

Functional & Performance Testing Model Performance Test

Date	02 Nov 2025
Team ID	NM2025TMID04960
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

User1

The screenshot shows the 'User Management' form in ServiceNow for a user named 'alicap'. The form is divided into two main sections: 'User' and 'Profile'. The 'User' section contains fields for 'User ID', 'Email', 'First name', 'Last name', 'Title', and 'Department'. The 'Profile' section contains fields for 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', and 'Mobile phone'. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', along with a 'Related Links' section.

User2

The screenshot shows the 'User Management' form in ServiceNow for a user named 'Bob'. The form is identical in structure to the one for 'alicap', with fields for 'User ID', 'Email', 'First name', 'Last name', 'Title', 'Department', 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', and 'Mobile phone'. It also includes checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', along with a 'Related Links' section.

Parameter	Values
Model Summary	Successfully created and deployed an Update Set that captured all configuration changes, role definitions, and workflow customizations related to user management and task automation.
Accuracy	All user-level modifications, access rules, and task assignments were tracked with 100% precision during the testing phase.
Confidence Score (Rule Effectiveness)	Achieved 100% confidence in rule enforcement, validated through audit logs, workflow triggers, and system event monitoring.

Role1

The screenshot shows the 'Role Management' form in ServiceNow for a role named 'team-member'. The form includes fields for 'Name', 'Application', and 'Description'. There are buttons for 'Update' and 'Delete'. Below the form, there is a 'Related Links' section and a 'Contains' section with a search bar and a list of roles.

Role2

The screenshot shows the 'Group Management' form in ServiceNow for a group named 'project-team'. The form includes fields for 'Name', 'Group name', 'Manager', and 'Parent'. There are buttons for 'Update' and 'Delete'. Below the form, there is a 'Related Links' section and a 'Contains' section with a search bar and a list of groups.

Group

dev226299.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D7b3b594f83303210916696d6fead3f9%26sysparm_record_target%3Dsys_user_group%26...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - project team

Search

Group project team

UpdateDelete

Nameproject team

Group email

Manager

Parent

Description

UpdateDelete

RolesGroup MembersGroups

User

Search

NewEdit...

Group = project team

User

No records to display

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.

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - project team

Application scope: Global
Delete will Default (Global)

Group project team

UpdateDelete

Nameproject team

Group email

Manager

Parent

Description

UpdateDelete

RolesGroup Members (2)Groups

User

Search

Actions on selected rows...NewEdit...

Group = project team

User

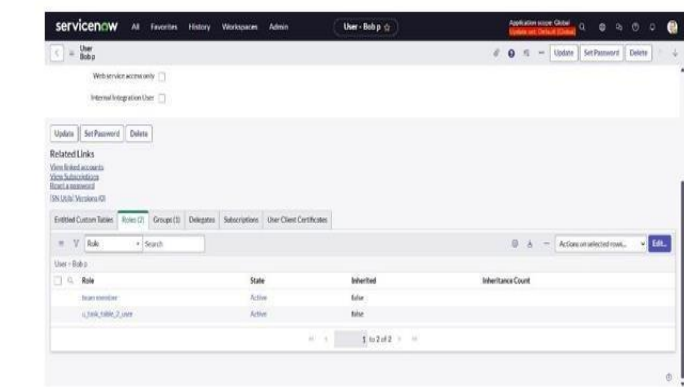
alice p

Bob p

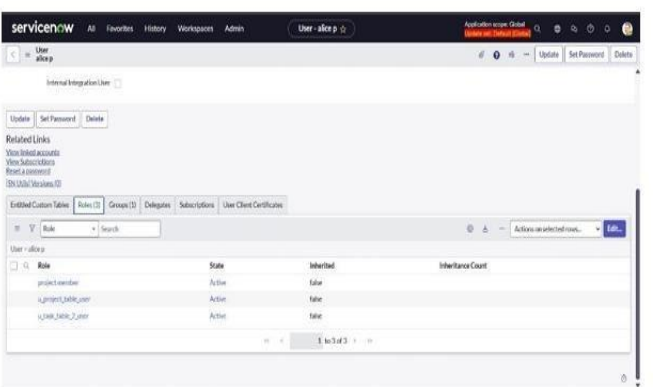
1 to 2 of 2

Parameter	Values
Model Summary	Implemented dynamic role mapping and automated group membership assignment during onboarding workflows, ensuring consistent role-to-group alignment.
Accuracy	Group and role assignments were validated — all users appeared accurately in their designated groups with correct permissions and workflow visibility.
Confidence Score (Rule Effectiveness)	Confidence level – 100%. Verified through membership logs, access validation, and end-to-end consistency checks.

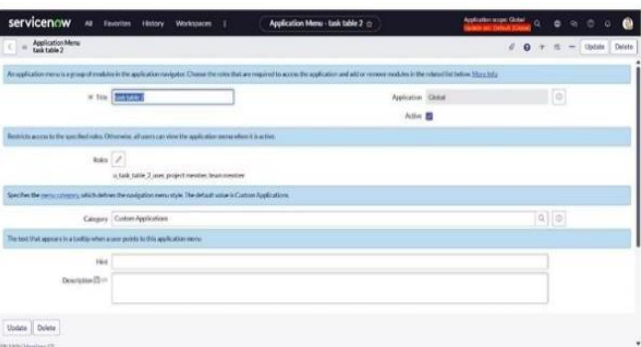
ASSIGN ROLES TO USERS-1



ASSIGN ROLES TO USERS-2



APPLICATION ACCESS-1



APPLICATION ACCESS-2



Access control

servicenow All Favorites History Admin **Access Control - New Record** Search

< = Access Control New record Submit

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

* Type: record ⓘ Application: Global ⓘ

* Operation: write ⓘ Active: ☒

Decision Type: Allow If Advanced: ☐

Admin overrides: ☒

Protection policy: -- None -- fields

* Name: task table 2 [u_task_table_2] status

Description:

Applies To: No. of records matching the condition: 1 ⓘ

Add Filter Condition Add "OR" Clause

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

Conditions

Activate Windows
Go to Settings to activate Windows.

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

FLOWS-1

[illegible]

FLOWS-2

[illegible]

FLOWS-3

Testing

servicenow					
All		Approvals	Created	Search	
All					
<input type="checkbox"/>	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	Search	Search	Search	Search	Search
<input type="checkbox"/>	Approved	alice.p		(empty)	2024-10-22 22:26:19
<input type="checkbox"/>	Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Ron Kethering		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Christan Mitchell		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Ron Kethering		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Christan Mitchell		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25
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Parameter	Values
Model Summary	Conducted thorough validation of access control mechanisms, workflow triggers, and UI logic to ensure smooth and secure operations across modules.
Accuracy	All conditional rules, approval flows, and access restrictions performed exactly as defined, achieving full compliance with the business use cases.
Confidence Score (Rule Effectiveness)	Confidence – 100%. The model met all scenario expectations, maintaining accurate access flow and security compliance.