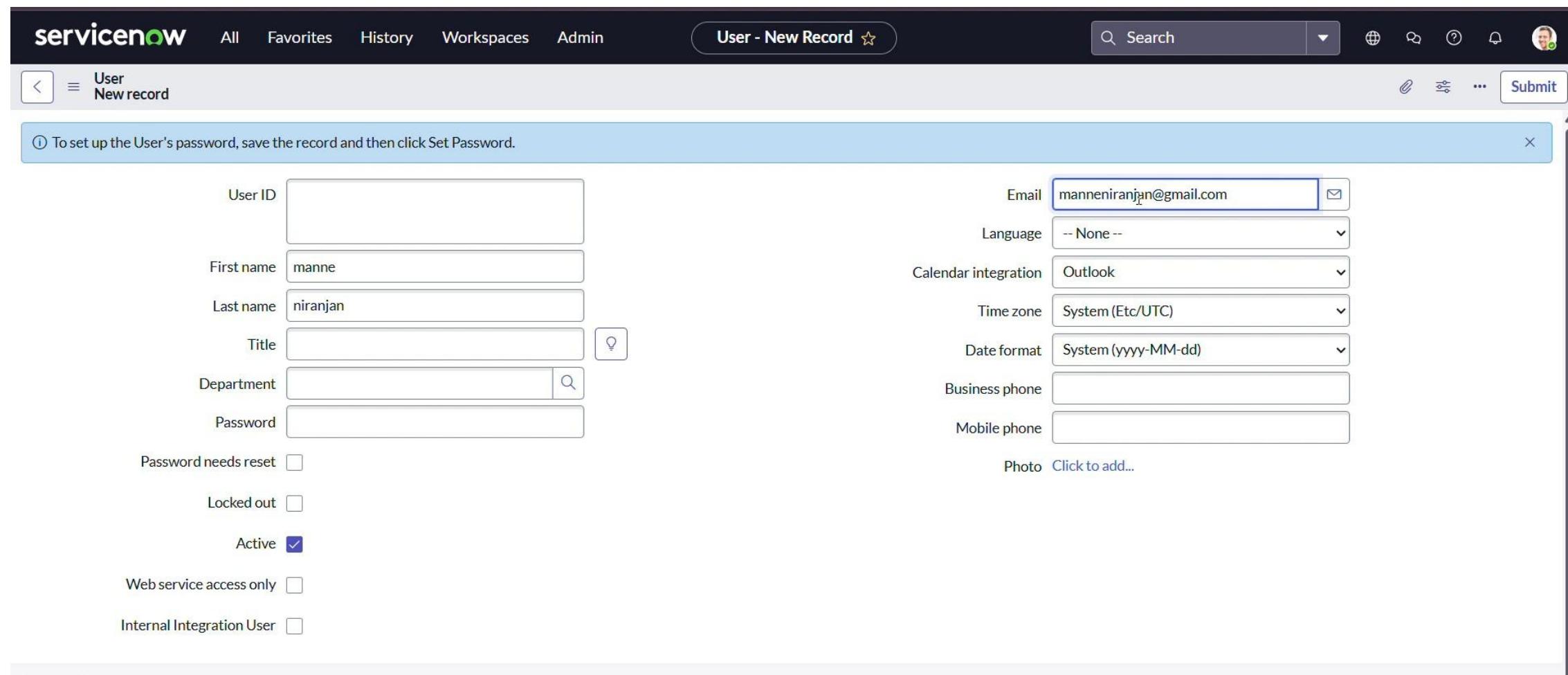


PERFORMANCE AND TESTING

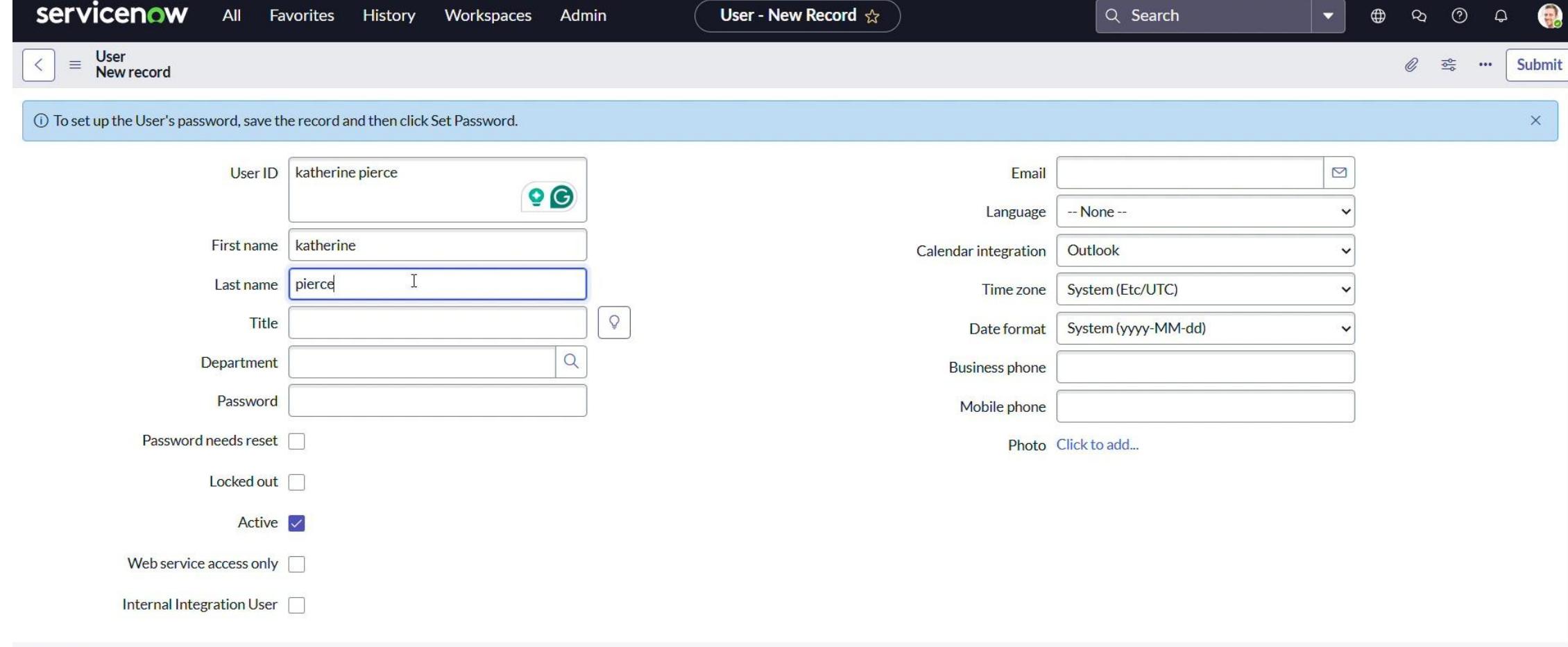
Date	02 NOV 2025
Team ID	NM2025TMID06943
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	4 marks

MODEL PERFORMANCE TESTING

CREATE USER

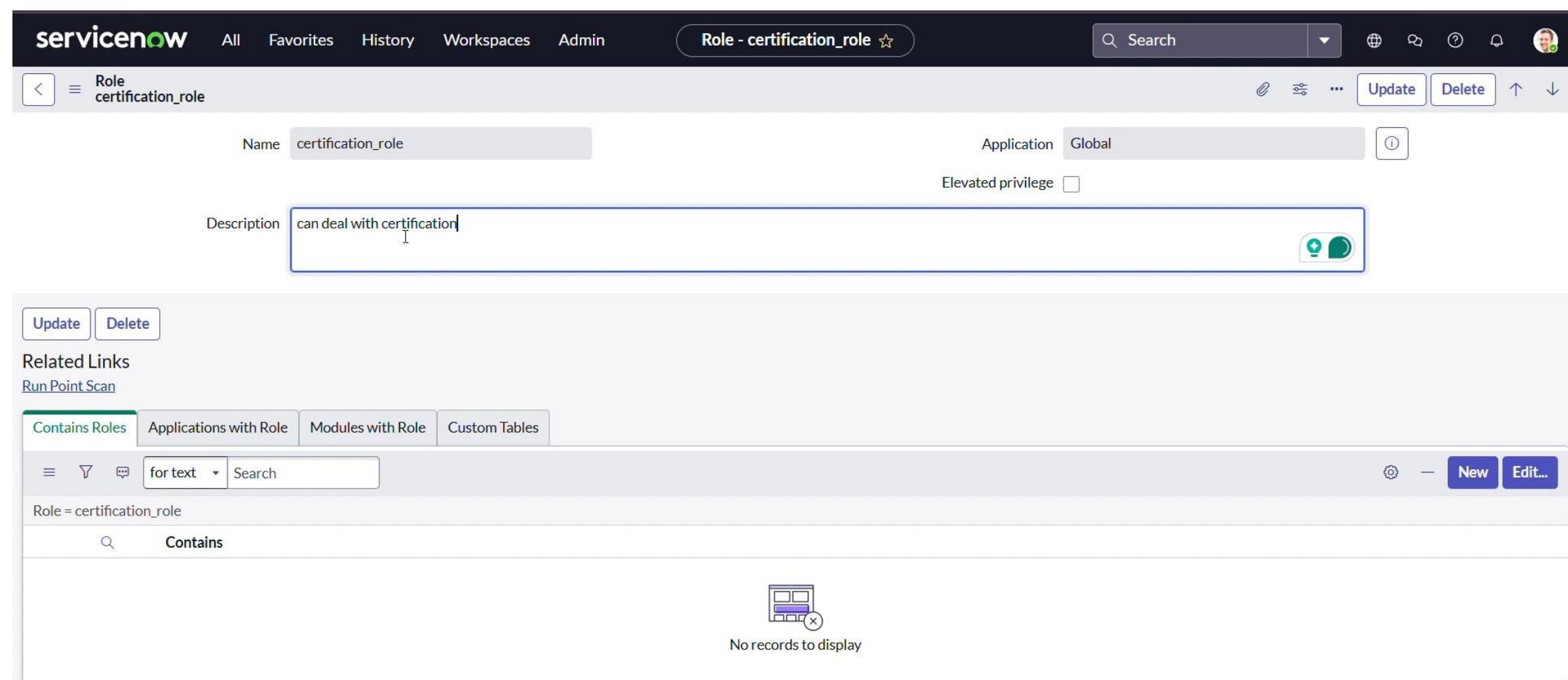


The screenshot shows the ServiceNow User - New Record interface. The User ID field contains "manne". Other fields include First name: "manne", Last name: "niranjan", Title: (empty), Department: (empty), Password: (empty), Email: "manneniranjan@gmail.com", Language: "-- None --", Calendar integration: "Outlook", Time zone: "System (Etc/UTC)", Date format: "System (yyyy-MM-dd)", Business phone: (empty), Mobile phone: (empty). Buttons at the bottom include "Submit" and "Cancel". A note at the top says: "① To set up the User's password, save the record and then click Set Password."



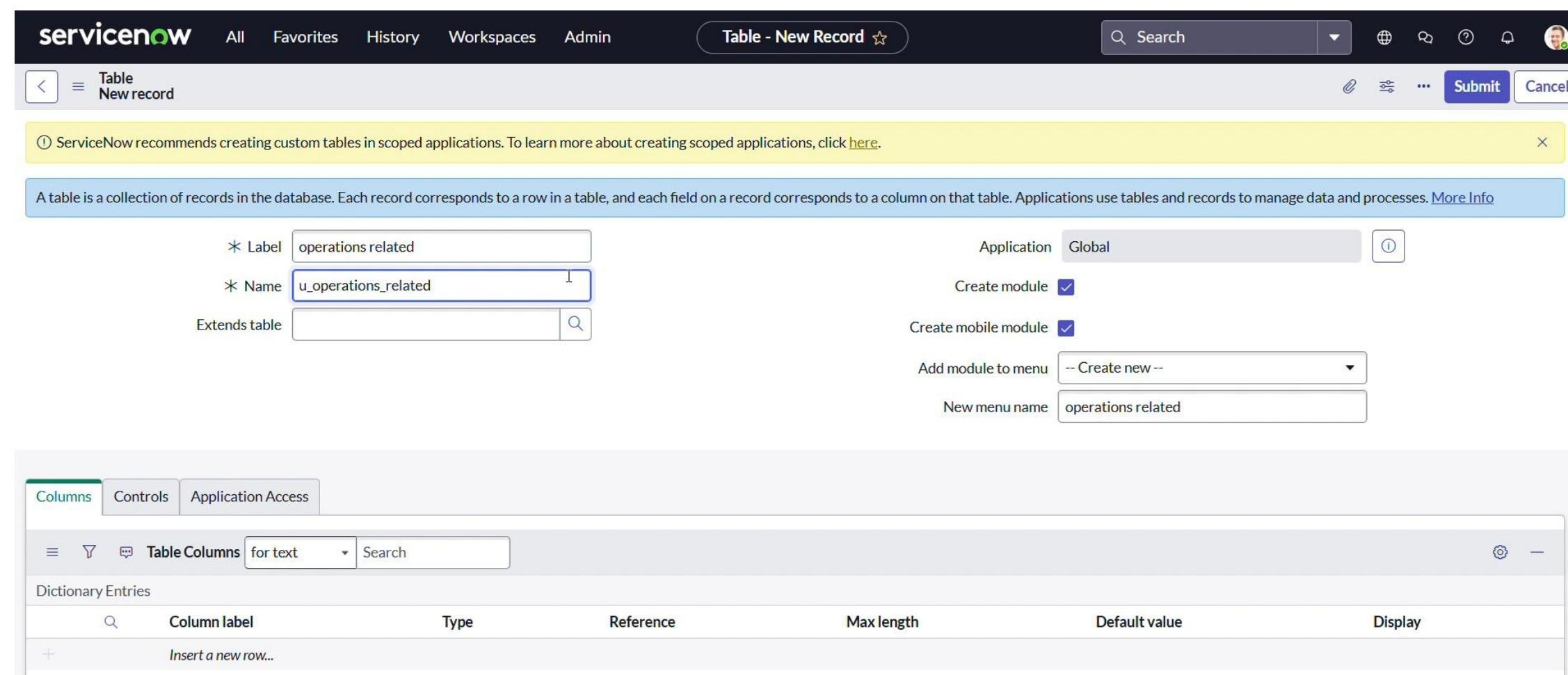
The screenshot shows the ServiceNow User - New Record interface. The User ID field contains "katherine.pierce". Other fields include First name: "katherine", Last name: "pierce", Title: (empty), Department: (empty), Password: (empty), Email: (empty), Language: "-- None --", Calendar integration: "Outlook", Time zone: "System (Etc/UTC)", Date format: "System (yyyy-MM-dd)", Business phone: (empty), Mobile phone: (empty). Buttons at the bottom include "Submit" and "Cancel". A note at the top says: "① To set up the User's password, save the record and then click Set Password."

CREATE ROLE



The screenshot shows the ServiceNow 'Role - certification_role' creation page. At the top, there are tabs for All, Favorites, History, Workspaces, and Admin. The title bar says 'Role - certification_role'. Below the title, there are fields for Name ('certification_role'), Application ('Global'), and Elevated privilege (unchecked). The Description field contains the text 'can deal with certification'. There are 'Update' and 'Delete' buttons at the bottom left. A 'Related Links' section includes 'Run Point Scan' and tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is selected, showing a search bar and a table with no records displayed.

CREATE TABLE



The screenshot shows the ServiceNow 'Table - New Record' creation page. The title bar says 'Table - New Record'. A yellow banner at the top right says 'ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#)'. Below the banner, a message states 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes.' There is a 'More Info' link. The main form has fields for Label ('operations related'), Name ('u_operations_related'), Application ('Global'), Create module (checked), Create mobile module (checked), Add module to menu ('-- Create new --'), and New menu name ('operations related'). Below the form is a table with columns for Columns, Controls, and Application Access. It has tabs for 'Table Columns' and 'for text'. The table body is titled 'Dictionary Entries' and has columns for Column label, Type, Reference, Max length, Default value, and Display. A note says 'Insert a new row...'.

ASSIGN ROLE TO TABLE

The screenshot shows the ServiceNow interface for managing a table named "operations related". The top navigation bar includes "All", "Favorites", "History", "Workspaces", and "Admin". The title bar says "Table - operations related". The main content area displays the table structure with columns: Sys ID, Created, name, priority, Updated by, and Updates. Each column has its type (Sys ID (GUID), Date/Time, String, String, String, Integer) and reference (empty). The "Display" column shows all values as "false". The bottom of the screen shows a "Columns" tab selected, followed by "Controls" and "Application Access". A search bar and a "New" button are also present.

CREATE ACL

The screenshot shows the ServiceNow interface for creating an access control rule for the "u_operations_related" table. The title bar says "Access Control - u_operations_related". The main form fields include: Type (record), Operation (read), Decision Type (Allow If), Admin overrides (checked), Protection policy (None), Name (u_operations_related), Description (Default access control on u_operations_related), and Applies To (No. of records matching the condition: 0). The "Active" checkbox is checked. The "Conditions" section below contains a note about decision types and a "More Info" link.

CREATE FLOW

1. Search for flow design

