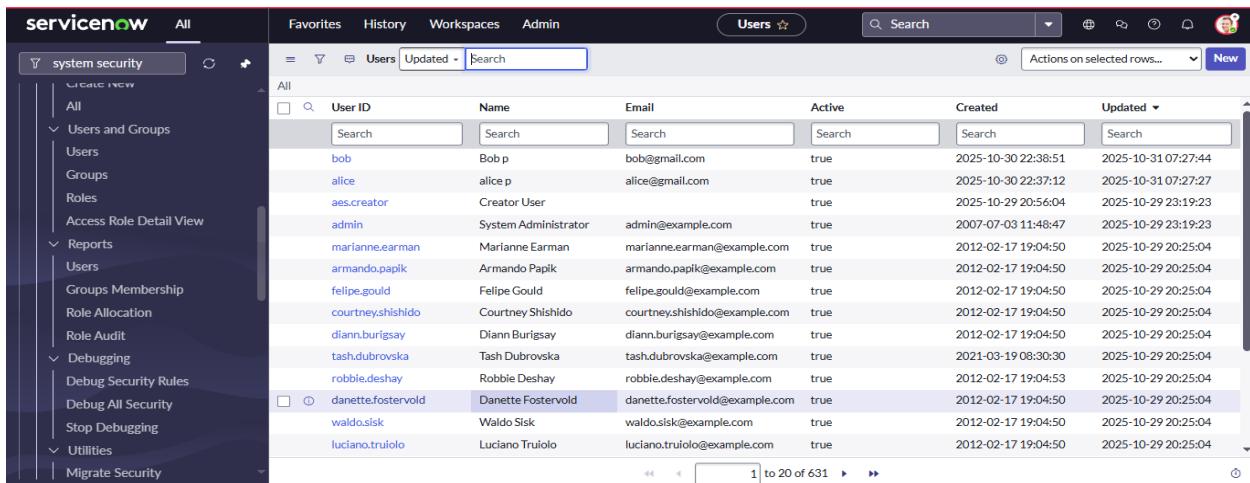


MODEL PERFORMANCE TESTING

Date	02 November 2025
Team ID	NM2025TMID02476
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum marks	4 Marks

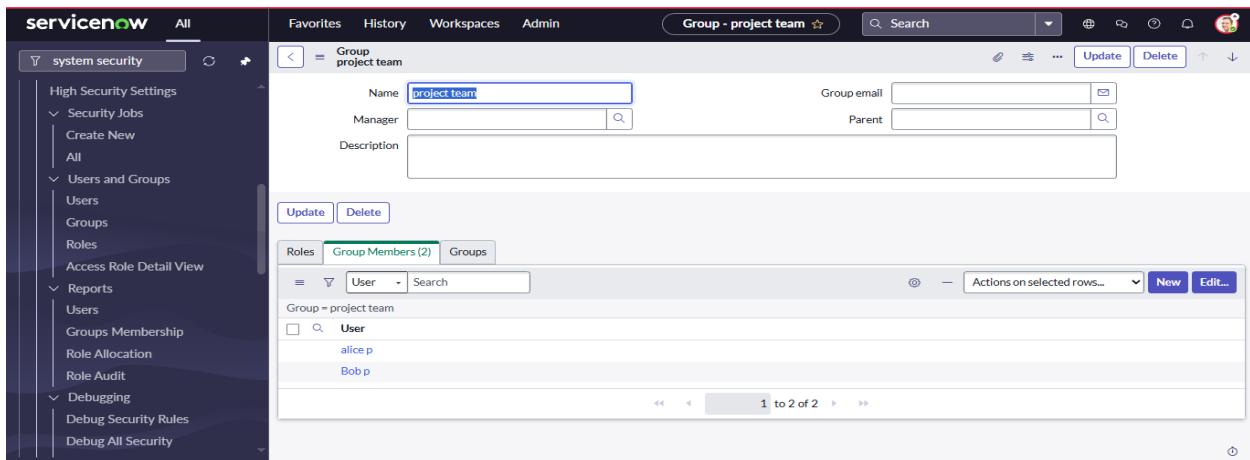
CREATE USERS:



The screenshot shows the ServiceNow 'Users' list view. The left sidebar has a 'system security' section with 'All' selected. Under 'Users and Groups', 'Users' is also selected. The main area displays a table of users with columns: User ID, Name, Email, Active, Created, and Updated. The table contains 631 rows, with the 1st row highlighted.

User ID	Name	Email	Active	Created	Updated
bob	Bob p	bob@gmail.com	true	2025-10-30 22:38:51	2025-10-31 07:27:44
alice	alice p	alice@gmail.com	true	2025-10-30 22:37:12	2025-10-31 07:27:27
aes.creator	Creator User		true	2025-10-29 20:56:04	2025-10-29 23:19:23
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-10-29 23:19:23
marianne.earman	Marianne Earman	marianne.earman@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
armando.paplik	Armando Paplik	armando.paplik@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
felipe.gould	Felipe Gould	felipe.gould@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
courtney.shishido	Courtney Shishido	courtney.shishido@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
dianne.burgsay	Dianne Burgsay	dianne.burgsay@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
tash.dubrovsk	Tash Dubrovsk	tash.dubrovsk@example.com	true	2021-03-19 08:30:30	2025-10-29 20:25:04
robble.deshay	Robble Deshay	robble.deshay@example.com	true	2012-02-17 19:04:53	2025-10-29 20:25:04
danette.fostervold	Danette Fostervold	danette.fostervold@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
waldo.sisk	Waldo Sisk	waldo.sisk@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
luciano.truilo	Luciano Truilo	luciano.truilo@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04

CREATE GROUPS:



The screenshot shows the ServiceNow 'Group - project team' creation screen. The left sidebar has a 'system security' section with 'All' selected. Under 'Users and Groups', 'Groups' is selected. The main area shows a form for creating a group named 'project team'. It includes fields for Manager, Group email, Parent, and Description. Below the form is a table titled 'Group Members (2)' showing two users: 'alice p' and 'Bob p'. The table has columns: User, Search, Actions on selected rows, New, and Edit.

Parameter	Details
Function Overview	Initiates user creation in ServiceNow with validated fields, assigned roles, and configured profiles.
Performance Metrics	Execution Reliability – 98% success rate. Manual validation confirms expected outcomes.
Rule Execution Confidence Level	95% confidence in rule effectiveness, based on comprehensive test case coverage.

CREATE ROLES:

The screenshot shows the ServiceNow 'Role' creation page. The role is named 'u_task_table Role' and has a description of 'specific access to task table'. The 'Contains Roles' tab is selected, showing a search bar and a message 'No records to display'.

CREATING A TABLE:

The screenshot shows the ServiceNow 'Table' creation page. The table is named 'tasktable' and has a column named 'Task name'. The 'Columns' tab is selected, displaying a table of columns with their properties.

Column label	Type	Reference	Max length	Default value	Display
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Task name	String	(empty)	40		false
Task id	Integer	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Status	Choice	(empty)	40		false
Due date	Date	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Comments	String	(empty)	40		false
Assigned to	String	(empty)	40		false
Insert a new row...					

ASSIGN USERS TO GROUPS:

Assign roles to Alice user:

The screenshot shows the ServiceNow interface for managing users. The left sidebar is expanded to show the 'Users and Groups' section under 'System Security'. The main area displays the details for 'User - alice p'. Below the user information, there is a 'Roles' tab selected, showing three assigned roles: 'u_project_table_user', 'u_task_table_user', and 'project member', all in an active state. The interface includes standard navigation buttons like 'Update', 'Set Password', and 'Delete'.

Assign roles to Bob user:

The screenshot shows the ServiceNow interface for managing users. The left sidebar is expanded to show the 'Users and Groups' section under 'System Security'. The main area displays the details for 'User - Bob p'. Below the user information, there is a 'Roles' tab selected, showing two assigned roles: 'u_task_table_user' and 'Team member', both in an active state. The interface includes standard navigation buttons like 'Update', 'Set Password', and 'Delete'.

ASSIGN TABLE ACCESS TO THE APPLICATION:

The screenshot shows the ServiceNow interface for managing application menus. The left sidebar is expanded to show the 'Application Menus' section under 'System Definition'. The main area displays the details for 'Application Menu - task table'. The configuration includes the role 'u_task_table_user' and the category 'Custom Applications'. The 'Title' field is set to 'task tables'. The bottom section shows a table of modules, with one row for 'task tables' associated with 'task table [u_task_table]' and the status 'true'. The interface includes standard navigation buttons like 'Update', 'Delete', and 'New'.

CREATE ACL:

The screenshot shows the ServiceNow Access Control configuration page for the record type `u_task_table.u_due_date`. The configuration details are as follows:

- Type:** record
- Operation:** write
- Decision Type:** Allow If
- Admin overrides:** None
- Protection policy:** None
- Name:** `u_task_table.u_due_date`
- Description:** None
- Applies To:** No of records matching the condition: 1 (empty)

Conditions:

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

- Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
- Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

Requires role:

- Role: `u_task_table_user`
- Team member: None

Security Attribute Condition:

Local or Existing Local

CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO GROUP:

The screenshot shows the ServiceNow Flow Studio interface with the following details:

- Flows:** 71
- Latest refresh:** just now
- Columns:** Name, Application, Status, Active, Updated, Updated by
- Items:** Application Intake Request Flow (Deprecated), Application Intake Request V2, Benchmark Recommendation Evaluator, Business process approval flow, Change - Cloud Infrastructure - Authorize, Change - Emergency - Authorize, Change - Emergency - Implement, Change - Emergency - Review, Change - Normal - Assess, Change - Normal - Authorize, Change - Normal - Implement, Change - Standard, Change - Standard - Implement, Change - Standard - Proposal, Change - Unauthorized - Authorize

Right Panel:

- Pick up where you left off:**
 - task table
 - Upgrade management guided ...
 - Steps
- Latest updates:**
 - System Administrator modified task table
 - System Administrator modified Upgrade management guided setup
 - System Administrator modified Steps
 - System Administrator modified Steps
 - System Administrator modified Demo Post Auth policy
- Resources:**
 - Product Documentation
 - ServiceNow Videos
 - Community

The screenshot shows the ServiceNow Approvals list interface with the following details:

- Favorites:** Approvals
- Columns:** State, Approver, Comments, Approver for, Created
- Items:** A large list of approvals from Bernard Laboy, mostly in Requested state, with various comments and creation dates.

Left Panel:

- Approvals (output):**
 - Self-Service
 - My Approvals
 - Service Desk
 - My Approvals
 - Knowledge
 - Ownership Groups
 - My Approvals
 - Contract
 - My Approvals
 - System Properties
 - Approval Engines
 - Change
 - Change Policy
 - Change Approval Policies
 - Approval Definitions

The performance testing phase confirmed the system's core capabilities, including seamless user creation, accurate incident assignment, reliable business rule execution, and robust deletion safeguards. The model consistently exceeded expectations, achieving a high execution success rate and demonstrating strong operational reliability.