

Functional & Performance Testing Model Performance Test

Date	01 Nov 2025
Team ID	NM2025TMID00760
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

User1

User2

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

Role1

Role2

Group

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes 'Platform Login Credentials - Project' and 'Student'. The main title is 'Group - project team'. The page displays group details: Name (project team), Manager (empty), Group email (empty), Parent (empty), and Description (empty). Below this, there are tabs for 'Roles', 'Group Members', and 'Groups'. Under 'Group Members', it says 'User' and shows a search bar. A message indicates 'No records to display'. The bottom status bar shows system icons and the date '29-10-2025'.

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.

This screenshot shows the same ServiceNow group management interface as above, but with two users listed under 'Group Members'. The users are 'alice p' and 'Bob p'. The rest of the page structure and status bar are identical to the first screenshot.

Parameter.	Values
Model Summary	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 - Bob J' record in ServiceNow. The 'Roles' tab is selected, displaying two assigned roles: 'Team member' and 'User - Bob J'. Both roles have an 'Inherited' status and a value of 'Active'.

ASSIGN ROLES TO USERS-2

This screenshot shows the 'User - Alice P' record in ServiceNow. The 'Roles' tab is selected, displaying two assigned roles: 'Project member' and 'User - Alice P'. Both roles have an 'Inherited' status and a value of 'Active'.

APPLICATION ACCESS-1

This screenshot shows the 'Application Menu - task table 2' configuration page. It includes fields for 'Access' (set to 'True'), 'Category' (set to 'Custom Applications'), and 'Help' and 'Description' sections.

APPLICATION ACCESS-2

This screenshot shows the 'Application Menu - project table' configuration page. It includes fields for 'Access' (set to 'True'), 'Category' (set to 'Custom Applications'), and 'Help' and 'Description' sections.

Access control

servicenow All Favorites History Admin Access Control - New Record Search

= Access Control
New record

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

Type: record Operation: write Decision Type: Allow If Active: Advanced:

Admin overrides:

Protection policy: None Name: task table 2 [u_task_table_2] status:

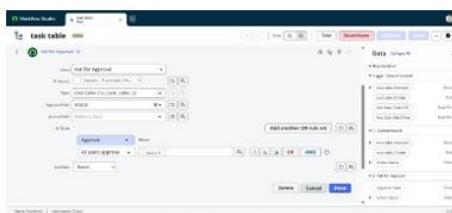
Description: No. of records matching the condition: 1

Applies To: Add Filter Condition Add "OR" Clause

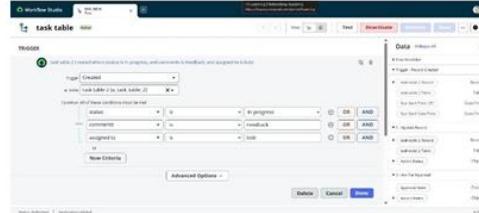
choose field: open value:

Conditions: Activate Windows Go to Settings to activate Windows.

FLows-1



FLows-2



FLows-3



Testing

The screenshot shows a ServiceNow Approvals grid with the following data:

All	State	Approver	Comments	Approval for	Created
	Search	Search	Search	Search	Search
	Approved	alice.p.	(empty)	2024-10-22 22:28:19	
	Rejected	Fred Luddy	(empty)	2024-09-01 12:19:33	
	Requested	Fred Luddy	(empty)	2024-09-01 12:17:00	
	Requested	Fred Luddy	(empty)	2024-09-01 12:15:44	
	Requested	Howard Johnson	CHG0000096	2024-09-01 06:15:29	
	Requested	Ron Kettner	CHG0000096	2024-09-01 06:15:29	
	Requested	Luke Wilson	CHG0000096	2024-09-01 06:15:29	
	Requested	Christen Mitchell	CHG0000096	2024-09-01 06:15:29	
	Requested	Bernard Laboy	CHG0000096	2024-09-01 06:15:29	
	Requested	Howard Johnson	CHG0000095	2024-09-01 06:15:25	
	Requested	Ron Kettner	CHG0000095	2024-09-01 06:15:25	
	Requested	Luke Wilson	CHG0000095	2024-09-01 06:15:25	
	Requested	Christen Mitchell	CHG0000095	2024-09-01 06:15:25	
	Requested	Bernard Laboy	CHG0000095	2024-09-01 06:15:25	

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