

# Functional & Performance Testing

## Model Performance Test

|               |   |
|---------------|---|
| Date          | 02 Nov 2025   |
| Team ID       | NM2025TMID04852   |
| Project Name  | Optimizing User, Group, and Role Management with Access Control and Workflows |
| Maximum Marks |   |

USER-1

servicenow All Favorites History Workspaces Admin User - alice p

Application scope: Global

User ID:  Email:

First name:  Language:

Last name:  Calendar integration:

Title:  Time zone:

Department:  Date format:

Password needs reset: ☐ Business phone:

Locked out: ☐ Mobile phone:

Active: ☒ Photo:

Web service access only: ☐

Internal Integration User: ☐

Update Set Password Delete

Related Links

- [View linked accounts](#)
- [View subscriptions](#)
- [Reset a password](#)
- [Help/About/Support](#)

USER2

servicenow All Favorites History Workspaces Admin User - Bob p

Application scope: Global

User ID:  Email:

First name:  Language:

Last name:  Calendar integration:

Title:  Time zone:

Department:  Date format:

Password needs reset: ☐ Business phone:

Locked out: ☐ Mobile phone:

Active: ☒ Photo:

Web service access only: ☐

Internal Integration User: ☐

Update Set Password Delete

Related Links

- [View linked accounts](#)
- [View subscriptions](#)
- [Reset a password](#)
- [Help/About/Support](#)

| 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

team member

Application: Global

Elevated privilege: ☐

Description:

Update

Delete

Related Links

[Run Point Scan](#)

[SN Utils | Versions \(1\)](#)

Contains Roles

Applications with Role (1)

Modules with Role

Custom Tables

for text

Search

New

Edit...

Role - team member

Contains

No records to display

ROLE-2

servicenow

All

Favorites

History

Workspaces

Admin

Group - project team

Application scope: Global

Update set: (default: pending)

Group

project team

Name

Subject Group

Group email

Manager

Parent

Description

Update

Delete

SN Utils | Versions (0)

Roles

Group Members (2)

Groups

Created

Search

Edit...

Group - project team

Created

Role

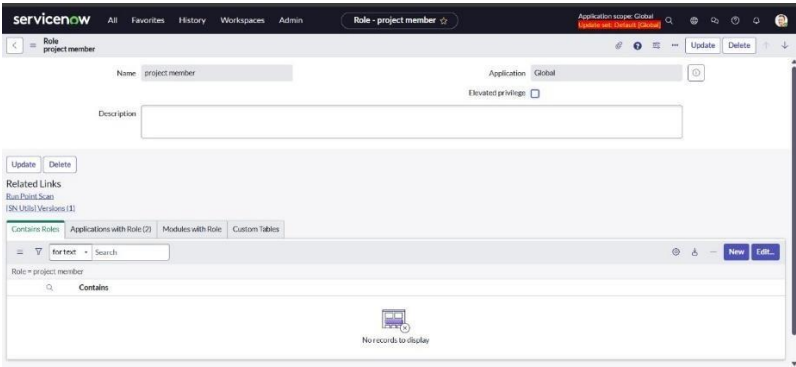
Granted by

Inherits

No records to display

| 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

servicenow All Favorites History Workspaces Admin Table - task table 2

Application space Global (Current and Default Values)

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label:  Application: Global

\* Name:

Columns Controls Application Access

Table Columns Type Search 1 to 12 of 12 New

| Column label | 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   |
| updated      | Integer   | (empty)   | 40         |               | false   |
| created by   | String    | (empty)   | 40         |               | false   |

## TABLES-2

Table - project table

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label:  Application: Global

\* Name:

Columns Controls Application Access

Table Columns Type Search 1 to 13 of 13 New

| Column label | 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   |
| updated      | 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

The screenshot shows the ServiceNow interface for a 'Group - project team'. The form includes fields for Name (project team), Group email, Manager, Parent, and Description. Below the form are 'Update' and 'Delete' buttons. The 'Roles' section shows 'Group Members (2)' and 'Groups'. The 'Group Members' tab is active, displaying a list of users: 'alice p' and 'Bob p'. The list has a search bar and a 'User' dropdown. The bottom of the list shows '1 to 2 of 2'.

servicenow All Favorites History Workspaces Admin Group - project team Application scope Global Update and Default (Global)

Group - project team

Name project team Group email

Manager Parent

Description

Update Delete

SN Multi Versions (0)

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group - project team

User

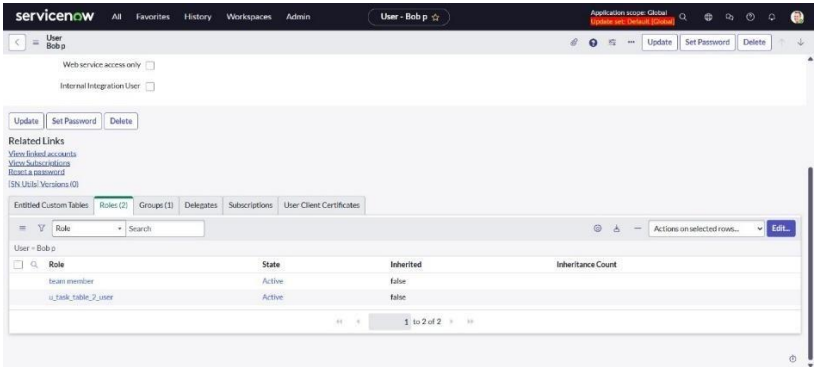
alice p

Bob p

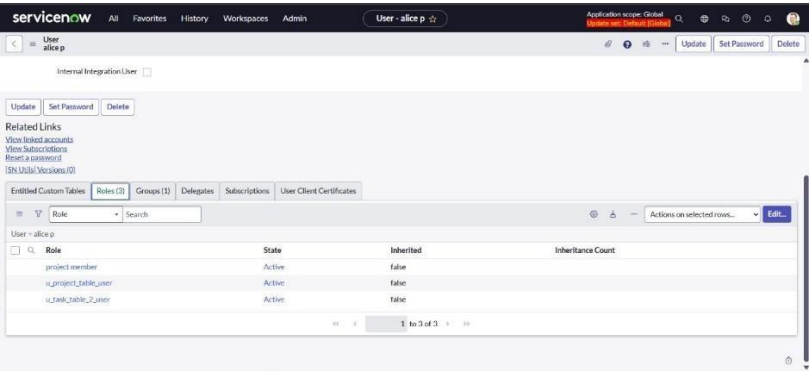
1 to 2 of 2

| 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 access Global  
Update per domain settings

Application Menu  
task table 2

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 ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles

+

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

Q

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

Hint

Description

Update

Delete

## APPLICATION ACCESS-2

[illegible]

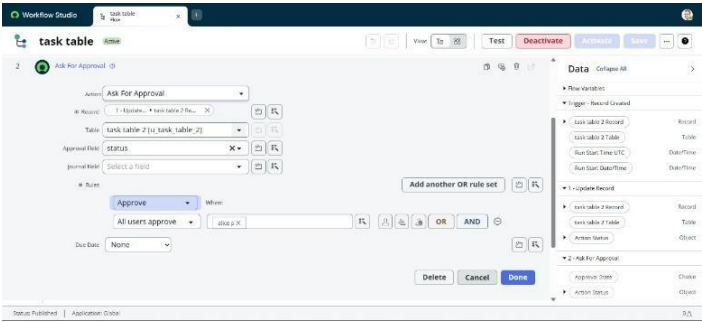
## ACCESS CONTROL LIST-1

This screenshot shows the 'task table 2 - Create Created' form in the ServiceNow interface. The form includes fields for 'task id', 'task name', 'status' (a dropdown menu currently set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is located at the bottom left of the form area. The top navigation bar shows 'task table 2 - Create Created' and a 'Submit' button.

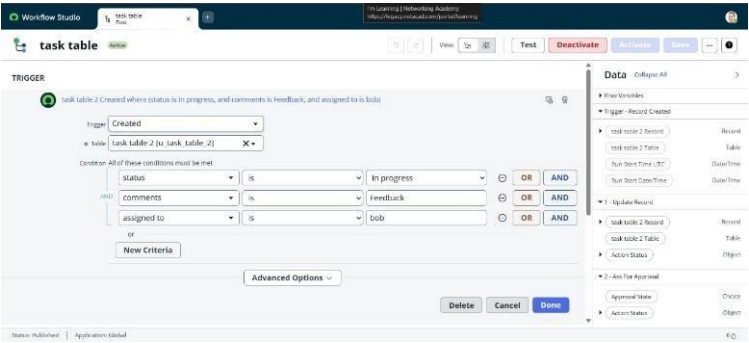
## ACCESS CONTROL LIST-2

This screenshot shows the 'Access Control - New Record' form in the ServiceNow interface. The form includes a warning message: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.' The form fields include 'Type' (set to 'record'), 'Operation' (set to 'write'), 'Decision Type' (set to 'Allow if'), 'Application' (set to 'Global'), 'Active' (checked), and 'Advanced' (unchecked). There is an 'Admin overrides' checkbox and a 'Protection policy' dropdown set to 'None'. The 'Name' field is set to 'task table 2 [task table 2]' and the 'Status' dropdown is set to 'status'. The 'Description' field is empty. The 'Applies To' section has a dropdown set to 'choose field' and a 'value' field. The 'Conditions' section at the bottom has a warning message: 'Access Control Rules have two decision boxes, and these boxes will behave differently dependent on conditions.' and an 'Activate Windows' button.

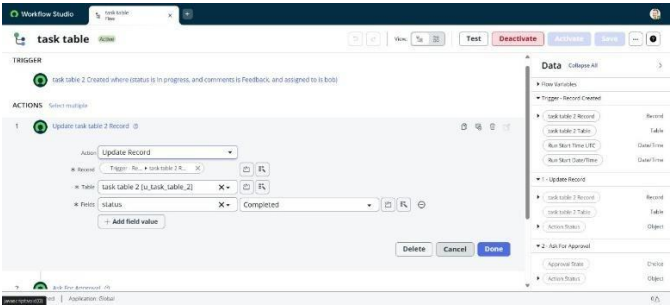
# FLOWS-1



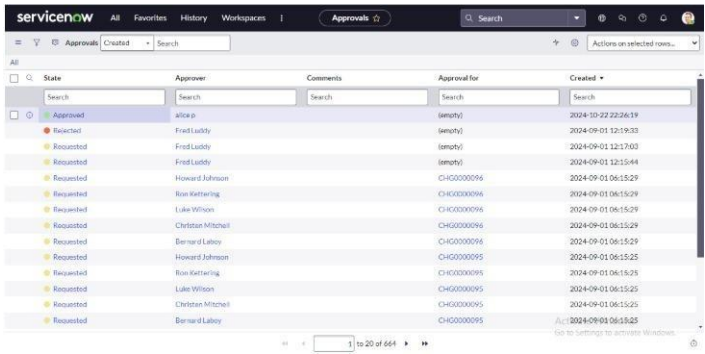
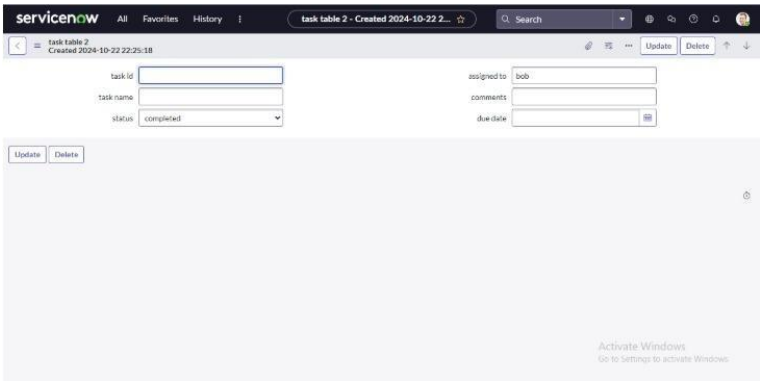
# FLOWS-2



# FLOWS-3



TESTING:



| 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 accuratelycan               |