User-2'. The form is divided into two main sections: 'User Information' and 'User Details'. The 'User Information' section includes fields for 'User ID' (NM2025TMID03292), 'First name' (User-2), 'Last name' (User-2), 'Title' (User-2), 'Department' (User-2), 'Personal email address' (User-2), 'Active' (checked), 'Work email address only' (unchecked), and 'Internal integration user' (unchecked). The 'User Details' section includes fields for 'Email' (NM2025TMID03292@company.com), 'Language' (English), 'Calendar integration' (Outlook), 'Time zone' (Pacific Standard Time, Daylight), 'Date format' (MM/DD/YYYY), 'Business phone' (555-555-5555), 'Mobile phone' (555-555-5555), and 'Phone' (555-555-5555). At the bottom, there are tabs for 'Details', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View details', 'Edit details', 'Reset password', and 'Delete user'.

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

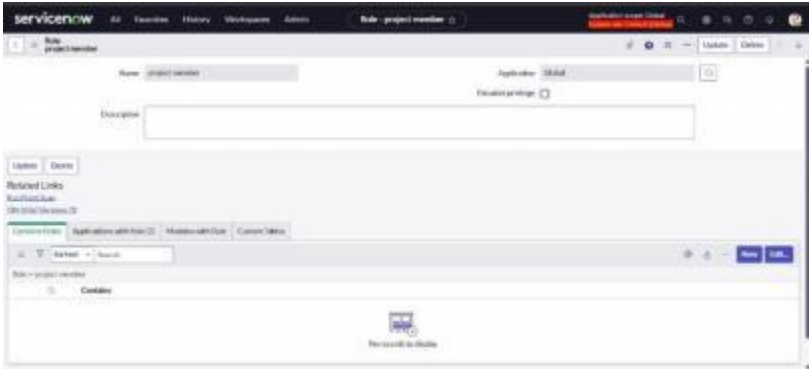


ROLE-2



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 'Table tool' for 'Task - task table 2'. The interface includes a search bar, a 'Name' field with 'task table 2', and an 'Application' dropdown set to 'Global'. Below this is a table with columns: Column label, Type, Reference, Max length, Default value, and Display. The table lists several columns for 'Task' and 'Task table 2'.

Column label	Type	Reference	Max length	Default value	Display
id	String	task	40		Id
sys_id	String	task	40		Id
created	DateTime	task	40		Id
updated	DateTime	task	40		Id
last_modified	DateTime	task	40		Id
sys_created_on	DateTime	task	40		Id
sys_updated_on	DateTime	task	40		Id
sys_created_by	String	task	40		Id

TABLES-2

The screenshot shows the ServiceNow 'Table tool' for 'Task - project table'. The interface includes a search bar, a 'Name' field with 'project table', and an 'Application' dropdown set to 'Global'. Below this is a table with columns: Column label, Type, Reference, Max length, Default value, and Display. The table lists several columns for 'Task' and 'project table'.

Column label	Type	Reference	Max length	Default value	Display
id	String	task	40		Id
sys_id	String	task	40		Id
created	DateTime	task	40		Id
updated	DateTime	task	40		Id
last_modified	DateTime	task	40		Id
sys_created_on	DateTime	task	40		Id
sys_updated_on	DateTime	task	40		Id
sys_created_by	String	task	40		Id

Parameter	Values
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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.

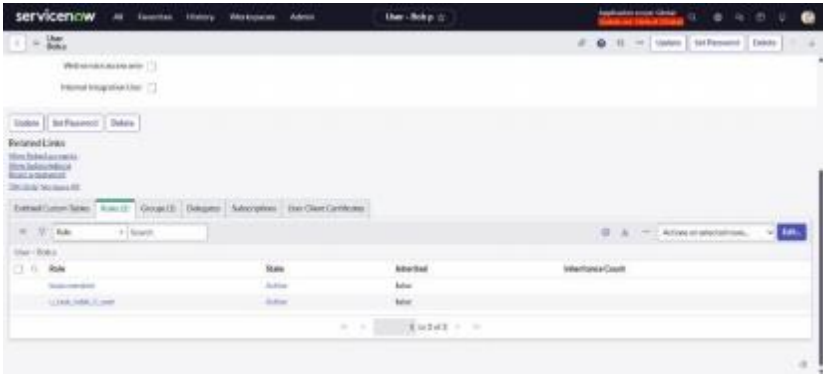
ASSIGN USERS TO GROUPS-1

The screenshot shows the ServiceNow interface for the 'Group - project team' record. The form includes fields for Name, Manager, Group email, and Parent. Below the form is a section for 'Group Members' with a table listing two users: 'allan.p.' and 'bibi.p.'. The table has columns for 'User' and 'Actions on selected records...'. The 'User' column contains the names of the users, and the 'Actions on selected records...' column contains a 'New' button and a 'Edit' button. The table is currently showing 2 of 2 records.

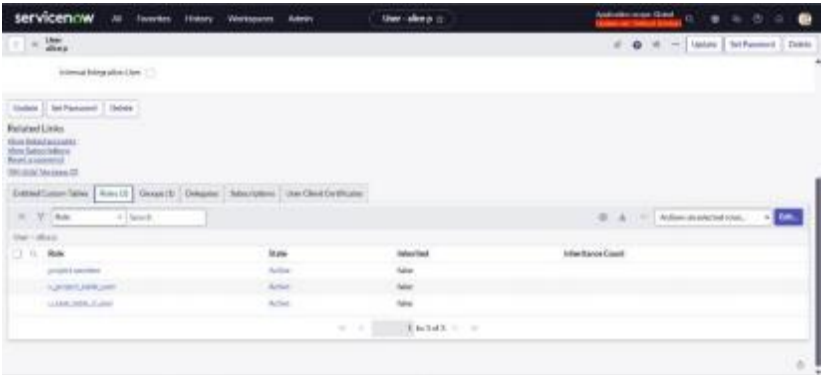
User	Actions on selected records...
allan.p.	
bibi.p.	

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 theirrespective 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



ASSIGN ROLES TO USERS-2



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

The screenshot shows the 'Application Menu' form in ServiceNow. The form is titled 'Application Menu' and 'Task: Add New'. It contains the following fields and values:

- Title:** ServiceNow
- Application:** ServiceNow
- Active:** ☒
- Role:** Admin
- Category:** Custom-Applications
- Icon:** ServiceNow

The form also has a 'Submit' button and a 'Cancel' button.

APPLICATION ACCESS-2

The screenshot shows the 'Application Menu - project table' configuration page in ServiceNow. The page includes several sections for defining the application menu:

- Application menu description:** A text area containing the description: "An application menu is a page of links in the application homepage. I know the user that is required to access the application and add or remove modules in the menu as follows: [Menu Users](#)".
- Name:** A text field containing the value "Project Table".
- Application:** A dropdown menu set to "Global".
- Active:** A checkbox that is checked.
- Module:** A dropdown menu set to "project table".
- Specify the page category:** A text field containing the value "Application".
- Category:** A dropdown menu set to "Custom Application".
- Icon:** A text field containing the value "Icon".
- Display:** A text field containing the value "Display".

At the bottom of the page, there are buttons for "Submit" and "Cancel".

ACCESS CONTROL LIST-1

This screenshot shows the 'Access Control - New Record' form in ServiceNow. The form is titled 'Access Control - New Record' and has a 'Create' button. It contains several input fields: 'Access ID', 'Access Name', 'Access Type', 'Access Category', 'Access Group', and 'Access Role'. The 'Access Type' field is set to 'Access'. The 'Access Category' field is set to 'Access'. The 'Access Group' field is set to 'Access'. The 'Access Role' field is set to 'Access'. The form is currently empty, with no data entered.

ACCESS CONTROL LIST-2

This screenshot shows the 'Access Control - New Record' form in ServiceNow, with the 'Conditions' section expanded. The form is titled 'Access Control - New Record' and has a 'Create' button. It contains several input fields: 'Access ID', 'Access Name', 'Access Type', 'Access Category', 'Access Group', and 'Access Role'. The 'Access Type' field is set to 'Access'. The 'Access Category' field is set to 'Access'. The 'Access Group' field is set to 'Access'. The 'Access Role' field is set to 'Access'. The 'Conditions' section is expanded, showing a list of conditions. The first condition is 'Access ID is equal to [Access ID]'. The second condition is 'Access Name is equal to [Access Name]'. The third condition is 'Access Type is equal to [Access Type]'. The fourth condition is 'Access Category is equal to [Access Category]'. The fifth condition is 'Access Group is equal to [Access Group]'. The sixth condition is 'Access Role is equal to [Access Role]'. The 'Conditions' section is currently empty, with no data entered.

FLOWS-1



FLOWS-2



FLOWS-3

TESTING:

[illegible]

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 accuratelycan