

## Performance and Testing

Date	1 NOVEMBER 2025
Team ID	4A9D1AB219B3048A63B4940AA2B4D0E4
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

## Model Performance Testing

## User Creation

User  
Manne Niranjan

Update

Set Password

Delete

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

niranjanreddymanne2507@gr

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...

User  
Katherine Pierce

Update

Set Password

Delete

User ID

Katherine Pierce

First name

Katherine

Last name

Pierce

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Email

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...](#)

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

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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

🔍

Created

2025-10-29 00:13:48

Role

Certification\_role

Granted by

(empty)

Inherits

true

◀◀

◀

1 to 1 of 1

▶

▶▶

Favorites

History

Workspaces

Group - Platform

Search

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Group Platform

Update

Delete

↑

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Name

Platform

Group email

Manager

Manne Niranjana

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

≡

Filter

Created

Search

Actions on selected rows...

Edit...

Group = Platform

Q

Created

2025-10-29 00:15:01

Role

Platform\_role

Granted by

(empty)

Inherits

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

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Access Control

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

Update

Delete

↑

↓

\* Type

record

Application

Global

\* Operation

write

Admin overrides

☒

Advanced

☐

Protection policy

-- None --

\* Name

Operations related [u\_operations\_related]

Service request No

Description

Condition

4 records match condition

Add Filter Condition

Add "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 titled "Regarding Platform". The flow is currently "Active".

**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

**Actions:**

- Update Operations related Record
  - Action: Update Record
  - Record: Trigger ... Operations relate...
  - Table: Operations related [u\_operation...]
  - Fields: Assigned to group, Platform

The right sidebar shows the "Data" section with "Flow Variables" and "Trigger - Record Created or Updated". The "Flow Variables" section lists:

- Operations related Record (Record)
- Changed Fields (Array.Object)
- Operations related Table (Table)
- Run Start Time UTC (Date/Time)
- Run Start Date/Time (Date/Time)

The "1 - Update Record" section lists:

- Operations related Record (Record)
- Operations related Table (Table)
- Action Status (Object)

## Creating flow to assign Operations Tickett to Certificates





