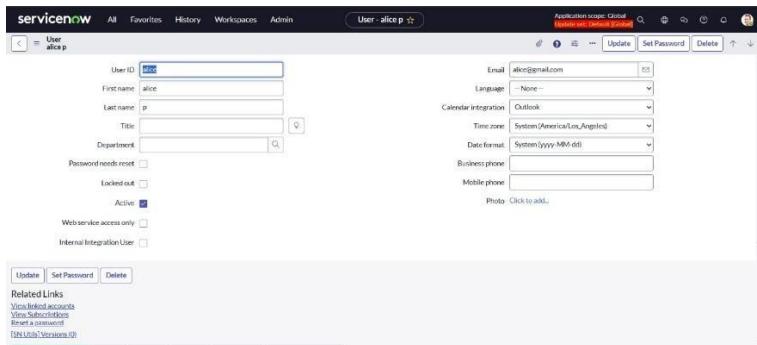


Functional & Performance Testing

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



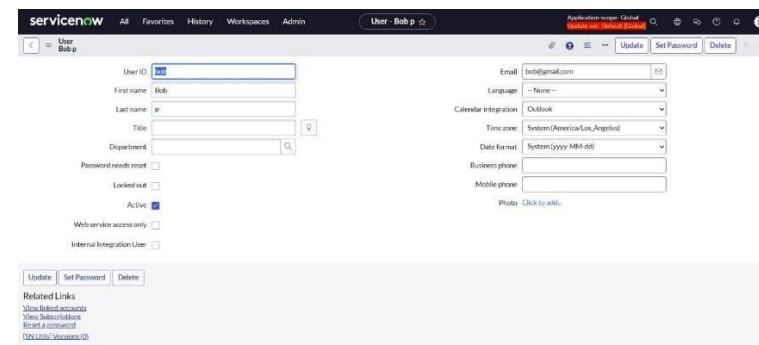
A screenshot of the ServiceNow user profile page for Alice. The page shows the following fields:

- User ID: alice
- First name: alice
- Last name: p
- Title:
- Department:
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone:
- Mobile phone:
- Photo: Click to add...
- Active:
- Password needs reset:
- Locked out:
- Web-service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Recent Activity, UNL (Links/Version(s)).

USER2



A screenshot of the ServiceNow user profile page for Bob. The page shows the following fields:

- User ID: bob
- First name: bob
- Last name: p
- Title:
- Department:
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone:
- Mobile phone:
- Photo: Click to add...
- Active:
- Password needs reset:
- Locked out:
- Web-service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Recent Activity, UNL (Links/Version(s)).

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 ServiceNow Role management interface. A new role record is being created with the following details:

- Name:** team member
- Application:** Global
- Elevated privilege:**
- Description:** (empty field)

The interface includes standard CRUD buttons (Update, Delete) and a Related Links section with tabs for Contains Roles, Applications with Role (1), Modules with Role, and Custom Tables. A search bar at the bottom allows filtering by 'Created'.

ROLE-2

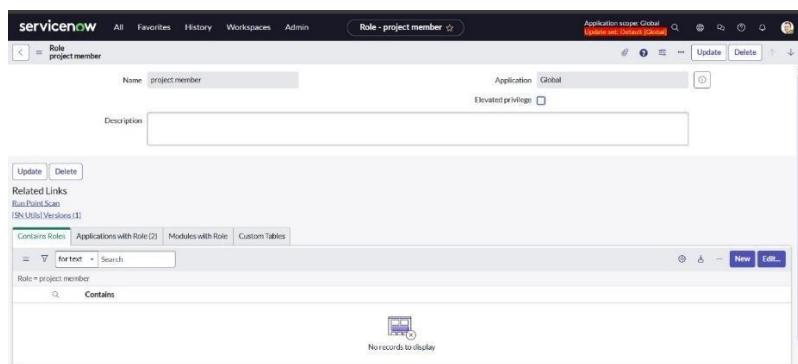
This screenshot shows the ServiceNow Group management interface. A new group record is being created with the following details:

- Name:** project team
- Manager:** (empty field)
- Parent:** (empty field)
- Description:** (empty field)

The interface includes standard CRUD buttons (Update, Delete) and a Related Links section with tabs for Roles, Group Members (0), and Groups. A search bar at the bottom allows filtering by 'Created'.

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

The screenshot shows the ServiceNow interface for the table 'task_table_2'. At the top, there's a header bar with 'servicenow' and various navigation links like 'All', 'Favorites', 'History', 'Workspaces', 'Admin'. Below the header, the title 'Table - task_table_2' is displayed. The main area shows a table with columns: 'Label' (containing 'task_table_2'), 'Application' (containing 'Global'), and 'Name' (containing 'u.task_table_2'). Below this, a 'Dictionary Entries' section lists fields with their types, references, and properties. Fields include 'status' (Choice), 'due date' (Date), 'Updated' (Date/Time), 'Created' (Date/Time), 'task id' (Integer), 'Updates' (Integer), and 'Created by' (String). The 'Type' column shows 'Choice' for status and 'Date' for due date.

TABLES-2

The screenshot shows the ServiceNow interface for the table 'project_table'. The layout is similar to the first screenshot, with a header bar, title 'Table - project_table', and a main area showing a table with columns: 'Label' (containing 'project_table'), 'Application' (containing 'Global'), and 'Name' (containing 'u.project_table'). Below this, a 'Dictionary Entries' section lists fields: 'status' (Choice), 'start date' (Date), 'end date' (Date), 'Updated' (Date/Time), 'Created' (Date/Time), 'Updates' (Integer), and 'project id' (Integer). The 'Type' column shows 'Choice' for status and 'Date' for start date.

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 managing a group named "project team". The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and the current page, "Group - project team". The title bar also displays the group name. The main content area has fields for Name (project team), Manager (empty), Groupemail (empty), Parent (empty), and Description (empty). Below this is a toolbar with Update and Delete buttons. A sub-section titled "SN Utils: Versions (0)" is visible. The "Roles" tab is selected, showing "Group Members (2)". Under this tab, a search bar shows "User" and a dropdown menu with "User" selected. The results list shows two users: "alice p" and "Bob p". At the bottom of the screen, a footer bar indicates "1 to 2 of 2" and includes icons for search, refresh, and other navigation.

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

The screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying two assigned roles: 'team member' and 'u_Task_table_2_user'. Both roles are active and not inherited. The interface includes standard ServiceNow navigation and search tools.

Role	State	Inherited	Inheritance Count
team member	Active	false	
u_Task_table_2_user	Active	false	

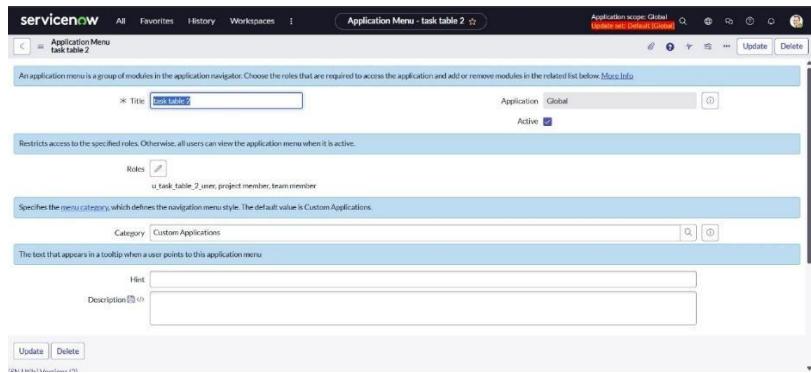
ASSIGN ROLES TO USERS-2

The screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying three assigned roles: 'project member', 'u_Task_table_user', and 'u_Task_table_2_user'. All three roles are active and not inherited. The interface includes standard ServiceNow navigation and search tools.

Role	State	Inherited	Inheritance Count
project member	Active	false	
u_Task_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



This screenshot shows the configuration page for an application menu named "task table 2". The page includes fields for title, application scope (Global), active status, roles (task_table_2_user, project member, team member), category (Custom Applications), hint, and description. Buttons for Update and Delete are at the bottom.

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 scope: Global

Active:

Roles: task_table_2_user, project member, team member

Category: Custom Applications

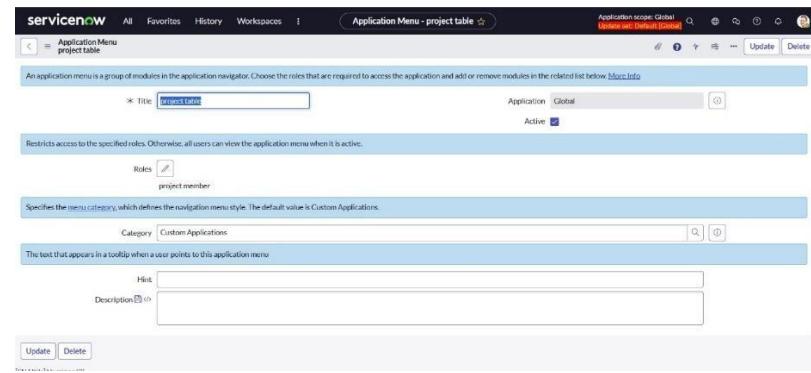
The text that appears in a tooltip when a user points to this application menu

Hint:

Description:

Update | Delete

APPLICATION ACCESS-2



This screenshot shows the configuration page for an application menu named "project table". The fields and layout are identical to the first screenshot, showing the same configuration options for title, application scope, active status, roles, category, hint, and description.

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 scope: Global

Active:

Roles: project member

Category: Custom Applications

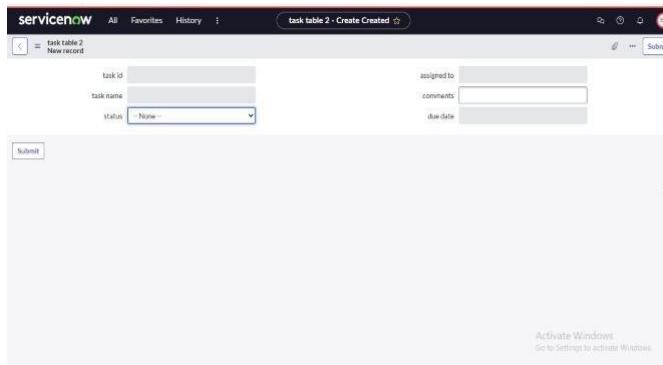
The text that appears in a tooltip when a user points to this application menu

Hint:

Description:

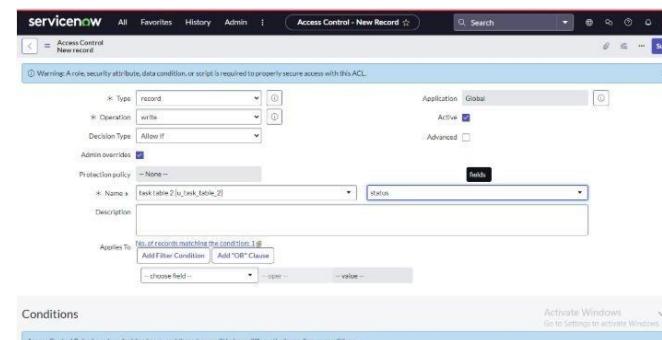
Update | Delete

ACCESS CONTROL LIST-1



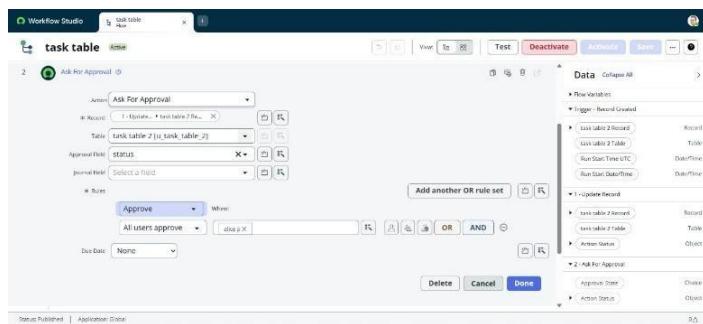
The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It has fields for 'task id', 'task name', 'status' (set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is at the top right. A watermark at the bottom says 'Activate Windows'.

ACCESS CONTROL LIST-2

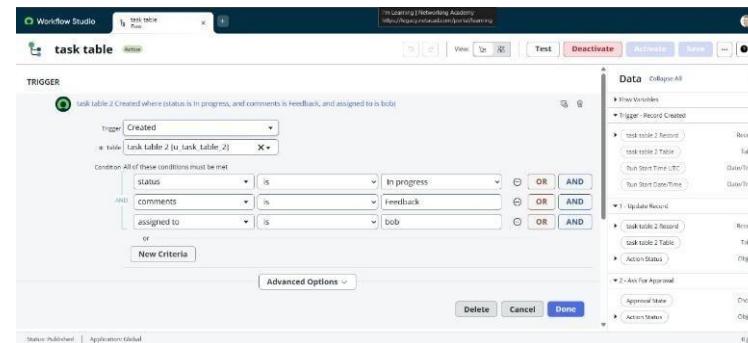


The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It defines a rule for 'record write' operations. The 'Decision Type' is set to 'Allow If'. The 'Applies To' section specifies 'task table 2/u_task_table_2' and 'status'. The 'Conditions' section indicates that the rule applies to records matching the condition '1@'. A note at the bottom states: 'Access Control Rules have two decision boxes, and these boxes will behave differently depending on conditions.'

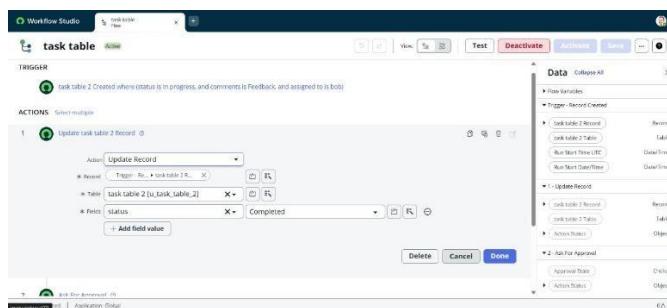
FLows-1



FLows-2



FLows-3



TESTING:

Task Table Record (Left Screenshot):

task_id	assigned_to	task_name	comments	status	due_date
	bob			completed	

Approvals List (Right Screenshot):

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	(empty)	CHG00000098	2024-09-01 06:15:29
Requested	Ron.Kettering	(empty)	CHG00000094	2024-09-01 06:15:29
Requested	Luke.Wilson	(empty)	CHG00000098	2024-09-01 06:15:29
Requested	Christina.Mitchell	(empty)	CHG00000094	2024-09-01 06:15:29
Requested	Bernard.Labey	(empty)	CHG00000094	2024-09-01 06:15:29
Requested	Howard.Johnson	(empty)	CHG00000095	2024-09-01 06:15:25
Requested	Ron.Kettering	(empty)	CHG00000095	2024-09-01 06:15:25
Requested	Luke.Wilson	(empty)	CHG00000095	2024-09-01 06:15:29
Requested	Christina.Mitchell	(empty)	CHG00000095	2024-09-01 06:15:25
Requested	Bernard.Labey	(empty)	CHG00000095	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