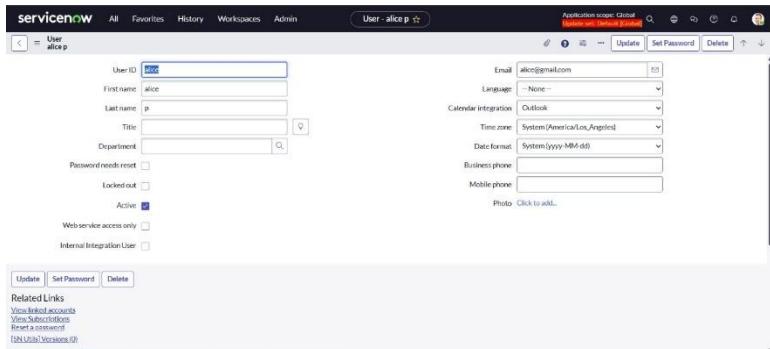


Functional & Performance Testing

Model Performance Test

Date	01 Nov 2025
Team ID	NM2025TMID05127
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	

USER-1

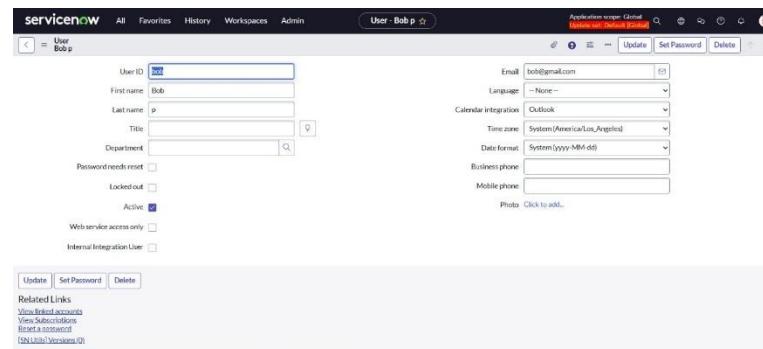


A screenshot of a ServiceNow user record for 'User - alice p'. The record displays the following details:

- User ID: 1234
- First name: Alice
- Last name: P
- Title: Manager
- Department: Sales
- Email: alice@email.com
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone: (555) 123-4567
- Mobile phone: (555) 123-4567
- Photo: Click to add...
- Active:
- Locked out:
- Web service access only:
- Internal Integration User:

Buttons at the bottom include: Update, Set Password, Delete, Related Links, View linked accounts, View Subscriptions, Insert a password, and SN User Versions (Q).

USER2



A screenshot of a ServiceNow user record for 'User - Bob p'. The record displays the following details:

- User ID: 1235
- First name: Bob
- Last name: P
- Title: Manager
- Department: Sales
- Email: bob@email.com
- Language: None
- Calendar integration: Outlook
- Time zone: System(America/Los_Angeles)
- Date format: System(yyyy-MM-dd)
- Business phone: (555) 123-4567
- Mobile phone: (555) 123-4567
- Photo: Click to add...
- Active:
- Locked out:
- Web service access only:
- Internal Integration User:

Buttons at the bottom include: Update, Set Password, Delete, Related Links, View linked accounts, View Subscriptions, Insert a password, and SN User Versions (Q).

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

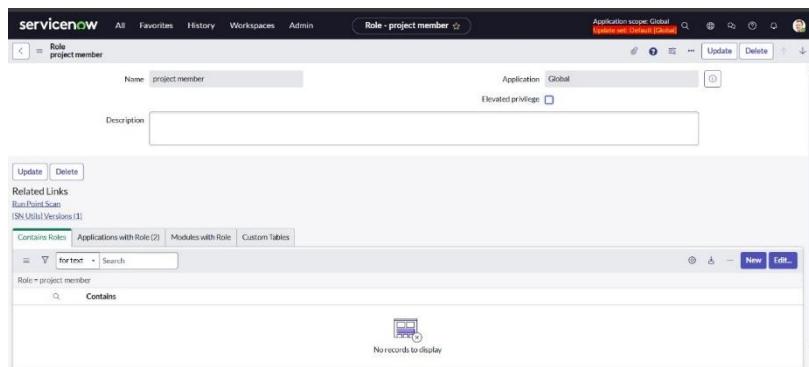
This screenshot shows the ServiceNow Role interface. At the top, there's a header with 'Role' and a sub-header 'team member'. Below the header, there are fields for 'Name' (team member), 'Application' (Global), and 'Elevated privilege' (unchecked). A 'Description' field is present but empty. At the bottom, there are buttons for 'Update' and 'Delete', and a 'Related Links' section with options like 'Run Point Scan' and 'ISN Utils/Version (1)'. Below that is a tab bar with 'Contains Roles', 'Applications with Role (1)', 'Modules with Role', and 'Custom Tables'. The main content area is titled 'team member' and shows a table with one record: 'Contains' with a value of 'team member'. A note at the bottom says 'No records to display'.

ROLE-2

This screenshot shows the ServiceNow Group interface. At the top, there's a header with 'Group' and a sub-header 'project team'. Below the header, there are fields for 'Name' (project team), 'Manager' (empty), and 'Parent' (empty). A 'Description' field is present but empty. At the bottom, there are buttons for 'Update' and 'Delete', and a 'SN Utils/Version (0)' section. Below that is a tab bar with 'Roles', 'Group Members (2)', and 'Groups'. The main content area is titled 'Group - project team' and shows a table with two records: 'Group Members' with values 'team member' and 'team member'. A note at the bottom says '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

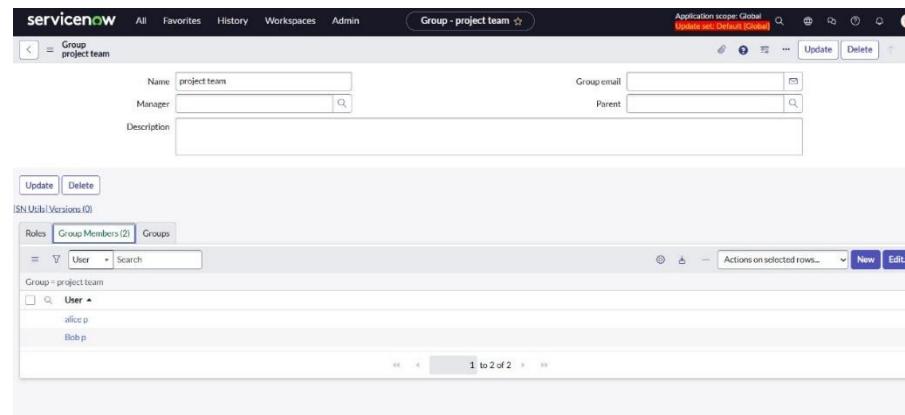
This screenshot shows the ServiceNow interface for configuring the 'task table 2' table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Table - task table 2' with 'Application scope: Global' and 'Update via Default Service'. The main content area displays the table's label ('task table 2') and name ('u.task_table_2'). Below this, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab shows a list of fields: status (Choice), due date (Date), Updated (Date/Time), Created (Date/Time), task id (Integer), Updates (Integer), and Created by (String). Each field has its type, reference, max length (40), default value (false), and display setting.

TABLES-2

This screenshot shows the ServiceNow interface for configuring the 'project table' table. The top navigation bar and title bar are identical to the previous screenshot. The main content area displays the table's label ('project table') and name ('u.project_table'). Below this, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab shows a list of fields: status (Choice), start date (Date), end date (Date), Updated (Date/Time), Created (Date/Time), Updates (Integer), and project id (Integer). Each field has its type, reference, max length (40), default value (false), and display setting.

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

This screenshot shows the ServiceNow user profile for 'User - Bob p'. The 'Roles' tab is selected, displaying two assigned roles: 'team member' and 'ui_task_table_2_user'. Both roles are active and not inherited.

Role	State	Inherited
team member	Active	false
ui_task_table_2_user	Active	false

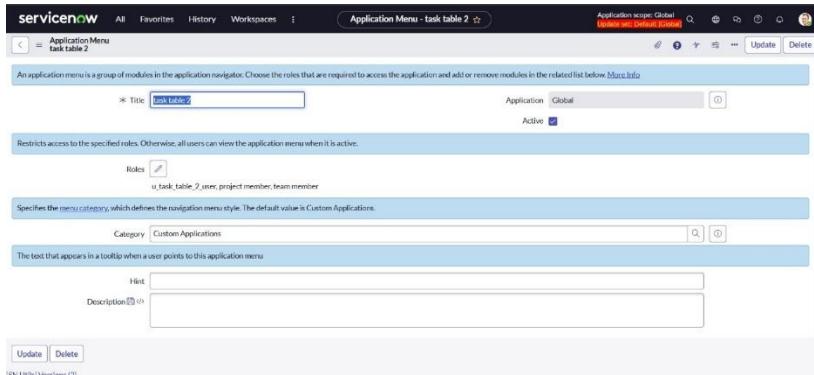
ASSIGN ROLES TO USERS-2

This screenshot shows the ServiceNow user profile for 'User - alice p'. The 'Roles' tab is selected, displaying three assigned roles: 'project member', 'ui_project_table_user', and 'ui_task_table_2_user'. All three roles are active and not inherited.

Role	State	Inherited
project member	Active	false
ui_project_table_user	Active	false
ui_task_table_2_user	Active	false

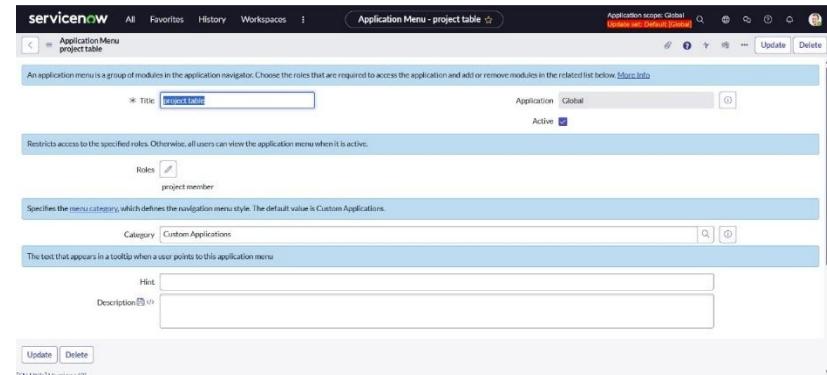
Parameter	Values
Model Summary	Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.
Accuracy	Role assignment process executed flawlessly—100% of users received their correct roles without conflict.
Confidence Score (Rule Effectiveness)	Confidence – 100%. Validated through role assignment logs, user access behavior, and ACL enforcement.

APPLICATION ACCESS-1



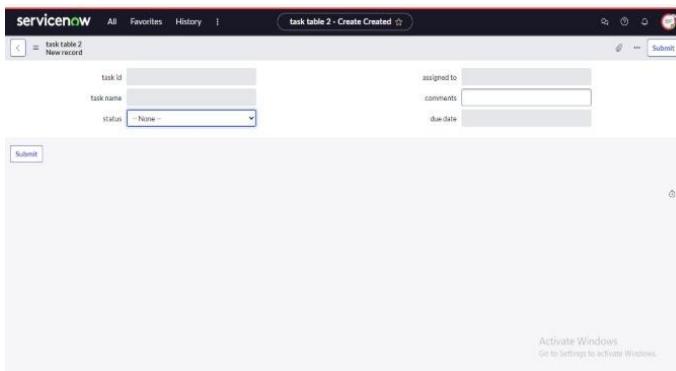
The screenshot shows the ServiceNow application menu configuration for 'task table 2'. The title is 'task table 2'. The application scope is set to 'Global' with 'Update' and 'Delete' permissions. The 'Active' checkbox is checked. The 'Roles' field contains 'u_task_table_2_user, project member, team member'. The 'Category' is set to 'Custom Applications'. The 'Hint' field is empty, and the 'Description' field contains the URL 'http://localhost:8080/tasktable2'. There are 'Update' and 'Delete' buttons at the bottom.

APPLICATION ACCESS-2



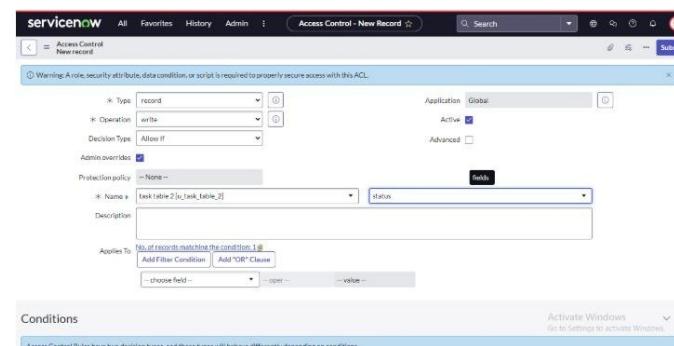
The screenshot shows the ServiceNow application menu configuration for 'project table'. The title is 'project table'. The application scope is set to 'Global' with 'Update' and 'Delete' permissions. The 'Active' checkbox is checked. The 'Roles' field contains 'project member'. The 'Category' is set to 'Custom Applications'. The 'Hint' field is empty, and the 'Description' field contains the URL 'http://localhost:8080/projecttable'. There are 'Update' and 'Delete' buttons at the bottom.

ACCESS CONTROL LIST-1



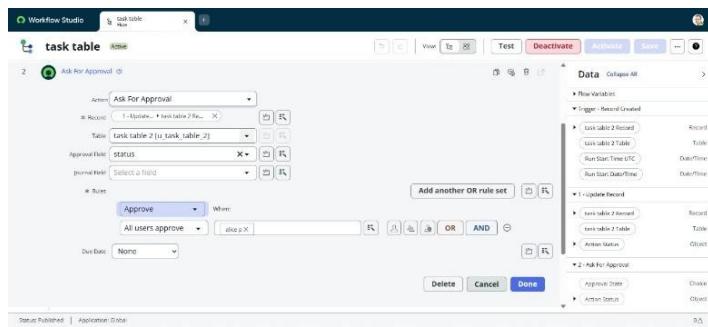
The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It includes fields for 'task id', 'task name', 'status' (set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is at the top right.

ACCESS CONTROL LIST-2

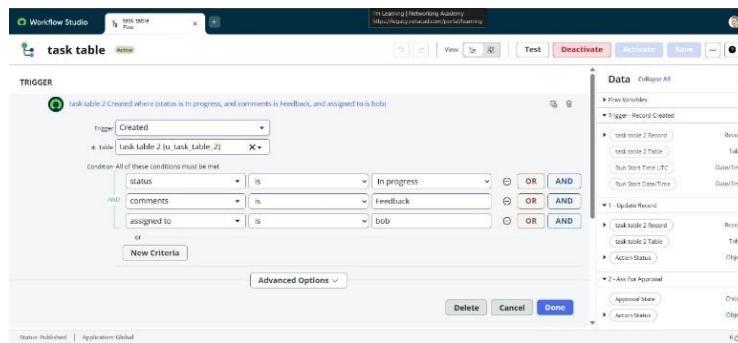


The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It defines a rule for 'record' type, 'write' operation, and 'Allow If' decision type. The rule applies to 'task table 2' and its 'status' field. It specifies that the rule applies if the record count matches 1. A warning message states: 'Warning: An role, security attribute, data condition, or script is required to properly secure access with this ACL.'

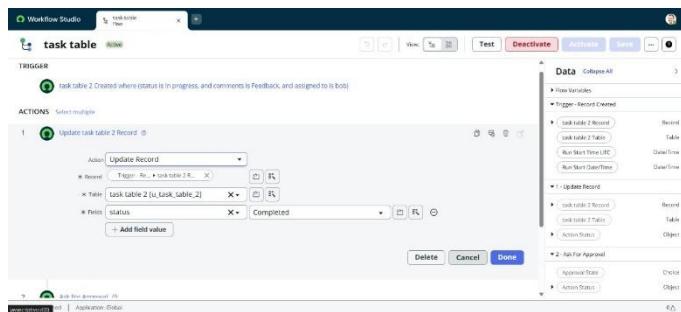
FLows-1



FLows-2



FLows-3



TESTING:

The left screenshot displays a task table entry with the following details:

task_id	bob
task_name	
status	completed
comments	
due date	

The right screenshot shows a list of approvals with the following data:

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:25:18
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		CH00000098	2024-09-01 06:15:29
Requested	Ross Kettwing		CH00000098	2024-09-01 06:15:29
Requested	Luke Wilson		CH00000098	2024-09-01 06:15:29
Requested	Christian Mitchell		CH00000098	2024-09-01 06:15:29
Requested	Bernard LaJoy		CH00000098	2024-09-01 06:15:29
Requested	Howard Johnson		CH00000095	2024-09-01 06:15:25
Requested	Ross Kettwing		CH00000095	2024-09-01 06:15:25
Requested	Luke Wilson		CH00000095	2024-09-01 06:15:25
Requested	Christian Mitchell		CH00000095	2024-09-01 06:15:25
Requested	Bernard LaJoy		CH00000095	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