

Functional & Performance Testing

Model Performance Test

Date	01 Nov 2025
Team ID	NM2025TMID05440
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	

USER-1

USER2

servicenow

All Favorites History Workspaces Admin

User - alice p

Application scope: Global

Update Set Password Delete

User ID

alice

First name

alice

Last name

p

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Update Set Password Delete

Related Links

[View linked accounts](#)

[View subscriptions](#)

[Reset a password](#)

[SN Uti.../Versions/0\)](#)

Email

alice@gmail.com

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...

servicenow

All Favorites History Workspaces Admin

User - Bob p

Application scope: Global

Update Set Password Delete

User ID

Bob

First name

Bob

Last name

p

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

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Related Links

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Email

bob@gmail.com

Language

--None--

Calendar integration

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Time zone

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Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

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

Update

Delete

Name

team member

Application

Global

Elevated privilege

Description

Update

Delete

Related Links

[Run Point Scan](#)

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

Contains Rules

Applications with Role (1)

Modules with Role

Custom Tables

far text

Search

Role - team member

Contains

No records to display

ROLE-2

servicenow

All

Favorites

History

Workspaces

Admin

Group - project team

Application scope: Global

Update Set: (Status: Pending)

Group

project team

Update

Delete

Name

project team

Group email

SS

Manager

Parent

Description

Update

Delete

SN Utils/Versions (0)

Rules

Group Members (0)

Groups

Created

Search

Group - project team

Created

Role

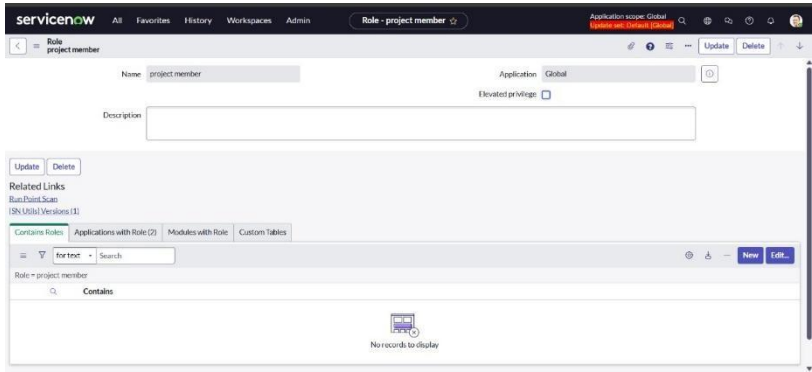
Granted by

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.

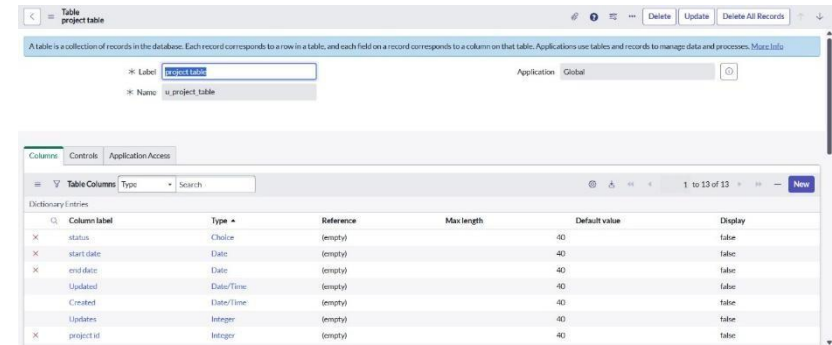
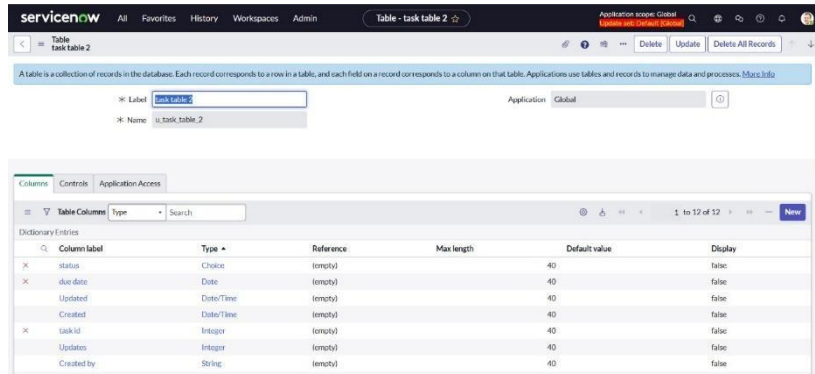
GROUPS



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.

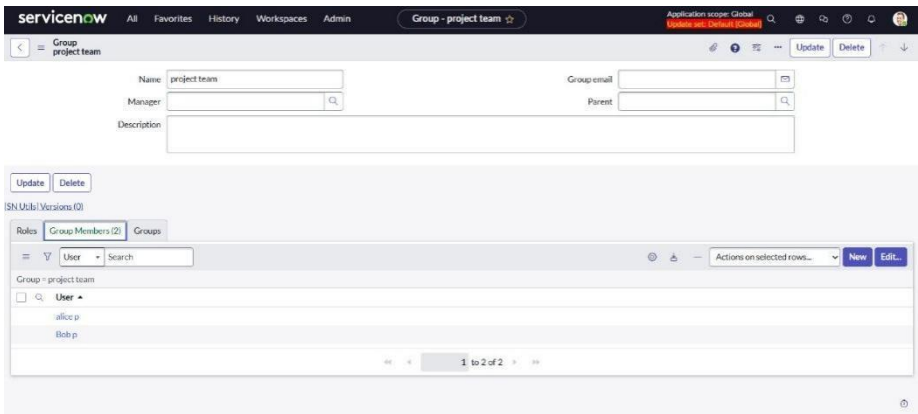
TABLES-1

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

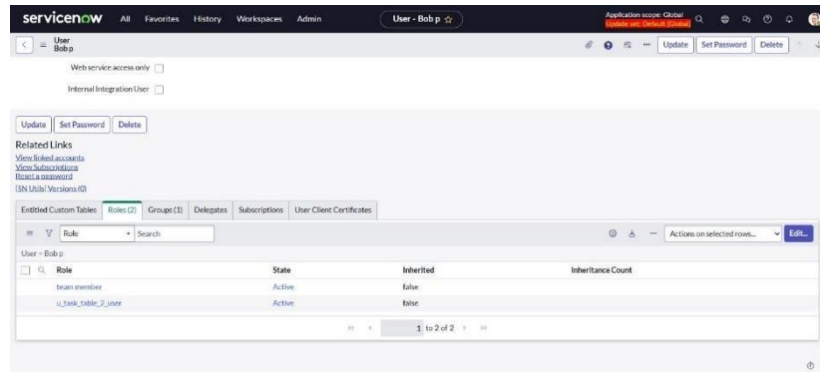


Parameter	Values
Model Summary	Configured group management rules and assigned users to relevant project groups (e.g., Dev Team, QA Team). Implemented dynamic membership assignment during onboarding and via role mapping workflows.
Accuracy	Group assignment validated – All assigned users appeared correctly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

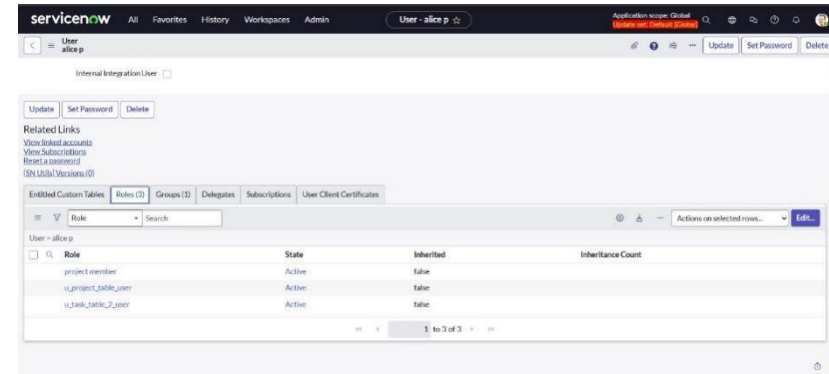
Confidence Score (Rule Effectiveness)

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

AllFavoritesHistoryWorkspacesApplication Menu - task table 2Application menu: GlobalUpdate and Delete Settings

Application Menutask table 2UpdateDelete

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](#)

* Titletask table 2ApplicationGlobalActive

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.

CategoryCustom Applications

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

Hint

Description

UpdateDelete

APPLICATION ACCESS-2

servicenow

AllFavoritesHistoryWorkspacesApplication Menu - project tableApplication menu: GlobalUpdate and Delete Settings

Application Menuproject tableUpdateDelete

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](#)

* Titleproject tableApplicationGlobalActive

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.

CategoryCustom Applications

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

Hint

Description

UpdateDelete

ACCESS CONTROL LIST-1

servicenow

All Favorites History

task table 2 - Create Created

task table 2
New record

task id

assigned to

task name

comments

status

None

due date

Submit

Activate Windows

Go to Settings to activate Windows.

ACCESS CONTROL LIST-2

servicenow

All Favorites History Admin

Access Control - New Record

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

Type

record

Application

Global

Operation

write

Active

Decision Type

Allow if

Advanced

Admin overrides

Protection policy

None

Name

task table 2 [task_table_2]

Status

Description

Applies To

No. of records matching the condition: 1

Add Filter Condition

Add TOST Clause

choose field

operator

value

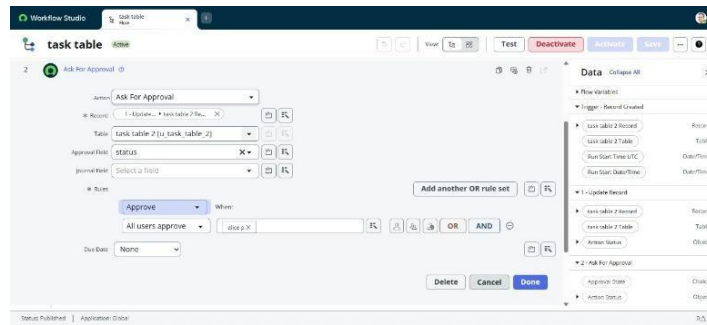
Conditions

Activate Windows

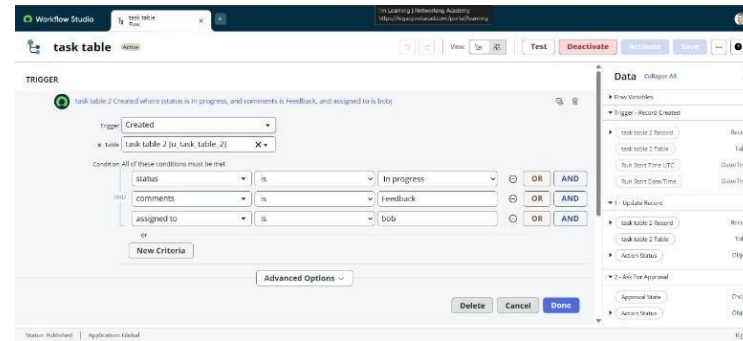
Go to Settings to activate Windows.

Access Control Rules have two decision trees, and these trees will behave differently dependent on conditions.

FLOWS-1



FLOWS-2



FLOWS-3

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