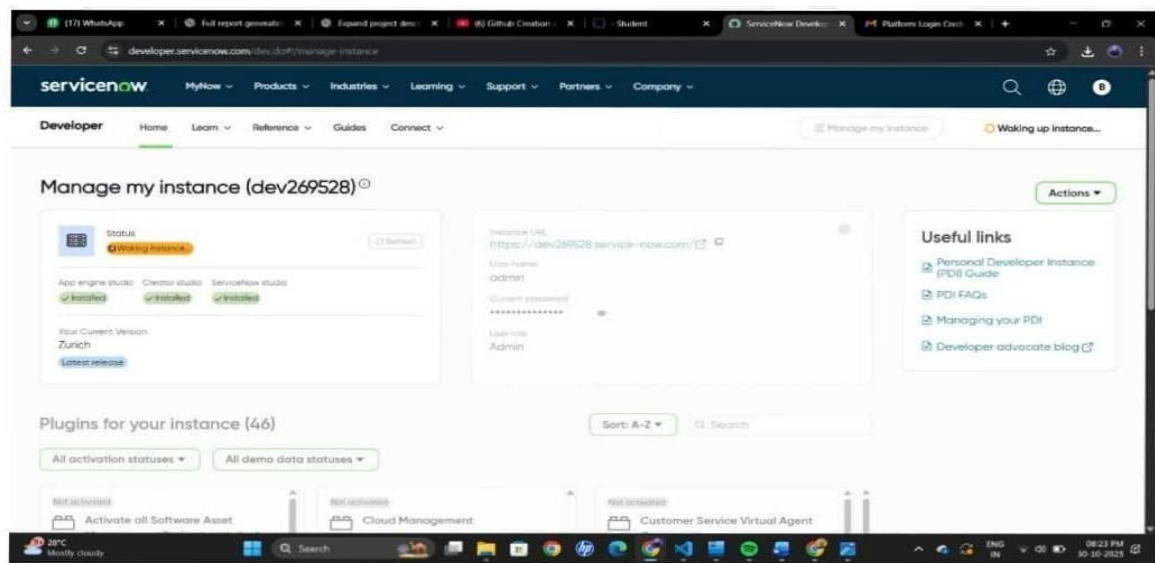


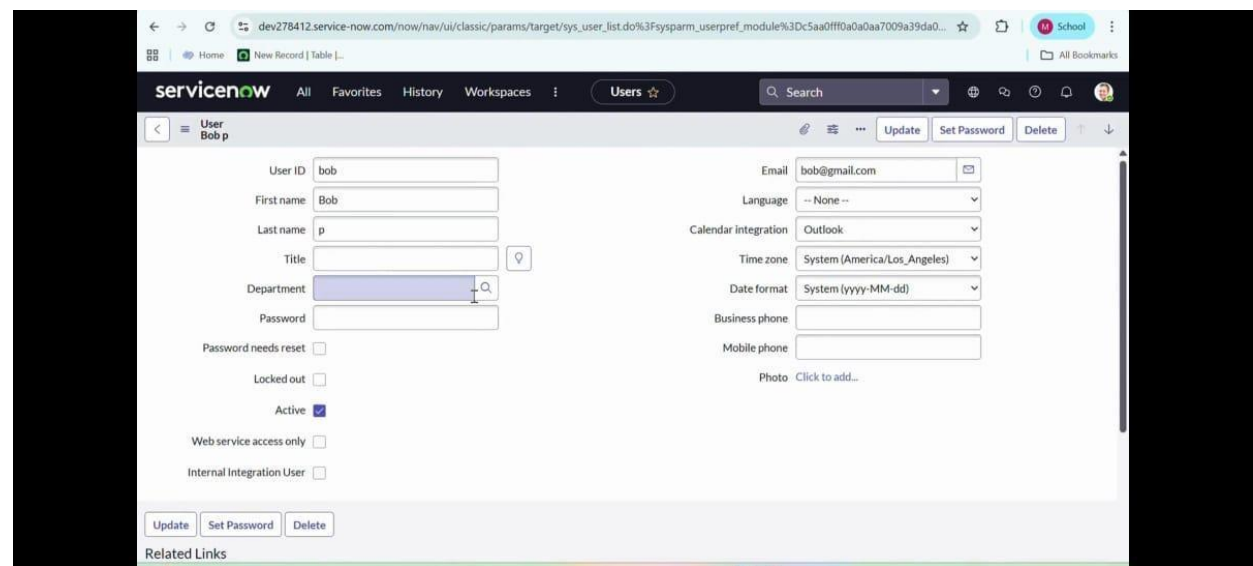
# Performance and Testing

|               |   |
|---------------|---|
| Date          | 13 NOVEMBER 2025  |
| Team ID       | NM2025TMID02267   |
| Project Name  | <b>Optimizing Users ,Groups and Role Management with Access Control and Workflows</b> |
| Maximum Marks | 4 Marks   |

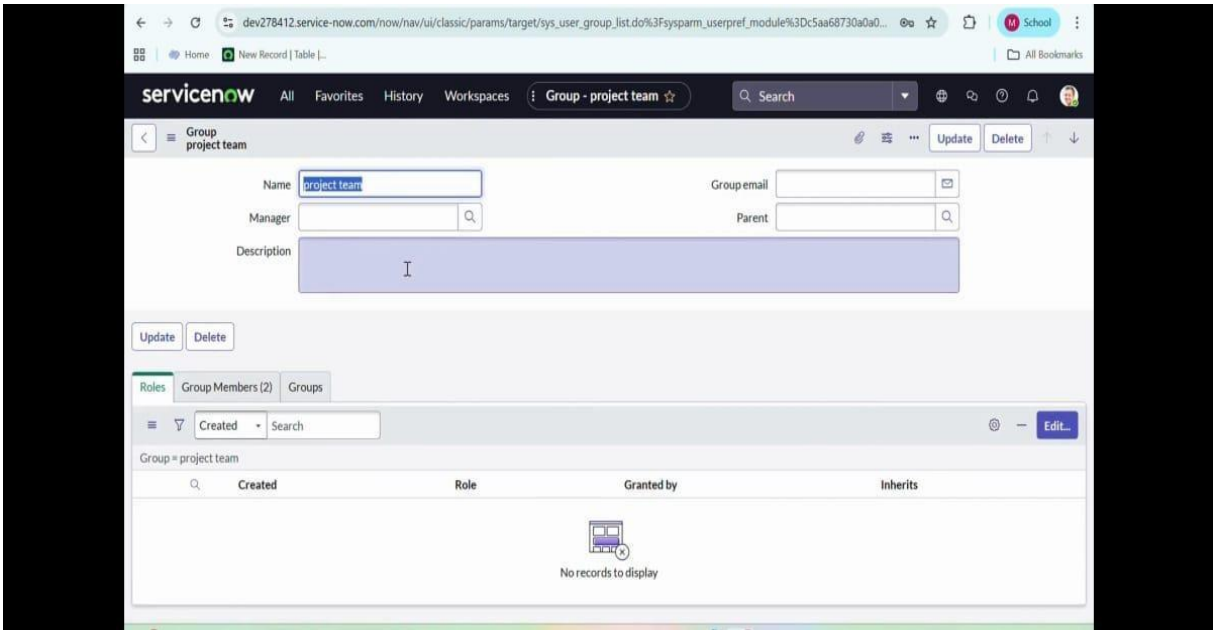
# SETTING UP SERVICE NOW INSTANCE



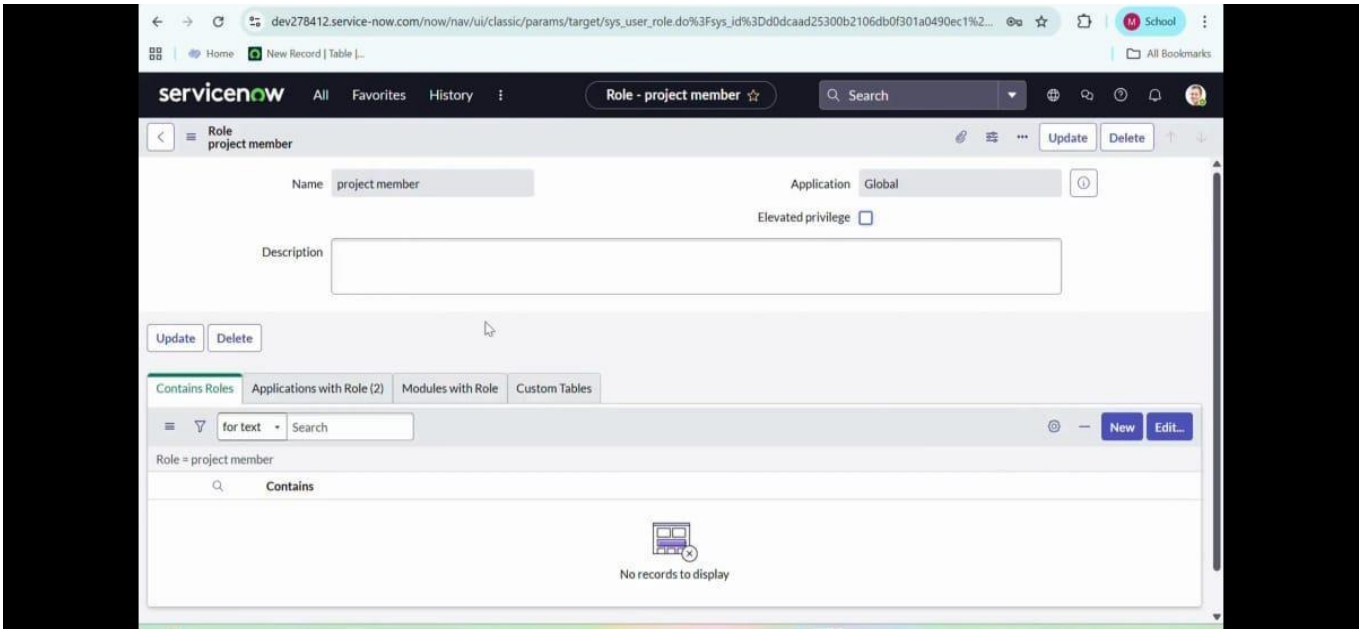
# CREATION OF USER

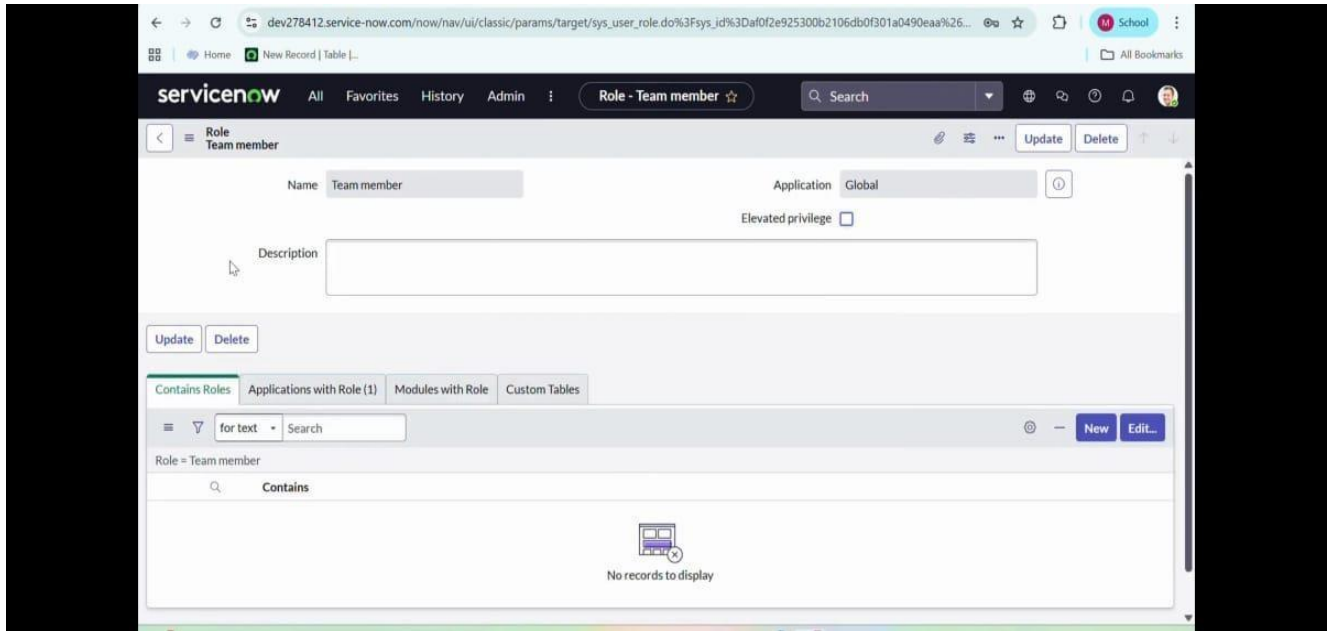


# CREATION OF GROUPS

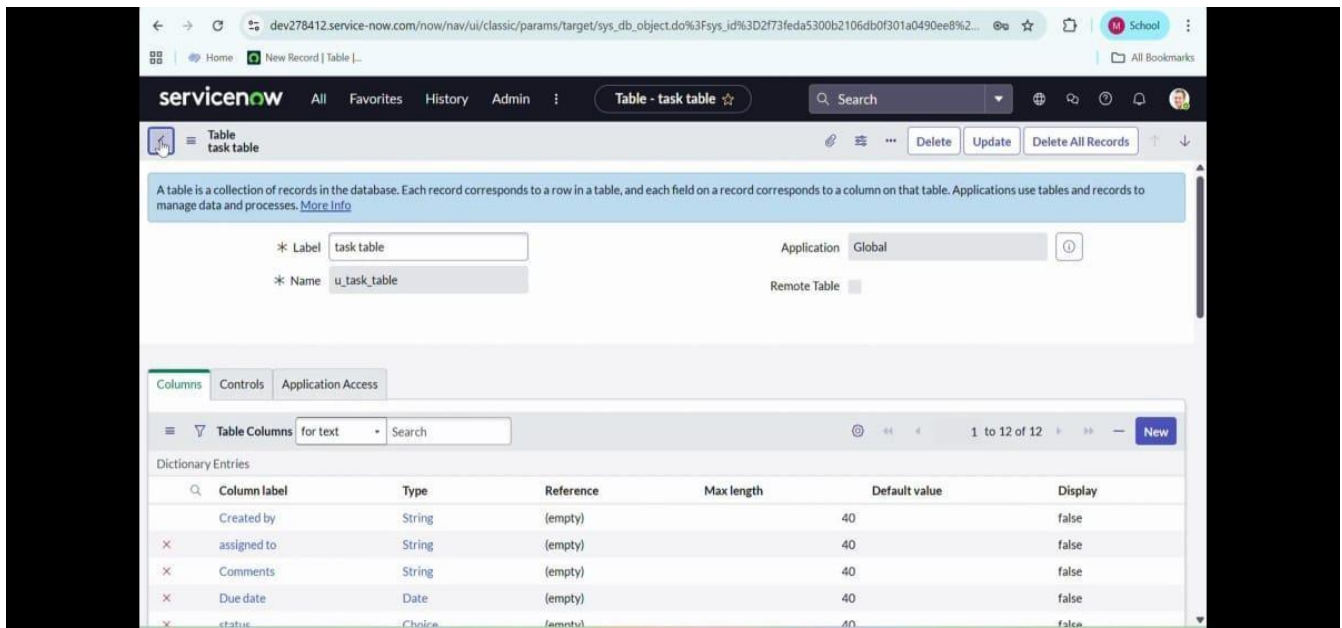


# CREATION OF ROLES:





## ASSIGNING ROLES TO USER:



## ASSIGN TABLE ACCESS TO APPLICATION:

The screenshot shows the 'Table - project table' configuration page in ServiceNow. The page includes a header with navigation links (All, Favorites, History, Admin) and a search bar. Below the header, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, displaying a table of dictionary entries. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The entries include 'Updated', 'status', 'start date', 'Created by', and 'end date'. The 'Application' is set to 'Global' and 'Remote Table' is unchecked.

Table - project table

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:  Application: Global

\* Name:  Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search 1 to 13 of 13 New

| Column label | Type      | Reference | Max length | Default value | Display |
|--------------|-----------|-----------|------------|---------------|---------|
| Updated      | Date/Time | (empty)   | 40         |               | false   |
| status       | Choice    | (empty)   | 40         |               | false   |
| start date   | Date      | (empty)   | 40         |               | false   |
| Created by   | String    | (empty)   | 40         |               | false   |
| end date     | Date      | (empty)   | 40         |               | false   |

The screenshot shows the 'Group - project team' configuration page in ServiceNow. The page includes a header with navigation links (All, Favorites, History, Admin) and a search bar. Below the header, there are tabs for 'Roles', 'Group Members (2)', and 'Groups'. The 'Group Members (2)' tab is active, displaying a list of users. The list has columns for 'User' and 'Bob p'. The 'Group' is set to 'project team'.

Group - project team

Manager:  Parent:

Description:

Update Delete

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group = project team

| User    | Bob p |
|---------|-------|
| alice p |       |
| Bob p   |       |

1 to 2 of 2

dev278412.service-now.com/now/nav/ui/classic/params/target/sys\_user.do?sys\_id=3f87bee525300b2106db0f301a0490e03%26sys...

servicenow All Favorites History Admin User - alice p Search

User alice p Internal Integration User ☐

Update Set Password Delete

Related Links  
[View linked accounts](#)  
[View Subscriptions](#)  
[Reset a password](#)

Entitled Custom Tables Roles (3) Groups (1) Delegates Subscriptions User Client Certificates

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

User = alice p

| <input type="checkbox"/> | Role                 | State  | Inherited | Inheritance Count |
|--------------------------|----------------------|--------|-----------|-------------------|
| <input type="checkbox"/> | project member       | Active | false     |                   |
| <input type="checkbox"/> | u_task_table_user    | Active | false     |                   |
| <input type="checkbox"/> | u_project_table_user | Active | false     |                   |

1 to 3 of 3

https://dev278412.service-now.com/sys\_user\_role.do?sys\_id=57012965300b...

dev278412.service-now.com/now/nav/ui/classic/params/target/sys\_user.do?sys\_id=3f87bee525300b2106db0f301a0490e03%26sys...

servicenow All Favorites History Admin User - Bob p Search

User Bob p Active ☒ Photo Click to add...

Web service access only ☐

Internal Integration User ☐

Update Set Password Delete

Related Links  
[View linked accounts](#)  
[View Subscriptions](#)  
[Reset a password](#)

Entitled Custom Tables Roles (2) Groups (1) Delegates Subscriptions User Client Certificates

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

User = Bob p

| <input type="checkbox"/> | Role              | State  | Inherited | Inheritance Count |
|--------------------------|-------------------|--------|-----------|-------------------|
| <input type="checkbox"/> | u_task_table_user | Active | false     |                   |
| <input type="checkbox"/> | Team member       | Active | false     |                   |

1 to 2 of 2

dev278412.service-now.com/now/nav/ui/classic/params/target/sys\_app\_application.do%3Fsys\_id%3D2f01be1a5300b2106db0f301a0490... School

Home New Record | Table | 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  Application  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

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

Hint

Description

dev278412.service-now.com/now/nav/ui/classic/params/target/sys\_app\_application.do%3Fsys\_id%3Dba447a5e5300b2106db0f301a0490... School

Home New Record | Table | Application Menu - task table Search

Application Menu  
task 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  Application  Active ☒

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

Roles u\_task\_table\_user, project member, Team member

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

Category

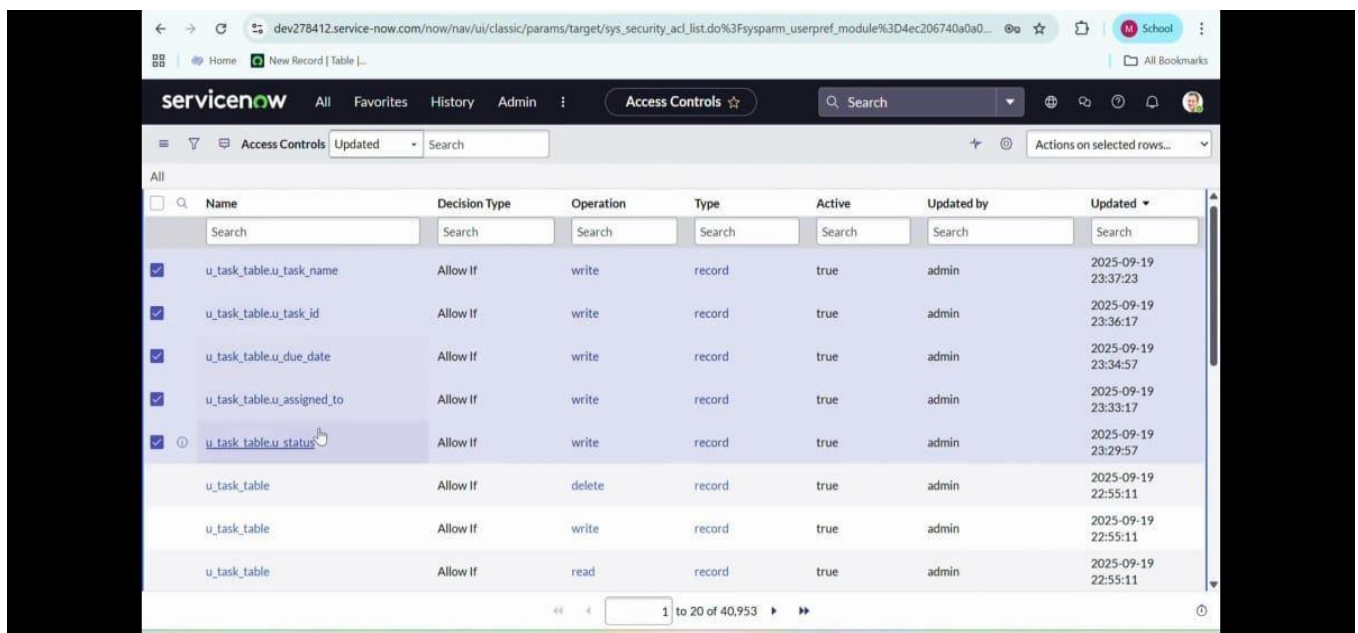
The text that appears in a tooltip when a user points to this application menu

Hint

Description



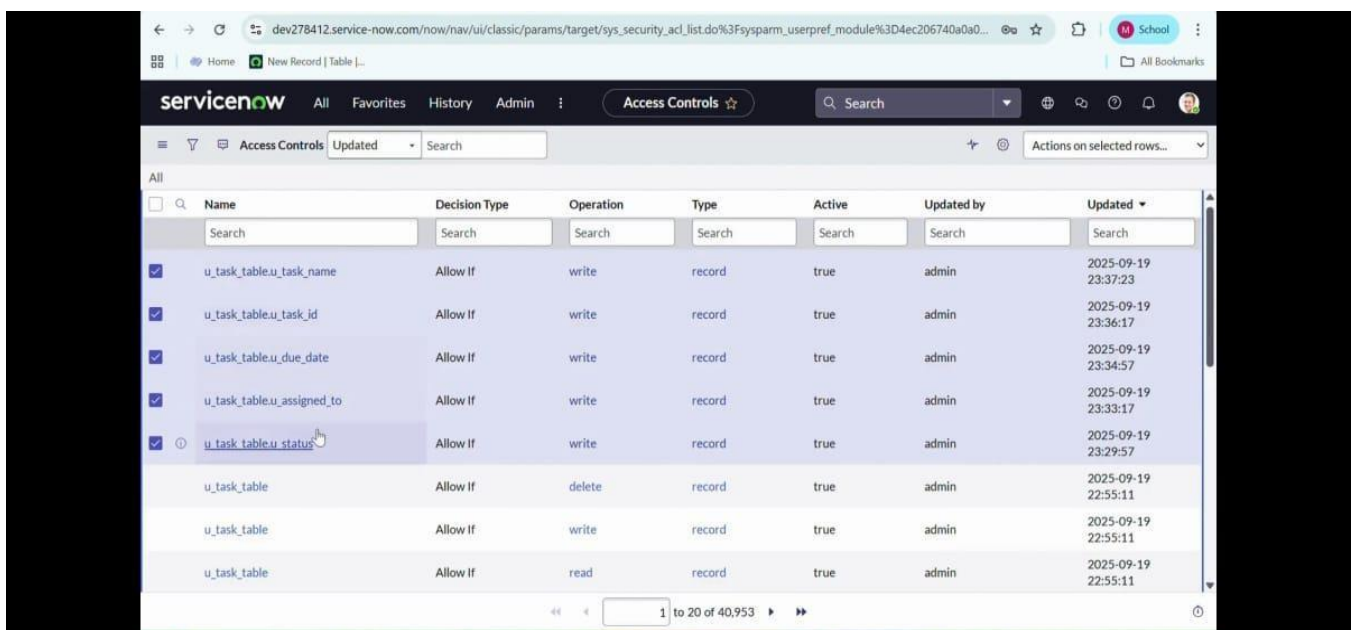
## CREATION OF ACCESS CONTROL LIST(ACL):



The screenshot shows the ServiceNow 'Access Controls' page. The table lists ACL entries for the 'u\_task\_table' with various fields and operations. The entry 'u\_task\_table.u\_status' is highlighted.

| Name                       | Decision Type | Operation | Type   | Active | Updated by | Updated             |
|----------------------------|---------------|-----------|--------|--------|------------|---------------------|
| u_task_table.u_task_name   | Allow If      | write     | record | true   | admin      | 2025-09-19 23:37:23 |
| u_task_table.u_task_id     | Allow If      | write     | record | true   | admin      | 2025-09-19 23:36:17 |
| u_task_table.u_due_date    | Allow If      | write     | record | true   | admin      | 2025-09-19 23:34:57 |
| u_task_table.u_assigned_to | Allow If      | write     | record | true   | admin      | 2025-09-19 23:33:17 |
| u_task_table.u_status      | Allow If      | write     | record | true   | admin      | 2025-09-19 23:29:57 |
| u_task_table               | Allow If      | delete    | record | true   | admin      | 2025-09-19 22:55:11 |
| u_task_table               | Allow If      | write     | record | true   | admin      | 2025-09-19 22:55:11 |
| u_task_table               | Allow If      | read      | record | true   | admin      | 2025-09-19 22:55:11 |

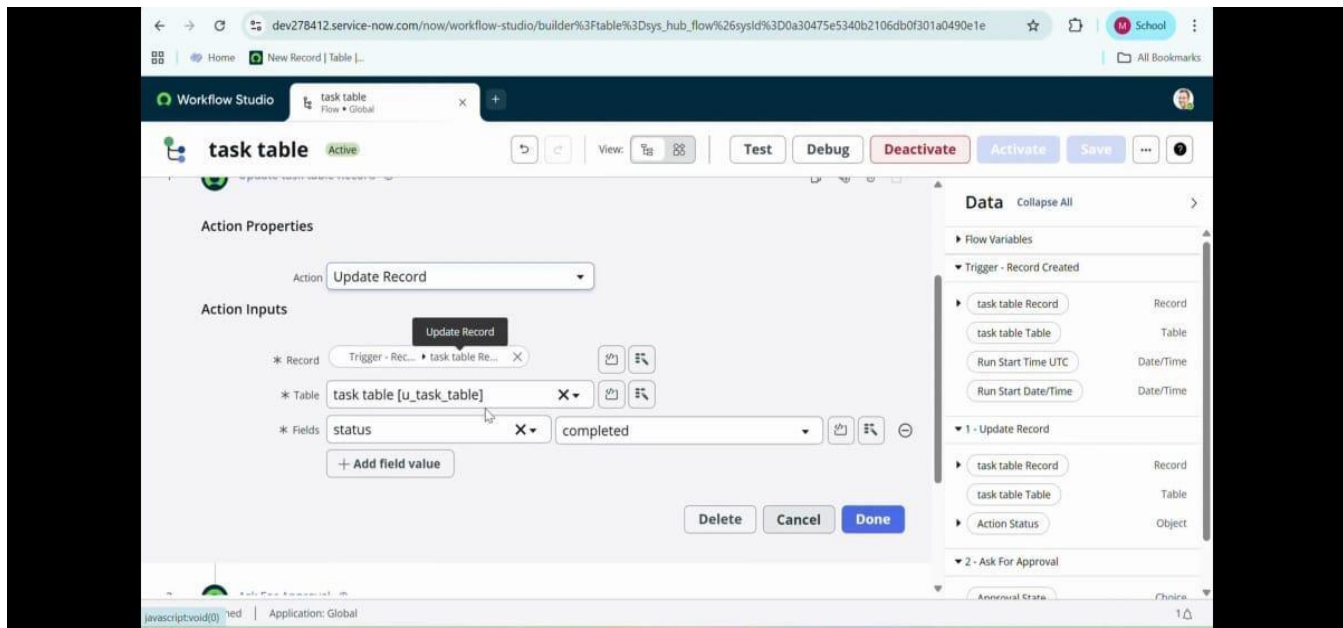
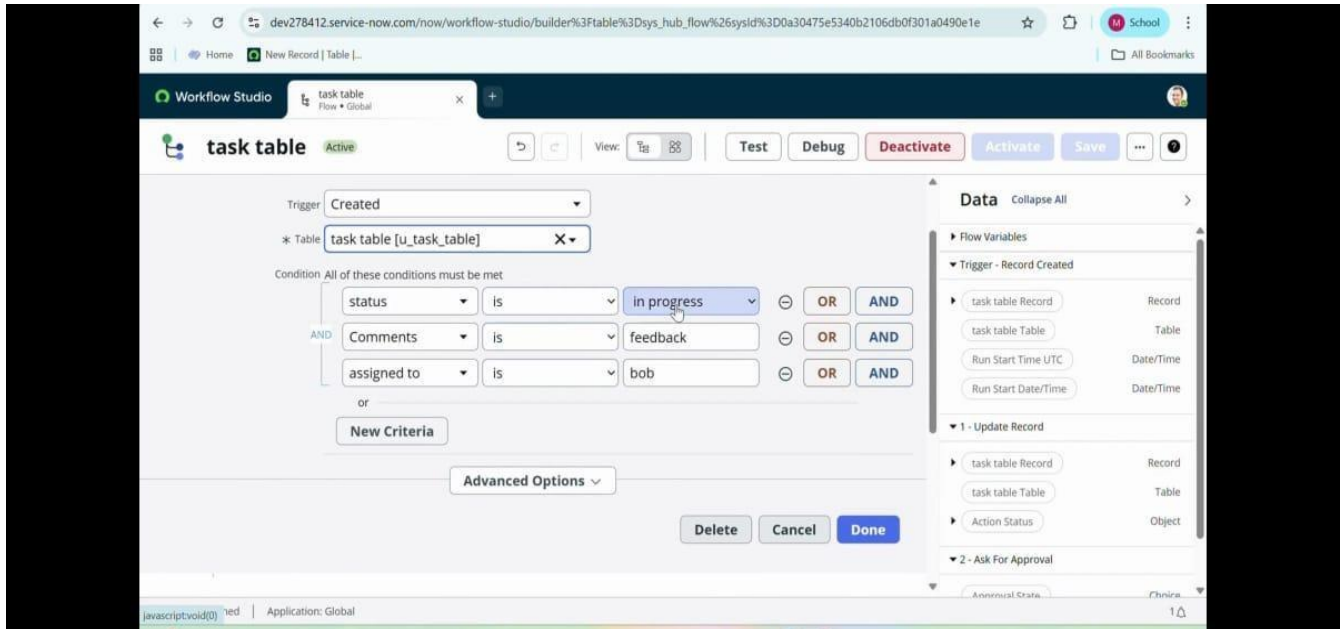
## CREATE A FLOW TO ASSIGN OPERATION TICKETS TO GROUPS:

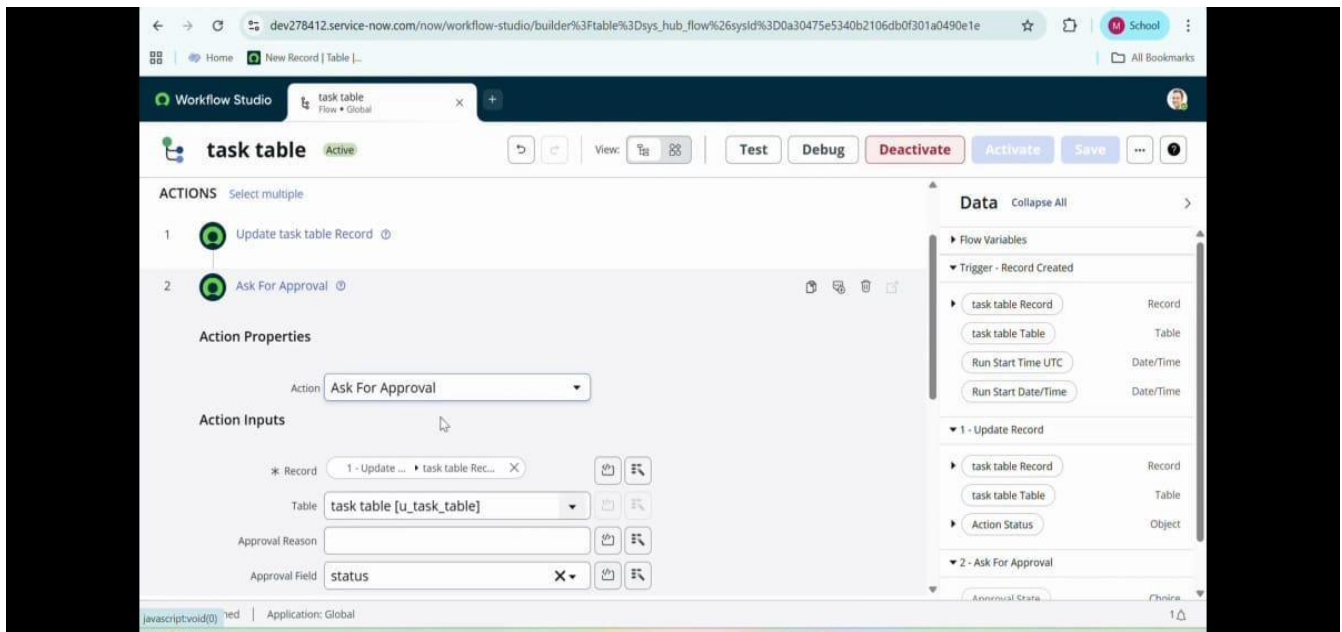


The screenshot shows the ServiceNow 'Access Controls' page, identical to the one above. The entry 'u\_task\_table.u\_status' is highlighted.

| Name                       | Decision Type | Operation | Type   | Active | Updated by | Updated             |
|----------------------------|---------------|-----------|--------|--------|------------|---------------------|
| u_task_table.u_task_name   | Allow If      | write     | record | true   | admin      | 2025-09-19 23:37:23 |
| u_task_table.u_task_id     | Allow If      | write     | record | true   | admin      | 2025-09-19 23:36:17 |
| u_task_table.u_due_date    | Allow If      | write     | record | true   | admin      | 2025-09-19 23:34:57 |
| u_task_table.u_assigned_to | Allow If      | write     | record | true   | admin      | 2025-09-19 23:33:17 |
| u_task_table.u_status      | Allow If      | write     | record | true   | admin      | 2025-09-19 23:29:57 |
| u_task_table               | Allow If      | delete    | record | true   | admin      | 2025-09-19 22:55:11 |
| u_task_table               | Allow If      | write     | record | true   | admin      | 2025-09-19 22:55:11 |
| u_task_table               | Allow If      | read      | record | true   | admin      | 2025-09-19 22:55:11 |







## TESTING THE FLOW:

