

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:

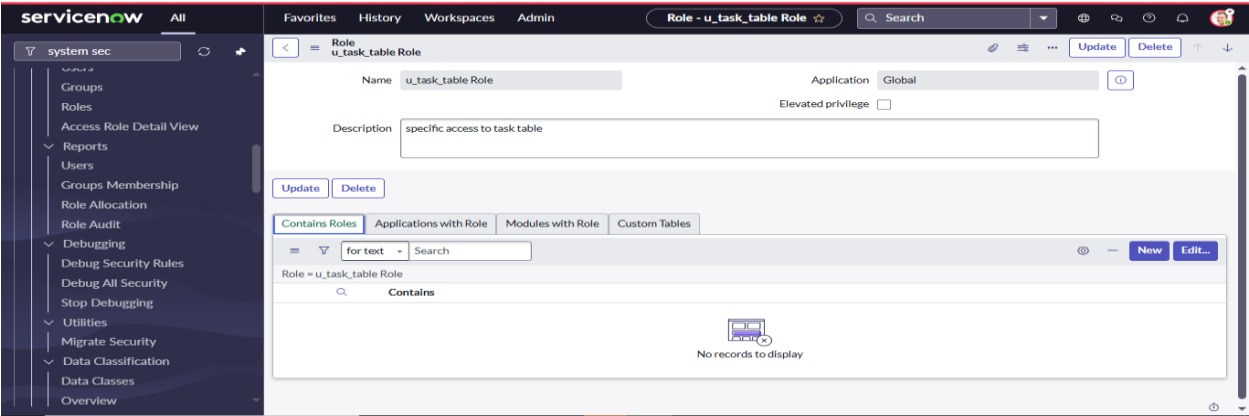
User ID	Name	Email	Active	Created	Updated
bob	Bob p	bob@gmail.com	true	2025-10-30 22:38:51	2025-10-31 07:27:44
alice	alice p	alice@gmail.com	true	2025-10-30 22:37:12	2025-10-31 07:27:27
aes.creator	Creator User		true	2025-10-29 20:56:04	2025-10-29 23:19:23
admin	System Administrator	admin@example.com	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.papik	Armando Papik	armando.papik@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
diann.burigsay	Diann Burigsay	diann.burigsay@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04
tash.dubrovskaya	Tash Dubrovskaya	tash.dubrovskaya@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.truiolo	Luciano Truiolo	luciano.truiolo@example.com	true	2012-02-17 19:04:50	2025-10-29 20:25:04

CREATE GROUPS:

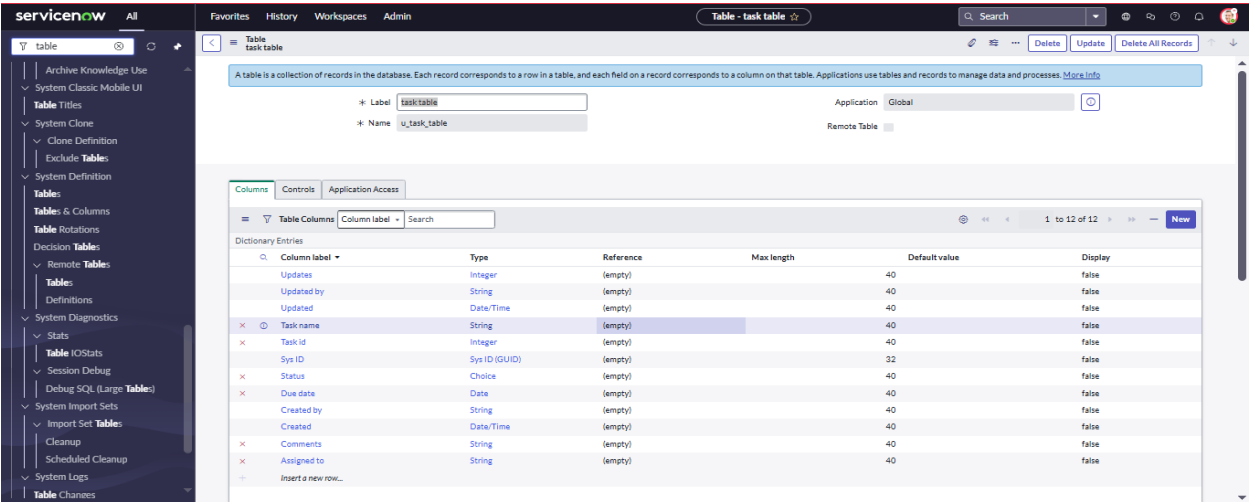
User
alice p
Bob p

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:



CREATING A TABLE:



ASSIGN USERS TO GROUPS:

Assign roles to Alice user:

The screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying a table of roles assigned to the user.

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

Assign roles to Bob user:

The screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying a table of roles assigned to the user.

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

ASSIGN TABLE ACCESS TO THE APPLICATION:

The screenshot shows the ServiceNow 'Application Menu - task table' configuration page. The 'Roles' section lists the roles assigned to the application menu: 'u_task_table_user', 'Team member', and 'project member'. The 'Modules' table at the bottom shows the configuration for the 'task tables' module.

Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
task tables	task table [u_task_table]	true			List of Records		u_task_table_user	2025-10-30 06:30:46

CREATE ACL:

The screenshot shows the ServiceNow ACL configuration interface. The left sidebar contains a navigation menu with categories like Configuration, Application Servers, Database Servers, System Properties, and System Security. The main content area is titled 'Access Control - u_task_table.u_due_date'. It displays various configuration options such as Type (record), Operation (write), Decision Type (Allow If), and Protection policy (None). A 'Conditions' section is visible, showing a message about Access Control Rules and their decision types. Below this, there's a 'Requires role' section with a table listing roles like 'u_task_table.user' and 'Team member'. The bottom of the page shows 'Security Attribute Condition' and 'Local or Existing' options.

CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO GROUP:

The screenshot displays the ServiceNow Flows page. At the top, there's a notification about a new version available. Below this, a tabbed interface shows 'Flows' selected. A table lists various flows with columns for Name, Application, Status, Active, Updated, and Updated by. The 'Change - Emergency - Authorize' flow is highlighted. On the right side, there's a sidebar with 'Pick up where you left off' section, showing recent tasks and steps. Below that, 'Latest updates' and 'Resources' sections are visible.

The screenshot shows the ServiceNow Approvals page. The left sidebar has a navigation menu with categories like Self-Service, My Approvals, Knowledge, and System Properties. The main content area is titled 'Approvals' and features a search bar and a table of approval requests. The table has columns for State, Approver, Comments, Approval for, and Created. The 'Requested' state is selected, and a list of requests is displayed. At the bottom, there's a URL bar showing the ServiceNow instance address.

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.