

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:

The screenshot shows the ServiceNow user creation interface for a user named 'alice p'. The 'User ID' field is highlighted with a red box. The user's first name is 'alice' and last name is 'p'. Other fields include email (alice@gmail.com), language (None), calendar integration (Outlook), time zone (System (America/Los_Angeles)), date format (System (yyyy-MM-dd)), business phone, mobile phone, and photo (Click to add...). The 'Active' checkbox is checked. Related links include View linked accounts, View Subscriptions, and Reset a password. At the bottom, there are tabs for Entitled Custom Tables, Roles (3), Groups (1), Delegates, Subscriptions, and User Client Certificates.

The screenshot shows the ServiceNow user creation interface for a user named 'Bob p'. The 'User ID' field is highlighted with a red box. The user's first name is 'Bob' and last name is 'p'. Other fields include email (bob@gmail.com), language (None), calendar integration (Outlook), time zone (System (America/Los_Angeles)), date format (System (yyyy-MM-dd)), business phone, mobile phone, and photo (Click to add...). The 'Active' checkbox is checked. Related links include View linked accounts, View Subscriptions, and Reset a password. At the bottom, there are tabs for Entitled Custom Tables, Roles (2), Groups (1), Delegates, Subscriptions, and User Client Certificates.

Create Group:

The screenshot shows the ServiceNow interface for creating a new group. The left sidebar navigation bar is visible, showing various system and user-related modules. The main content area is titled "Group - project team". It has fields for "Name" (set to "Project team"), "Manager" (empty), "Group email" (empty), and "Parent" (empty). A "Description" field is also present. Below these fields are "Update" and "Delete" buttons. Underneath, there's a section for "Roles" and "Group Members (2)". This section includes a search bar and a table header with columns: "Created", "Role", "Granted by", and "Inherits". The table body is empty, displaying the message "No records to display". At the bottom of the screen, the Windows taskbar shows the date and time as 04-11-2024 at 12:10.

Assign roles to User:

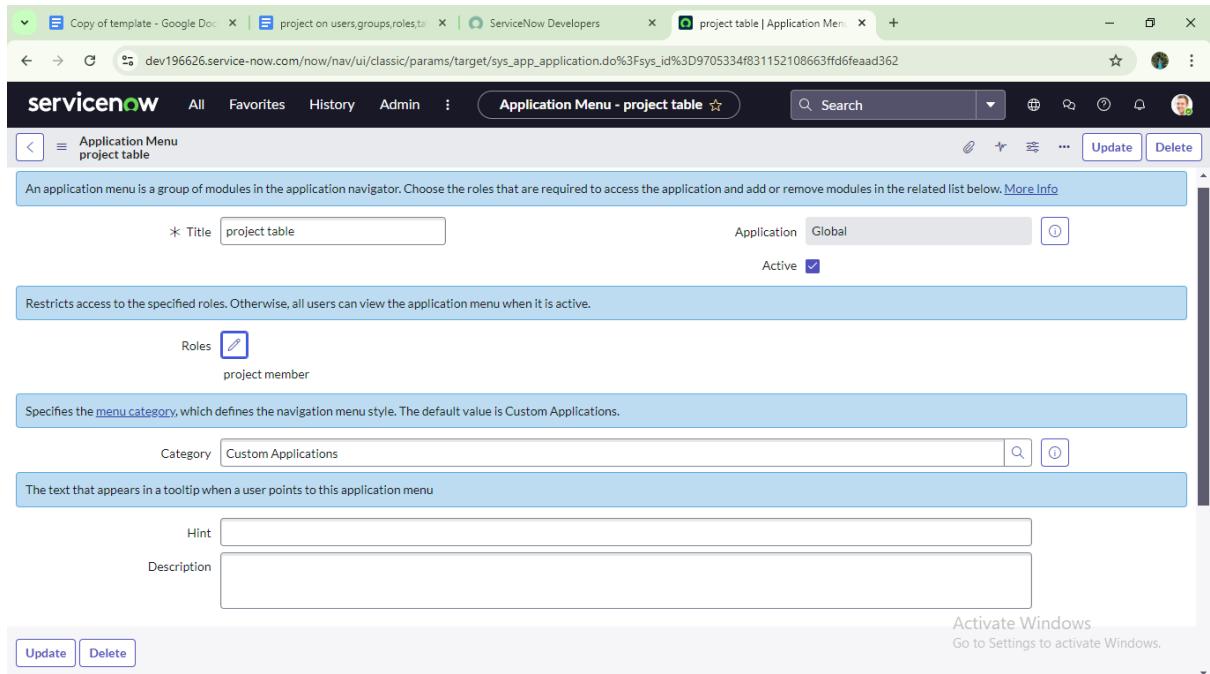
The screenshot shows the ServiceNow interface for creating a new role. The left sidebar navigation bar is visible. The main content area is titled "Role - project member". It has fields for "Name" (set to "project member"), "Application" (set to "Global"), and "Elevated privilege" (unchecked). A "Description" field is also present. Below these fields are "Update" and "Delete" buttons. Underneath, there's a section for "Related Links" and "Run Point Scan". A "Contains Roles" tab is selected, showing a search bar and a table header with columns: "Role" and "Contains". The table body is empty, displaying the message "No records to display". At the bottom of the screen, the Windows taskbar shows the date and time as 04-11-2024 at 12:16.

Assign users to groups:

The screenshot shows the ServiceNow user interface for 'User - alice p'. The left sidebar navigation includes 'System Definition', 'Search Groups', 'Text Index Groups', 'System Mailboxes', 'Administration' (with 'Email Account Groups'), 'System Security', 'Users and Groups' (selected), 'Users', 'Groups' (selected), 'Roles', 'Access Role Detail View', 'Reports', 'Groups Membership', 'User Administration', 'Groups' (selected), 'Workspace Experience', and 'Forms'. The main content area displays the user's details: 'Active' checked, 'Web service access only' and 'Internal Integration User' unchecked. Below this are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section lists 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The 'Entitled Custom Tables' section shows three roles: 'u_task_table_2_user' (selected and highlighted with a red box), 'project member', and 'u_project_table_user'. The 'Role' column lists the role names, 'State' shows they are all 'Active', and 'Inherited' and 'Inheritance Count' are both 'false'. The status bar at the bottom indicates '12:59 04-11-2024'.

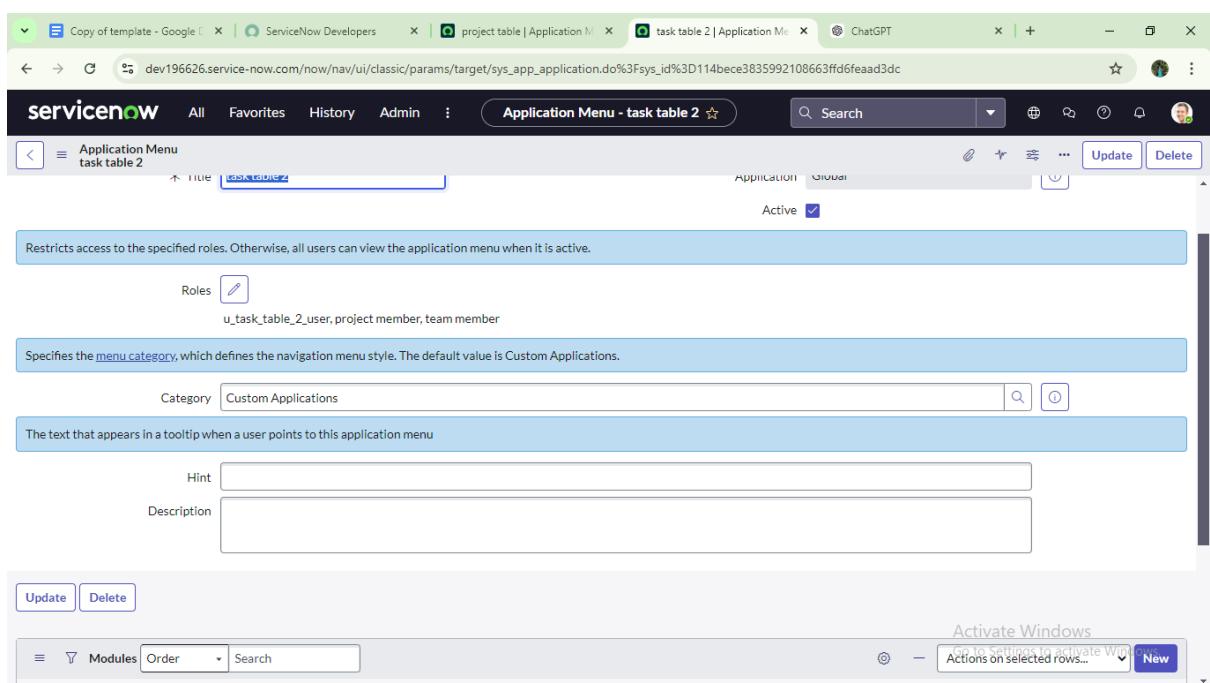
The screenshot shows the ServiceNow user interface for 'User - Bob p'. The left sidebar navigation is identical to the previous screenshot. The main content area displays the user's details: 'Active' checked, 'Web service access only' checked, and 'Internal Integration User' unchecked. Below this are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section lists 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The 'Entitled Custom Tables' section shows two roles: 'u_task_table_2_user' (selected and highlighted with a red box) and 'team member'. The 'Role' column lists the role names, 'State' shows they are both 'Active', and 'Inherited' and 'Inheritance Count' are both 'false'. The status bar at the bottom indicates '14:06 04-11-2024'.

Application access:



The screenshot shows the 'Application Menu - project table' configuration page in ServiceNow. The title is 'project table'. The application is set to 'Global' and is marked as 'Active'. The 'Roles' section lists 'project member'. The 'Category' is set to 'Custom Applications'. The 'Hint' and 'Description' fields are empty. At the bottom, there are 'Update' and 'Delete' buttons.

Activate Windows
Go to Settings to activate Windows.



The screenshot shows the 'Application Menu - task table 2' configuration page in ServiceNow. The title is 'task table 2'. The application is set to 'Order' and is marked as 'Active'. The 'Roles' section lists 'u_task_table_2_user, project member, team member'. The 'Category' is set to 'Custom Applications'. The 'Hint' and 'Description' fields are empty. At the bottom, there are 'Update' and 'Delete' buttons, along with a 'Modules' tab and a search bar.

Activate Windows
Go to Settings to activate Windows.

Access control list:

Access Control - New Record

Type: record

Operation: write

Decision Type: Allow If

Admin overrides: checked

Protection policy: None

Name: task_table_2[u_task_table_2]

Description: status

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

Conditions

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

Access Controls

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

task table 2 - Create Created

task id	assigned to
task name	comments
status	due date

Submit

Activate Windows
Go to Settings to activate Windows.

Create a Flow to Assign operations ticket to group:

task table 2 - Created 2024-10-22 2...

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](https://dev196626.service-now.com/$flow-designer.do?sysparm_nostack=true)

Screenshot of the ServiceNow Workflow Studio homepage showing the Flows tab selected. A context menu is open over a flow named "task table".

The context menu items are:

- New
- Playbook
- Flow (selected)
- Subflow
- Action
- Decision table

On the right side of the screen, there is a sidebar titled "Pick up where you left off" which lists recent activities:

- task table (Last updated: 14 min. ago by System Administrator)
- Create Flow Data (Last updated: 5 months ago by System Administrator)
- Steps (Last updated: 5 months ago by System Administrator)

Below the sidebar, there is a section titled "Latest updates" showing recent modifications:

- System Administrator modified task table 14 min. ago
- System Administrator modified Create Flow Data 5 months ago
- System Administrator modified Steps Settings to activate Windows. 5 months ago

Custom Advertisements are visible at the bottom.

Screenshot of the ServiceNow Workflow Studio builder interface for creating a new flow named "task table".

The builder interface shows a canvas on the left and a configuration panel on the right.

Canvas (Left): Shows a simple flow diagram with two parallel steps, each represented by a blue rounded rectangle with a plus sign inside.

Configuration Panel (Right):

- Flow name ***: task table
- Description**: Describe your flow.
- Application ***: Global

Buttons at the bottom:

- Activate Windows (disabled)
- Go to Settings to activate Windows
- Cancel
- Build flow

Workflow Studio - task table Flow

task table Active

Trigger: Created

* Table: task table 2 [u_task_table_2]

Condition: All of these conditions must be met

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

Advanced Options

Delete Cancel Done

Data

- 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
 - Activate Windows

Status: Modified | Application: Global

Workflow Studio - task table Flow

task table Active

1 Update u_task_table_2 Record

Action: Update Record

* Record: Trigger - Re... > task table 2 R...

* Table: task table 2 [u_task_table_2]

* Fields: status completed

2 Ask For Approval

Add an Action, Flow Logic, or Subflow

Data

- 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
 - Activate Windows

Status: Published | Application: Global

Workflow Studio - task table

Operations

task table Flow

task table Active

1 Update u_task_table_2 Record

2 Ask For Approval

Action: Ask For Approval

* Record: 1 - Update u_task_table_2 Record

Table: task table 2 [u_task_table_2]

Approval Field: status

Journal Field: Select a field

* Rules:

- Approve When: All users approve (alice p)
- OR
- Approve When: (Remove rule set)

Add another OR rule set

Remove rule set

Data

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
- Activate Windows

Activate Windows Go to Settings to activate Windows.

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

servicenow All Favorites History : task table 2 - Created 2024-10-22 22:25:18

task table 2

Created 2024-10-22 22:25:18

task id: bob

task name: comments: due date: completed

Update Delete

Activate Windows Go to Settings to activate Windows.

The screenshot shows a ServiceNow interface with a tab bar at the top containing various application icons. The main window is titled "Approvals" and displays a list of approval records. The columns in the list are: State, Approver, Comments, Approval for, and Created. The "State" column uses color-coded icons: green for Approved, red for Rejected, and yellow for Requested. The "Approver" column lists names like Alice P., Fred Luddy, Howard Johnson, Ron Kettering, Luke Wilson, Christen Mitchell, Bernard Laboy, and others. The "Comments" column contains mostly "(empty)" or specific approval codes like CHG0000096. The "Approval for" column is mostly empty. The "Created" column shows dates ranging from 2024-09-01 to 2024-10-22. A search bar and filter buttons are visible at the top of the list view.

	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	<input type="text"/> 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.

