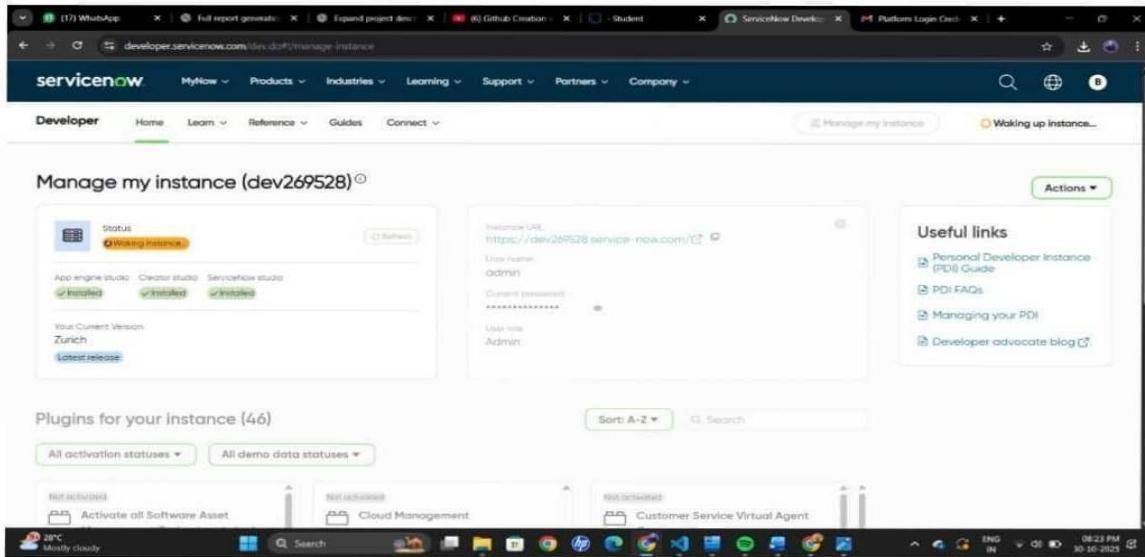


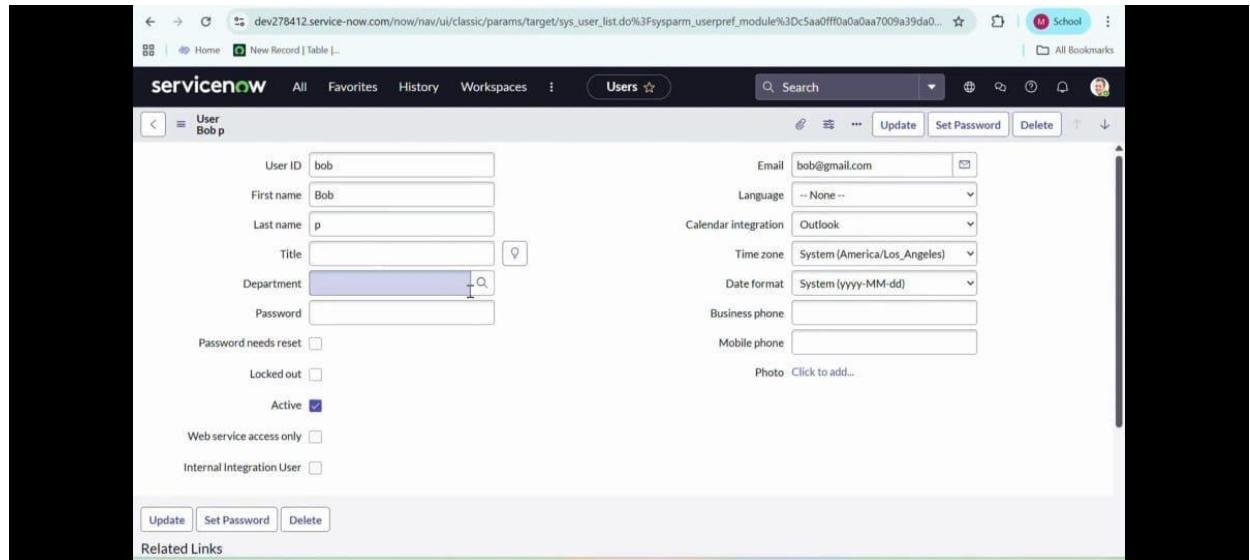
Performance and Testing

Date	13 NOVEMBER 2025
Team ID	NM2025TMID02267
Project Name	Optimizing Users ,Groups and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

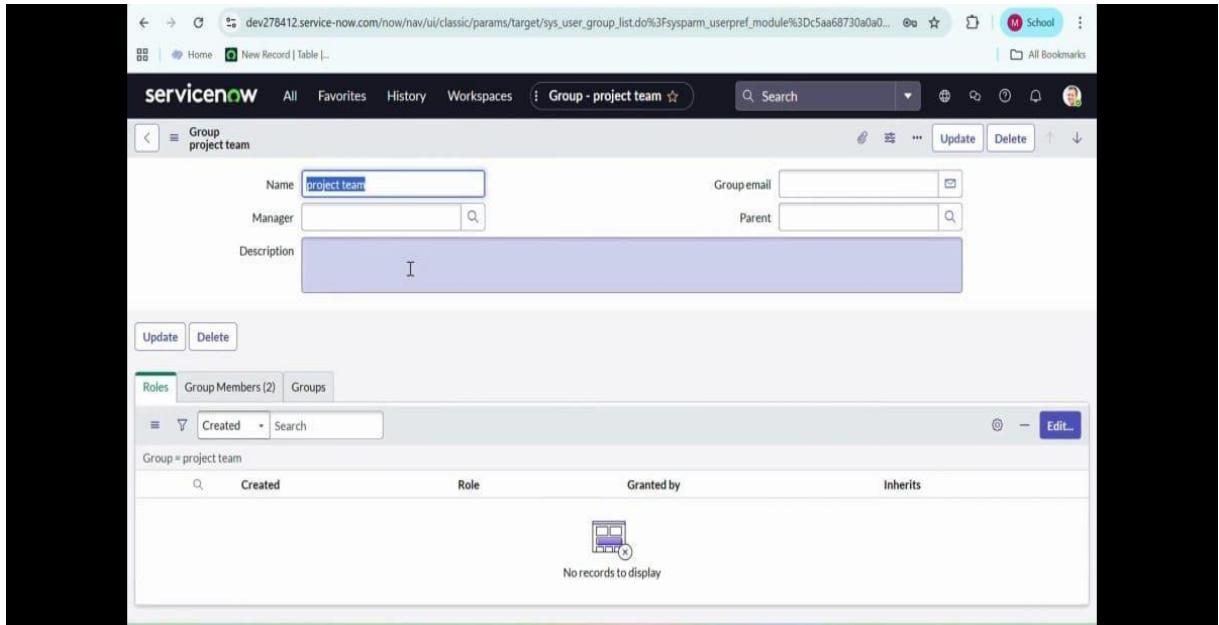
SETTING UP SERVICE NOW INSTANCE



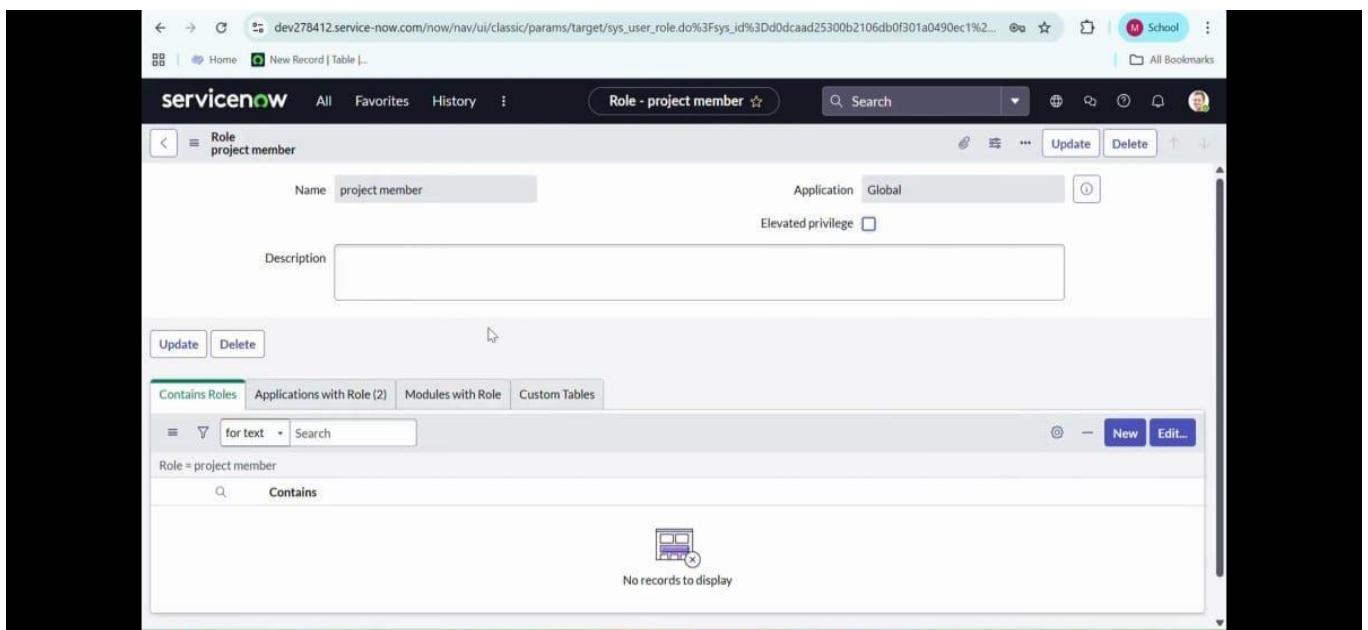
CREATION OF USER



CREATION OF GROUPS



CREATION OF ROLES:

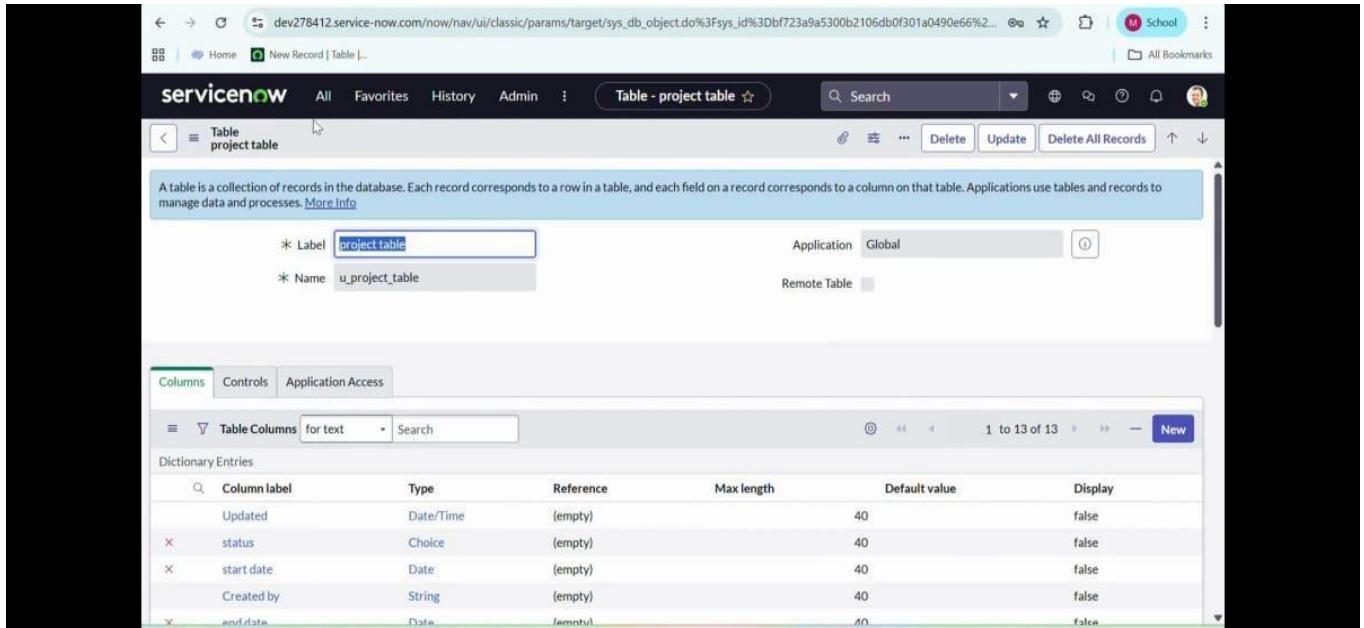


The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - Team member". The main form has a "Name" field set to "Team member", an "Application" field set to "Global", and an "Elevated privilege" checkbox unchecked. A "Description" field is empty. Below the form are "Update" and "Delete" buttons. A tab bar at the bottom includes "Contains Roles", "Applications with Role (1)", "Modules with Role", and "Custom Tables". A search bar and a "New" button are also present.

ASSIGNING ROLES TO USER:

The screenshot shows the ServiceNow interface for creating a new table. The title bar says "Table - task table". The main form has a "Label" field set to "task table", a "Name" field set to "u.task_table", and a "Remote Table" field empty. Below the form are "Columns", "Controls", and "Application Access" tabs. A search bar and a "New" button are also present. A table titled "Dictionary Entries" lists columns: "Column label", "Type", "Reference", "Max length", "Default value", and "Display". The first row is "Created by", Type "String", Reference "(empty)", Max length 40, Default value "false", and Display "false". Subsequent rows are "assigned to", "Comments", "Due date", and "etstatus", all with similar properties.

ASSIGN TABLE ACCESS TO APPLICATION:



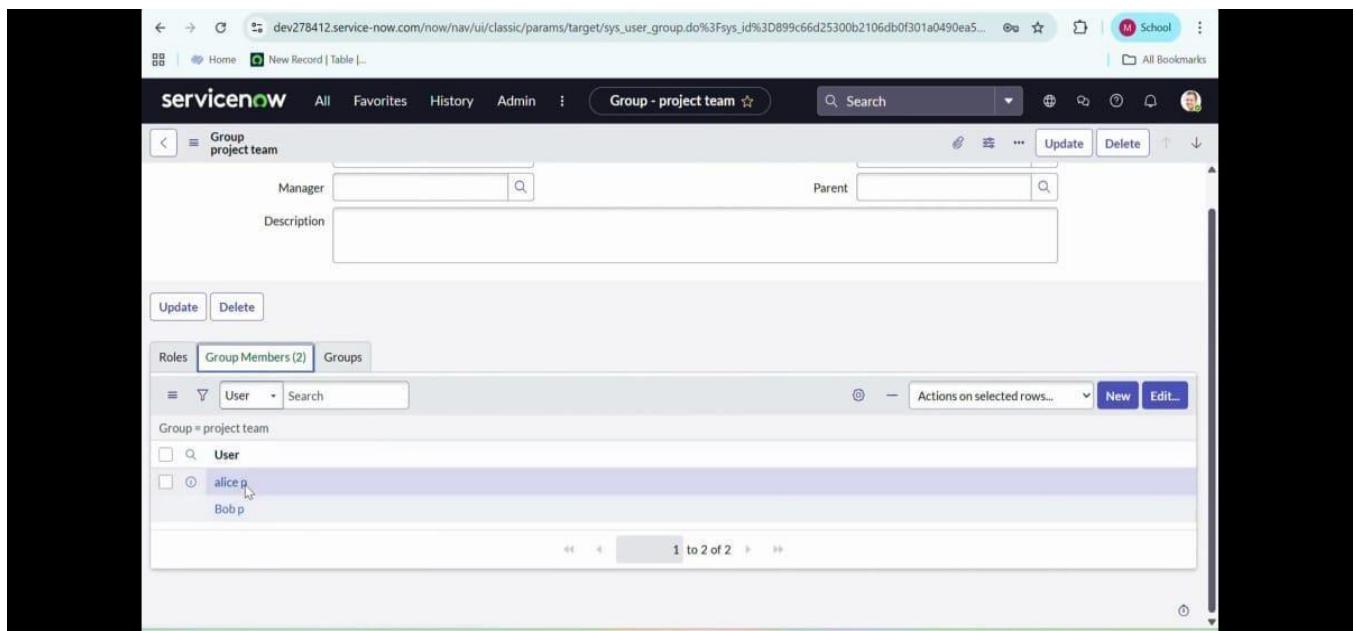
The screenshot shows the ServiceNow interface for configuring a table named "project table".

Table Information:

- Label: project table
- Application: Global
- Name: u_project_table
- Remote Table: None

Dictionary Entries:

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



The screenshot shows the ServiceNow interface for managing a group named "Group - project team".

Group Details:

- Manager: None
- Parent: None
- Description: None

Group Members:

- Roles: User
- Group Members (2):
 - alice p (selected)
 - Bob p

servicenow

User - alice p

Internal Integration User

Related Links

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

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_task_table_user	Active	false	
u_project_table_user	Active	false	

https://dev278412.service-now.com/sys_user_role.do?sys_id=5701f2965300b...

servicenow

User - Bob p

Active

Web service access only

Internal Integration User

Related Links

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

Role	State	Inherited	Inheritance Count
u_task_table_user	Active	false	
Team member	Active	false	

servicenow Application Menu - project table

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 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

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

Hint

Description

servicenow Application Menu - task table

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 Global

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 list view. The top navigation bar includes links for Home, New Record, and Table. The main title is "Access Controls". The table has columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. There are 40,953 total rows.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
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. The top navigation bar includes links for Home, New Record | Table ..., and All Bookmarks. The main title is "Access Controls". The search bar contains the placeholder "Search". Below the search bar, there are filter options: "Access Controls" (selected), "Updated", and a dropdown menu for "Actions on selected rows...". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists several access rules, many of which are for the "u_task_table" entity. One row, "u_task_table.u_status", is highlighted in blue.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
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

The screenshot shows the ServiceNow Workflow Studio interface for a "task table" flow. The main area displays a trigger configuration:

- Trigger:** Created
- Table:** task table [u_task_table]

Condition: All of these conditions must be met:

- status is in progress
- Comments is feedback
- assigned to is bob

On the right side, the "Data" panel is expanded, showing the following steps:

- Trigger - Record Created**
 - task table Record
 - task table Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record**
 - task table Record
 - task table Table
 - Action Status
- 2 - Ask For Approval**
 - Approval Status

At the bottom, there are "Delete", "Cancel", and "Done" buttons.

The screenshot shows the ServiceNow Workflow Studio interface for a "task table" flow. The main area displays an action configuration:

- Action:** Update Record

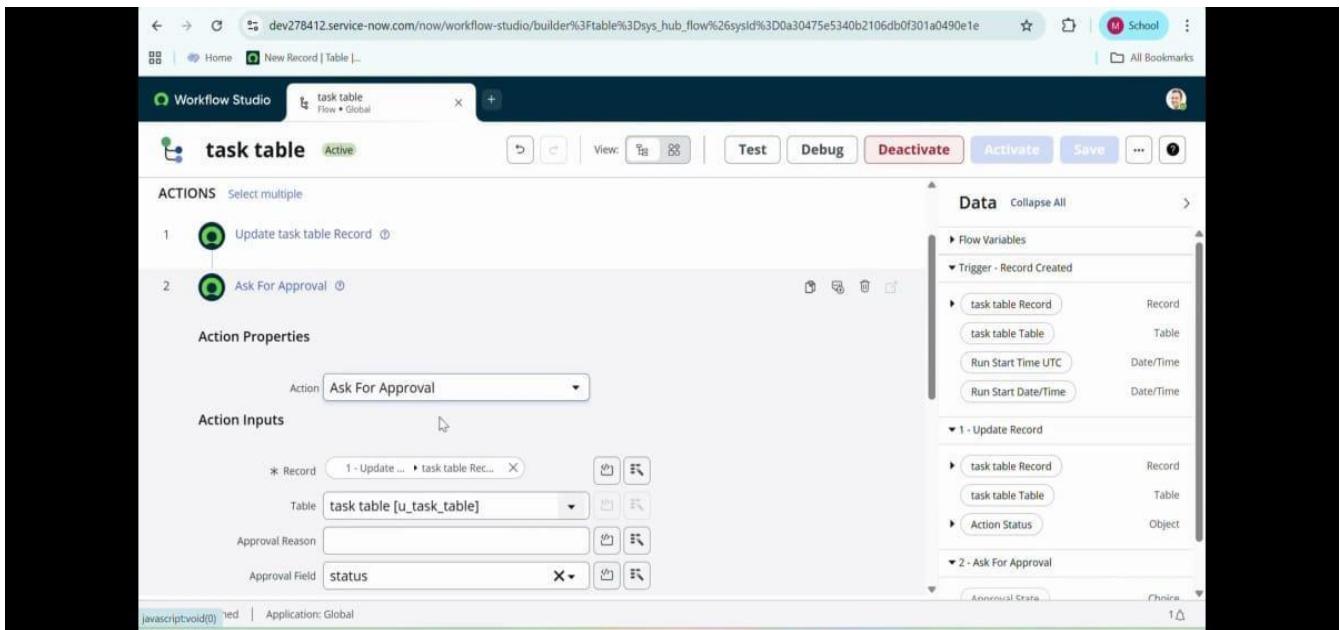
Action Inputs:

- Record:** Trigger - Record > task table Record
- Table:** task table [u_task_table]
- Fields:** status completed

On the right side, the "Data" panel is expanded, showing the following steps:

- Trigger - Record Created**
 - task table Record
 - task table Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record**
 - task table Record
 - task table Table
 - Action Status
- 2 - Ask For Approval**
 - Approval Status

At the bottom, there are "Delete", "Cancel", and "Done" buttons.



TESTING THE FLOW:

