

# Performance and Testing

Date	13 NOVEMBER 2025
Team ID	NM2025TMID03380
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

The image displays two screenshots of the ServiceNow 'User' creation form. Both screenshots show the same fields for creating a new user, with different values entered for each user.

**Katherine Pierce (Top Screenshot):**

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Password: (empty)
- Password needs reset:
- Locked out:
- Active:
- Web service access only:
- Internal Integration User:
- Email: (empty)
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)

**Manne Nirajan (Bottom Screenshot):**

- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: (empty)
- Department: (empty)
- Password: (empty)
- Password needs reset:
- Locked out:
- Active:
- Web service access only:
- Internal Integration User:
- Email: nirjanreddymanne2507@gmail.com
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios

## Create Group

The image contains two screenshots of the ServiceNow 'Group' interface. The top screenshot shows the creation of a group named 'Platform'. The bottom screenshot shows the creation of a group named 'certificates'. Both screenshots display the group's details, including its name, manager, role, and inheritance settings.

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments

Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

## Create Roles

The screenshot shows the ServiceNow 'Groups' interface. A new role named 'Platform' is being created. The role is granted by '(empty)' and inherits true. It is assigned to the 'Platform' group and has 'Manne Nirajan' as its manager. The 'Group Members' section shows 'User' Manne Nirajan assigned to the role.

## Create Table

The screenshot shows the ServiceNow 'Tables' interface. A list of tables is displayed, including sn\_app\_eng\_studio\_taxonomy\_details, sn\_app\_eng\_studio\_taxonomy\_editor, sn\_app\_eng\_studio\_taxonomy\_exclusion, and several other system tables related to taxonomy and application configuration.

The screenshot shows the ServiceNow 'Tables' interface, specifically the configuration of the 'Operations related' table. It lists various columns with their types and properties. The columns include 'Assigned to group' (Reference), 'Updated' (Date/Time), 'Created by' (String), 'Issue' (String), 'Assigned to user' (Reference), 'Created' (Date/Time), 'Tickets raised Date' (Date/Time), 'Name' (String), 'Sys ID' (Sys ID (GUID)), 'Priority' (String), 'Updated by' (String), 'Updates' (Integer), 'Service request No' (String), and 'Comment' (String).

# Assign Roles & User To Group

## ● Assign Roles & User To Certificate Group

The screenshot shows the ServiceNow Groups page for a group named 'certificates'. The group is managed by Katherine Pierce. It has no email or parent group assigned. A single role, 'Certification\_role', was created on June 19, 2025, and is granted by '(empty)'. The group inherits its permissions. Below the main group details, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles' tab shows the single role entry. The 'Group Members' tab lists 'User' Manne Nirajan. The 'Groups' tab is currently empty.

## ● Assign Roles & User To Platform Group

The screenshot shows the ServiceNow Groups page for a group named 'Platform'. The group is managed by Manne Nirajan. It has no email or parent group assigned. A single role, 'Platform\_role', was created on June 19, 2025, and is granted by '(empty)'. The group inherits its permissions. Below the main group details, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles' tab shows the single role entry. The 'Group Members' tab lists 'User' Manne Nirajan. The 'Groups' tab is currently empty.

# Assign Role To Table

The screenshot shows the ServiceNow Table - Operations related page. It displays a list of access controls for the 'Operations related' table. There are 12 records listed, each defining a specific operation (e.g., 'allow if write') on a specific field ('u\_operations\_related.u\_service\_request\_no') for different users ('admin'). The table includes columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated date. The 'Active' column shows all entries as true. The 'Updated' column shows dates ranging from June 19, 2025, to June 17, 2025. The bottom of the page shows a navigation bar with '1 to 12 of 12'.

# Create Access Control (ACL)

The screenshot shows the ServiceNow Access Controls interface. A new access control record is being created for the table 'u\_operations\_related'. The configuration includes:

- Type: record
- Operation: read
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: -- None --
- Name: u\_operations\_related
- Description: Default access control on u\_operations\_related
- Applies to: (empty)

The 'Conditions' tab is visible below, showing a requirement for the 'Certification\_role'.

## Flow

- Create a Flow To Operation Ticket To Certificate Group

The screenshot shows the ServiceNow Flow builder and properties interface.

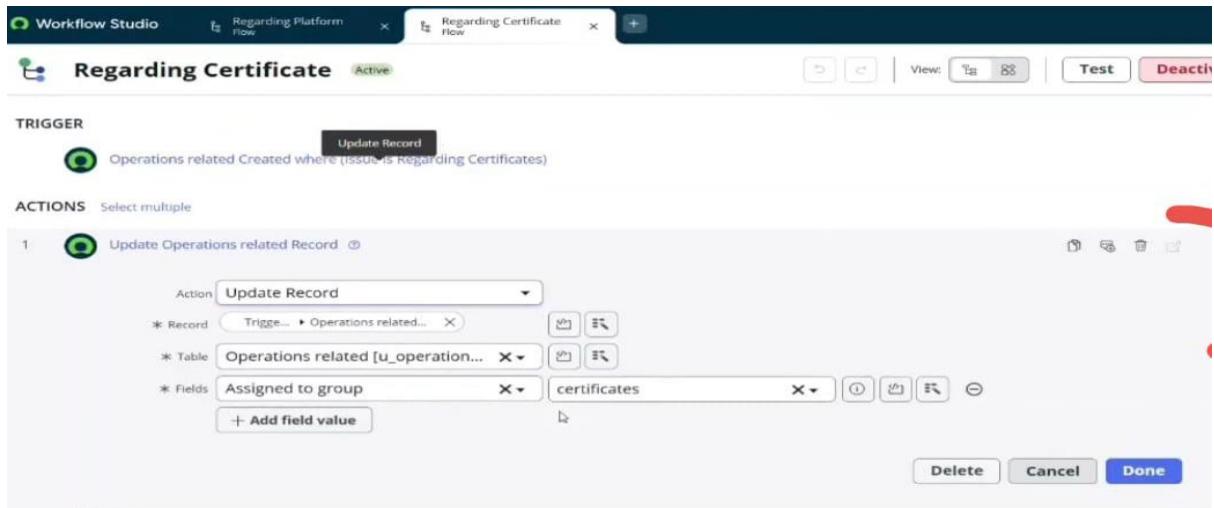
**Flow Builder:** A single step is defined: "1 Update Operations related Record". The action is "Update Record".

- \* Record: Trigger - Operations related...
- \* Table: Operations related Table
- \* Fields:
  - Select a field: Update Record
  - Select a field: (empty)

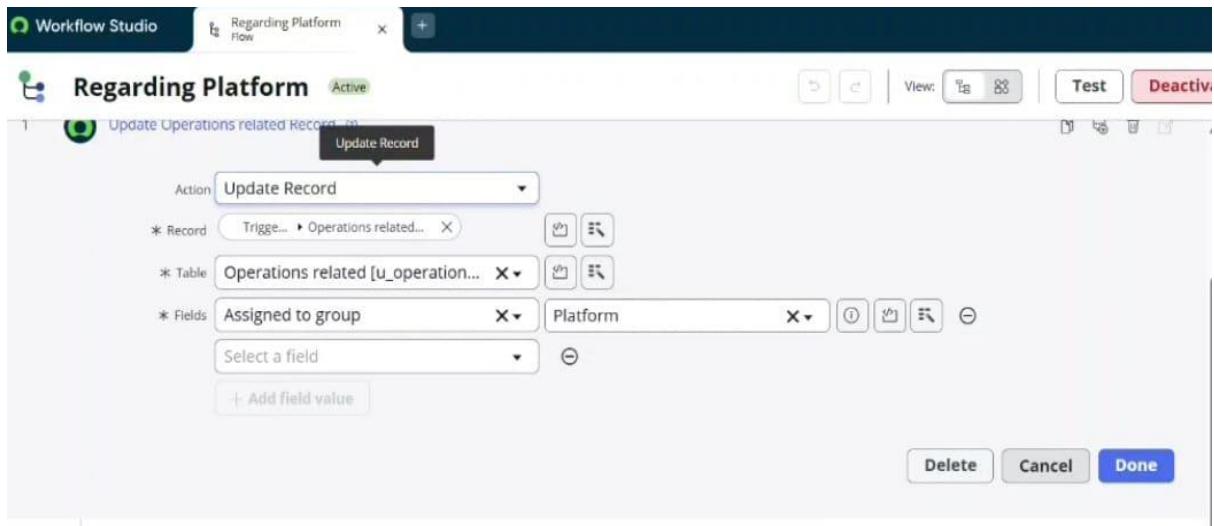
**Flow Properties:**

- \* Flow name: Regarding certificates
- Description: Describe your flow
- Application: Global
- Protection: -- None --
- Run As: System User

Buttons at the bottom include "Cancel" and "Submit".



- Create a Flow To Operation Ticket To Platform Group



## Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.