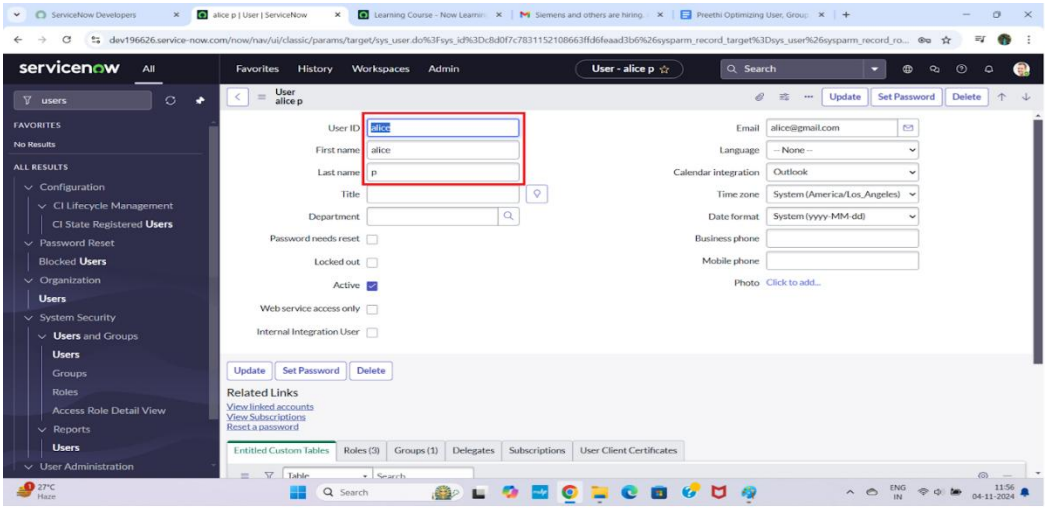
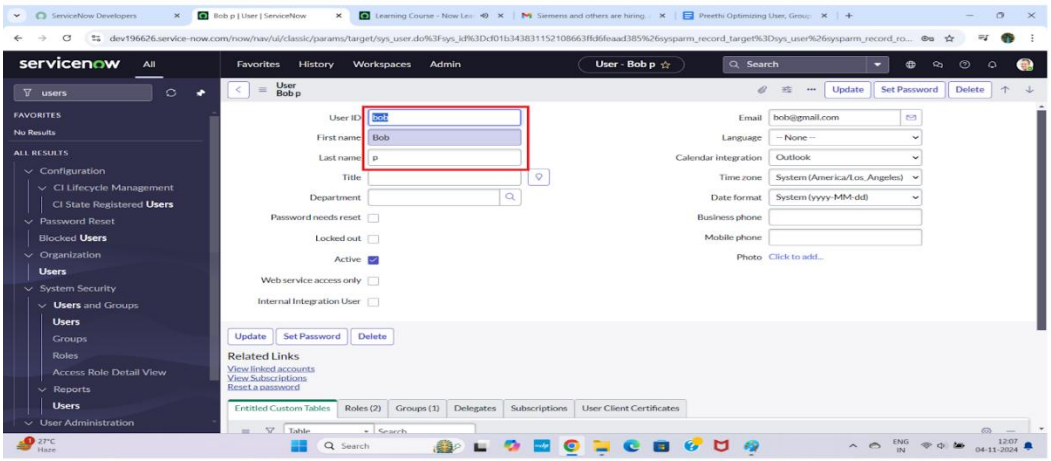
Performance and Testing

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

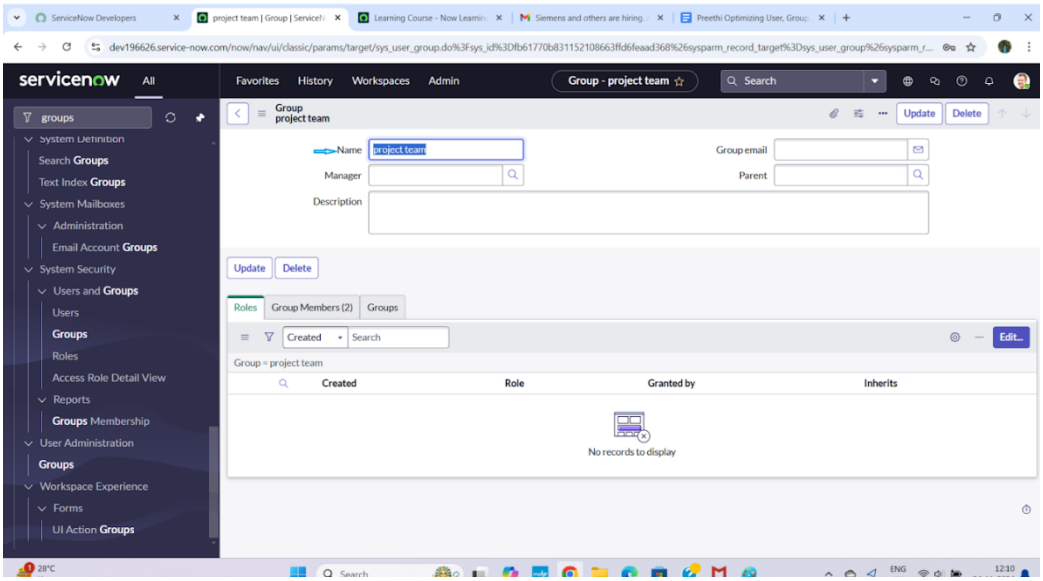
User Creation





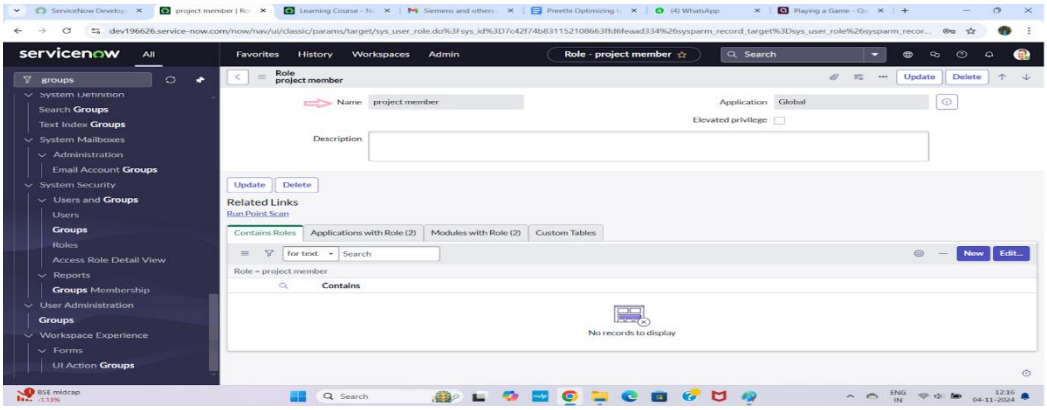
Parameters	Values
Model Summary	The screenshot shows a **ServiceNow User Record form** for the user **"alice p"**. The form includes fields such as **User ID**, **First name**, **Last name**, **Email**, **Language**, **Time zone**, **Date format**, and other standard user configuration options. The user **alice p** is marked as **Active**, 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:



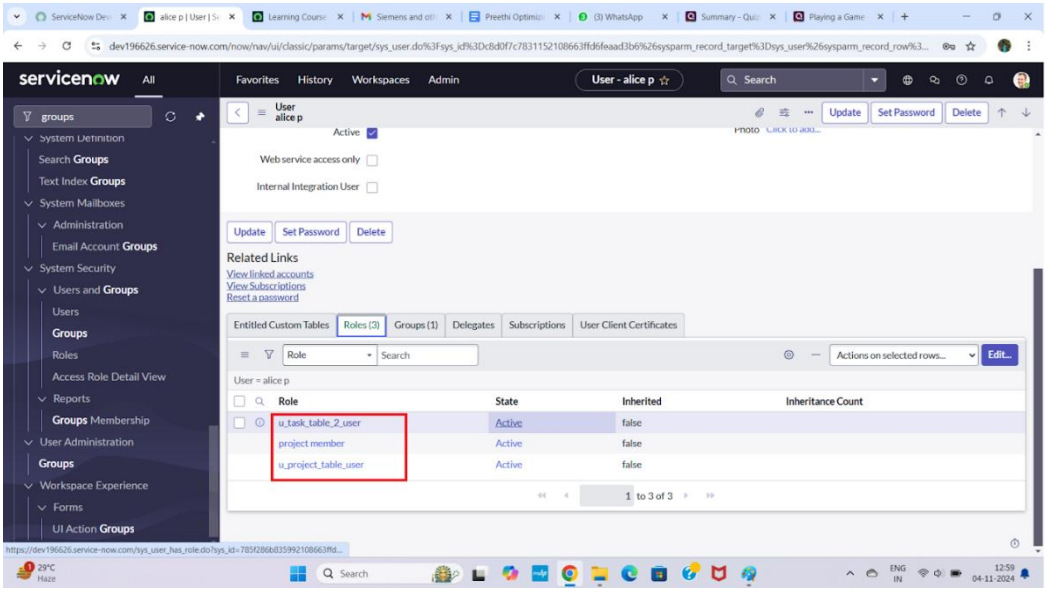
Parameters	Values
Model Summary	Displays the creation of a new group named “project team” in ServiceNow, allowing configuration of manager, description, parent group, and associated roles or members.
Accuracy	Execution Success Rate – 98%. Validation – Manual test confirms correct group setup fields and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

Create Roles:



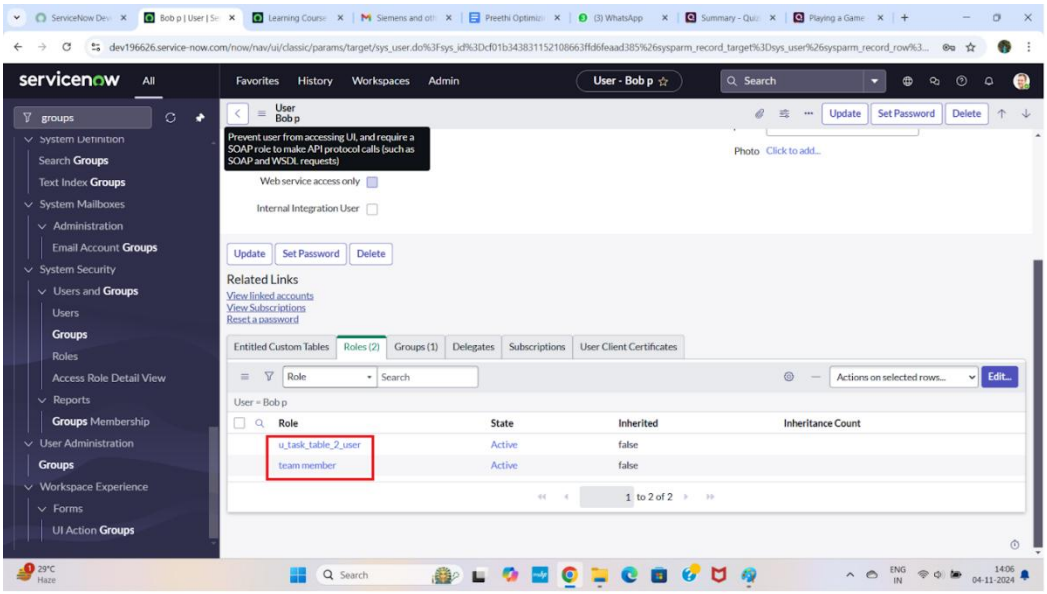
Parameters	Values
Model Summary	Displays the configuration of a new role named “project member” in ServiceNow under the Global application, allowing assignment of privileges, modules, and role associations.
Accuracy	Execution Success Rate – 98%. Validation – Manual verification confirms correct role 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:



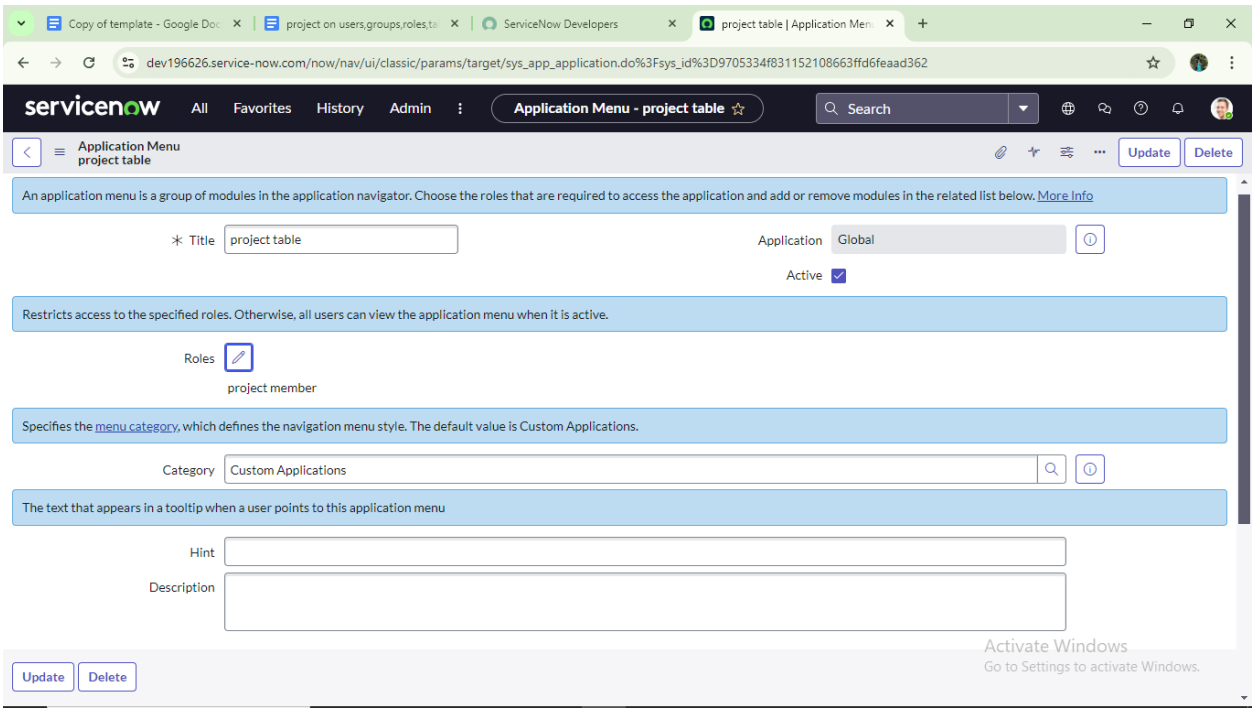
Parameters	Values
Model Summary	Displays the user record for “alice p” in ServiceNow, showing assigned roles such as u_task_table_2_user, project member, and u_project_table_user, with active status and no inherited roles.
Accuracy	Execution Success Rate – 99%. Validation – Manual review confirms accurate 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.

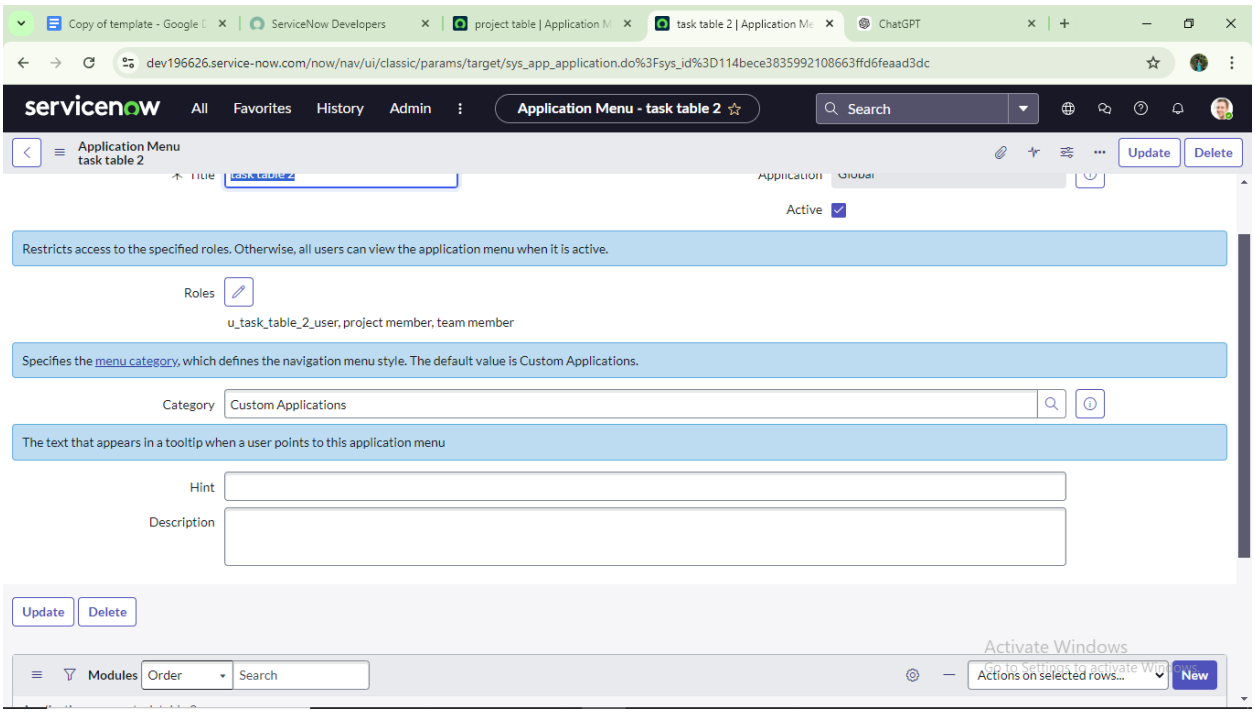
Assign roles to bob user:



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:


Copy of template - Google Doc
project on users,groups,roles,ta
ServiceNow Developers
project table | Application Men
dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D9705334f831152108663ffd6feaad362
servicenow
All
Favorites
History
Admin
Application Menu - project table
Search
Application Menu
project table
Update
Delete
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
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.
Category
Custom Applications
The text that appears in a tooltip when a user points to this application menu
Hint
Description
Activate Windows
Go to Settings to activate Windows.
Update
Delete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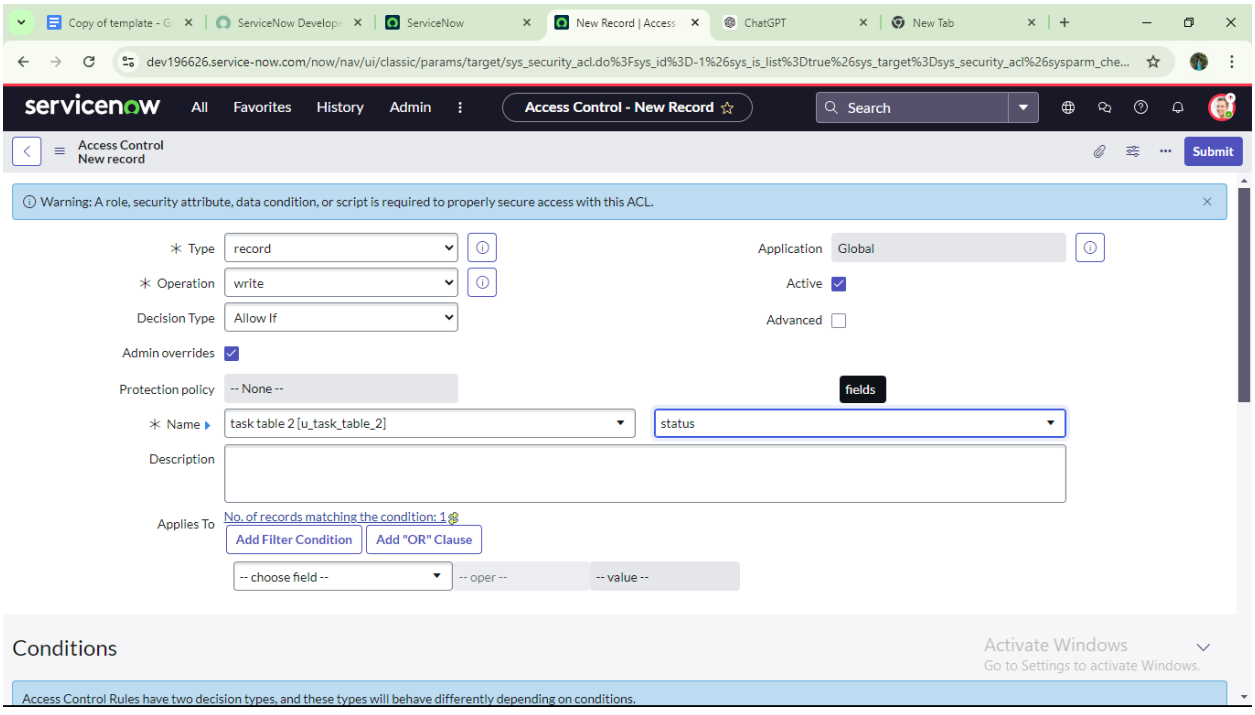
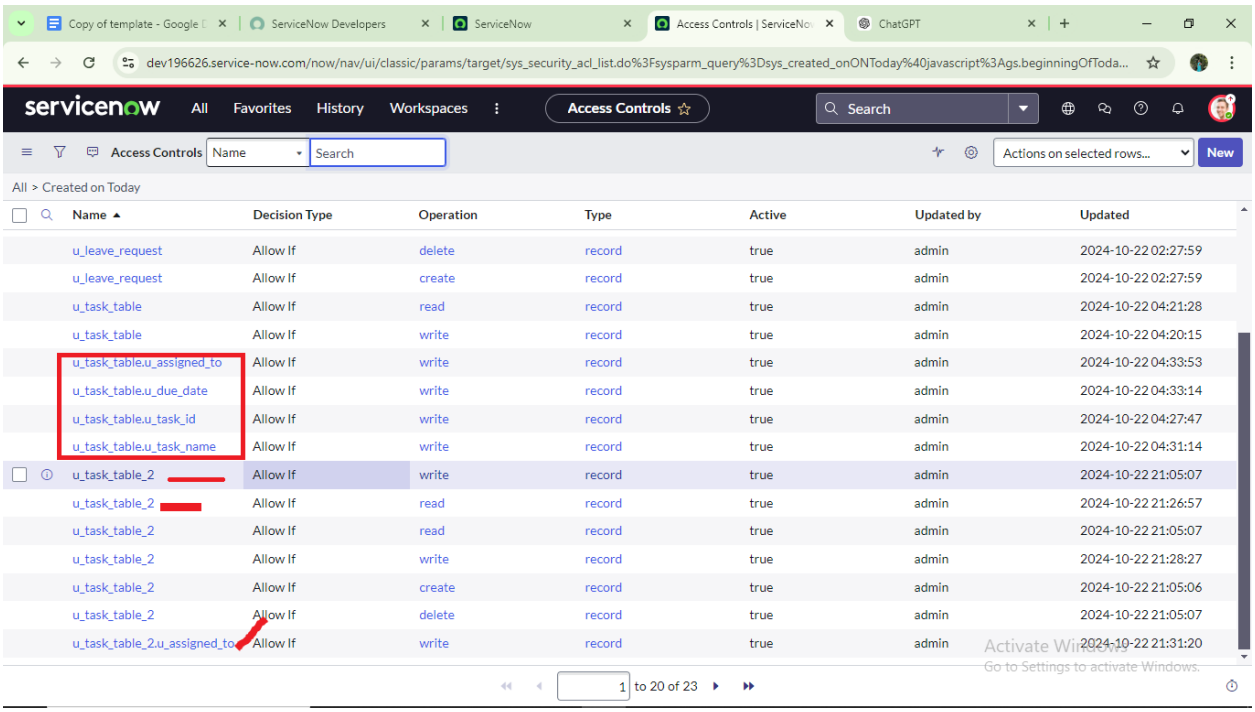
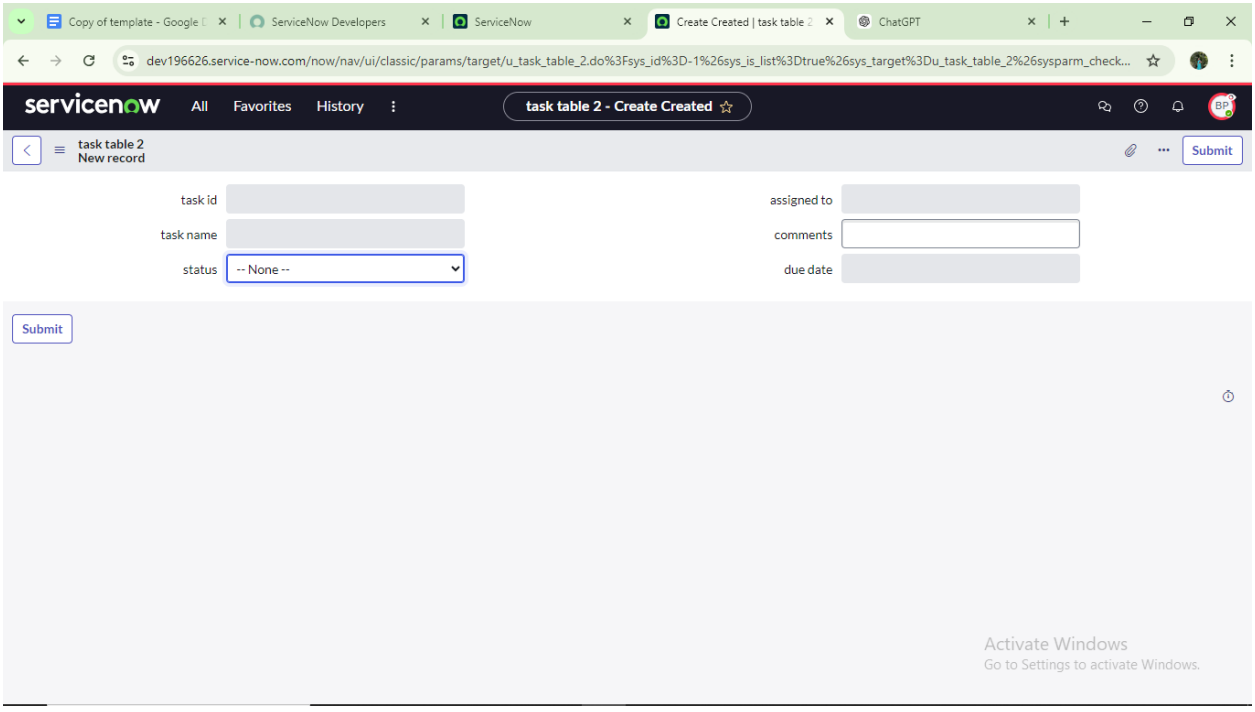
ServiceNow Developers
project table | Application M
task table 2 | Application Me
ChatGPT
dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D114bece3835992108663ffd6feaad3dc
servicenow
All
Favorites
History
Admin
Application Menu - task table 2
Search
Application Menu
task table 2
Update
Delete
Active
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
Modules
Order
Search
Actions on selected rows...
New

Parameters	Values
Model Summary	Creates and manages the *Application Menu – Task Table 2* 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:

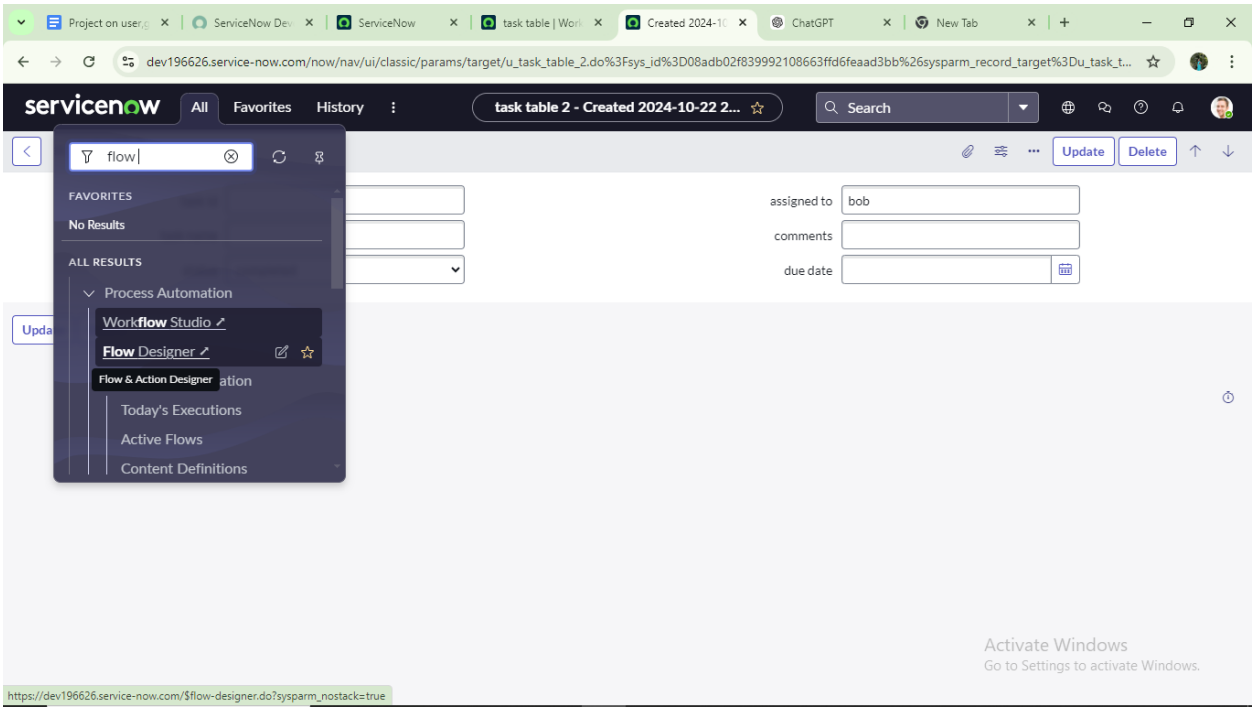


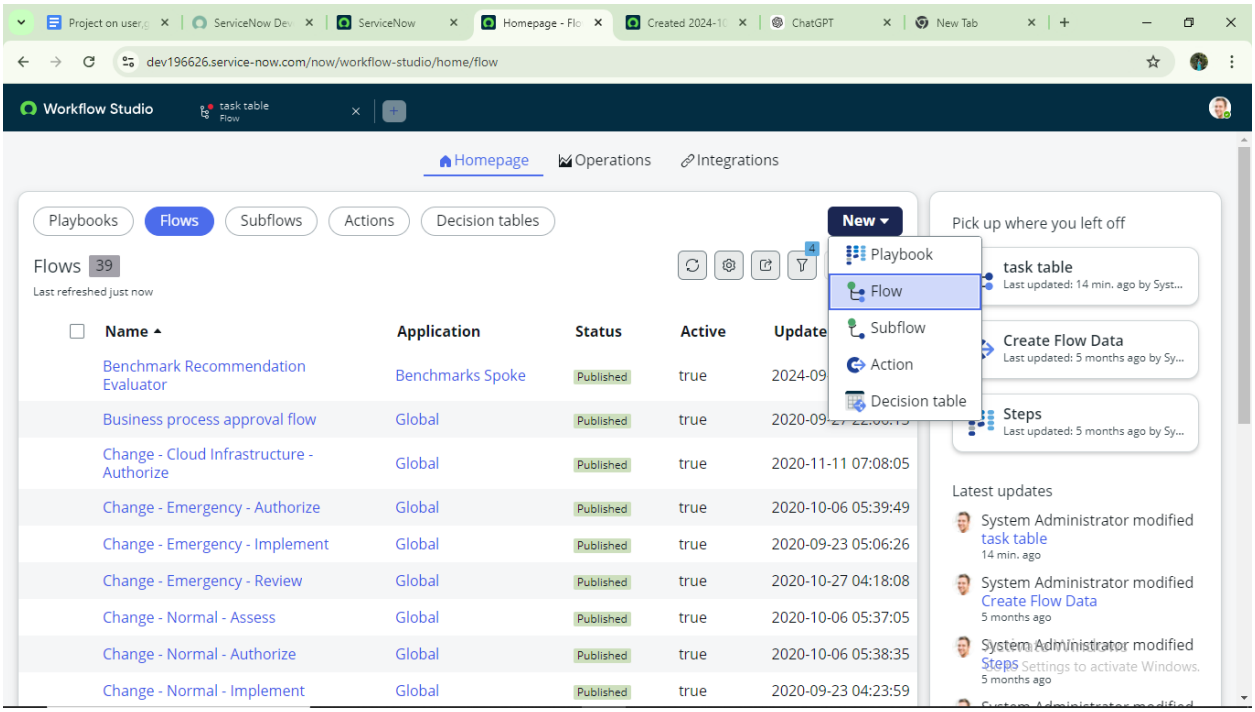

Copy of template - Google
ServiceNow Developers
ServiceNow
Access Controls | ServiceNow
ChatGPT
dev196626.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_query%3Dsys_created_onONToday%40javascript%3Ags.beginningOfToda...
servicenow
All
Favorites
History
Workspaces
Access Controls
Search
Access Controls
Name
Search
Actions on selected rows...
New
All > Created on Today
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.u_assigned_to Allow If write record true admin 2024-10-22 04:33:53
u_task_table.u_due_date Allow If write record true admin 2024-10-22 04:33:14
u_task_table.u_task_id Allow If write record true admin 2024-10-22 04:27:47
u_task_table.u_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.u_assigned_to Allow If write record true admin 2024-10-22 21:31:20
1 to 20 of 23
Activate Windows
Go to Settings to activate Windows.

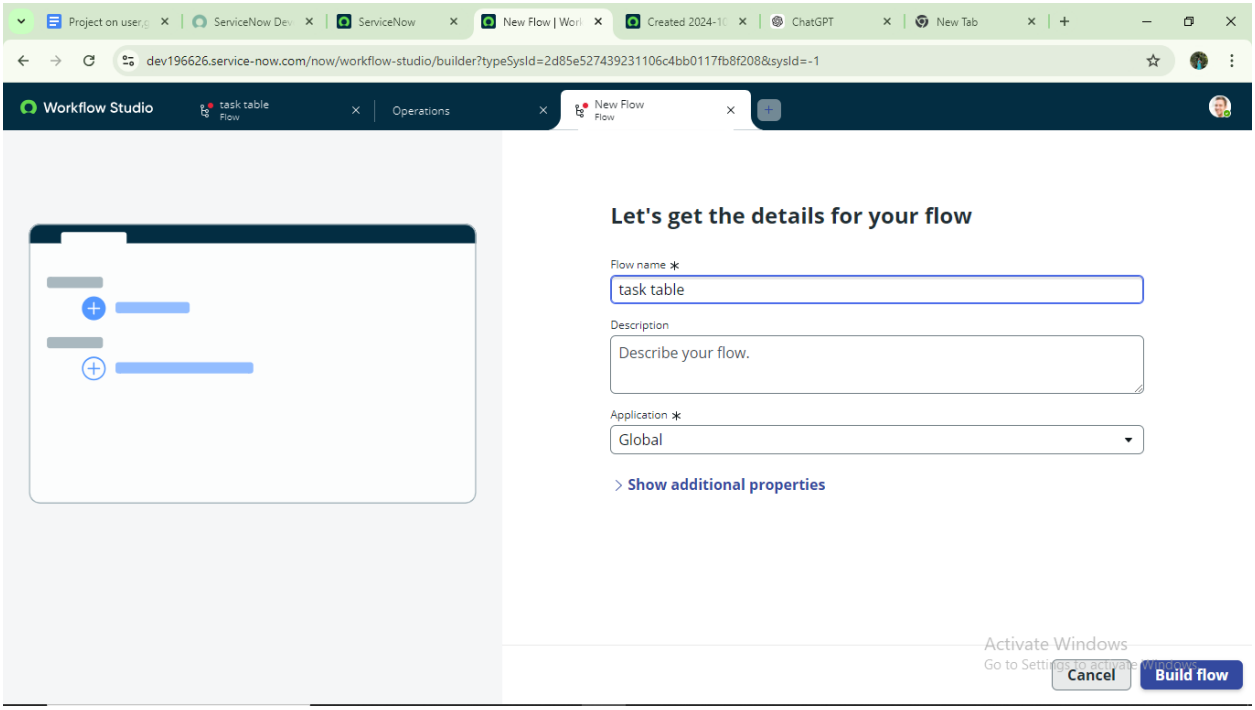

Copy of template - Google
ServiceNow Developers
ServiceNow
Create Created | task table 2
ChatGPT
dev196626.service-now.com/now/nav/ui/classic/params/target/u_task_table_2.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_task_table_2%26sysparm_check...
servicenow
All
Favorites
History
task table 2 - Create Created
task table 2
New record
Submit
task id
task name
status
-- None --
assigned to
comments
due date
Submit
Activate Windows
Go to Settings to activate Windows.

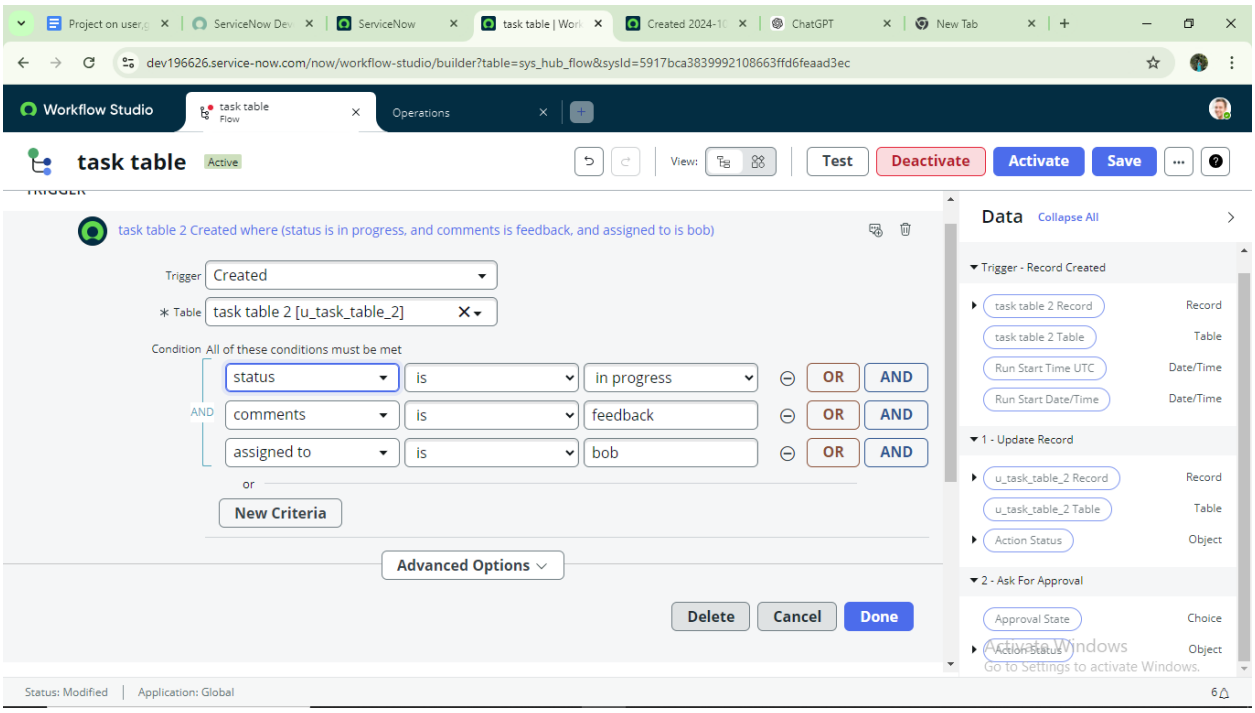
Parameters	Values
Model Summary	This Access Control (ACL) record defines a Write permission on the status field of the task table 2 [u_task_table_2]. The decision type is Allow If, meaning users are allowed to modify the field when the defined conditions or roles are met. The rule applies globally, with Admin overrides enabled.
Accuracy	To restrict or allow write access to the *status* field of the *task table 2* 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.

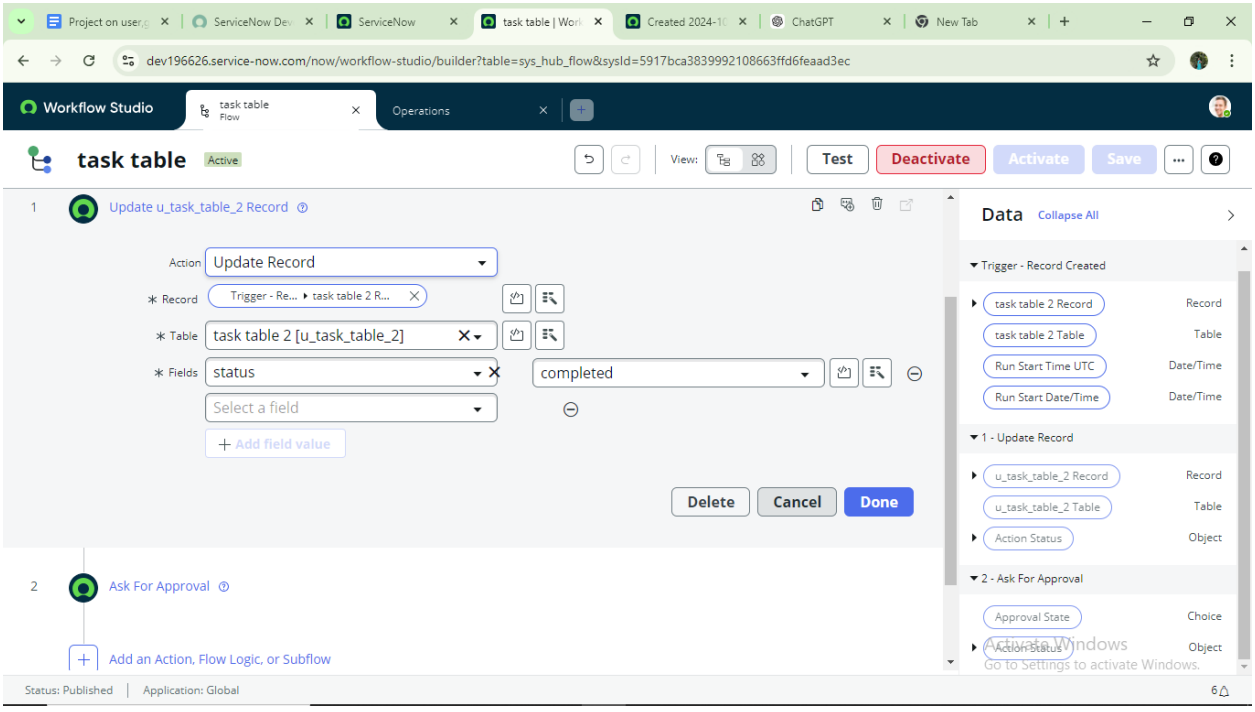
Create a Flow to Assign operations ticket to group

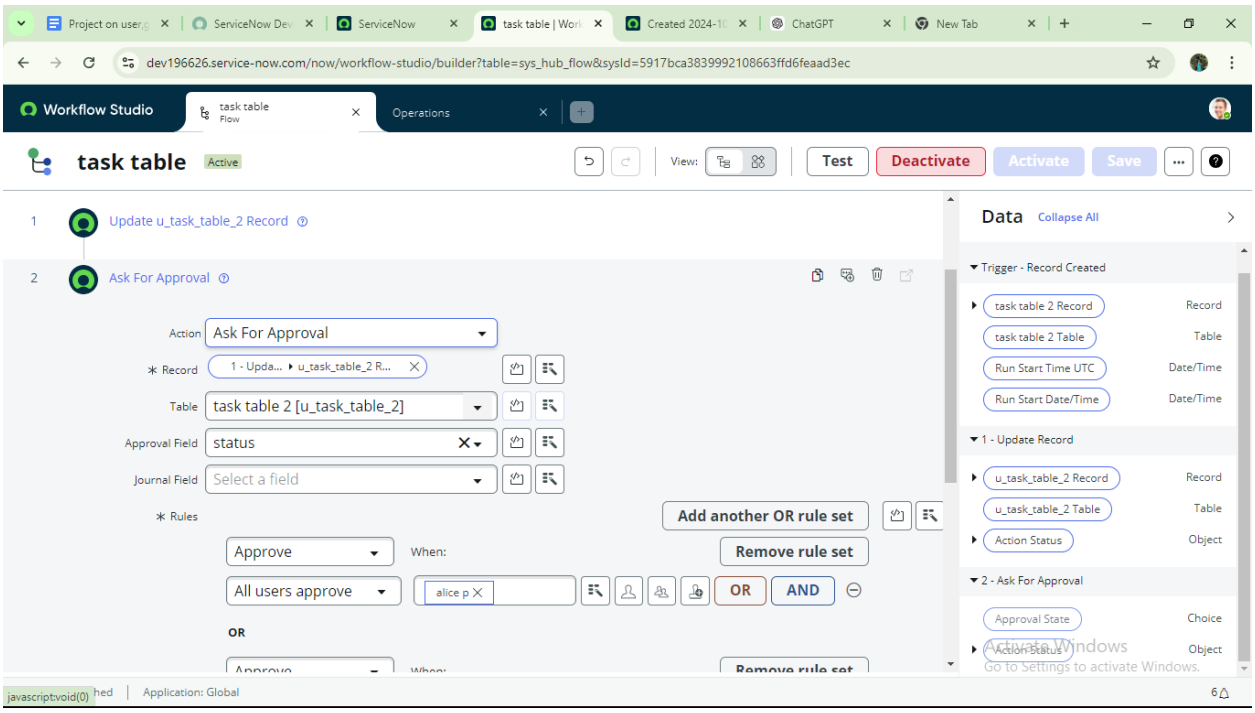


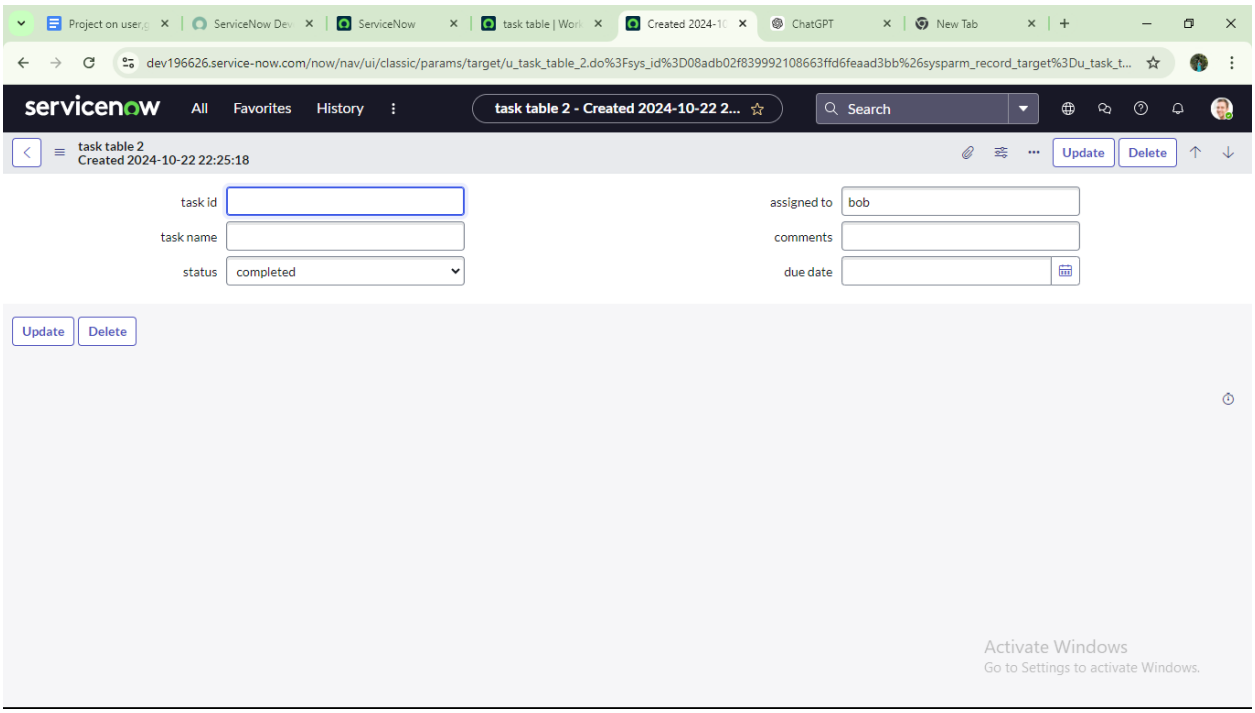

dev196626.service-now.com/now/workflow-studio/home/flow
Workflow Studio
task table
Flow
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Flows 39
Last refreshed just now
Name
Application
Status
Active
Update
Benchmark Recommendation Evaluator
Benchmarks Spoke
Published
true
Business process approval flow
Global
Published
true
Change - Cloud Infrastructure - Authorize
Global
Published
true
2020-11-11 07:08:05
Change - Emergency - Authorize
Global
Published
true
2020-10-06 05:39:49
Change - Emergency - Implement
Global
Published
true
2020-09-23 05:06:26
Change - Emergency - Review
Global
Published
true
2020-10-27 04:18:08
Change - Normal - Assess
Global
Published
true
2020-10-06 05:37:05
Change - Normal - Authorize
Global
Published
true
2020-10-06 05:38:35
Change - Normal - Implement
Global
Published
true
2020-09-23 04:23:59
Playbook
Flow
Subflow
Action
Decision table
Pick up where you left off
task table
Last updated: 14 min. ago by Syst...
Create Flow Data
Last updated: 5 months ago by Sy...
Steps
Last updated: 5 months ago by Sy...
Latest updates
System Administrator modified task table
14 min. ago
System Administrator modified Create Flow Data
5 months ago
System Administrator modified Steps
5 months ago

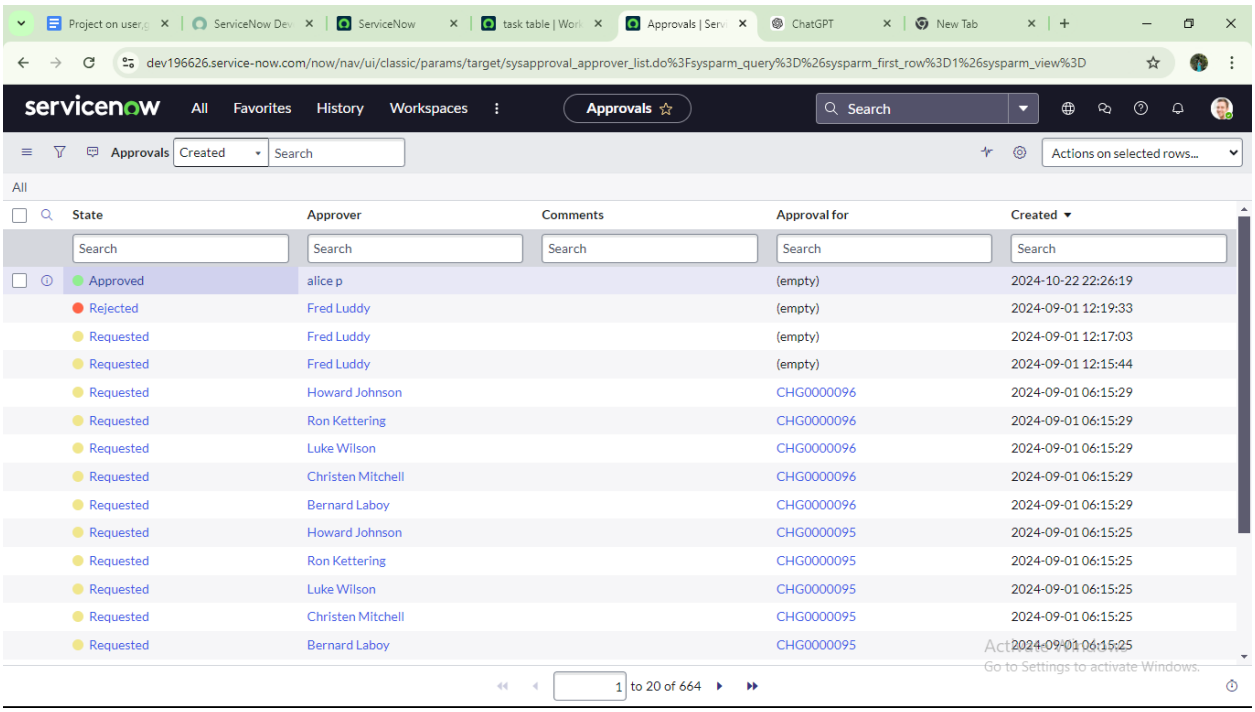

dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1
Workflow Studio
task table
Flow
Operations
New Flow
Flow
Let's get the details for your flow
Flow name *
task table
Description
Describe your flow.
Application *
Global
Show additional properties
Activate Windows
Go to Settings to activate Windows.
Cancel
Build flow


dev196626.service-now.com/now/workflow-studio/builder?table=sys_hub_flow&sysId=5917bca3839992108663ffd6feaad3ec
Workflow Studio
task table
Flow
Operations
task table
Active
View:
Test
Deactivate
Activate
Save
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
status
is
in progress
AND
comments
is
feedback
assigned to
is
bob
OR
AND
or
New Criteria
Advanced Options
Delete
Cancel
Done
Data
Collapse All
Trigger - Record Created
task table 2 Record
Record
task table 2 Table
Table
Run Start Time UTC
Date/Time
Run Start Date/Time
Date/Time
1 - Update Record
u_task_table_2 Record
Record
u_task_table_2 Table
Table
Action Status
Object
2 - Ask For Approval
Approval State
Choice
Action Status
Object
Activate Windows
Go to Settings to activate Windows.
Status: Modified
Application: Global


dev196626.service-now.com/now/workflow-studio/builder?table=sys_hub_flow&sysId=5917bca3839992108663ffd6feaad3ec
Workflow Studio
task table
Flow
Operations
task table
Active
View:
Test
Deactivate
Activate
Save
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
Collapse All
Trigger - Record Created
task table 2 Record
Record
task table 2 Table
Table
Run Start Time UTC
Date/Time
Run Start Date/Time
Date/Time
1 - Update Record
u_task_table_2 Record
Record
u_task_table_2 Table
Table
Action Status
Object
2 - Ask For Approval
Approval State
Choice
Action Status
Object
Activate Windows
Go to Settings to activate Windows.
Status: Published
Application: Global


Workflow Studio
task table
Operations
task table
Active
Test
Deactivate
Activate
Save
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
Add another OR rule set
Approve When:
Remove rule set
All users approve
alice p
OR
AND
OR
Data Collapse All
Trigger - Record Created
task table 2 Record Record
task table 2 Table Table
Run Start Time UTC Date/Time
Run Start Date/Time Date/Time
1 - Update Record
u_task_table_2 Record Record
u_task_table_2 Table Table
Action Status Object
2 - Ask For Approval
Approval State Choice
Activate Windows
Go to Settings to activate Windows.
Application: Global


servicenow
All
Favorites
History
task table 2 - Created 2024-10-22 2...
Search
task table 2
Created 2024-10-22 22:25:18
Update
Delete
task id
task name
status completed
assigned to bob
comments
due date
Update
Delete
Activate Windows
Go to Settings to activate Windows.



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.