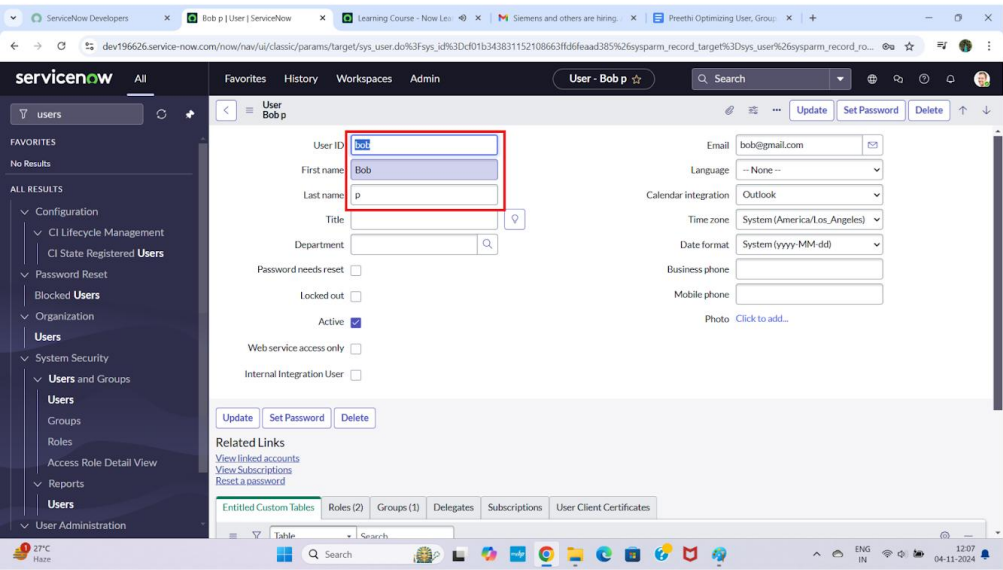
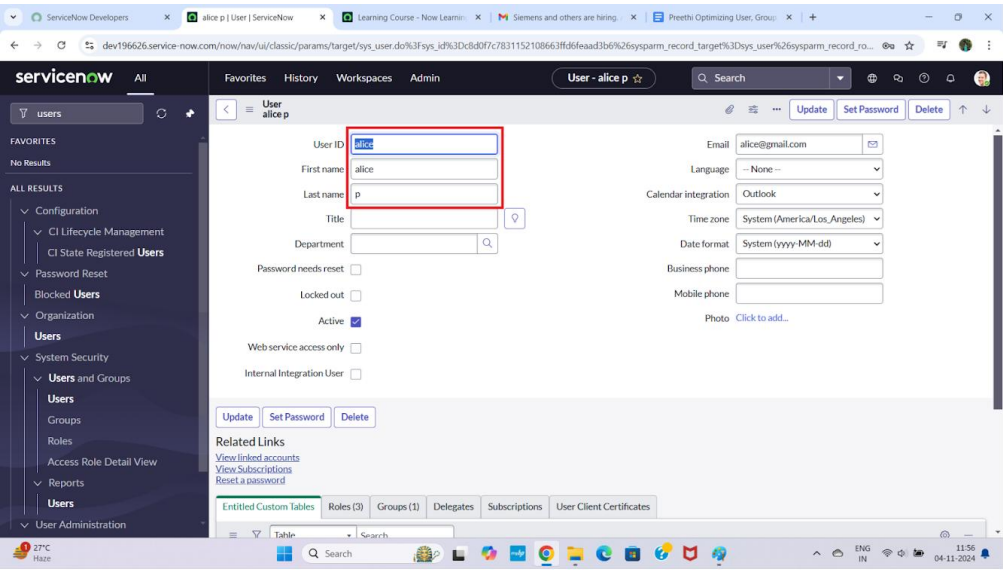


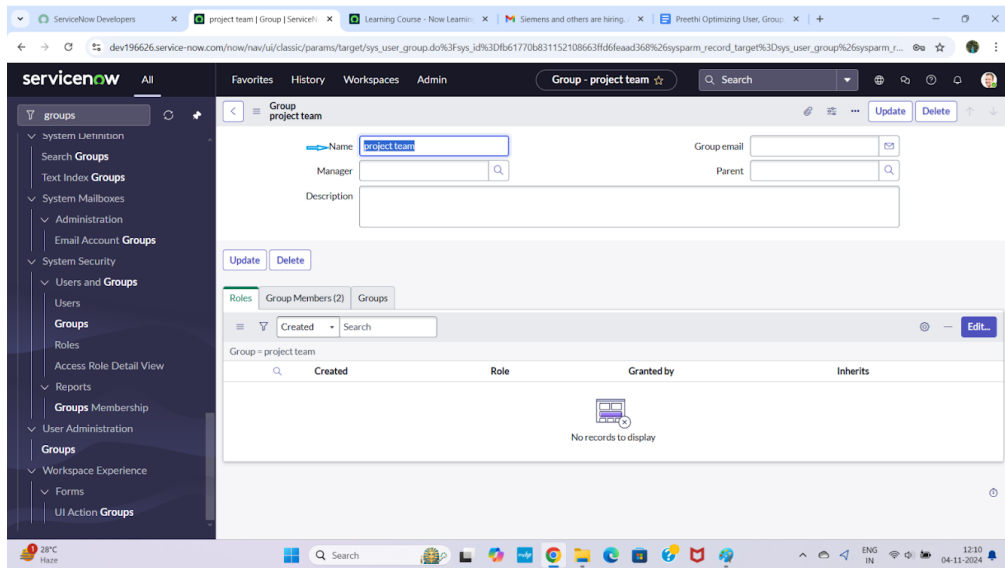
# Performance and Testing

|               |  |
|---------------|--|
| Date          | 31 October 2025  |
| Team ID       | 26F183223D3726BBDE54BD8DC6085AFC   |
| Project Name  | Optimizing User, Group, and Role Management with Access Control and Workflow |
| Maximum Marks | 2 Marks  |

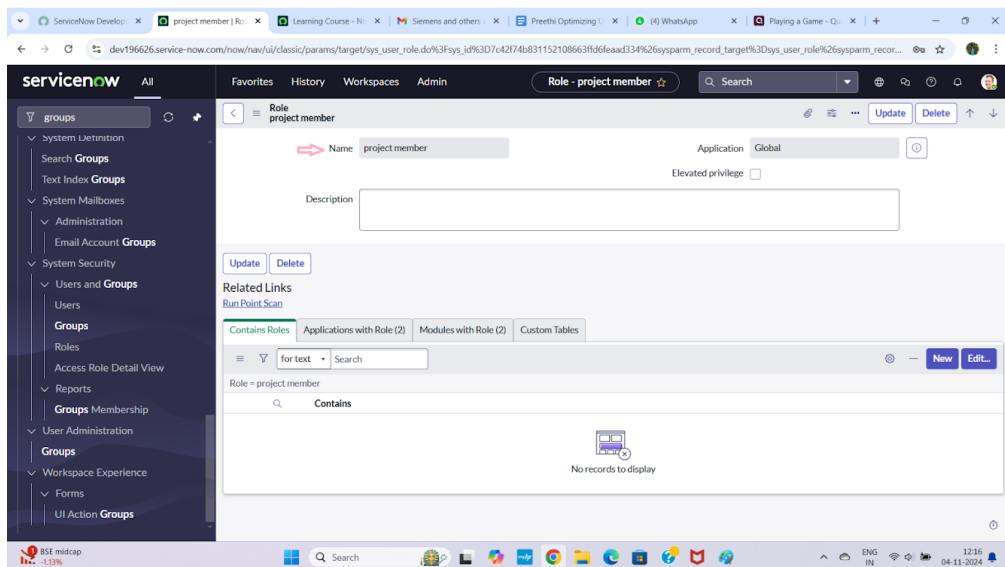
## User Creation:



## Create Group:



## Assign roles to User:



## Assign users to groups:

The screenshot shows the ServiceNow user profile for 'User - alice p'. The user is active and has the role 'u\_task\_table\_2\_user' assigned, which is highlighted with a red box. The role is a project member. The user has no subscriptions or client certificates.

**User Profile: User - alice p**

Active ☒ [Update](#) [Set Password](#) [Delete](#)

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 (3)** **Groups (1)** **Delegates** **Subscriptions** **User Client Certificates**

**Role**  **Actions on selected rows...** [Edit...](#)

User = alice p

| Role  | State  | Inherited | Inheritance Count |
|---|--------|-----------|-------------------|
| <input type="checkbox"/> u_task_table_2_user  | Active | false     |                   |
| <input type="checkbox"/> project member       | Active | false     |                   |
| <input type="checkbox"/> u_project_table_user | Active | false     |                   |

1 to 3 of 3

The screenshot shows the ServiceNow user profile for 'User - Bob p'. The user is active and has the role 'u\_task\_table\_2\_user' assigned, which is highlighted with a red box. The role is a team member. The user has no subscriptions or client certificates.

**User Profile: User - Bob p**

Active ☒ [Update](#) [Set Password](#) [Delete](#)

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**  **Actions on selected rows...** [Edit...](#)

User = Bob p

| Role   | State  | Inherited | Inheritance Count |
|--|--------|-----------|-------------------|
| <input type="checkbox"/> u_task_table_2_user | Active | false     |                   |
| <input type="checkbox"/> team member         | Active | false     |                   |

1 to 2 of 2

## Application access:

The screenshot shows the 'Application Menu - project table' configuration page in ServiceNow. The page has a header with the ServiceNow logo, navigation tabs (All, Favorites, History, Admin), and a search bar. The main content area includes a title field with 'project table', an 'Application' dropdown set to 'Global', and an 'Active' checkbox checked. A blue informational box states: '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](#)'. Below this, a 'Roles' section shows 'project member' with an edit icon. Another blue box explains: 'Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.' A 'Category' dropdown is set to 'Custom Applications'. A final blue box states: 'Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.' At the bottom, there are 'Update' and 'Delete' buttons, and a watermark for 'Activate Windows'.

servicenow All Favorites History Admin 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

Activate Windows  
Go to Settings to activate Windows.

The screenshot shows the 'Application Menu - task table 2' configuration page in ServiceNow. The page layout is similar to the first one, with the title field containing 'task table 2'. The 'Application' dropdown is set to 'Global' and the 'Active' checkbox is checked. A blue informational box states: 'Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.' The 'Roles' section shows 'u\_task\_table\_2\_user, project member, team member' with an edit icon. Another blue box explains: 'Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.' A 'Category' dropdown is set to 'Custom Applications'. A final blue box states: 'The text that appears in a tooltip when a user points to this application menu'. At the bottom, there are 'Update' and 'Delete' buttons, and a watermark for 'Activate Windows'.

servicenow All Favorites History Admin Application Menu - task table 2 Search

< Application Menu task table 2 Update Delete

\* Title task table 2 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\_2\_user, project member, team 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

Activate Windows  
Go to Settings to activate Windows.

Access control list:

Copy of template - GoogleServiceNow DevelopersServiceNowNew Record | AccessControl | ChatGPTNew Tab

dev196626.service-now.com/now/nav/ui/classic/params/target/sys\_security\_acl.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_security\_acl%26sysparm\_che...

servicenowAllFavoritesHistoryAdminAccess Control - New RecordSearch

Access ControlNew recordSubmit

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

Type: record

Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

Name: task table 2 [u\_task\_table\_2]

Description:

Applies To: No. of records matching the condition: 1

Application: Global

Active: ☒

Advanced: ☐

fields

status

Add Filter ConditionAdd "OR" Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

Copy of template - GoogleServiceNow DevelopersServiceNowAccess Controls | ServiceNowChatGPTNew Tab

dev196626.service-now.com/now/nav/ui/classic/params/target/sys\_security\_acl\_list.do%3Fsysparm\_query%3Dsys\_created\_onONToday%40javascript%3Ags.beginningOfToda...

servicenowAllFavoritesHistoryWorkspacesAccess ControlsSearch

Access ControlsNameSearchActions on selected rows...New

All > Created on Today

|                          | Name                         | Decision Type | Operation | Type   | Active | Updated by | Updated             |
|--------------------------|------------------------------|---------------|-----------|--------|--------|------------|---------------------|
| <input type="checkbox"/> | u_leave_request              | Allow If      | delete    | record | true   | admin      | 2024-10-22 02:27:59 |
| <input type="checkbox"/> | u_leave_request              | Allow If      | create    | record | true   | admin      | 2024-10-22 02:27:59 |
| <input type="checkbox"/> | u_task_table                 | Allow If      | read      | record | true   | admin      | 2024-10-22 04:21:28 |
| <input type="checkbox"/> | u_task_table                 | Allow If      | write     | record | true   | admin      | 2024-10-22 04:20:15 |
| <input type="checkbox"/> | u_task_table.u_assigned_to   | Allow If      | write     | record | true   | admin      | 2024-10-22 04:33:53 |
| <input type="checkbox"/> | u_task_table.u_due_date      | Allow If      | write     | record | true   | admin      | 2024-10-22 04:33:14 |
| <input type="checkbox"/> | u_task_table.u_task_id       | Allow If      | write     | record | true   | admin      | 2024-10-22 04:27:47 |
| <input type="checkbox"/> | u_task_table.u_task_name     | Allow If      | write     | record | true   | admin      | 2024-10-22 04:31:14 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | write     | record | true   | admin      | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | read      | record | true   | admin      | 2024-10-22 21:26:57 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | read      | record | true   | admin      | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | write     | record | true   | admin      | 2024-10-22 21:28:27 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | create    | record | true   | admin      | 2024-10-22 21:05:06 |
| <input type="checkbox"/> | u_task_table_2               | Allow If      | delete    | record | true   | admin      | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2.u_assigned_to | Allow If      | write     | record | true   | admin      | 2024-10-22 21:31:20 |

1 to 20 of 23

Copy of template - Google | ServiceNow Developers | ServiceNow | Create Created | task table 2 | ChatGPT

dev196626.service-now.com/now/nav/ui/classic/params/target/u\_task\_table\_2.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_task\_table\_2%26sysparm\_check...

servicenow All Favorites History task table 2 - Create Created

task table 2 New record Submit

task id assigned to

task name comments

status -- None-- due date

Submit

Activate Windows  
Go to Settings to activate Windows.

Create a Flow to Assign operations ticket to group:

Project on user | ServiceNow Dev | ServiceNow | task table | Wor | Created 2024-10-22 | ChatGPT | New Tab

dev196626.service-now.com/now/nav/ui/classic/params/target/u\_task\_table\_2.do%3Fsys\_id%3D08adb02f839992108663ffd6feaad3bb%26sysparm\_record\_target%3Du\_task\_t...

servicenow All Favorites History task table 2 - Created 2024-10-22 2... Search Update Delete

flow

FAVORITES  
No Results

ALL RESULTS

Process Automation

Workflow Studio

Flow Designer

Flow & Action Designer

Today's Executions

Active Flows

Content Definitions

assigned to bob

comments

due date

Update

Activate Windows  
Go to Settings to activate Windows.

https://dev196626.service-now.com/\$flow-designer.do?sysparm\_nostack=true

Project on user...ServiceNow Dev...ServiceNow...Homepage - Flow...Created 2024-10...ChatGPT...New Tab...+

dev196626.service-now.com/now/workflow-studio/home/flow

Workflow Studiotask tableFlow

HomepageOperationsIntegrations

PlaybooksFlowsSubflowsActionsDecision tables

Flows 39Last refreshed just now

| <input type="checkbox"/> | Name ^                                    | Application      | Status    | Active | Update              |
|--------------------------|---|------------------|-----------|--------|---------------------|
| <input type="checkbox"/> | Benchmark Recommendation Evaluator        | Benchmarks Spoke | Published | true   | 2024-09-27 22:00:13 |
| <input type="checkbox"/> | Business process approval flow            | Global           | Published | true   | 2020-09-23 04:23:59 |
| <input type="checkbox"/> | Change - Cloud Infrastructure - Authorize | Global           | Published | true   | 2020-11-11 07:08:05 |
| <input type="checkbox"/> | Change - Emergency - Authorize            | Global           | Published | true   | 2020-10-06 05:39:49 |
| <input type="checkbox"/> | Change - Emergency - Implement            | Global           | Published | true   | 2020-09-23 05:06:26 |
| <input type="checkbox"/> | Change - Emergency - Review               | Global           | Published | true   | 2020-10-27 04:18:08 |
| <input type="checkbox"/> | Change - Normal - Assess                  | Global           | Published | true   | 2020-10-06 05:37:05 |
| <input type="checkbox"/> | Change - Normal - Authorize               | Global           | Published | true   | 2020-10-06 05:38:35 |
| <input type="checkbox"/> | Change - Normal - Implement               | Global           | Published | true   | 2020-09-23 04:23:59 |

New

PlaybookFlowSubflowActionDecision table

Pick up where you left off

task tableLast updated: 14 min. ago by Syst...

Create Flow DataLast updated: 5 months ago by Sy...

StepsLast updated: 5 months ago by Sy...

Latest updates

System Administrator modified task table14 min. ago

System Administrator modified Create Flow Data5 months ago

System Administrator modified Steps Settings to activate Windows.5 months ago

System Administrator modified...

Project on user...ServiceNow Dev...ServiceNow...New Flow | Worl...Created 2024-10...ChatGPT...New Tab...+

dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1

Workflow Studiotask tableFlowOperationsNew Flow Flow

Let's get the details for your flow

Flow name \*task table

DescriptionDescribe your flow.

Application \*Global

> Show additional properties

Activate WindowsGo to Settings to activate Windows

CancelBuild flow

Workflow Studio interface showing the configuration for a task table workflow. The trigger is set to "Created" and the table is "task table 2 [u\_task\_table\_2]". The condition is "All of these conditions must be met":

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

Buttons: Delete, Cancel, Done. Status: Modified | Application: Global.

**Data Panel:**

- 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
  - Action Status

Workflow Studio interface showing the configuration for a task table workflow. The action is "Update Record" and the table is "task table 2 [u\_task\_table\_2]". The field is "status" and the value is "completed".

Buttons: Delete, Cancel, Done. Status: Published | Application: Global.

**Data Panel:**

- 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
  - Action Status



Workflow Studio interface showing a workflow named "task table" with two steps:

- Update u\_task\_table\_2 Record
- Ask For Approval

The "Ask For Approval" step is configured with the following details:

- Action: Ask For Approval
- Record: 1 - Update... u\_task\_table\_2 R...
- Table: task table 2 [u\_task\_table\_2]
- Approval Field: status
- Journal Field: Select a field
- Rules: Approve, When: All users approve, alice p X

Buttons: Test, Deactivate, Activate, Save, Add another OR rule set, Remove rule set.

Right sidebar: Data Collapse All

- Trigger - Record Created
  - task table 2 Record (Record)
  - task table 2 Table (Table)
  - Run Start Time UTC (Date/Time)
  - Run Start Date/Time (Date/Time)
- 1 - Update Record
  - u\_task\_table\_2 Record (Record)
  - u\_task\_table\_2 Table (Table)
  - Action Status (Object)
- 2 - Ask For Approval
  - Approval State (Choice)
  - Action Status (Object)

Footer: javascriptvoid() hed | Application: Global

ServiceNow interface showing a task record for "task table 2 - Created 2024-10-22 22:25:18".

Task details:

- task id: [input field]
- task name: [input field]
- status: completed
- assigned to: bob
- comments: [input field]
- due date: [calendar icon]

Buttons: Update, Delete

Footer: Activate Windows. Go to Settings to activate Windows.

|   |                                     |                                     |                                     |                                     |                                     |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <div> <div>Project on user...   ServiceNow Dev...   ServiceNow...   task table   Worl...   Approvals   Serv...   ChatGPT...   New Tab...   +</div> <div>dev196626.service-now.com/now/nav/ui/classic/params/target/sysapproval_approver_list.do%3Fsysparm_query%3D%26sysparm_first_row%3D1%26sysparm_view%3D</div> <div> <div> <div>service-now</div> <div>All Favorites History Workspaces</div> <div>Approvals</div> </div> <div> <div>Search</div> <div>Actions on selected rows...</div> </div> </div> </div> |                                     |                                     |                                     |                                     |                                     |
| All   |                                     |                                     |                                     |                                     |                                     |
| <input type="checkbox"/>  | State                               | Approver                            | Comments                            | Approval for                        | Created                             |
| <input type="checkbox"/>  | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> |
| <input type="checkbox"/>  | 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                      |                                     | CHG0000096                          | 2024-09-01 06:15:29                 |
|   | Requested                           | Ron Kettering                       |                                     | CHG0000096                          | 2024-09-01 06:15:29                 |
|   | Requested                           | Luke Wilson                         |                                     | CHG0000096                          | 2024-09-01 06:15:29                 |
|   | Requested                           | Christen Mitchell                   |                                     | CHG0000096                          | 2024-09-01 06:15:29                 |
|   | Requested                           | Bernard Laboy                       |                                     | CHG0000096                          | 2024-09-01 06:15:29                 |
|   | Requested                           | Howard Johnson                      |                                     | CHG0000095                          | 2024-09-01 06:15:25                 |
|   | Requested                           | Ron Kettering                       |                                     | CHG0000095                          | 2024-09-01 06:15:25                 |
|   | Requested                           | Luke Wilson                         |                                     | CHG0000095                          | 2024-09-01 06:15:25                 |
|   | Requested                           | Christen Mitchell                   |                                     | CHG0000095                          | 2024-09-01 06:15:25                 |
|   | Requested                           | Bernard Laboy                       |                                     | CHG0000095                          | 2024-09-01 06:15:25                 |

## Conclusion:

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.





