

# Performance and Testing

Date	1 NOVEMBER 2025
Team ID	NM2025TMID08026
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

User  
Manne Niranjan

[Edit](#) [Reset](#) [More](#) [Update](#) [Set Password](#) [Delete](#)

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

[Add](#)

Department

[Search](#)

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

niranjanreddymanne2507@gr

[Add](#)

Language

-- None --

[More](#)

Calendar integration

Outlook

[More](#)

Time zone

System (America/Los\_Angeles)

[More](#)

Date format

System (yyyy-MM-dd)

[More](#)

Business phone

Mobile phone

Photo

[Click to add...](#)

User  
Katherine Pierce

[Edit](#) [Reset](#) [More](#) [Update](#) [Set Password](#) [Delete](#) [Up](#) [Down](#)

User ID

Katherine Pierce

First name

Katherine

Last name

Pierce

Title

[Add](#)

Department

[Search](#)

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

[Add](#)

Language

-- None --

[More](#)

Calendar integration

Outlook

[More](#)

Time zone

System (America/Los\_Angeles)

[More](#)

Date format

System (yyyy-MM-dd)

[More](#)

Business phone

Mobile phone

Photo

[Click to add...](#)

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

### Group creation

Group certificates

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Platform

Group email

Manager

Manne Niranjana

Parent

Description

Parameter	Values
Model Summary	Creates a new group in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.

Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.
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## Role creation

Name
Platform\_role

Application
Global

Requires Subscription
Unspecified

Elevated privilege
☐

Description
Can deal with platform related issues

Name
Certification\_role

Application
Global

Requires Subscription
Unspecified

Elevated privilege
☐

Description
Can deal with certification issues

## Table creation

	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
×	Assigned to group	Reference	Group	40		false
×	Assigned to user	Reference	User	32		false
×	Comment	String	(empty)	40		false
×	Issue	String	(empty)	40		false
×	Name	String	(empty)	40		false
×	Priority	String	(empty)	40		false
×	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
×	Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...					

# Assign role to table

<

≡

Access Control

u\_operations\_related

Update

Delete

Definition

▼

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

◀◀1 to 3 of 3▶▶—

Role
✕ u_operations_related_user
✕ Platform_role
✕ Certification_role
+ Insert a new row...

Parameter	Values
Model Summary	Assign role to table by the role s
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

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≡

Group

certificates

Update

Delete

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

≡

Created

▼

Search

—

Actions on selected rows...

▼

Edit...

Group = certificates

<div><input type="checkbox"/></div> <div></div> <div>Created</div>	Role	Granted by	Inherits
<div>2025-10-29 00:13:48</div>	Certification_role	(empty)	true

◀◀◀1 to 1 of 1▶▶▶

FavoritesHistoryWorkspaces

Group - Platform

Search

UpdateDelete

Group Platform

NamePlatformGroup emailGroup emailManagerManne NiranjaniParentParentDescription

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearchActions on selected rows...Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-10-29 00:15:01	Platform_role	(empty)	true

1 to 1 of 1

## ACL Creation :

<input type="checkbox"/>	<input type="text" value="u_operations_related.u_priority"/>	write	record	true	admin	2024-04-16 22:32:12
	<input type="text" value="u_operations_related.u_ticket_raised_date"/>	write	record	true	admin	2024-04-16 22:30:22
	<input type="text" value="u_operations_related.u_name"/>	write	record	true	admin	2024-04-16 22:29:00
	<input type="text" value="u_operations_related.u_issue"/>	write	record	true	admin	2024-04-16 22:23:31
	<input type="text" value="u_operations_related.u_service_request_no"/>	write	record	true	admin	2024-04-16 22:17:14

Access Controlu\_operations\_related.u\_service\_request\_no

Type: recordApplication: GlobalActive: ☒Advanced: ☐

Operation: writeAdmin overrides: ☒Protection policy: -- None --

Name: Operations related [u\_operations\_related]Service request No

Description:

Condition: 4 records match conditionAdd Filter ConditionAdd "OR" Clause

-- choose field -- -- oper -- -- value --

## Creating flow to assign Operations Ticket to Platform

Parameter	Values
Model Summary	<b>Creating flow for the operation table.</b>
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

### Flow properties



* Flow name	<input type="text" value="Regarding certificates"/>
Description	<input type="text" value="Describe your flow"/>
Application	<input type="text" value="Global"/>
Protection	<input type="text" value="-- None --"/>
Run As	<input type="text" value="System User"/>

Cancel

Submit

## Creating flow to assign Operations Tickett to Platfrm

The screenshot displays the ServiceNow Workflow Studio interface for a flow named "Regarding Platform". The flow is currently in the "Trigger" configuration step.

**Trigger Configuration:**

- Trigger:** Created or Updated
- Table:** Operations related [u\_operation...]
- Condition:** All of these conditions must be met
  - Issue is unable to login to
  - Issue is 404 error
  - Issue is regarding user
- Run Trigger:** For every update

**Data Panel (Right):**

- Flow Variables:**
  - Trigger - Record Created or Updated
    - Operations related Record (Record)
    - Changed Fields (Array.Object)
      - Operations related Table (Table)
      - Run Start Time UTC (Date/Time)
      - Run Start Date/Time (Date/Time)
  - 1 - Update Record
    - Operations related Record (Record)
    - Operations related Table (Table)
    - Action Status (Object)

**ACTIONS Panel (Bottom):**

- 1 Update Operations related Record**
  - Action:** Update Record
  - Record:** Trigger ... Operations relate...
  - Table:** Operations related [u\_operation...]
  - Fields:** Assigned to group, Platform
  - Buttons:** Delete, Cancel, Done
- + Add an Action, Flow Logic, or Subflow**

**Status:** Published | **Application:** Global

## Creating flow to assign Operations Tickett to Certificates

## ACTIONS Select multiple

1

Update Operations related Record ⓘ

Action

Update Record

\* Record

Trigger ... ▶ Operations relate... X

📄 📋

\* Table

Operations related [u\_operations\_related] X

📄 📋

\* Fields

Assigned to group X

certificates X ⓘ 📄 📋 ⊖

+ Add field value

Delete
Cancel
Done

## TRIGGER

Operations related Created or Updated

Trigger: Created or Updated

Regarding certificates

Trigger

Created or Updated

\* Table

Operations related [u\_operations\_related] X

Condition

All of these conditions must be met

Issue is Regarding certificates OR AND ⊖

or

New Criteria

Run Trigger

For every update

Advanced Options ▾

Delete
Cancel
Done

## Final results

Operations related ☆							
Search							
Actions on selected rows... New							
All							
<input type="checkbox"/>	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	abc	certificates	(empty)	not working properly	regarding certificates		(empty)



dev183776.service-now.com/now/nav/ui/classic/params/target/u\_operations\_related.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_o...

☆

service-now

All

Favorites

History

Admin

Operations related - New Record

Search

opera

FAVORITES

No Results

ALL RESULTS

Operations related

(empty)

Operations related

Configuration

CI Lifecycle Management

Internal Operational States

Operational State Priority

Not Allowed Operational Tr...

Service Operations Workspac...

Overview

Configurations

System Diagnostics

Application Operation Queue

Service request No

Assigned to group

Name

Priority

Comment

Issue

-- None --

Assigned to user

Ticket raised Date

Submit

Submit

Type here to search

32°C Sunny

ENG US

4:48 PM

10/29/2025

