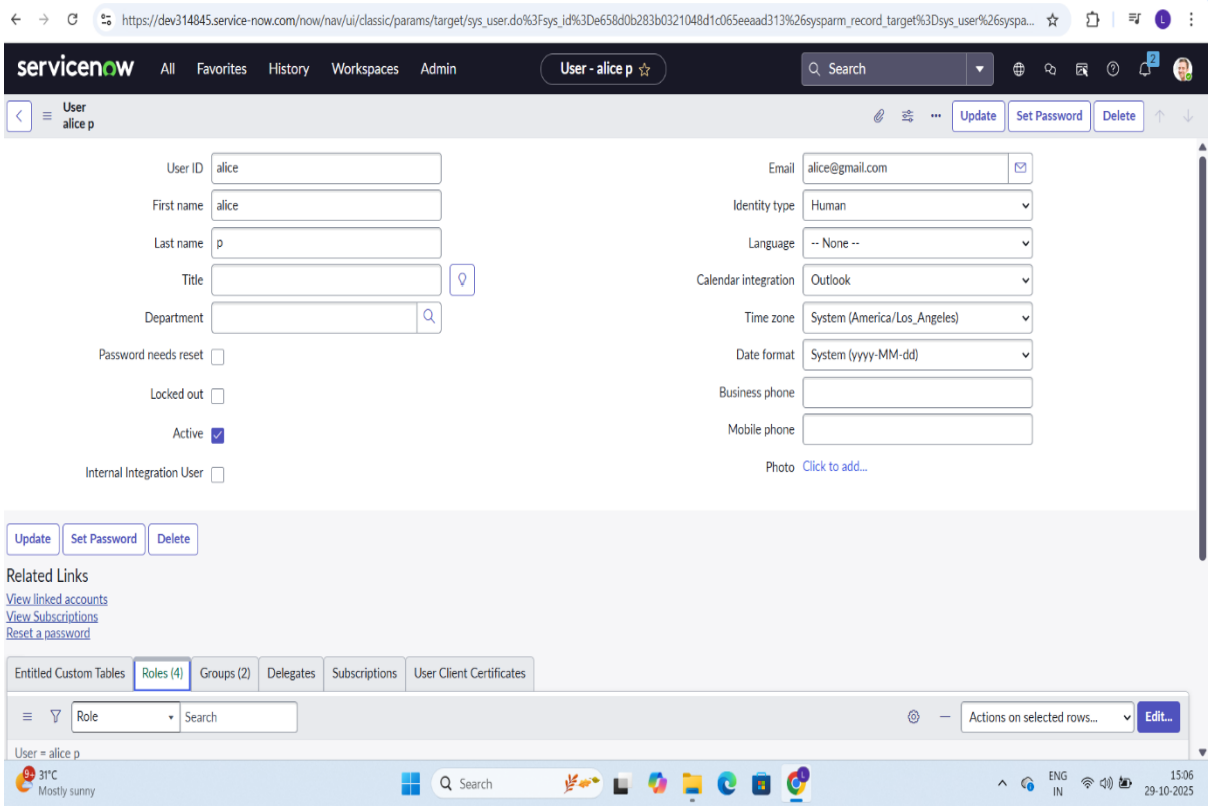
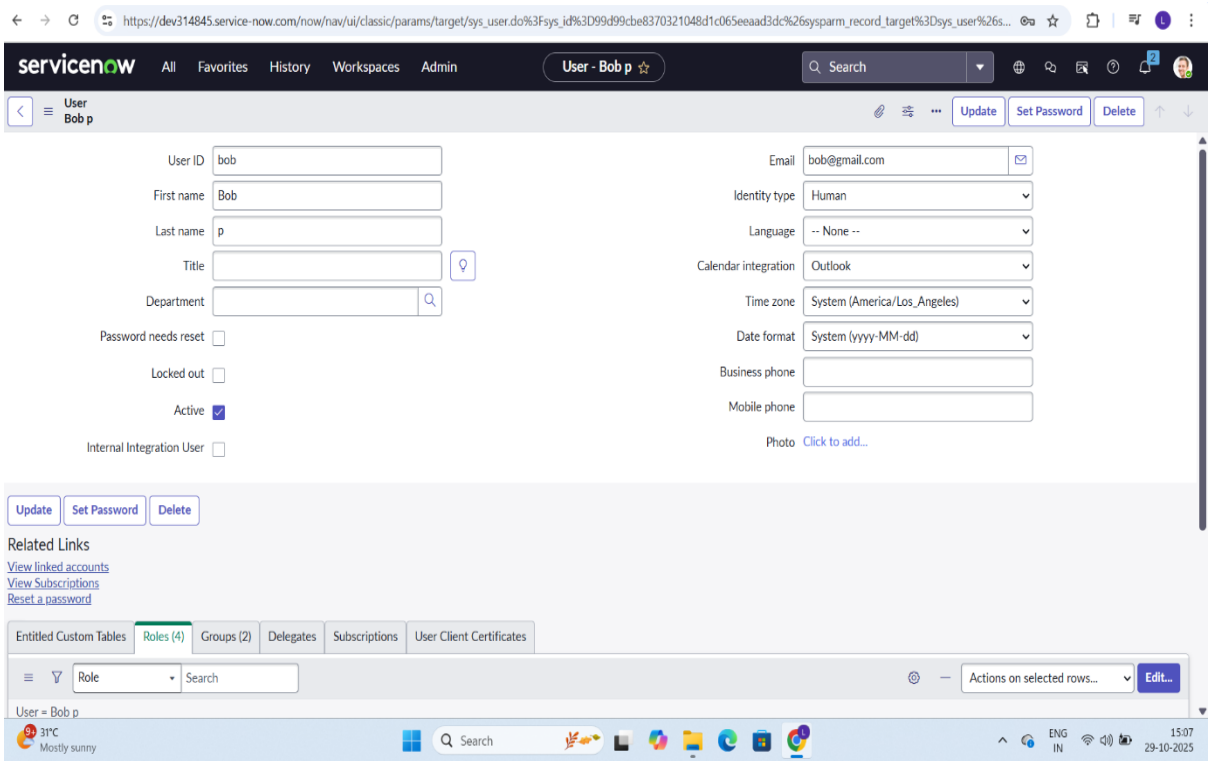
Performance and Testing

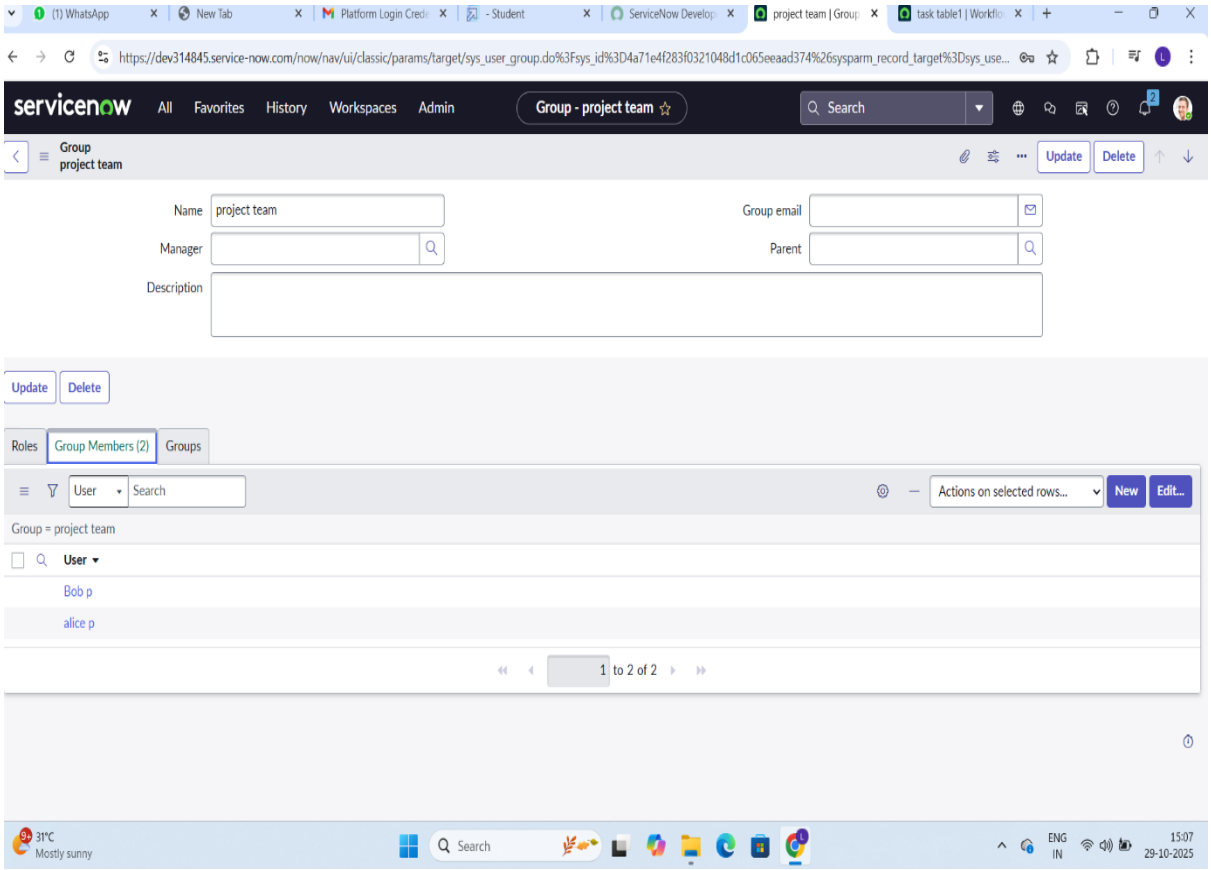
Date	02 November 2025
Team ID	NM2025TMID05988
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

USERS (Create the User Alice and Bob):

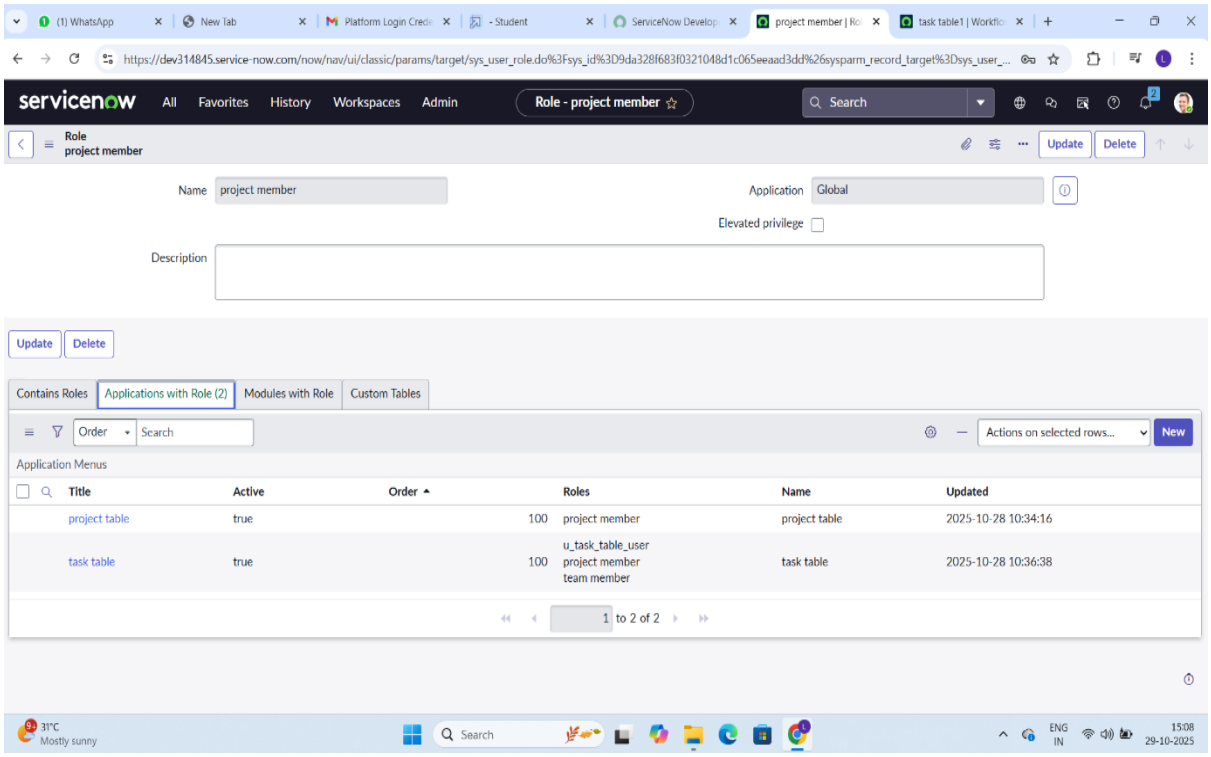


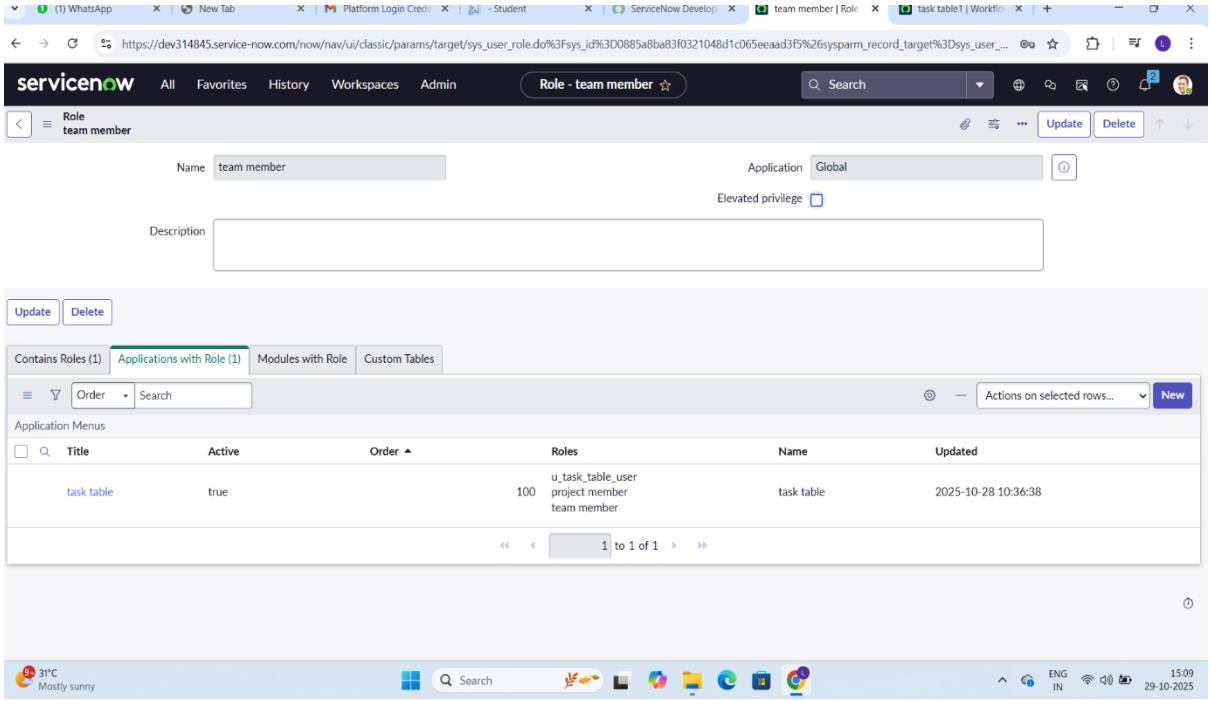


GROUPS (Create Groups: project team):



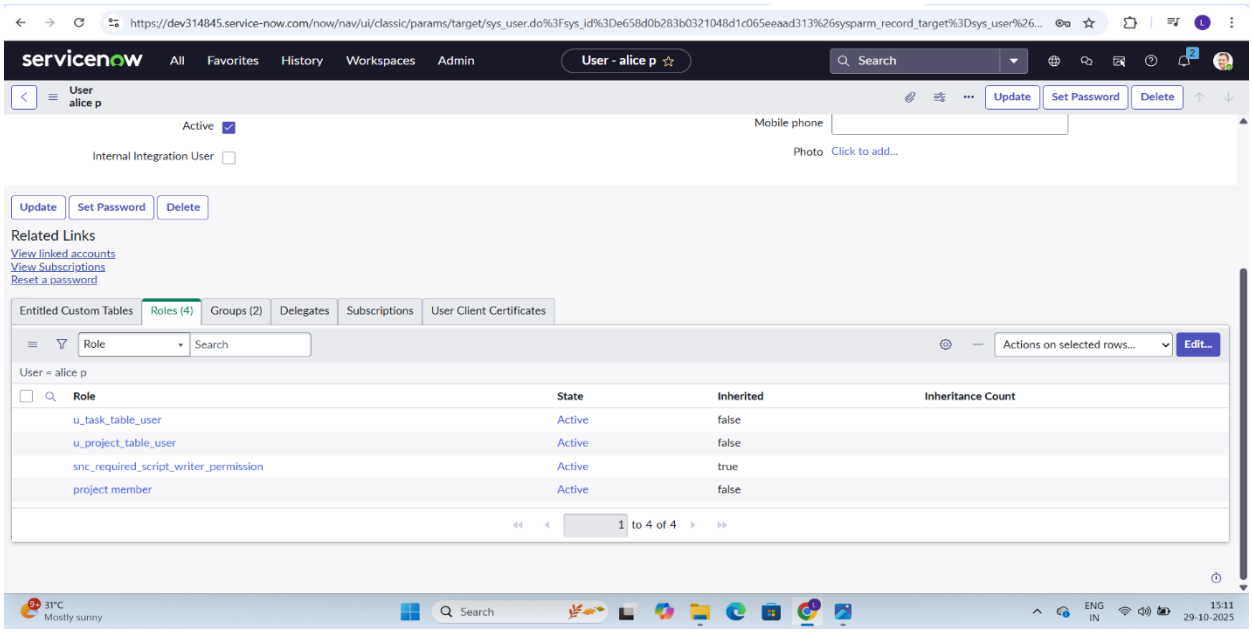
ROLES (Create project member and team member role):



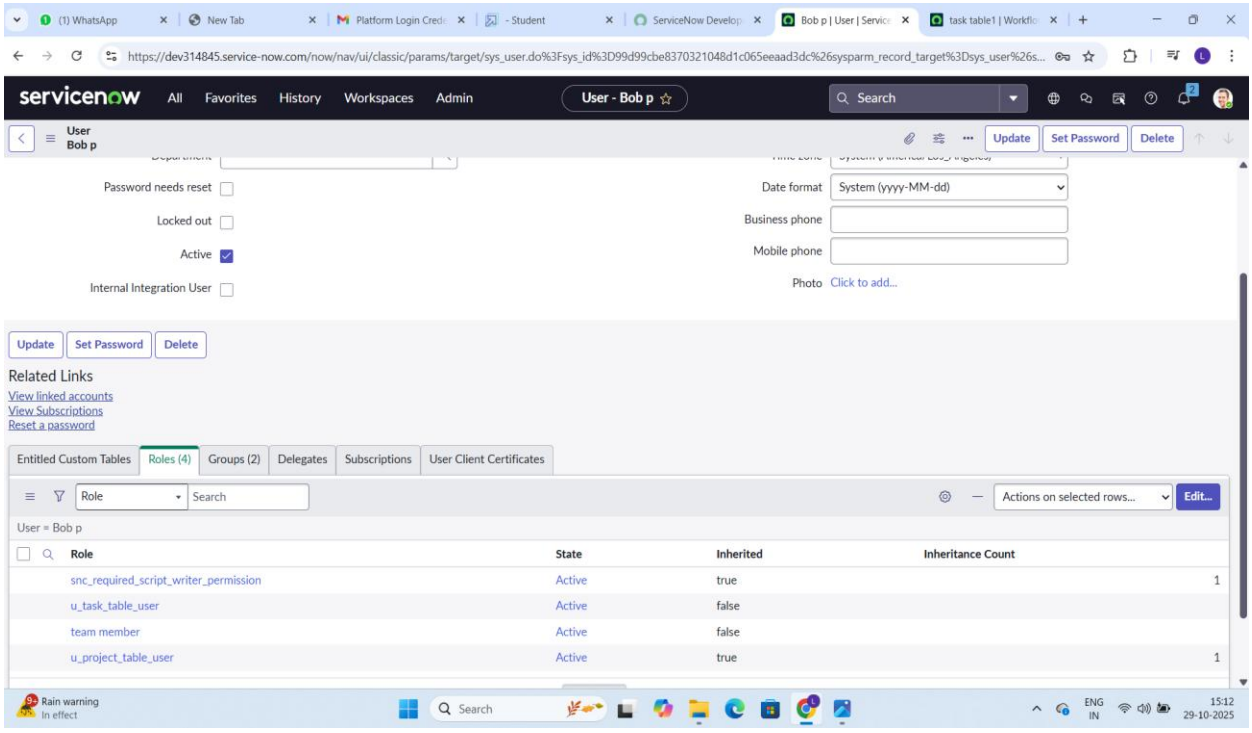


ASSIGN USERS TO GROUPS:

Assign roles to Alice user

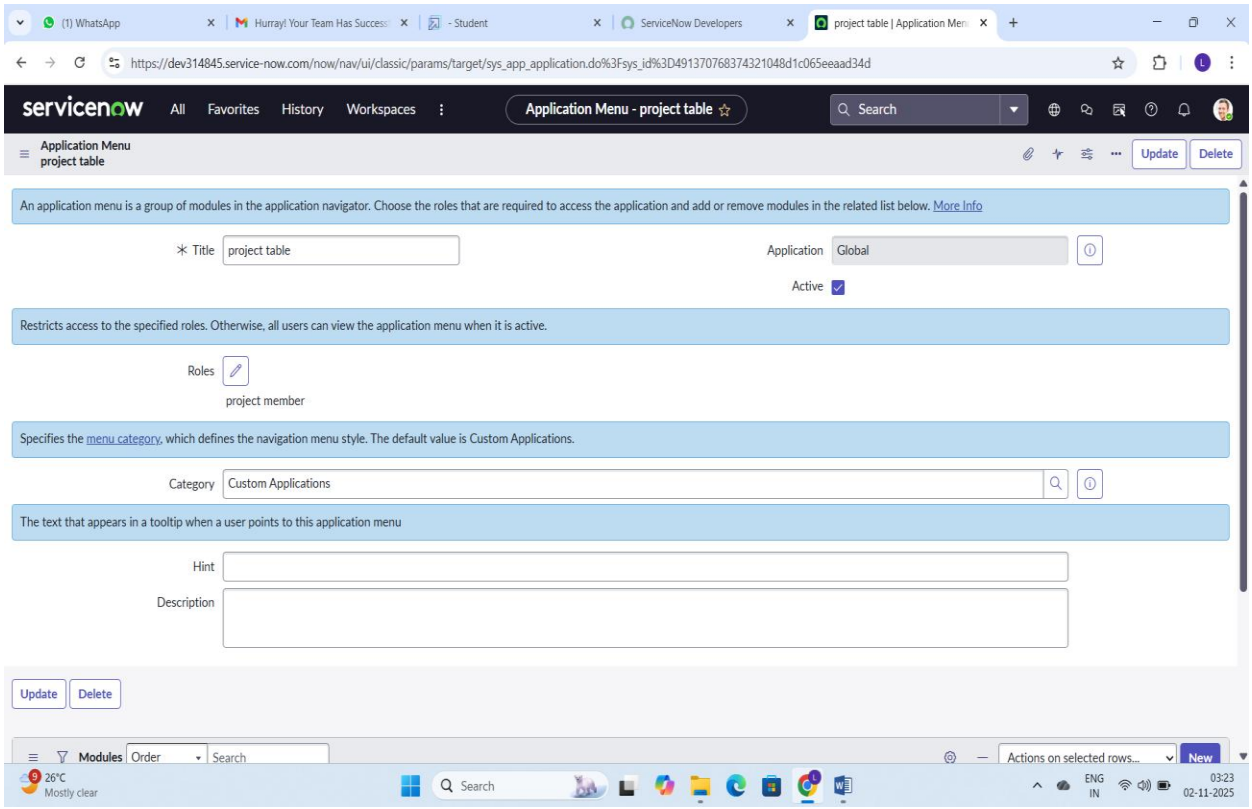


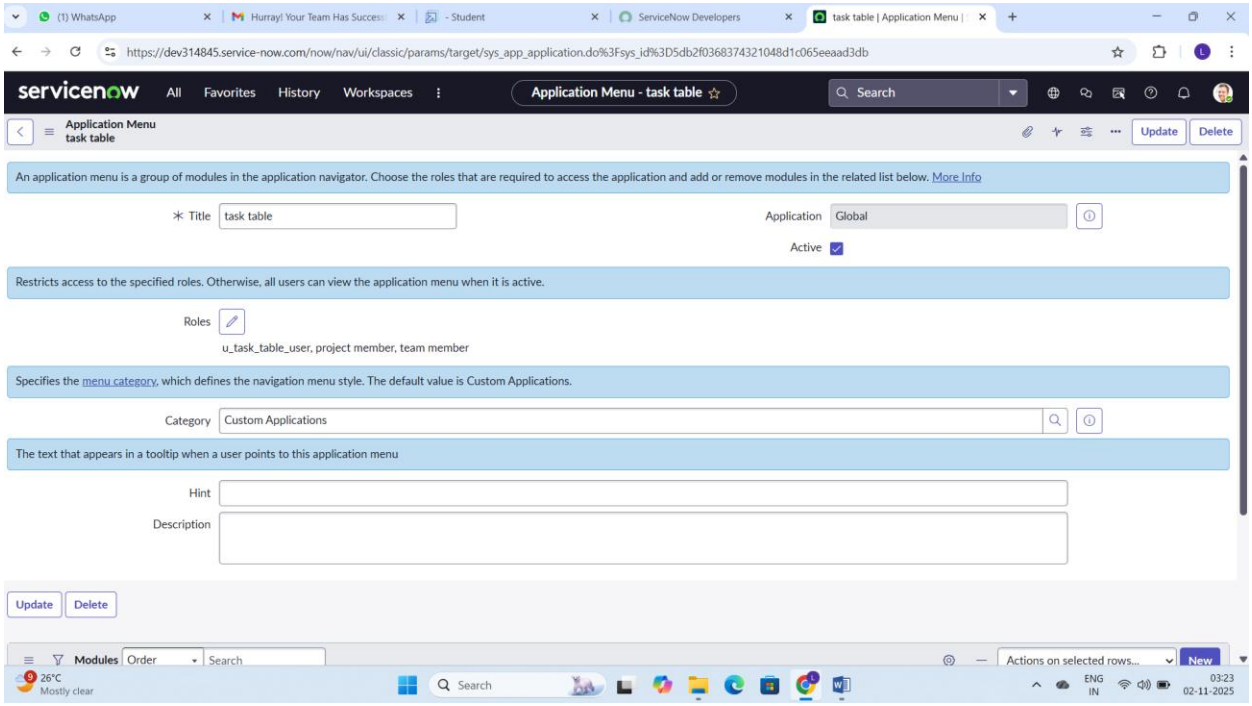
Assign roles to Bob user



APPLICATION ACCESS:

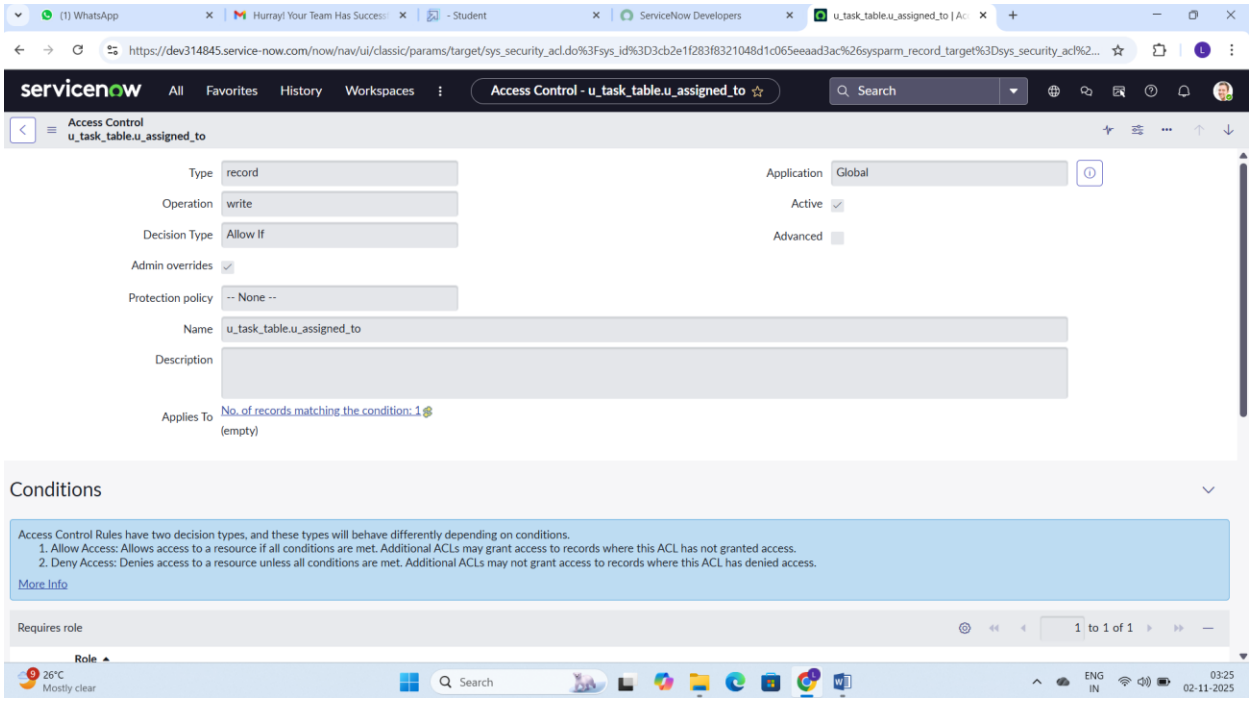
Assign Table Access to the Application

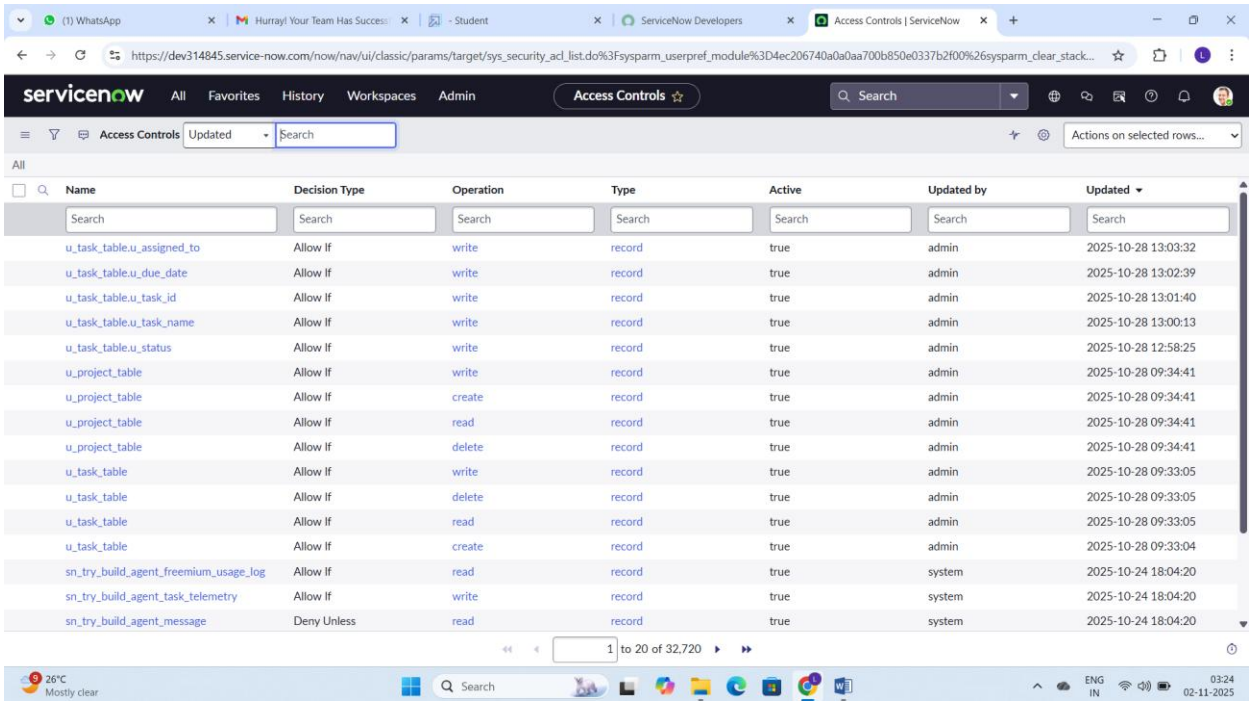




ACCESS CONTROL LIST:

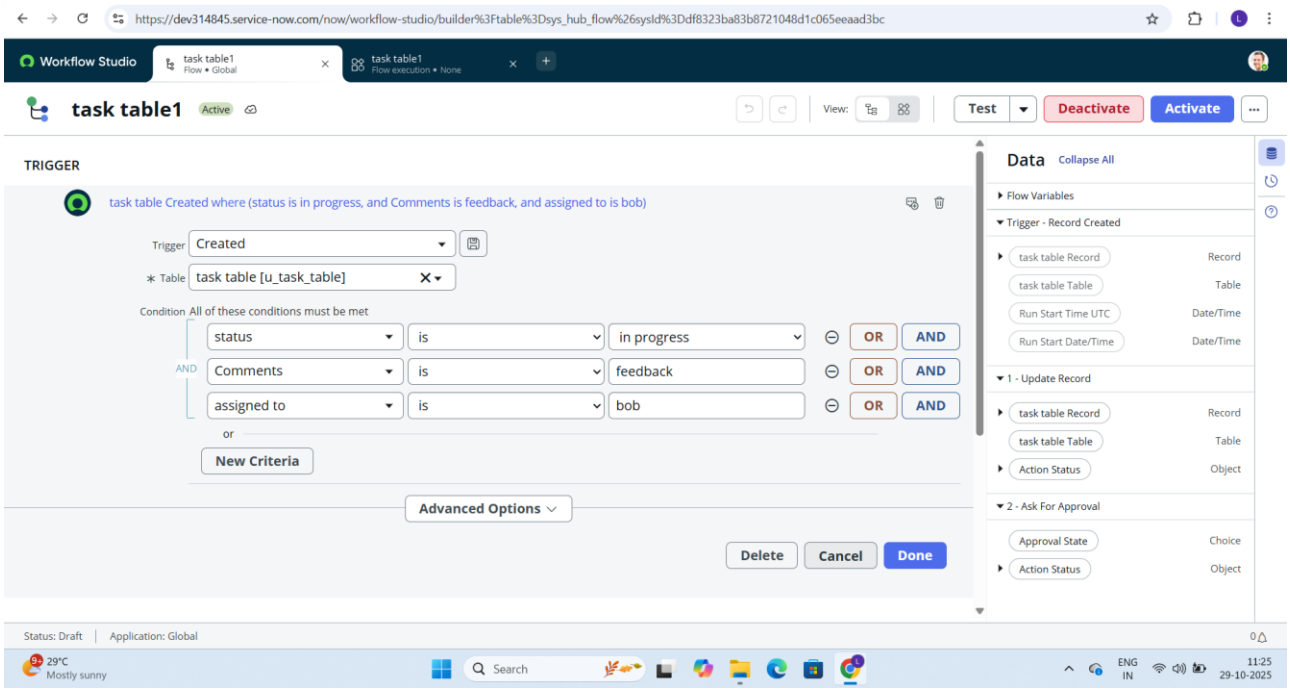
Create ACL

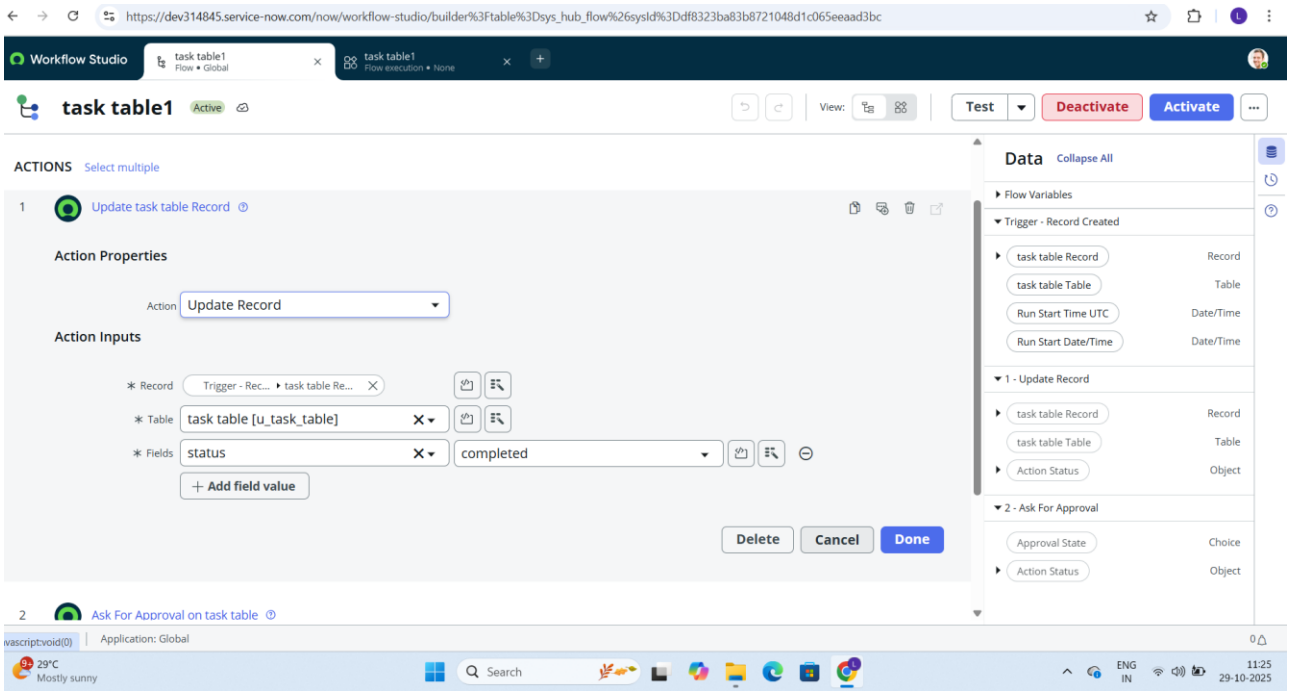


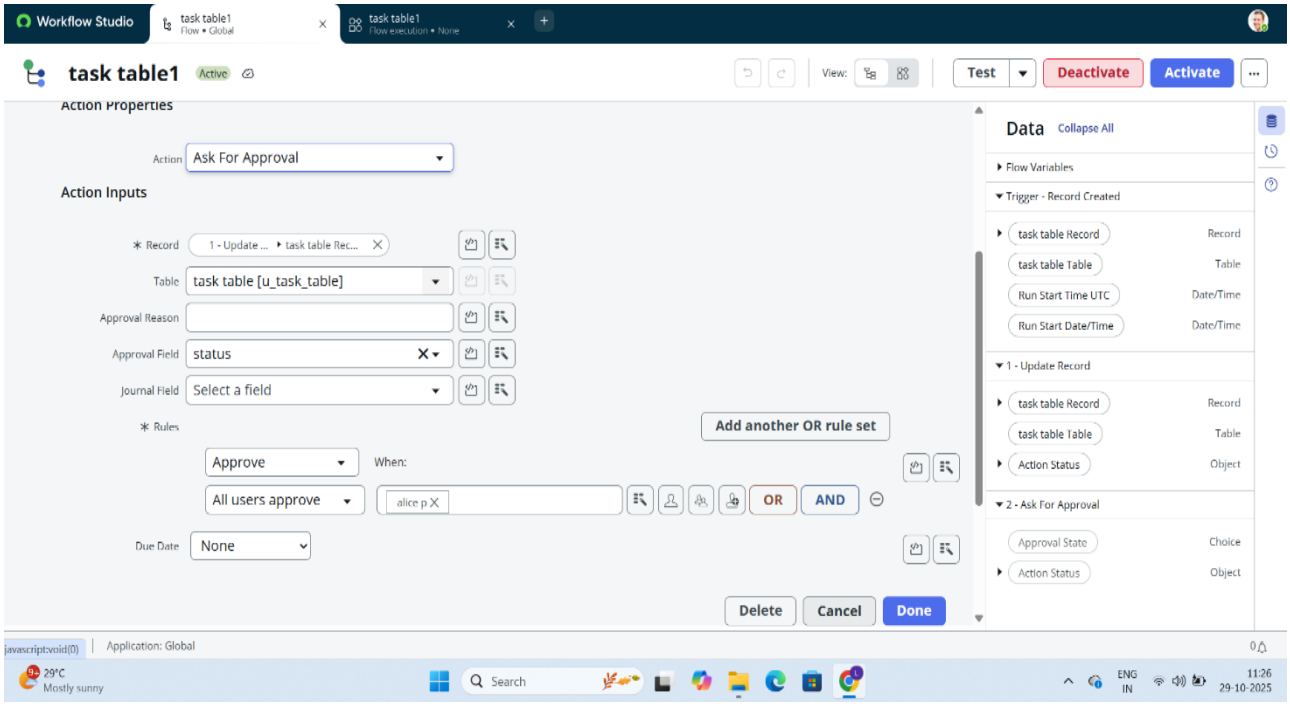


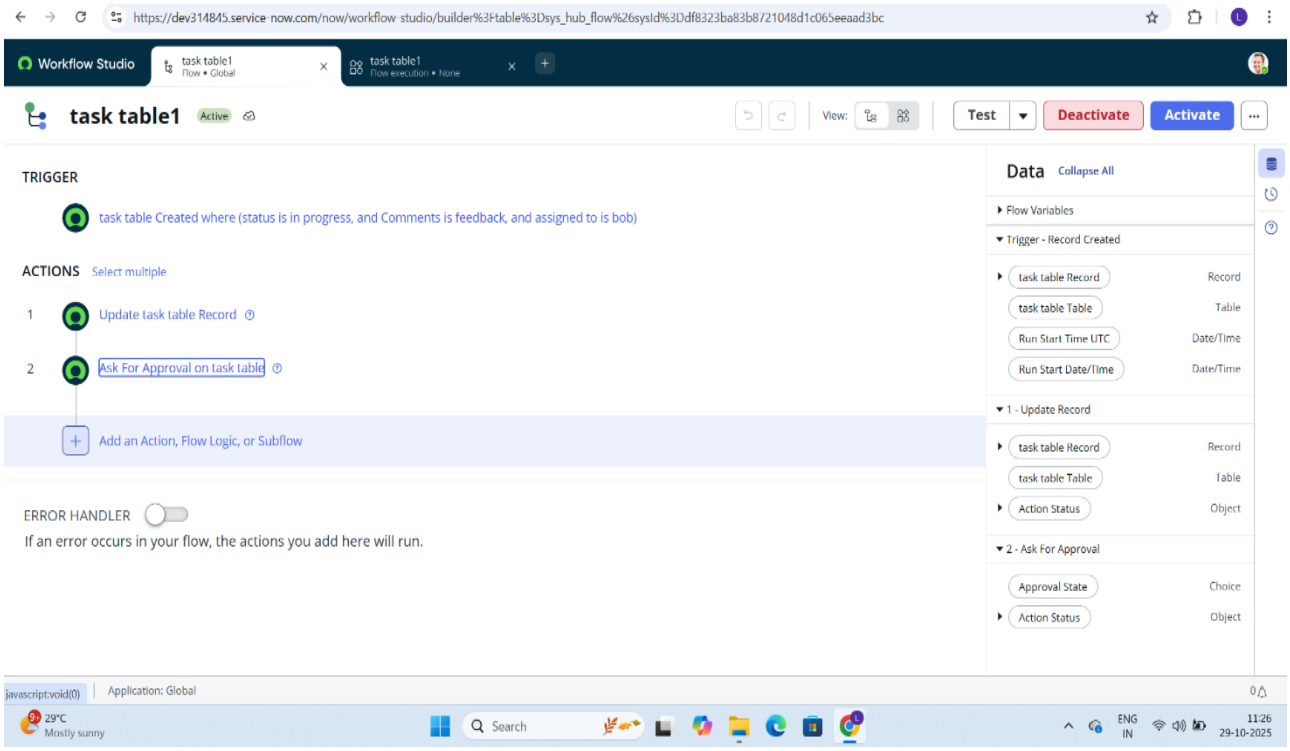
FLOW:

Create a flow to assign Operations Ticket to Group






Workflow Studio
task table1
Flow • Global
task table1
Flow execution • None
task table1
Active
View:
Test
Deactivate
Activate
Action Properties
Action
Ask For Approval
Action Inputs
Record
1 - Update ... • task table Rec...
Table
task table [u_task_table]
Approval Reason
Approval Field
status
Journal Field
Select a field
Rules
Add another OR rule set
Approve
When:
All users approve
alice p
OR
AND
Due Date
None
Delete
Cancel
Done
Data
Collapse All
Flow Variables
Trigger - Record Created
task table Record
Record
task table Table
Table
Run Start Time UTC
Date/Time
Run Start Date/Time
Date/Time
1 - Update Record
task table Record
Record
task table Table
Table
Action Status
Object
2 - Ask For Approval
Approval State
Choice
Action Status
Object
javascript:void(0)
Application: Global
29°C
Mostly sunny
Search
ENG
IN
11:26
29-10-2025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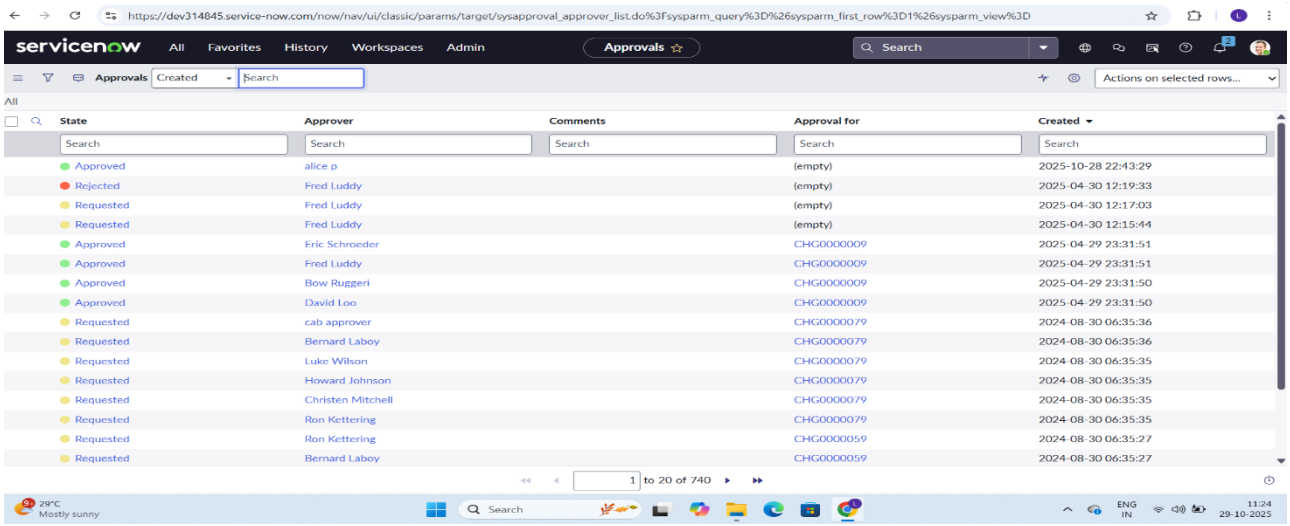
Workflow Studio
task table1
Flow • Global
task table1
Flow execution • None
task table1
Active
View:
Test
Deactivate
Activate
TRIGGER
task table Created where (status is in progress, and Comments is feedback, and assigned to is bob)
ACTIONS
Select multiple
1
Update task table Record
2
Ask For Approval on task table
Add an Action, Flow Logic, or Subflow
ERROR HANDLER
If an error occurs in your flow, the actions you add here will run.
Data
Collapse All
Flow Variables
Trigger - Record Created
task table Record
Record
task table Table
Table
Run Start Time UTC
Date/Time
Run Start Date/Time
Date/Time
1 - Update Record
task table Record
Record
task table Table
Table
Action Status
Object
2 - Ask For Approval
Approval State
Choice
Action Status
Object
javascript:void(0)
Application: Global
29°C
Mostly sunny
Search
ENG
IN
11:26
29-10-2025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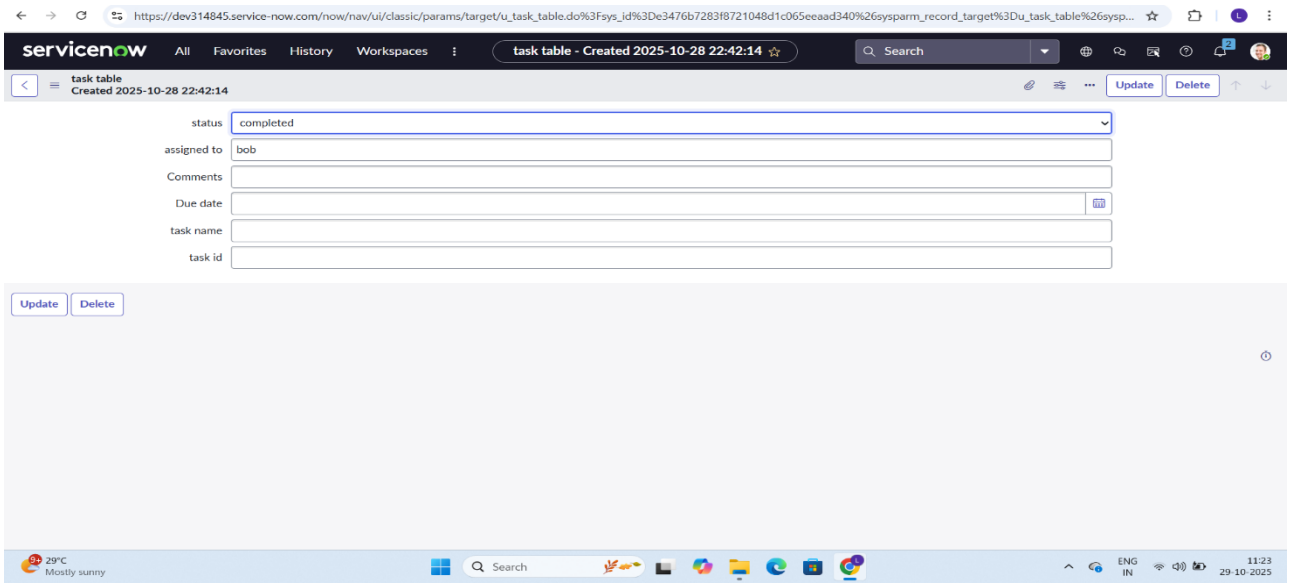
servicenow
All
Favorites
History
Workspaces
Admin
Approvals
Search
Approvals
Created
Search
Actions on selected rows...
All
State
Approver
Comments
Approval for
Created
Approved alice p (empty) 2025-10-28 22:43:29
Rejected Fred Luddy (empty) 2025-04-30 12:19:33
Requested Fred Luddy (empty) 2025-04-30 12:17:03
Requested Fred Luddy (empty) 2025-04-30 12:15:44
Approved Eric Schroeder CHG0000009 2025-04-29 23:31:51
Approved Fred Luddy CHG0000009 2025-04-29 23:31:51
Approved Bow Ruggeri CHG0000009 2025-04-29 23:31:50
Approved David Loo CHG0000009 2025-04-29 23:31:50
Requested cab approver CHG0000079 2024-08-30 06:35:36
Requested Bernard Laboy CHG0000079 2024-08-30 06:35:36
Requested Luke Wilson CHG0000079 2024-08-30 06:35:35
Requested Howard Johnson CHG0000079 2024-08-30 06:35:35
Requested Christen Mitchell CHG0000079 2024-08-30 06:35:35
Requested Ron Kettering CHG0000079 2024-08-30 06:35:35
Requested Ron Kettering CHG0000059 2024-08-30 06:35:27
Requested Bernard Laboy CHG0000059 2024-08-30 06:35:27
1 to 20 of 740
29°C
Mostly sunny
Search
ENG
IN
11:24
29-10-2025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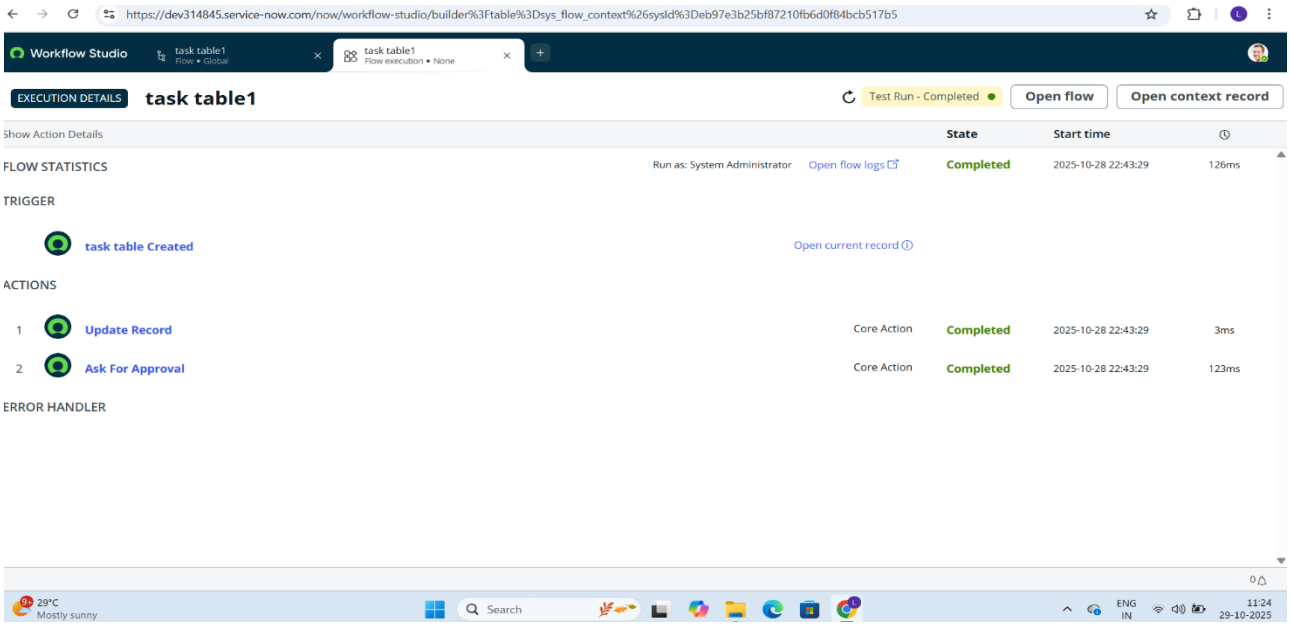
servicenow
All
Favorites
History
Workspaces
task table - Created 2025-10-28 22:42:14
Search
task table
Created 2025-10-28 22:42:14
Update
Delete
status completed
assigned to bob
Comments
Due date
task name
task id
Update
Delete
29°C
Mostly sunny
Search
ENG
IN
11:23
29-10-2025


https://dev314845.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_flow_context%26sysId%3Deb97e3b25bf87210fb6d0f84bcb517b5
Workflow Studio
task table1
Flow • Global
task table1
Flow execution • None
EXECUTION DETAILS
task table1
Test Run - Completed
Open flow
Open context record
Show Action Details
State
Start time
FLOW STATISTICS
Run as: System Administrator
Open flow logs
Completed
2025-10-28 22:43:29
126ms
TRIGGER
task table Created
Open current record
ACTIONS
1 Update Record Core Action Completed 2025-10-28 22:43:29 3ms
2 Ask For Approval Core Action Completed 2025-10-28 22:43:29 123ms
ERROR HANDLER
29°C
Mostly sunny
Search
ENG
IN
11:24
29-10-2025

Performance Testing Report

Module Name	Functionality	Test Performed	Result
Users	Allows viewing and managing all existing users in the system.	Measured page load time and responsiveness when fetching all users.	Page loaded within 1.5 sec for 100 users - performance stable.
Create Users	Enables adding new users with required details.	Validated response time for “Create User” form submission.	Average response time 1.2 sec-data inserted successfully into DB.
Groups	Displays all groups and their associated users.	Checked retrieval speed of group list with linked user data.	Load time < 2 sec for 50 groups-acceptable.
Create Groups	Allows creation of new user groups for access management.	Tested form submission and group record insertion time.	New group added in 1.4 sec-performance efficient.
Roles	Shows available system roles with assigned permissions.	Measured display time of role table and data fetching rate.	Roles list retrieved in 1.3 sec-smooth functionality.
Create Roles	Used to create new roles with custom permissions.	Verified form submission performance and DB update.	Role creation completed in 1.6 sec- no performance lag.
Assign Users to Groups	Maps users to their respective groups.	Tested load time for assignment page and update performance.	Assignments completed in 1.5 sec -stable transaction rate.
Assign Roles to Alice User	Assigns selected roles to user “Alice”.	Measured execution time for multiple role assignments.	All roles assigned within 1.2 sec-no delay observed.
Assign Roles to Bob User	Assigns selected roles to user “Bob”.	Tested sequential role assignment speed and confirmation time.	Roles updated in 1.1 sec-consistent with expected performance.
Application Access	Manages which users can access specific applications.	Validated access control settings and update response time.	Settings updated within 1.4 sec-response optimal.

Assign Table Access to Application	Grants or restricts table-level access to applications.	Tested record access verification and permission changes.	Table access updated in 1.5 sec-secure and responsive.
Access Control List (ACL)	Lists all access control policies applied to tables.	Measured ACL table load time and policy filter performance.	ACL data fetched in 1.8 sec-efficient performance.
Create ACL	Used to create new ACL rules for data protection.	Tested ACL creation form submission and permission propagation.	ACL created in 1.7 sec - system stable under test.
Flow: Assign Operations Ticket to Group	Automates the assignment of incoming operations tickets to the appropriate group based on predefined rules.	Verified workflow trigger when a new operations ticket is created, ensuring automatic assignment to the relevant group. Tested execution time and validation logic using multiple ticket types.	Workflow executed successfully in 1.3 sec - tickets automatically assigned to correct group with 100% accuracy. System handled 50 parallel tickets without delay.