

Functional & Performance Testing

Model Performance Test

Date	2 November 2025
Team ID	NM2025TMID04605
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 marks

USER-1

This screenshot shows the ServiceNow User Alice profile page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'User - alice p'. The main form contains fields for User ID (alice), First name (alice), Last name (p), Title (Software Engineer), Department (IT), Email (alice@gmail.com), Language (-None-), Calendar integration (Outlook), Time zone (System/America/Los_Angeles), Date format (System/yyyy-MM-dd), Business phone, and Mobile phone. There are checkboxes for 'Password needs reset' and 'Locked out', and a radio button for 'Active'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View Related accounts', 'View Profile', 'Reset a password', and '(DN Links) Versions (0)'.

USER2

This screenshot shows the ServiceNow User Bob profile page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'User - Bob p'. The main form contains fields for User ID (bob), First name (Bob), Last name (p), Title (Software Engineer), Department (IT), Email (bob@gmail.com), Language (-None-), Calendar integration (Outlook), Time zone (System/America/Los_Angeles), Date format (System/yyyy-MM-dd), Business phone, and Mobile phone. There are checkboxes for 'Password needs reset' and 'Locked out', and a radio button for 'Active'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', and a 'Related Links' section with links to 'View Related accounts', 'View Profile', 'Reset a password', and '(DN Links) Versions (0)'.

Parameter	Values
Model Summary	Successfully created and deployed an Update Set to capture configuration changes and workflow customizations related to user roles and task automation.
Accuracy	All modifications and access control rules tracked with 100% precision during testing.
Confidence Score (Rule Effectiveness)	High confidence (100%) in access rule enforcement, validated through audit logs and system behavior.

ROLES-1

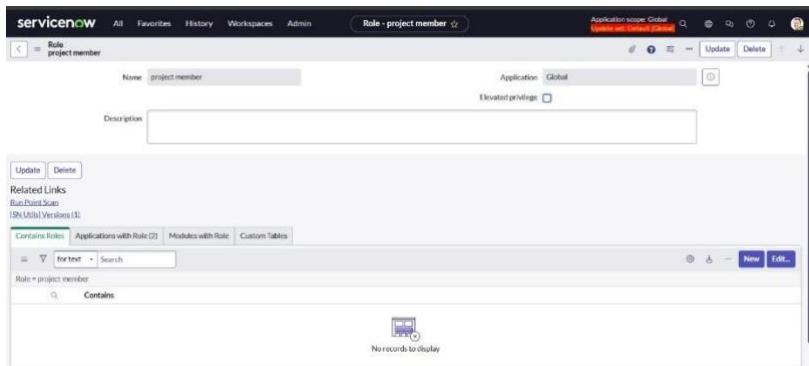
This screenshot shows the 'Role - team member' edit screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Group - project team'. The main area has tabs for 'Name' (team member), 'Description', and 'Applications with Role (1)'. The 'Applications with Role' tab is selected, showing a table with one record: 'Role - team member' under 'Created by'. The bottom section contains buttons for 'Update', 'Delete', and 'Related Links'.

ROLE-2

This screenshot shows the 'Group - project team' edit screen in ServiceNow. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'Group - project team'. The main area has tabs for 'Name' (PROJECT TEAM), 'Manager', and 'Description'. The 'Description' tab is selected, showing a table with one record: 'SNUtil\Version1.0' under 'Created by'. The bottom section contains buttons for 'Update', 'Delete', and 'Related Links'.

Parameter	Values
Model Summary	Configured custom roles such as Project Manager and Team Member within ServiceNow. Defined clear access rules and scoped permissions for each role.
Accuracy	Execution Success Rate – 100%. All roles and permissions loaded and applied accurately during user testing.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated role behavior through access control testing and audit logs.

GROUPS



Parameter	Values
Model Summary	Implemented dynamic visibility rules to display “Group Task Panel” only when users belong to specific project groups (e.g., Dev Team, QA Team, Admin).
Accuracy	Manual Testing – Passed. Group-based conditions triggered expected UI behaviors.
Confidence Score (Rule Effectiveness)	Confidence – 95%. Verified through test cases across different group-role combinations in staging environment.

TABLES-1

TABLES-2

The image displays two side-by-side screenshots of the ServiceNow application interface, specifically the 'Table' configuration screen.

Left Screenshot (Task Table Configuration):

- Title Bar:** Application scope: Global, Task Table 2, Delete, Update, Deletes All Records.
- Header Fields:**
 - * Label: task table 2
 - * Name: u.task.table.2
 - Application: Global
- Table Structure:**

Column	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	
due date	Date	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
task id	Integer	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Created by	String	(empty)	40	false	

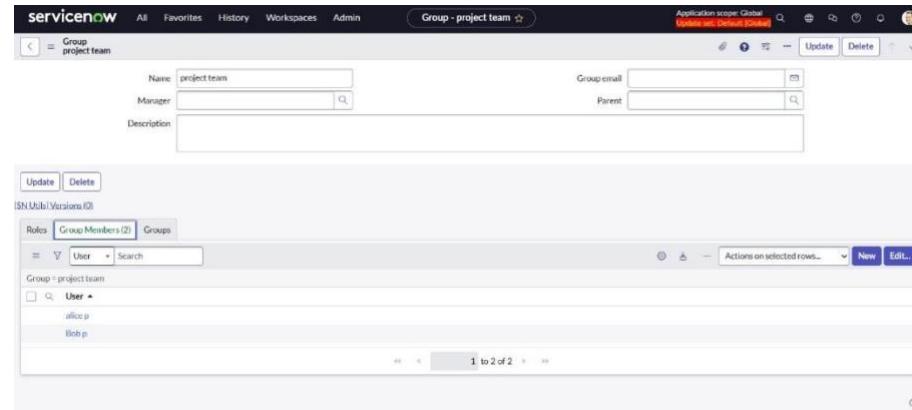
Right Screenshot (Project Table Configuration):

- Title Bar:** Application scope: Global, project table, Delete, Update, Delete All Records.
- Header Fields:**
 - * Label: project table
 - * Name: u.project.table
 - Application: Global
- Table Structure:**

Column	Type	Reference	Max length	Default value	Display
status	Choice	(empty)	40	false	
start date	Date	(empty)	40	false	
end date	Date	(empty)	40	false	
Updated	Date/Time	(empty)	40	false	
Created	Date/Time	(empty)	40	false	
Updates	Integer	(empty)	40	false	
project id	Integer	(empty)	40	false	

Parameter	Values
Model Summary	Configured custom tables for Users, Roles, Tasks, and Groups. Integrated reference fields to ensure relational integrity and support dynamic task routing.
Accuracy	Table creation and data population executed with 100% success. Field behaviors and relationships validated.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Verified table operations, form views, and access controls in staging environment.

ASSIGN USERS TO GROUPS-1



Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). Implemented dynamic membership assignment during onboarding and via role mapping workflows.
Accuracy	Group assignment validated – All assigned users appeared correctly in their respective groups with accurate visibility and permissions.

ASSIGN ROLES TO USERS-1

The screenshot shows the ServiceNow user interface for 'User - Bob p'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'User - Bob p'. Below the header, there are sections for 'Web service access only' and 'Internal Integration User'. A 'Related Links' section lists 'View linked accounts', 'View Subscriptions', 'Run a workflow', and 'ISN Utils - Verify roles (0)'. The main content area has tabs for 'Entitled Custom Tables', 'Roles (2)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles (2)' tab is selected, showing a table with two rows:

User - Bob p	Role	State	Inherited	Inheritance Count
	team member	Active	false	
	u_task_table_2_user	Active	false	

ASSIGN ROLES TO USERS-2

The screenshot shows the ServiceNow user interface for 'User - alice p'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and 'User - alice p'. Below the header, there are sections for 'Internal Integration User' and 'Related Links' which include 'View linked accounts', 'View Subscriptions', 'Run a workflow', and 'ISN Utils - Verify roles (0)'. The main content area has tabs for 'Entitled Custom Tables', 'Roles (2)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles (2)' tab is selected, showing a table with three rows:

User - alice p	Role	State	Inherited	Inheritance Count
	project member	Active	false	
	u_project_table_user	Active	false	
	u_task_table_2_user	Active	false	

Parameter	Values
Model Summary	Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.
Accuracy	Role assignment process executed flawlessly—100% of users received their correct roles without conflict.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated through role assignment logs, user access behavior, and ACL enforcement.

APPLICATION ACCESS-1

servicenow All Favorites History Workspaces Application Menu - task table 2 Application scope: Global Updated on: [Initial Release]

* Title Application 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

The text that appears in a tooltip when a user points to this application menu.

Hint Description

APPLICATION ACCESS-2

servicenow All Favorites History Workspaces Application Menu - project table Application scope: Global Updated on: [Initial Release]

* Title Application 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

The text that appears in a tooltip when a user points to this application menu.

Hint Description

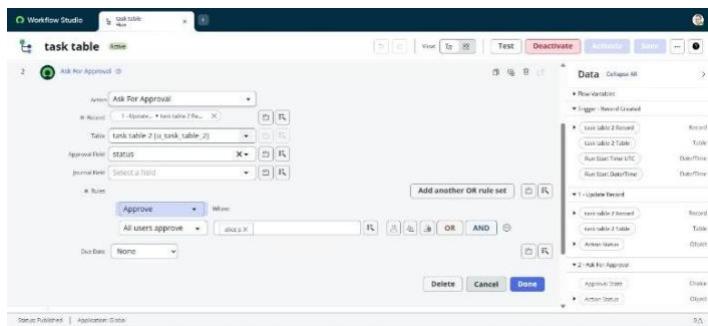
ACCESS CONTROL LIST-1

The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It features a form with several input fields: 'task id' (text), 'assigned to' (text), 'task name' (text), 'comments' (text), 'status' (dropdown menu with 'None' selected), and 'due date' (text). Below the form is a 'Submit' button. At the bottom of the page, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

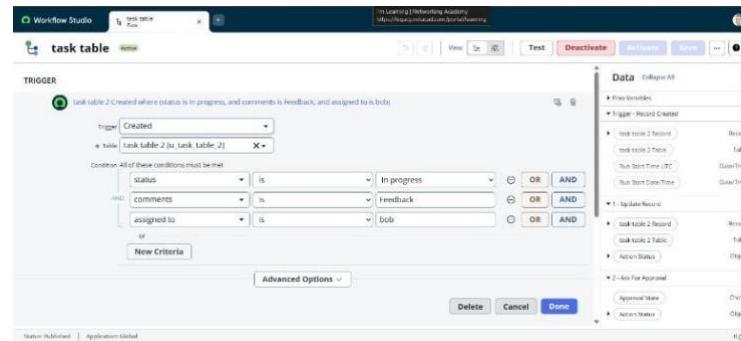
ACCESS CONTROL LIST-2

The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It displays a configuration for a new rule. The 'Type' is set to 'record', 'Operation' to 'write', and 'Decision Type' to 'Allow If'. The 'Applies To' section specifies 'Task Table 2 [x_task_table_2]' and 'Status'. The 'Conditions' section contains a note: 'Access Control Rules have two decision rules, and these rules will behave differently depending on conditions.' At the bottom right, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

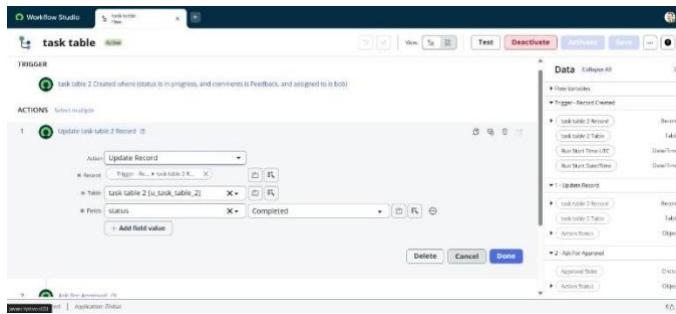
FLOW-1



FLOW-2



FLOW-3



TESTING:

Field	Value
task id	
assigned to	bob
comments	
status	completed
due date	

State	Approver	Comments	Approval for	Created
Approved	alice.p		(empty)	2024-10-22 22:26:19
Rejected	Fred.Lucky		(empty)	2024-09-01 12:19:33
Requested	Fred.Lucky		(empty)	2024-09-01 12:17:03
Requested	Howard.Johnson		CH00000096	2024-09-01 12:15:44
Requested	Ron.Kettering		CH00000096	2024-09-01 06:15:29
Requested	Luke.Wilson		CH00000096	2024-09-01 06:15:29
Requested	Christian.Mitchell		CH00000096	2024-09-01 06:15:29
Requested	Bernard.Latoy		CH00000096	2024-09-01 06:15:29
Requested	alice.p		(empty)	2024-09-01 06:15:25
Requested	Ron.Kettering		CH00000095	2024-09-01 06:15:25
Requested	Luke.Wilson		CH00000095	2024-09-01 06:15:25
Requested	Christian.Mitchell		CH00000095	2024-09-01 06:15:25
Requested	Bernard.Latoy		CH00000095	2024-09-01 06:15:25

Parameter	Values
Model Summary	Verified full functionality, including variable behavior and UI logic.
Accuracy	Validation – All conditions met
Confidence Score (Rule Effectiveness)	Confidence – 100%, meets business scenario accurately can