

Performance Testing

Performance and Testing

Define the Problem Statement

Date: 01 November 2025

NM ID: ED6B8DD816EC91FA14047B93A19113F1

Project Name: *Optimizing-User-Group-and-Role-Management-with-Access-Control-and-Workflows*

Maximum Marks: 4 Marks

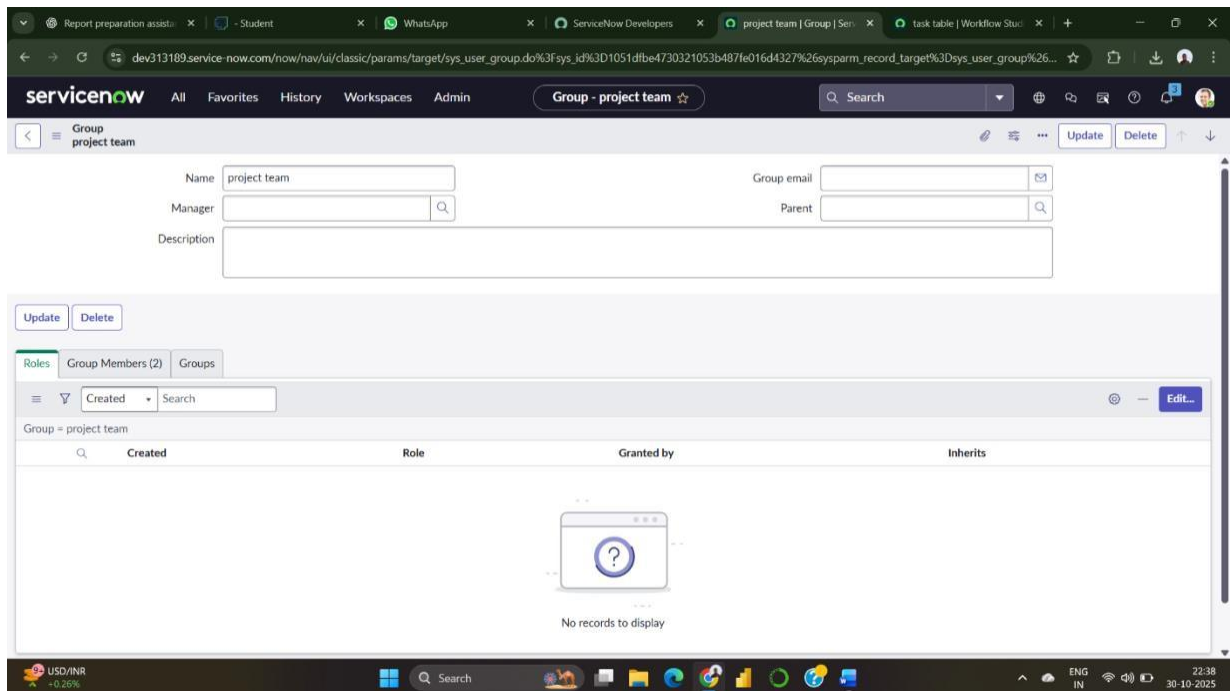
1. Create User

The screenshot displays the ServiceNow user management interface. At the top, the navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user profile 'User - alice p' is selected. The form contains the following fields and options:

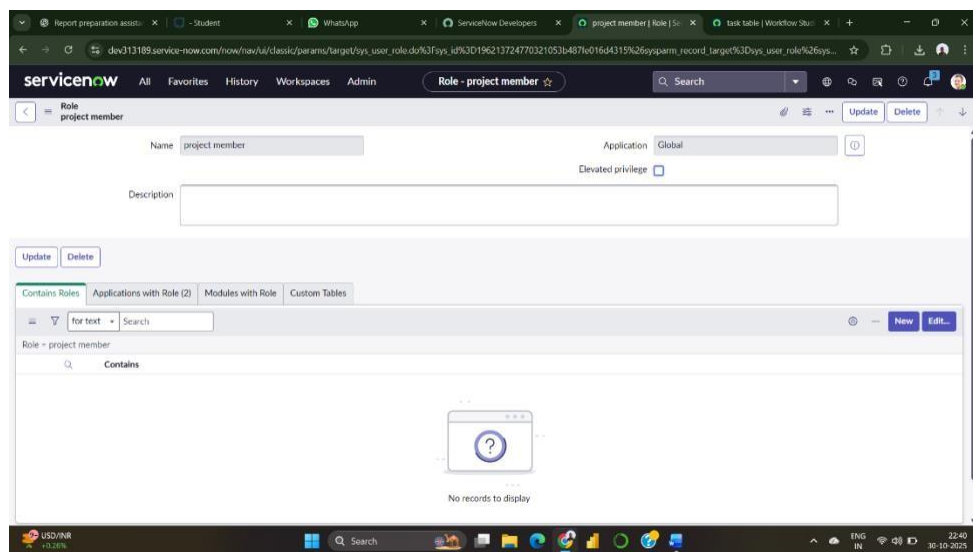
- User ID:**
- First name:**
- Last name:**
- Title:**
- Department:**
- Email:**
- Identity type:**
- Language:**
- Calendar integration:**
- Time zone:**
- Date format:**
- Business phone:**
- Mobile phone:**
- Photo:** [Click to add...](#)
- Internal Integration User:** ☐
- Active:** ☒
- Locked out:** ☐
- Password needs reset:** ☐

Buttons at the top right of the form include 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' such as 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, a tabbed interface shows 'Entitled Custom Tables', 'Roles (4)', 'Groups (2)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Groups (2)' tab is currently selected.

2. Create Groups



3. Create Role



4. Create a Table and Assign the operations

Report preparation assist... x Student x WhatsApp x ServiceNow Developers x project table | Table | Serv... x task table | Workflow Stu... x

dev1313189.servicenow.com/now/haw/ah/classic/params/target/sys_db_object.do%3Fsys_id%3D93c9975247b0321053b487b016d43c2%26sysparm_record_target%3Dsys_db_object%26sys...

servicenow All Favorites History Workspaces Admin Table - project table Search

Table project table Delete Update Delete All Records

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. [More Info](#)

* Label project table Application Global

* Name u_project_tableau Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 6 of 6 New

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
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Delete Update Delete All Records

USD INR 10.26% Search 22:46 30-10-2025

Report preparation assist... x Student x WhatsApp x ServiceNow Developers x task table 2 | Table | Serv... x task table | Workflow Stu... x

dev1313189.servicenow.com/now/haw/ah/classic/params/target/sys_db_object.do%3Fsys_id%3D93c9975247b0321053b487b016d43c2%26sysparm_record_target%3Dsys_db_object%26sys...

servicenow All Favorites History Workspaces Admin Table - task table 2 Search

Table task table 2 Delete Update Delete All Records

Columns Controls Application Access

Table Columns for text Search 1 to 12 of 12 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
task id	Integer	(empty)	40		false
assigned to	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
due date	Date	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
task name	String	(empty)	40		false
Updates	Integer	(empty)	40		false
status	Choice	(empty)	40		false
comments	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Insert a new row...					

Delete Update Delete All Records

USD INR 10.26% Search 22:42 30-10-2025

5. Assign Roles

Report preparation assistance x Student x WhatsApp x alice p | User | ServiceNow x task table | Workflow Studio | x +

dev313189.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D4510933e4730321053b487fe016d4338%26sysparm_record_target%3Dsys_user%26sysparm_reco...

servicenow All Favorites History Workspaces Admin User - alice p Search

User alice p Active ☒ Mobile phone Internal Integration User ☐ Photo Click to add...

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

Role Search Actions on selected rows... Edit...

User = alice p

Role	State	Inherited	Inheritance Count
project member	Active	false	
<input checked="" type="checkbox"/> u_project_table_user	Active	false	
snc_required_script_writer_permission	Active	true	
u_task_table_2_user	Active	false	

1 to 4 of 4

Power & Battery
Energy saver is on

https://dev313189.service-now.com/sys_user_role.do?sys_id=29e75bba4770321053b487fe016d4397

Upcoming Earnings Search ENG IN 22:45 30-10-2025

6. Assign Table Access to Applications

Report preparation assistance x Student x WhatsApp x project table | Application Menu x task table | Workflow Studio | x +

dev313189.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3Dede75bfa4770321053b487fe016d4361

servicenow All Favorites History Workspaces Application Menu - project table Search

Application Menu project table Update Delete

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

* Title project table Application Global

Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles
project member

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category Custom Applications

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

Hint

Description

Update Delete

Modules Order Search Actions on selected rows... New

Trending videos A Knight of the...

ENG IN 22:50 30-10-2025

7. Assign Access Control

Report preparation assistance x Student x WhatsApp x u_task_table_2.u_status | Access Control x task table | Workflow Studio | x

dev313189.servicenow.com/now/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D745deb64734321053b4671e016d43c3%26sysparm_record_target%3Days_security_acl%2...

Access Control - u_task_table_2.u_status

Type: record
Operation: write
Decision Type: Allow If
Admin overrides: ☒
Protection policy: -- None --
Name: u_task_table_2.u_status
Description:
Applies To: No. of records matches the condition: 1 (empty)

Application: Global
Active: ☒
Advanced: ☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
[More Info](#)

Requires role: 1 to 2 of 2

Workflow Studio

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

Trigger: Created
Table: task table 2 [u_task_table_2]
Condition: All of these conditions must be met
status is in progress
AND
comments is feedback
AND
assigned to is bob
New Criteria
Advanced Options

Data

Trigger - Record Created
task table 2 Record
task table 2 Table
Run Start Time UTC
Run Start Date/Time
1 - Update Record
u_task_table_2 Record
u_task_table_2 Table
Action Status
2 - Ask For Approval
Approval State
Approval Windows
Go to Settings to activate Windows.

Delete Cancel Done

Status: Modified Application: Global

8. Create Flow

Report preparation assistance x Student x WhatsApp x Access Controls | ServiceNow x task table | Workflow Studio x

dev313189.service-now.com/now/nav/ui/classic/params/target/sys_security_ac_list.do

servicenow All Favorites History Workspaces Admin Access Controls Search

Access Controls Updated Search Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table_2.u_task_name	Allow If	write	record	true	admin	2025-10-29 01:11:04
u_task_table_2.u_task_id	Allow If	write	record	true	admin	2025-10-29 01:08:53
u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2025-10-29 01:06:42
u_task_table_2.u_due_date	Allow If	write	record	true	admin	2025-10-29 01:04:43
u_task_table_2.u_status	Allow If	write	record	true	admin	2025-10-28 23:13:59
u_task_table_2	Allow If	read	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	delete	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	write	record	true	admin	2025-10-28 21:46:53
u_task_table_2	Allow If	create	record	true	admin	2025-10-28 21:46:53
u_project_tableau	Allow If	read	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	delete	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	create	record	true	admin	2025-10-28 21:43:18
u_project_tableau	Allow If	write	record	true	admin	2025-10-28 21:43:18
sn_try_build_agent_knowledge_source	Deny Unless	report_view	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_freemium_usage_log	Allow If	write	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_task_telemetry	Deny Unless	report_view	record	true	system	2025-10-23 18:16:19
sn_try_build_agent_conversation	Allow If	read	record	true	system	2025-10-23 18:16:19

https://dev313189.service-now.com/sys_security_ac.do?sys_id=22aa17b247b0321053b487e016d4326&sysparm_record_target=sys_security_ac&sysparm_record_row=6&sysparm_record_list=ORDERBYDESCsys_updated_on

28°C Mostly clear

servicenow All Favorites History Workspaces Approvals Search

Approvals Created Search Actions on selected rows...

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG00000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG00000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG00000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG00000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG00000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG00000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG00000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG00000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG00000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG00000095	2024-09-01 06:15:25

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Go to Settings to activate Windows