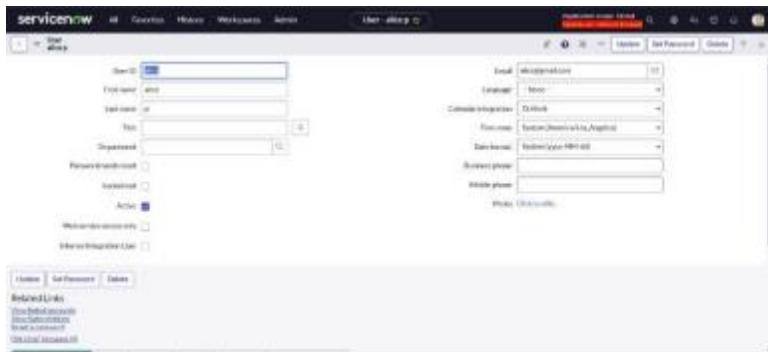


Functional & Performance Testing Model Performance Test

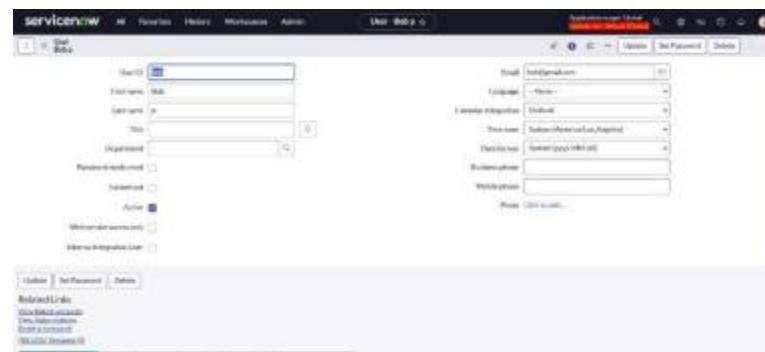
Team ID	NM2025TMID03292
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows

USER-1



A screenshot of a ServiceNow user record interface. The top navigation bar includes 'User' and 'User Record'. The main form contains fields for User ID (nm1), First name (nm1), Last name (nm1), Title (None), Company (Salesforce.com, Inc.), Department (Marketing), Direct phone (914-500-1234), and Middle name (None). A 'Photo' field shows a placeholder image. On the left, there are sections for 'Person-Relationships' (checkboxes for 'Is manager', 'Is supervisor', 'Is contact', and 'Is account'), and 'Internal Integration Links' (checkboxes for 'Has linked account', 'Has linked contact', and 'Has linked account'). At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', along with a 'Related Links' section.

USER2



A screenshot of a ServiceNow user record interface for 'User2'. The fields are identical to the first user: User ID (nm2), First name (nm2), Last name (nm2), Title (None), Company (Salesforce.com, Inc.), Department (Marketing), Direct phone (914-500-1234), and Middle name (None). The left sidebar and bottom buttons are also identical to the first user's record.

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

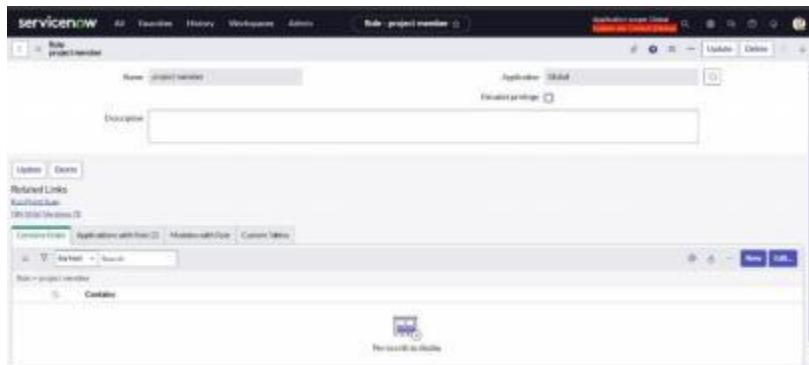
This screenshot shows the ServiceNow 'Role' creation interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Groups - project team'. The main form has fields for 'Name' (set to 'Inbound'), 'Description', and 'Role Type'. A 'Related Links' section lists 'Role Details', 'Role Public Name', and 'Role Access ID'. Below these are tabs for 'Content Roles', 'Applications with Role', 'Metrics with Role', and 'Custom Fields'. A 'Search' bar is present at the bottom of the tabs. The bottom section is titled 'Role Inbound' with a note 'No records to display'.

ROLE-2

This screenshot shows the ServiceNow 'Role' creation interface for 'ROLE-2'. The top navigation bar is identical to the previous screenshot. The main form has fields for 'Name' (set to 'ROLE-2'), 'Description', and 'Role Type'. A 'Related Links' section lists 'Role Details', 'Role Public Name', and 'Role Access ID'. Below these are tabs for 'Content Roles', 'Applications with Role', 'Metrics with Role', and 'Custom Fields'. A 'Search' bar is present at the bottom of the tabs. The bottom section is titled 'Role ROLE-2' with a note 'No records to display'.

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

Table - task table 2					
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field in a record corresponds to a column in that table. Applications use tables and records to store and retrieve data and process business logic.					
# Label	task	Application	Global	Actions	
# Label	task table 2	Application	Global	Delete	
Columns					
#	Name	Type	Reference	Max length	Default value
1	id	String	String	40	None
2	due_date	Date	String	40	None
3	comment	Date/Time	String	40	None
4	created	Date/Time	String	40	None
5	last_update	Integer	String	40	None
6	locked	Boolean	String	40	None
7	locked_by	String	String	40	None

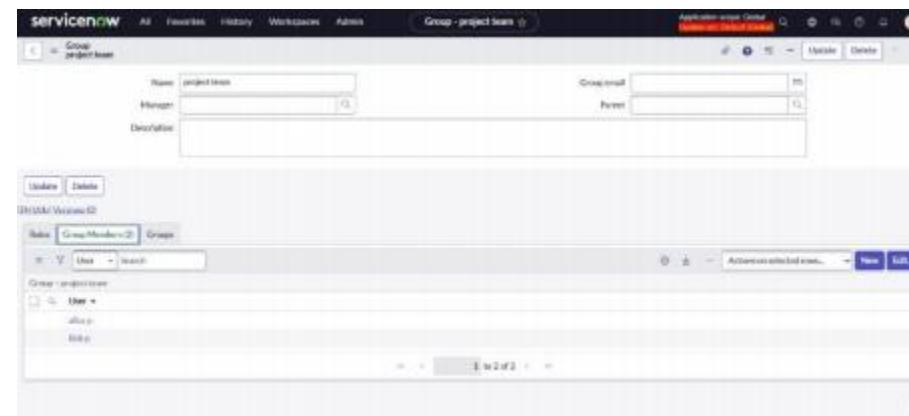
TABLES-2

Table - project table					
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field in a record corresponds to a column in that table. Applications use tables and records to store and retrieve data and process business logic.					
# Label	project	Application	Global	Actions	
# Label	project table	Application	Global	Delete	
Columns					
#	Name	Type	Reference	Max length	Default value
1	id	String	String	40	None
2	due_date	Date	String	40	None
3	name	Text	String	40	None
4	comment	Date/Time	String	40	None
5	created	Date/Time	String	40	None
6	last_update	Integer	String	40	None
7	locked	Boolean	String	40	None

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



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 'User - Roles' page in ServiceNow. The top navigation bar includes 'User - Roles' and 'User - Groups'. The main content area displays a table titled 'User - Roles' with columns: Role, Status, Assigned, and Inheritance Cost. The table lists three roles: 'Project Manager', 'Software Dev', and 'QA Tester', all marked as 'Active' and having an inheritance cost of 'None'.

Role	Status	Assigned	Inheritance Cost
Project Manager	Active	Active	None
Software Dev	Active	Active	None
QA Tester	Active	Active	None

ASSIGN ROLES TO USERS-2

This screenshot shows the 'User - Groups' page in ServiceNow. The top navigation bar includes 'User - Groups' and 'User - Roles'. The main content area displays a table titled 'User - Groups' with columns: Role, Status, Assigned, and Inheritance Cost. The table lists three groups: 'Project Manager', 'Software Dev', and 'QA Tester', all marked as 'Active' and having an inheritance cost of 'None'.

Role	Status	Assigned	Inheritance Cost
Project Manager	Active	Active	None
Software Dev	Active	Active	None
QA Tester	Active	Active	None

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

servicenow Application Menu - Task Table 2

An application menu's top level of modules in the application navigation. It shows the items that are required to access the application and adds or removes modules in the global navigation.

Name: Application Label: Action:

Business access for this specific role. Otherwise, visitors can view the application even when it is active.

Role: project member

Specify the access category which defines the application menu style. The default value is Custom Application.

Category: Custom Application

The text that appears in a tooltip when a user points to this application menu.

Title: Description:

APPLICATION ACCESS-2

servicenow Application Menu - project table

An application menu's top level of modules in the application navigation. It shows the items that are required to access the application and adds or removes modules in the global navigation.

Name: Application Label: Action:

Business access for this specific role. Otherwise, visitors can view the application even when it is active.

Role: project member

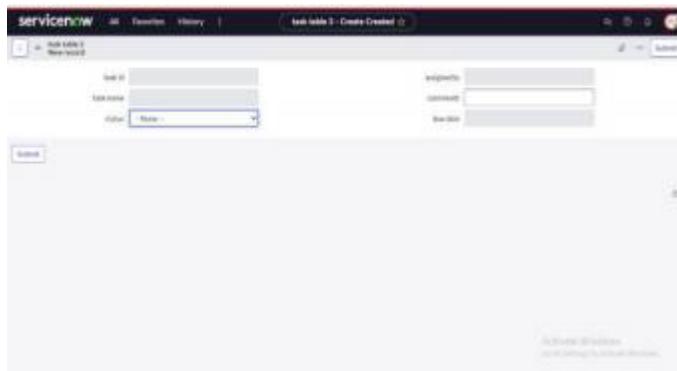
Specify the access category which defines the application menu style. The default value is Custom Application.

Category: Custom Application

The text that appears in a tooltip when a user points to this application menu.

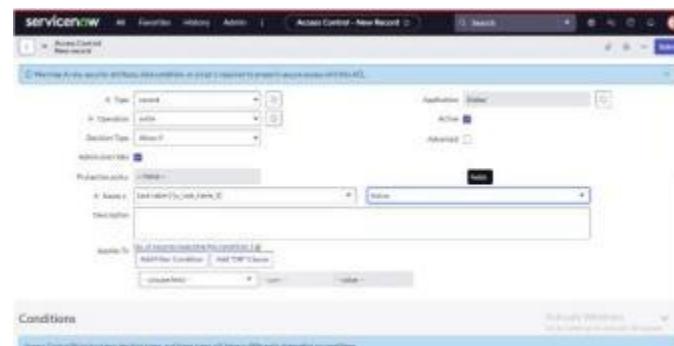
Title: Description:

ACCESS CONTROL LIST-1



This screenshot shows the initial step of creating an Access Control List (ACL) in ServiceNow. The page title is "task-table-2 - Create - Created". It features two main sections: "Task ID" and "Task Name". Under "Task ID", there is a dropdown menu set to "None". Under "Task Name", there is a text input field and a dropdown menu also set to "None". A large, empty text area below these fields is labeled "Additional Comments" with the instruction "Not required for initial creation.".

ACCESS CONTROL LIST-2



This screenshot shows the second step of creating an Access Control List (ACL) in ServiceNow. The page title is "Access Control - New Record". It displays a configuration form with several fields:

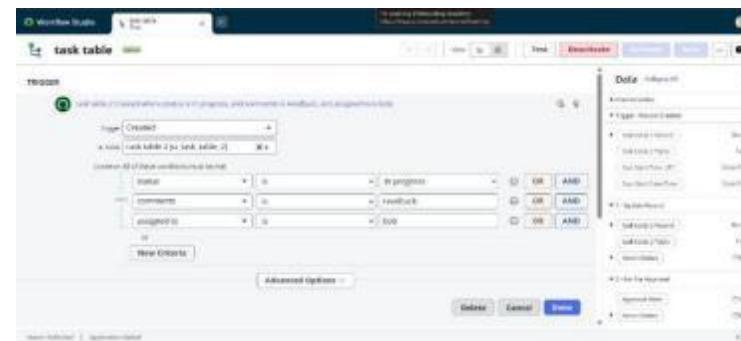
- "A. Type": "Record" (selected from a dropdown)
- "A. Operation": "with" (selected from a dropdown)
- "Condition Type": "None" (selected from a dropdown)
- "Active": checked
- "Approval": unchecked
- "Projection rule": "RECORD"
- "A. Access": "task-table-2 - task-table-2" (selected from a dropdown)
- "Description": "List of records to which this condition applies"
- "Actions": "Add New Condition" and "Add Task Table"

A "Conditions" section at the bottom contains the placeholder text "Source: Create New Record from this record table, and choose to add this condition to each record on record table".

FLOW-1



FLOW-2



FLOW-3



TESTING:

Task Table 2 - Created 2018-10-22 23:23:18

Task ID:	<input type="text" value="10000000000000000000000000000000"/>	Assigned to:	<input type="text" value="John Doe"/>
Name:	<input type="text" value="Create Task Table"/>	Comments:	<input type="text" value="Initial task table creation"/>
Date:	<input type="text" value="Completed"/>	Due Date:	<input type="text" value="2018-10-22"/>

[Details](#) [Delete](#)

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