

Ideation Phase

Performance Testing

| | |
|--------------|---|
| Date | 2-10-2025 |
| Team ID | NM2025TMID07413 |
| Project Name | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Marks | 4 Marks |

Performance Testing

ServiceNow - Student | ServiceNow Developers | Users | ServiceNow

dev320335.service-now.com/nav/u/classic/params/target/sys_user_list.do?sysparm_userpref_module%3Dc5aa0ff0a0a0aa7009a39da035ea396%26sysparm_clear_stack%3Dtrue Guest

servicenow All Favorites History Workspaces Admin **Users** Search Actions on selected rows... New

All

| User ID | Name | Email | Active | Created | Updated |
|-------------------|-------------------|-------------------------------|--------|---------------------|---------------------|
| abel.tuter | Abel Tuter | abel.tuter@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:54 |
| abraham.lincoln | Abraham Lincoln | abraham.lincoln@example.com | true | 2013-07-23 17:15:54 | 2025-09-21 14:21:55 |
| adela.cervantsz | Adela Cervantsz | adela.cervantsz@example.com | true | 2012-02-17 19:04:50 | 2025-09-21 14:21:51 |
| aleen.mottern | Aleen Mottern | aleen.mottern@example.com | true | 2012-02-17 19:04:49 | 2025-09-21 14:21:54 |
| alejandra.prenatt | Alejandra Prenatt | alejandra.prenatt@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:51 |
| alejandro.mascall | Alejandro Mascall | alejandro.mascall@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:55 |
| alene.rabeck | Alene Rabeck | alene.rabeck@example.com | true | 2012-02-17 19:04:53 | 2025-09-21 14:21:56 |
| alfonso.griglen | Alfonso Griglen | alfonso.griglen@example.com | true | 2012-02-17 19:04:51 | 2025-09-21 14:21:51 |
| alice | alice p | alice@gmail.com | true | 2025-10-30 22:15:35 | 2025-10-30 22:15:35 |
| alissa.mountjoy | Alissa Mountjoy | alissa.mountjoy@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:54 |
| alan.schwartzd | Alan Schwartzd | alan.schwartzd@example.com | true | 2012-02-17 19:04:53 | 2025-09-21 14:21:56 |
| alle.pumphrey | Alle Pumphrey | alle.pumphrey@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:55 |
| alyson.gillspie | Alyson Gillspie | alyson.gillspie@example.com | true | 2012-02-17 19:04:50 | 2025-09-21 14:21:51 |
| alva.pennington | Alva Pennington | alva.pennington@example.com | true | 2012-02-17 19:04:50 | 2025-09-21 14:21:56 |
| alyssa.blasotti | Alyssa Blasotti | alyssa.blasotti@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:51 |
| amelia.caputo | Amelia Caputo | amelia.caputo@example.com | true | 2012-02-17 19:04:52 | 2025-09-21 14:21:55 |
| amos.linan | Amos Linan | amos.linan@example.com | true | 2012-02-17 19:04:51 | 2025-09-21 14:21:53 |
| andrew.jackson | Andrew Jackson | andrew.jackson@example.com | true | 2013-07-23 17:34:44 | 2025-09-21 14:21:54 |
| andrew.octh | Andrew Octh | andrew.octh@example.com | true | 2025-07-27 09:45:02 | 2025-09-21 14:21:54 |

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ServiceNow - Student | AD_AnXeDZG-dMfTE-YOjUH | ServiceNow Developers | User - New Record | User | ServiceNow

dev320335.service-now.com/nav/u/classic/params/target/sys_user_list.do?sys_id%3D-1%26sys_list%3Dtrue%26sys_target%3Dsys_user%26sys_checked_items%3D%26sys...

servicenow All Favorites History Workspaces **User - New Record** Search Actions on selected rows... Submit

User New record

To set up the User's password, save the record and then click Set Password.

| | | | |
|---------------------------|-------------------------------------|----------------------|------------------------------|
| User ID | alice | Email | alice@gmail.com |
| First name | alice | Identity type | Human |
| Last name | p | Language | — None — |
| Title | | Calendar integration | Outlook |
| Department | | Time zone | System (America/Los_Angeles) |
| Password needs reset | <input type="checkbox"/> | Date format | System (yyyy-MM-dd) |
| Locked out | <input type="checkbox"/> | Business phone | |
| Active | <input checked="" type="checkbox"/> | Mobile phone | |
| Internal Integration User | <input type="checkbox"/> | Photo | Click to add... |

Submit

Related Links
View linked accounts
View Subscriptions

- Student | AD_4nXfRd0CqHfMcQ_Oo... | AD_4nXeID9tMsFTE-XQjU... | ServiceNow Developers | New Record | User | ServiceNow | Guest | User - New Record

User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

| | | | |
|--|-------------------------------------|----------------------|------------------------------|
| User ID | bob | Email | bob@gmail.com |
| First name | Bob | Identity type | Human |
| Last name | p | Language | — None — |
| Title | | Calendar integration | Outlook |
| Department | | Time zone | System (America/Los_Angeles) |
| Password needs reset | <input type="checkbox"/> | Date format | System (yyyy-MM-dd) |
| Locked out | <input type="checkbox"/> | Business phone | |
| Active | <input checked="" type="checkbox"/> | Mobile phone | |
| Internal Integration User <input type="checkbox"/> | | | |
| Photo Click to add... | | | |

Submit

Related Links
View linked accounts
View Subscriptions

- Student | AD_4nXfRd0CqHfMcQ_Oo... | AD_4nXeID9tMsFTE-XQjU... | ServiceNow Developers | New Record | Group | ServiceNow | Guest | Group - New Record

Group - New Record

Group New record

| | | | |
|-------------|--------------|-------------|--|
| Name | project team | Group email | |
| Manager | | Parent | |
| Description | | | |

Submit

Screenshot of the ServiceNow Role - New Record interface.

Role - New Record

Name: Team member

Application: Global

Elevated privilege:

Description:

Buttons: Update, Delete

Tab Bar: Contains Roles, Applications with Role, Modules with Role, Custom Tables

Search Bar: for text, Search

List View: Role = Team member, Contains

Icon: A smartphone icon with a question mark inside the screen.

Screenshot of the ServiceNow Tables | ServiceNow interface.

Table Name: task table

Fields:

- * Label: task table
- * Name: u_task_table
- Extends table:

Options:

- Application: Global
- Create module:
- Create mobile module:
- Add module to menu:
- New menu name:
- Remote Table:

Table Columns:

Dictionary Entries:

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|-----------|-----------|------------|---------------|---------|
| Created by | String | (empty) | 40 | false | |
| Created | Date/Time | (empty) | 40 | false | |
| Updated by | String | (empty) | 40 | false | |

Screenshot of the ServiceNow 'Table - project table' configuration screen.

Table Information:

- Label: project table
- Application: Global
- Name: u_project_table
- Remote Table: (disabled)

Dictionary Entries:

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|---------------|-----------|------------|---------------|---------|
| Created | Date/Time | (empty) | 40 | | false |
| Updated by | String | (empty) | 40 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Updates | Integer | (empty) | 40 | | false |
| Updated | Date/Time | (empty) | 40 | | false |

Screenshot of the ServiceNow 'Group - project team' configuration screen.

Description:

Group Members (2):

| Role | User Name |
|------|-----------|
| User | alice p |
| User | Bob p |

Screenshot of the ServiceNow User details page for user 'alice p'.

The URL is https://dev320335.service-now.com/nav/uiclassic/params/target/sys_user.do%3Fsys_id%3D6004b1a78374321020c59b55eeaad3f1%26sysparm_record_ro...

User navigation bar: All, Favorites, History, Workspaces, User - alice p

User details: User = alice p

Action buttons: Update, Set Password, Delete

Related Links: View linked accounts, View Subscriptions, Reset a password

Entitled Custom Tables: Roles (4), Groups (2), Delegates, Subscriptions, User Client Certificates

Table view for Roles:

| Role | State | Inherited | Inheritance Count |
|---------------------------------------|--------|-----------|-------------------|
| project member | Active | false | 1 |
| u_project_table_user | Active | false | 1 |
| u_task_table_user | Active | false | 1 |
| snc_required_script_writer_permission | Active | true | 1 |

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