

Performance and Testing

DATE	22 oct 2025
TEAM ID	NM2025TMID08298
PROJECT NAME	Optimizing User, Group, and Role Management with Access Control and Workflows
MAXIMUM MARK	4 Marks

MODEL PERFORMANCE TESTING

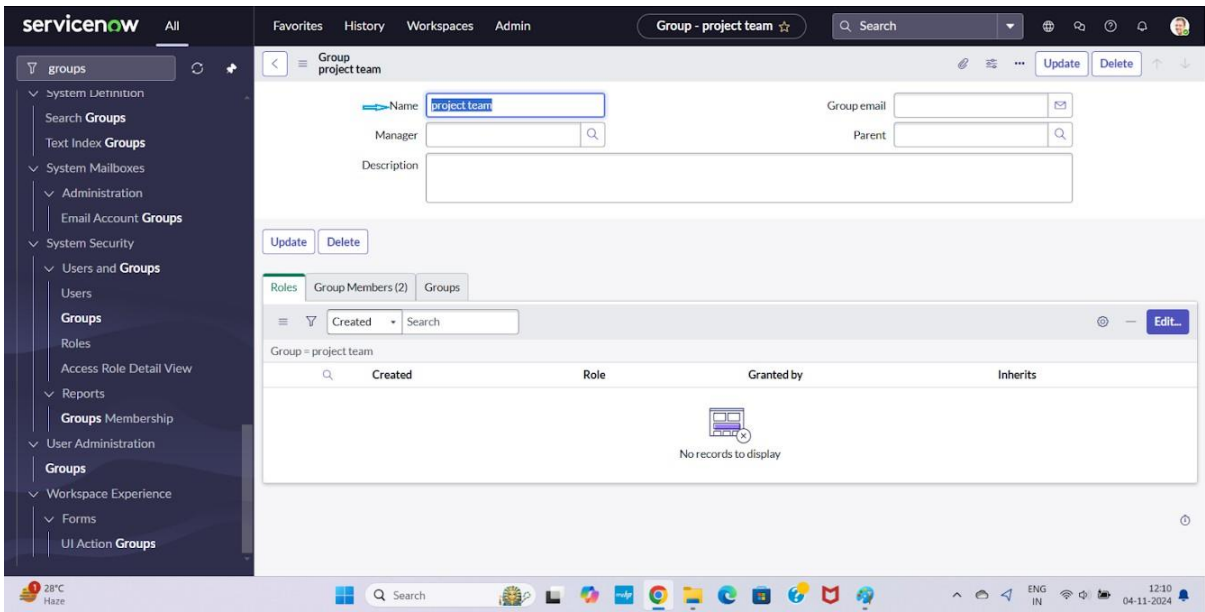
User Creation

The screenshot displays the ServiceNow User Administration interface for creating or editing a user. The left sidebar shows the navigation menu with categories like Configuration, Password Reset, Blocked Users, Organization, Users, System Security, and User Administration. The main content area shows the 'User - alice p' form. The 'User ID' field is highlighted with a red box. The form includes fields for First name (alice), Last name (p), Title, Department, Email (alice@gmail.com), Language, Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', and a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

The screenshot displays the ServiceNow 'User Administration' page for a user named 'Bob p'. The 'User ID' field is highlighted with a red box. The interface includes a left sidebar with navigation options like 'Configuration', 'Password Reset', and 'Users'. The main area contains fields for personal information (First name, Last name, Email, etc.) and system settings (Language, Time zone, etc.).

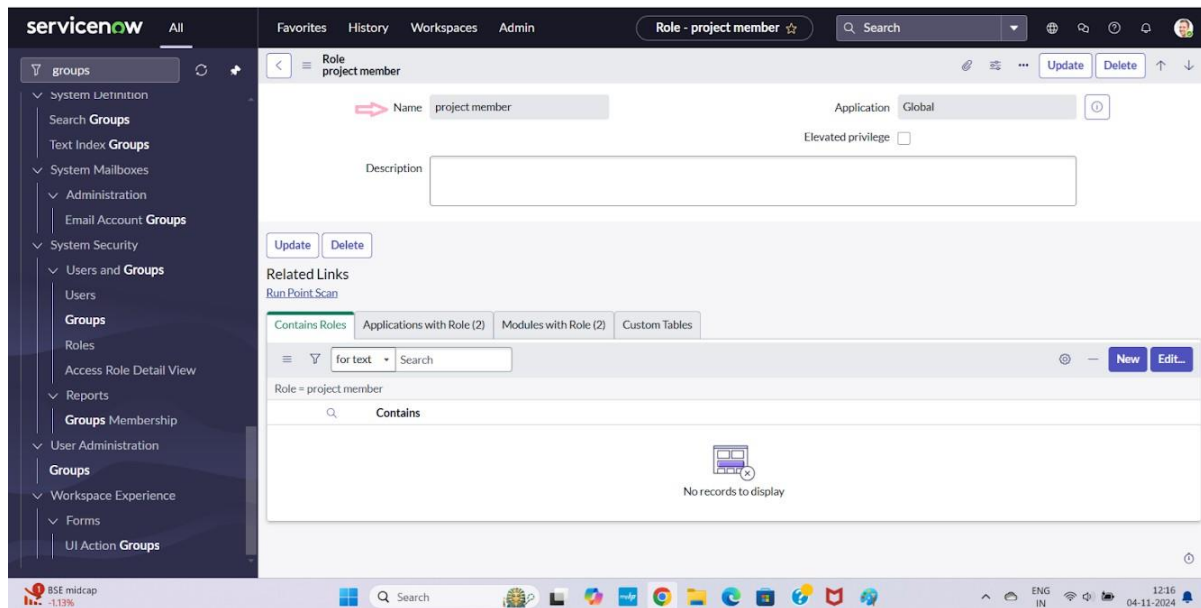
Parameter Category	Recommended Value (Optimization Best Practice)	Value (Definition/Setting)
Identity & Users	User Source of Truth	Ensure data accuracy (real-time status/department sync) and enable strong authentication (MFA).
Workflow Automation	Role Assignment Method	Scalability and Auditability. Roles assigned to Groups
Access Model	Provisioning Trigger	Automates account creation and base group assignment upon new hire.

GROUP ASSIGNING:



PARAMETER	VALUES
Group Name	Ensures immediate clarity on the group's purpose and ownership, aiding in searches and audits.
Group Type / Category	Defines the primary classification for easier management (e.g., <i>Security, Distribution, Team, Role-Granting</i>).
Group Membership Type	Establishes accountability for membership changes and participation in access recertification workflows.
Group Owner	Manual: For small, static teams. Dynamic: Based on user attributes

ASSIGNING ROLES:



PARAMETER	VALUES
Assignment Target	Roles should be assigned to a Group which aligns with a job function. Direct user assignment should be highly restricted and documented.
Assignment Trigger	Role inheritance must be automatic upon a user joining the designated group.
Approval Chain	Enforce dual approval to ensure both the user's need and the application owner's risk tolerance are satisfied.
Enforcement of PoLP	Automatically check the requested role against the user's existing roles for Separation of Duties (SoD) .

APPLICATION ACCESS:

The screenshot shows the 'Application Menu - project table' configuration page in ServiceNow. The page has a dark header with the ServiceNow logo and navigation tabs: All, Favorites, History, Admin. A search bar is present. The main content area is titled 'Application Menu - project table' and includes a description: '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](#)'. The configuration fields are: Title (project table), Application (Global), Active (checked), Roles (project member), Category (Custom Applications), Hint, and Description. At the bottom, there are 'Update' and 'Delete' buttons. A footer message says 'Activate Windows Go to Settings to activate Windows.'

The screenshot shows the 'Application Menu - task table 2' configuration page in ServiceNow. The page has a dark header with the ServiceNow logo and navigation tabs: All, Favorites, History, Admin. A search bar is present. The main content area is titled 'Application Menu - task table 2' and includes a description: '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](#)'. The configuration fields are: Title (task table 2), Application (Global), Active (checked), Roles (u_task_table_2_user, project member, team member), Category (Custom Applications), Hint, and Description. At the bottom, there are 'Update' and 'Delete' buttons. A footer message says 'Activate Windows Go to Settings to activate Windows.'

Optimizing Application Access relies on clearly defined parameters and standards, ensuring that access is secure, automated, and auditable across all systems. The core parameters include integrating the application via SAML/OIDC SSO with a central Identity Provider (IdP) to enforce authentication and MFA.