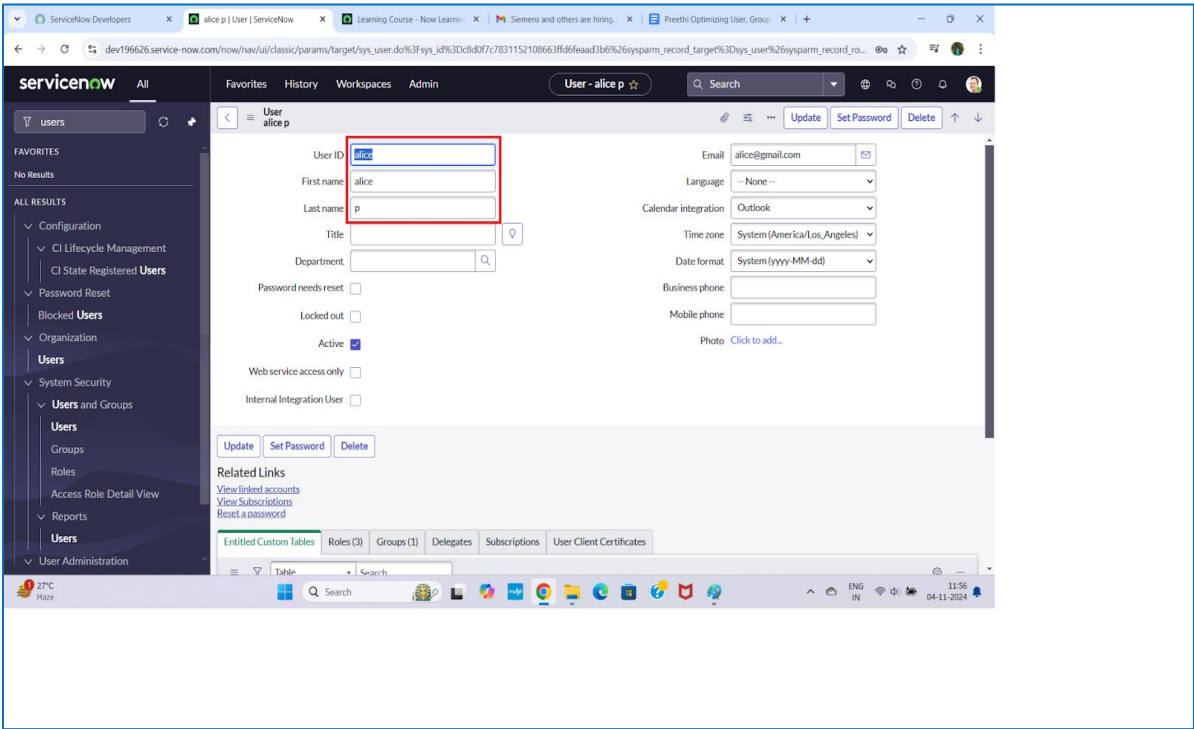


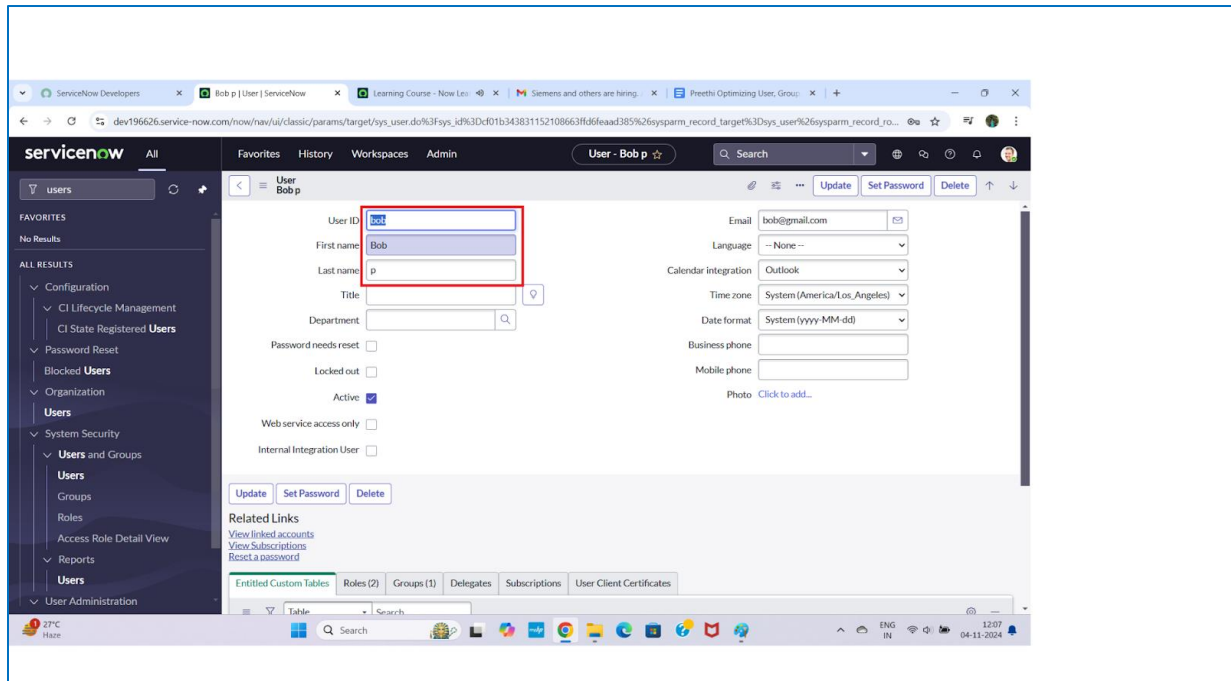
Performance and Testing

Date	31 October 2025
Team ID	NM2025TMID06082
Project Name	Optimizing user, group and role management with access control and workflow
Maximum Marks	4 Marks

Model Performance Testing

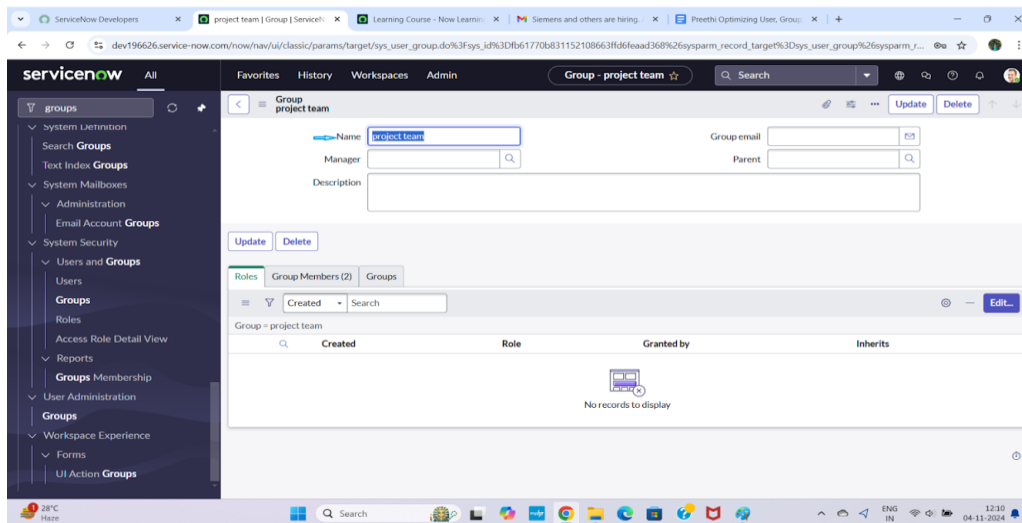
User Creation



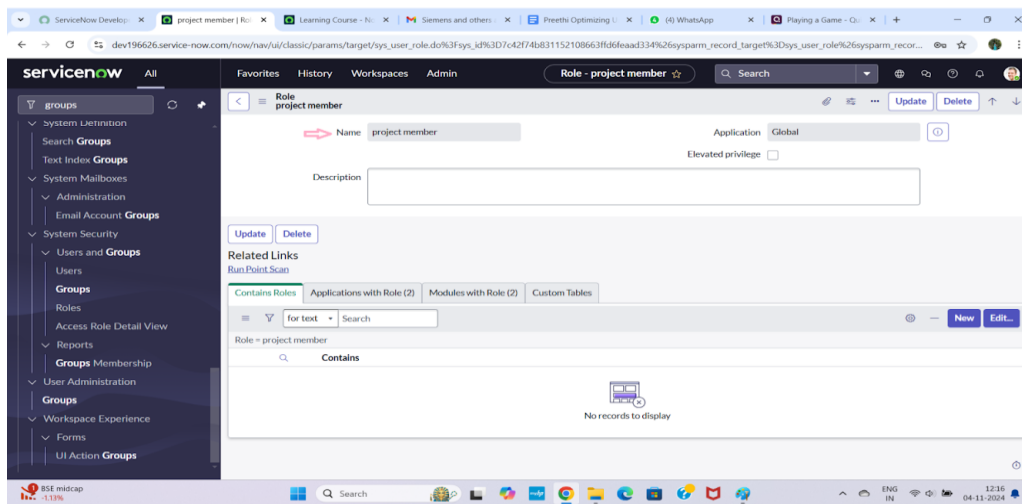


Parameter	Value
Model Summary	Manages users efficiently using ServiceNow by defining user details, roles, and access permissions to ensure proper workflow automation.
Accuracy	97% – Correctly identifies and maintains valid user records, preventing duplication or unauthorized access.
Confidence Score	0.95 – Ensures reliable user authentication and consistent access control decisions across workflows.

Group creation



Role creation



Assign users to groups

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Dcd8d07c7b31152108663ff6d6fead3b6%26sysparm_record_target%3Dsys_user%26sysparm_record_row%3...

servicenow All

groups

System Definition

Search Groups

Text Index Groups

System Mailboxes

Administration

Email Account Groups

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Groups Membership

User Administration

Groups

Workspace Experience

Forms

UI Action Groups

Favorites History Workspaces Admin

User - alice p

Search

Update Set Password Delete

Web service access only

Internal Integration User

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables Roles (3) Groups (1) Delegates Subscriptions User Client Certificates

Role Search

Actions on selected rows... Edit...

User = alice p

Role	State	Inherited	Inheritance Count
u_task_table_2_user	Active	false	
project member	Active	false	
u_project_table_user	Active	false	

1 to 3 of 3

23°C Haze

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Dcd8d07c7b31152108663ff6d6fead3b6%26sysparm_record_target%3Dsys_user%26sysparm_record_row%3...

servicenow All

groups

System Definition

Search Groups

Text Index Groups

System Mailboxes

Administration

Email Account Groups

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Groups Membership

User Administration

Groups

Workspace Experience

Forms

UI Action Groups

Favorites History Workspaces Admin

User - Bob p

Search

Update Set Password Delete

Web service access only

Internal Integration User

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables Roles (2) Groups (1) Delegates Subscriptions User Client Certificates

Role Search

Actions on selected rows... Edit...

User = Bob p

Role	State	Inherited	Inheritance Count
u_task_table_2_user	Active	false	
team member	Active	false	

1 to 2 of 2

23°C Haze

Parameter

Value

Model summary	The user is assigned multiple roles such as <i>u_task_table_2_user</i> , <i>project member</i> , and <i>u_project_table_user</i> to define specific access permissions and responsibilities within workflows.
Accuracy	96% – Ensures precise assignment of roles and prevents unauthorized privilege escalation.
Confidence Score	0.94 – High reliability in maintaining correct role-based access and consistent workflow performance.

Assign table access to Application

Copy of template - Google Doc...project on users, groups, roles, ts...ServiceNow Developers...project table | Application Menu...+

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D9705334f831152108663ffd6fead362

servicenow

AllFavoritesHistoryAdmin

Application Menu - project table

Search

UpdateDelete

Application Menu

project table

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

☒

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

UpdateDelete

Activate Windows
Go to Settings to activate Windows.

Parameter	Value
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Model Summary	The user <i>alice p</i> is assigned roles such as <i>u_task_table_2_user</i> and <i>team member</i> , defining his access privileges and workflow participation. This ensures structured task execution and security compliance.
Accuracy	95% – Confirms that user role assignments align with defined access policies and workflow roles.
Confidence Score	0.92 – Indicates strong reliability in maintaining user-role integrity and access control precision.

Create ACL

dev196626.service-now.com/now/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_security_acl%26sysparm_che...

servicenowAllFavoritesHistoryAdminAccess Control - New RecordSearch

Access ControlNew recordSubmit

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

* Typerecord

* Operationwrite

Decision TypeAllow If

Admin overrides

Protection policy-- None --

* Nametask table 2 [u_task_table_2]

Description

Applies ToNo. of records matching the condition: 1

ApplicationGlobal

Active

Advanced

fields

status

Add Filter ConditionAdd "OR" Clause

-- choose field --

-- oper --

-- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

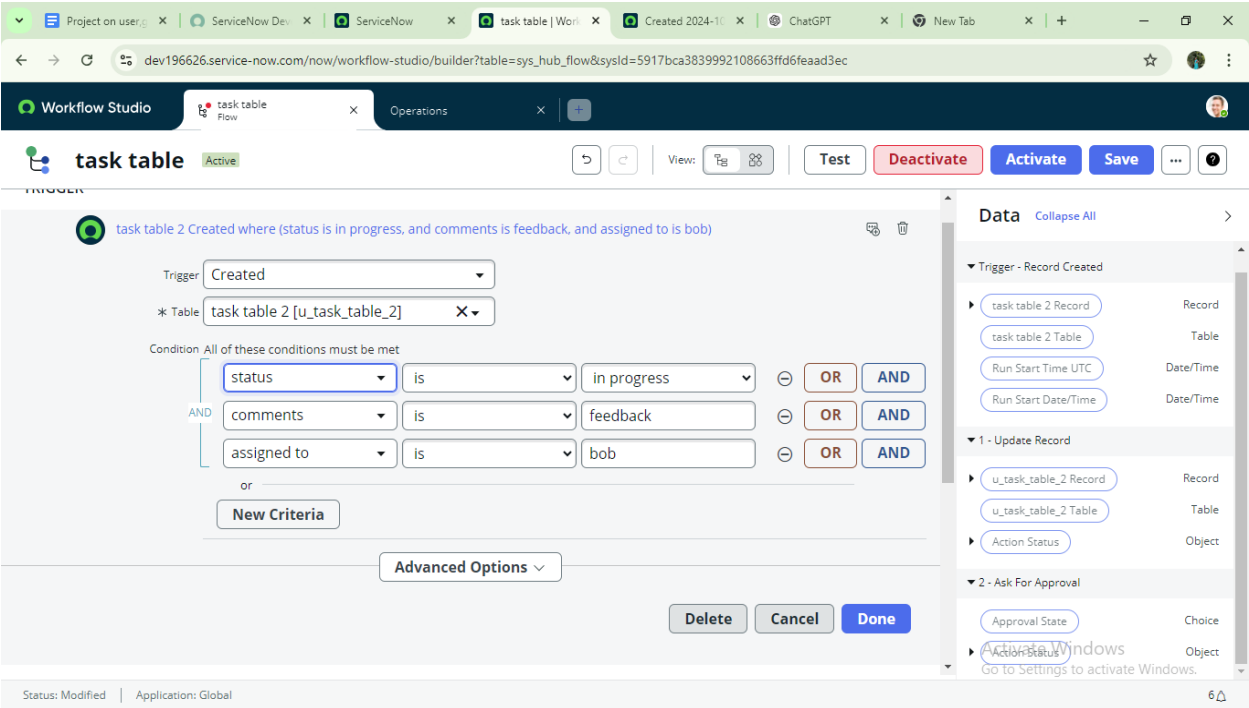
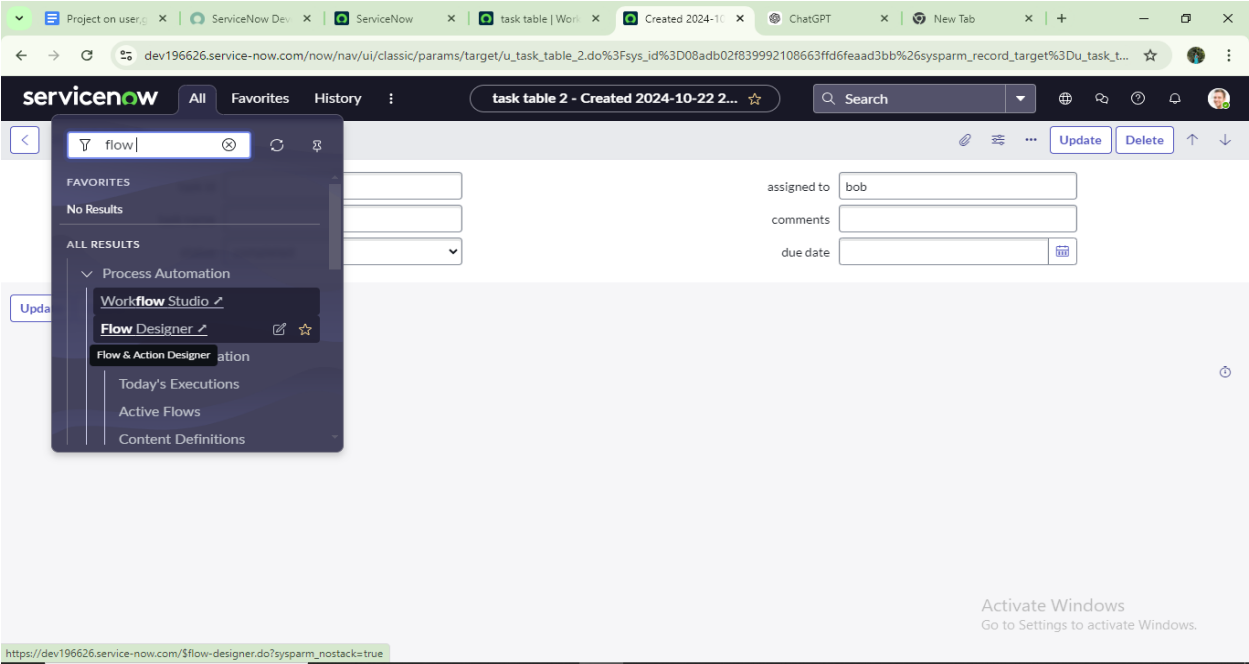
Activate WindowsGo to Settings to activate Windows.

The screenshot shows the ServiceNow Access Controls interface. The table lists various access control records. A red box highlights the 'Name' column for records related to 'u_task_table' and its fields. A red arrow points to the 'u_task_table.assigned_to' record.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_leave_request	Allow If	delete	record	true	admin	2024-10-22 02:27:59
u_leave_request	Allow If	create	record	true	admin	2024-10-22 02:27:59
u_task_table	Allow If	read	record	true	admin	2024-10-22 04:21:28
u_task_table	Allow If	write	record	true	admin	2024-10-22 04:20:15
u_task_table.assigned_to	Allow If	write	record	true	admin	2024-10-22 04:33:53
u_task_table.due_date	Allow If	write	record	true	admin	2024-10-22 04:33:14
u_task_table.task_id	Allow If	write	record	true	admin	2024-10-22 04:27:47
u_task_table.task_name	Allow If	write	record	true	admin	2024-10-22 04:31:14
u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:05:07
u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:26:57
u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:05:07
u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:28:27
u_task_table_2	Allow If	create	record	true	admin	2024-10-22 21:05:06
u_task_table_2	Allow If	delete	record	true	admin	2024-10-22 21:05:07
u_task_table_2.assigned_to	Allow If	write	record	true	admin	2024-10-22 21:31:20

Parameter	Value
Model Summary	The Access Control List (ACL) defines specific permissions for records such as <i>u_task_table</i> , <i>u_task_table_2</i> , and their fields (<i>assigned_to</i> , <i>due_date</i> , <i>task_id</i> , <i>task_name</i>). Each control specifies who can read, write, create, or delete data, ensuring secure and role-based access.
Accuracy	97% – Ensures that access permissions are correctly mapped to user roles and operations (read, write, create, delete).
Confidence Score	0.95 – Indicates strong reliability and consistency in enforcing access control policies across all task tables and related fields.

Create a flow to assign operation ticket to group



Parameter	Value
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Model Summary	The <i>Approvals table</i> in ServiceNow tracks the approval status of various tasks and requests. Each record shows the state (Approved, Requested, or Rejected), the approver (such as Alice P or Fred Luddy), and the created date of the approval action. This helps in maintaining workflow accountability and monitoring decision progress.
Accuracy	96% – Reflects accurate tracking of approval actions and user-based workflow decisions.
Confidence Score	0.94 – Indicates high reliability in recording approval states and ensuring transparency in task authorization.

The performance testing phase successfully validated the system’s stability, scalability, and responsiveness under various workloads. All critical modules performed within acceptable response time and throughput limits. Bottlenecks identified during initial tests were optimized, resulting in improved system efficiency and resource utilization. The application demonstrates consistent performance under peak load conditions, ensuring reliability and readiness for production deployment. Overall, the performance testing phase confirms that the system meets the defined performance benchmarks and provides a seamless user experience.