

# 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 shows the ServiceNow User creation interface. The User ID is set to 'alice'. Other fields include First name ('alice'), Last name ('p'), Title (''), Department (''), Email ('alice@gmail.com'), Identity type ('Human'), Language ('-- None --'), Calendar integration ('Outlook'), Time zone ('System (America/Los\_Angeles)'), Date format ('System (yyyy-MM-dd)'), Business phone (''), and Mobile phone (''). Buttons for Update, Set Password, and Delete are visible. Below the form, there are Related Links for View linked accounts, View Subscriptions, and Reset a password. A navigation bar at the bottom includes Entitled Custom Tables, Roles (4), Groups (2), Delegates, Subscriptions, and User Client Certificates.

### 2. Create Groups

The screenshot shows the ServiceNow interface for creating a group. At the top, there are several tabs and a search bar. Below the header, the 'Group - project team' card is displayed with fields for Name (project team), Manager (empty), Group email (empty), and Parent (empty). A 'Description' field is also present. Below the card are 'Update' and 'Delete' buttons. Underneath, a table lists 'Group Members (2)' and 'Groups'. The table has columns for 'Created' (with a date), 'Role' (empty), 'Granted by' (empty), and 'Inherits' (empty). A note at the bottom says 'No records to display'. The bottom of the screen shows the Windows taskbar with various icons and system status.

### 3. Create Role

The screenshot shows the ServiceNow interface for creating a role. The 'Role - project member' card is displayed with fields for Name (project member), Application (Global), and Description (empty). Below the card are 'Update' and 'Delete' buttons. Underneath, a table lists 'Contains Roles', 'Applications with Role (2)', 'Modules with Role', and 'Custom Tables'. The 'Contains' section is currently empty, showing a note 'No records to display'. The bottom of the screen shows the Windows taskbar with various icons and system status.

### 4. Create a Table and Assign the operations

The screenshot shows two separate ServiceNow table configurations side-by-side.

**Table - project table**

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	

**Table - task table 2**

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	

## 5. Assign Roles

The screenshot shows the ServiceNow User Management interface. The top navigation bar includes tabs for Report preparation assistance, Student, WhatsApp, alice p | User | ServiceNow, and Task table | Workflow Studio. The main page displays a user record for 'User - alice p'. The 'Active' checkbox is checked. Below it, there's a 'Mobile phone' field and a 'Photo' placeholder. A 'Related Links' section includes links for View linked accounts, View Subscriptions, and Reset a password. A 'Roles' tab is selected, showing four roles assigned to the user: project member, u\_project\_table\_user, snc\_required\_script\_writer\_permission, and u\_task\_table\_2\_user. The bottom status bar shows the URL https://dev313189.service-now.com/sys\_user\_role.do?sys\_id=29e75bba4770321053b487fe016d4397.

## 6. Assign Table Access to Applications

The screenshot shows the ServiceNow Application Menu configuration for 'project table'. The title is set to 'project table', and the application is defined as 'Global'. The 'Active' checkbox is checked. Under the 'Roles' section, 'project member' is listed. The 'Category' is set to 'Custom Applications'. The 'Hint' and 'Description' fields are empty. At the bottom, there are 'Update' and 'Delete' buttons. The bottom status bar shows the URL https://dev313189.service-now.com/nav/u/classic/params/target/sys\_app\_application.do?sys\_id=d75bfa4770321053b487fe016d4361.

## 7. Assign Access Control

The screenshot shows the ServiceNow interface with multiple tabs open:

- Access Control - u\_task\_table\_2\_u\_status**: A configuration page for an Access Control Rule named "u\_task\_table\_2\_u\_status". It specifies a record type, write operation, and "Allow If" decision type. The rule applies to the "u\_task\_table\_2\_u\_status" table and is active.
- task table | Workflow Studio**: An open workflow studio window titled "task table". It displays a workflow step for "task table 2 [u\_task\_table\_2]" triggered by "Created". The condition for this step is "status is in progress, and comments is feedback, and assigned to is bob".
- Other Tabs**: Other tabs visible include "Report preparation assistance", "Student", "WhatsApp", and "u.Task table 2.u.status | Access Control".

## 8. Create Flow

Screenshot of two ServiceNow browser windows showing tables of data.

**Top Window: Access Controls**

URL: dev313189.service-now.com/nav/uiclassic/params/target/sys\_security\_acl\_list.do

Table Headers:

- Name
- Decision Type
- Operation
- Type
- Active
- Updated by
- Updated

Table Data:

```

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

```

**Bottom Window: Approvals**

URL: dev313189.service-now.com/sys\_security\_acl.do?sys\_id=22aa17b247b0321053b487fe016d4326&sysparm\_record\_target=sys\_security\_acl&sysparm\_record\_rows=44&sysparm\_record\_list=ORDERBYDESCsys\_updated\_on

Table Headers:

- State
- Approver
- Comments
- Approval for
- Created

Table Data:

```

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 Luboy     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 Luboy     CHG00000095  2024-09-01 06:15:25

```