

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

USER2

servicenow All Favorites History Workspaces Admin User - Alice p

User ID: Email:

First name: Language:

Last name: Calendar integration:

Title: Time zone:

Department: Date format:

Business phone:

Mobile phone:

Photo:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Related Links

[View Related accounts](#)

[View Related workflows](#)

[Reset a password](#)

[Open Links/Workflows](#)

servicenow All Favorites History Workspaces Admin User - Bob p

User ID: Email:

First name: Language:

Last name: Calendar integration:

Title: Time zone:

Department: Date format:

Business phone:

Mobile phone:

Photo:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Related Links

[View Related accounts](#)

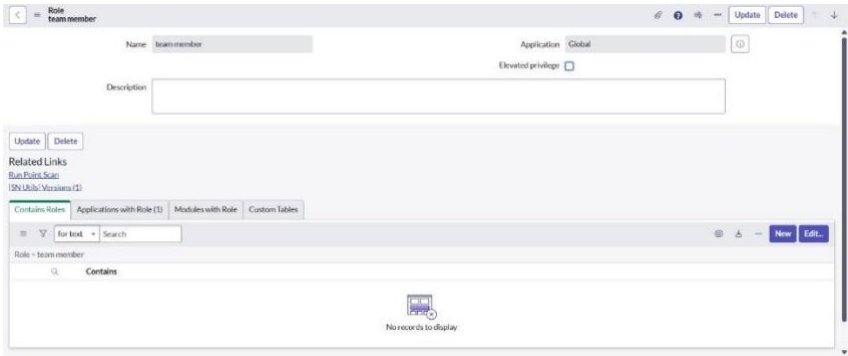
[View Related workflows](#)

[Reset a password](#)

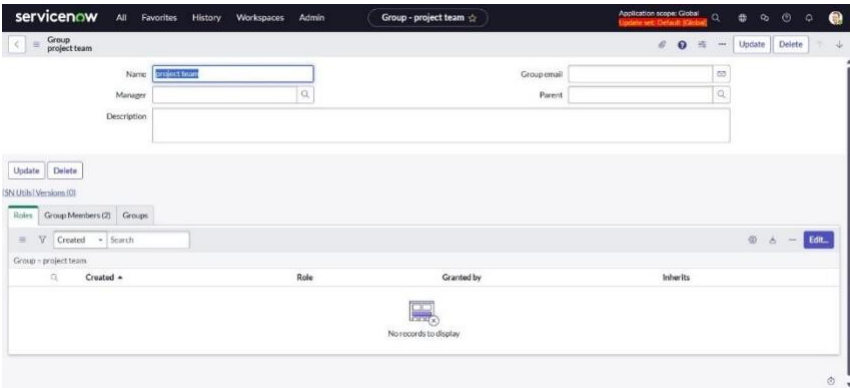
[Open Links/Workflows](#)

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

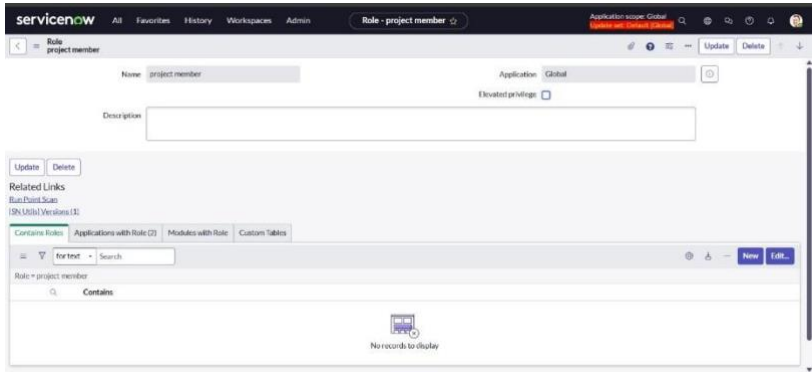


ROLE-2



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.

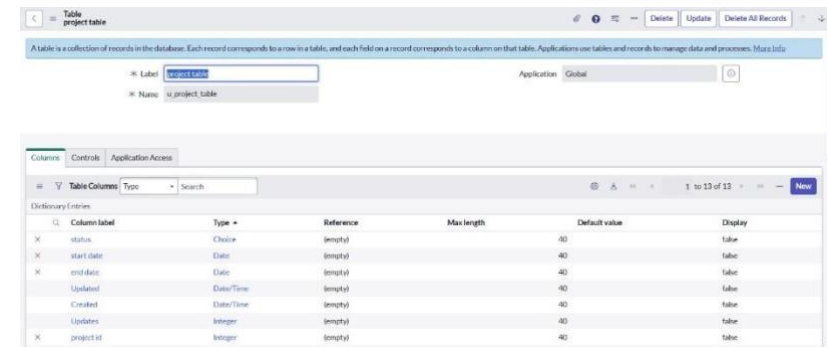
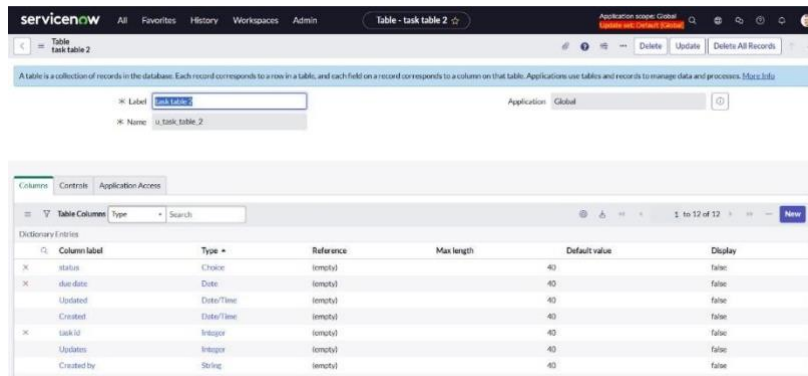
GROUPS



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.

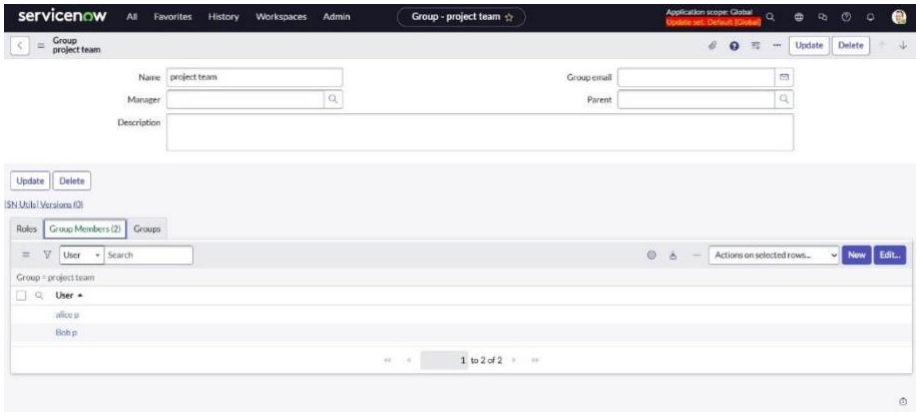
TABLES-1

TABLES-2



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

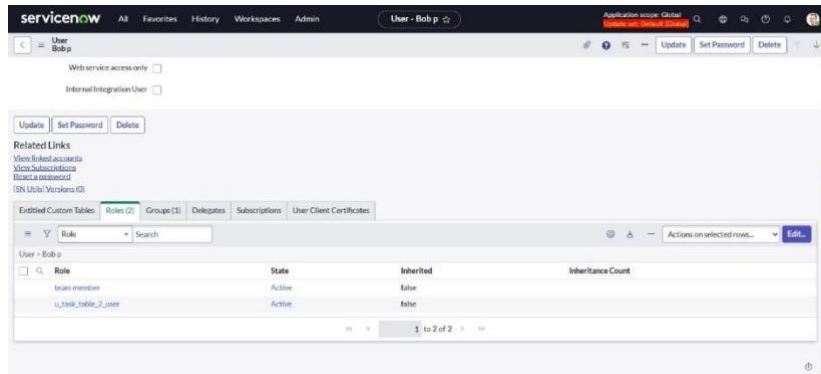


Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). Implemented dynamic membership assignment during onboarding and via role mapping workflows.
Accuracy	Group assignment validated – All assigned users appeared correctly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

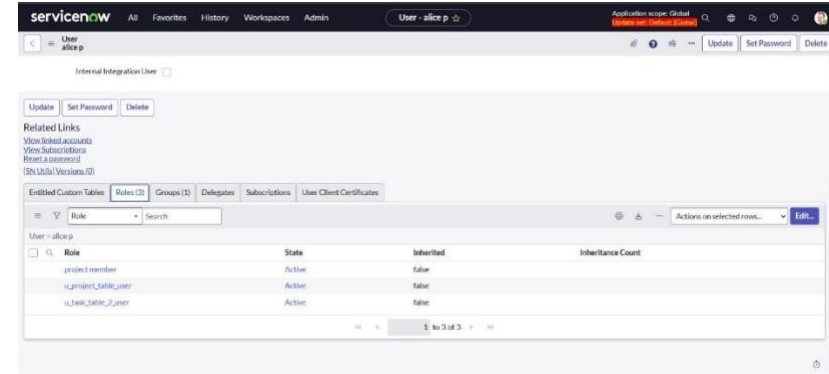
Confidence Score (Rule Effectiveness)

Confidence – 100%. Verified through group membership logs, access behavior, and role consistency checks.

ASSIGN ROLES TO USERS-1



ASSIGN ROLES TO USERS-2



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

Application not enabled (disabled)

Application Menu - task table 2

Update Delete

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More info](#)

Title

task table 2

Application

Global

Active

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

Custom Applications

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

Hint

Description

Update

Delete

APPLICATION ACCESS-2

servicenow

All Favorites History Workspaces

Application Menu - project table

Application scope: Global

Application not enabled (disabled)

Application Menu - project table

Update Delete

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More info](#)

Title

project table

Application

Global

Active

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

Custom Applications

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

Hint

Description

Update

Delete

ACCESS CONTROL LIST-1

servicenow

All Favorites History

task table 2 - Create Created

task table 2
New record

task id

task name

status

assigned to

comments

due date

Submit

Activate Windows
Go to Settings to activate Windows.

ACCESS CONTROL LIST-2

servicenow

All Favorites History Admin

Access Control - New Record

Access Control
New record

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

Type record

Operation write

Decision Type Allow if

Application Global

Active

Advanced

Admin override

Protection policy

Name task table 2[task_table_2]

Description

Applies To

Choose field

Operator

Value

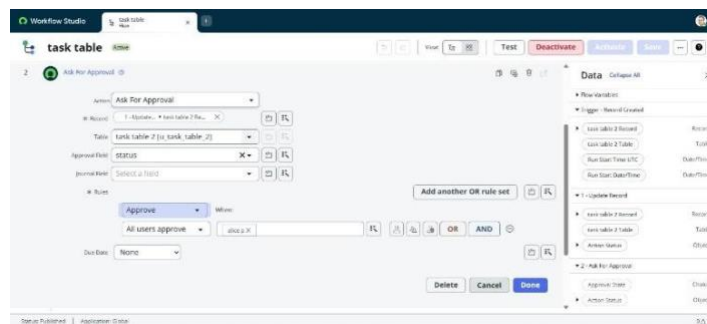
Submit

Conditions

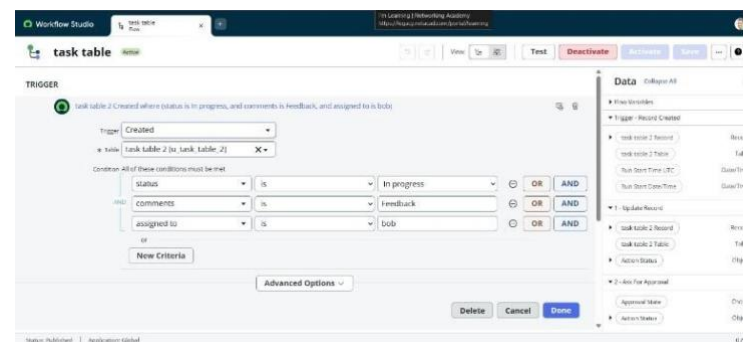
Access Control Rules have true decision boxes, and these boxes will behave differently dependent on conditions.

Activate Windows
Go to Settings to activate Windows.

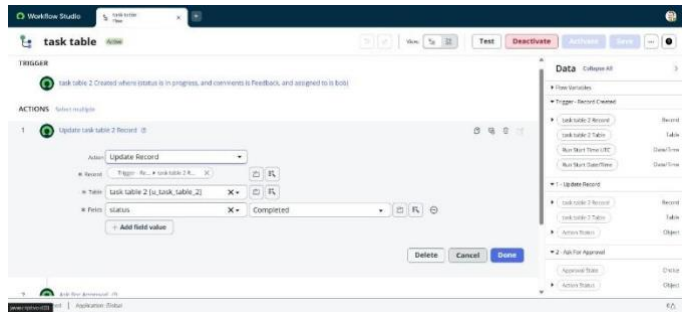
FLOWS-1



FLOWS-2



FLOWS-3



TESTING:

servicenow

task table 2 - Created 2024-10-22 22:25:18

task id

task name

status

assigned to

comments

due date

Activate Windows
Go to Settings to activate Windows

servicenow

Approvals

State	Approver	Comments	Approval for	Created
Approved	alicep			2024-10-22 22:26:19
Rejected	Fred Luddy			2024-09-01 12:19:33
Requested	Fred Luddy			2024-09-01 12:17:03
Requested	Fred Luddy			2024-09-01 12:15:44
Requested	Howard Johnson		CHG00000096	2024-09-01 06:15:29
Requested	Rose Kettering		CHG00000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG00000096	2024-09-01 06:15:29
Requested	Christine Mitchell		CHG00000096	2024-09-01 06:15:29
Requested	Bernard Luby		CHG00000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG00000095	2024-09-01 06:15:25
Requested	Rose Kettering		CHG00000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG00000095	2024-09-01 06:15:25
Requested	Christine Mitchell		CHG00000095	2024-09-01 06:15:25
Requested	Bernard Luby		CHG00000095	2024-09-01 06:15:25

1 to 20 of 664

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