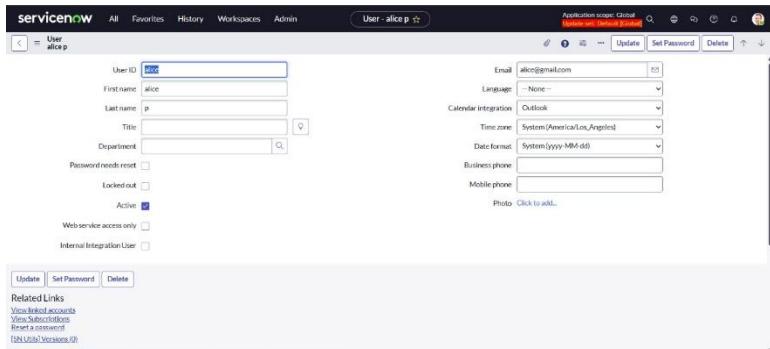


Functional & Performance Testing

Model Performance Test

Date	01 Nov 2025
Team ID	NM2025TMID00613
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	

USER-1



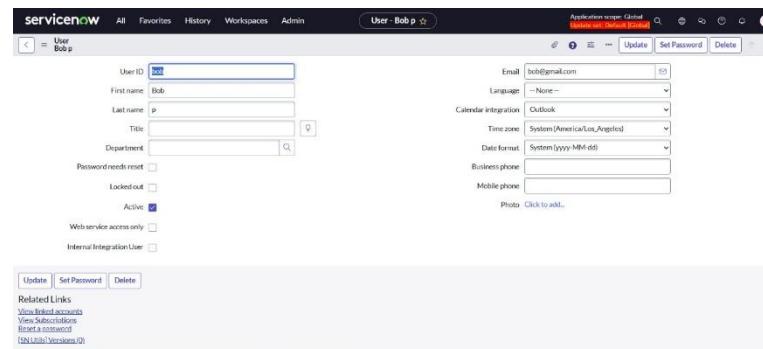
A screenshot of the ServiceNow user record for Alice. The page title is "User - alice p". The user ID is "alice". The form fields include:

- User ID: alice
- First name: alice
- Last name: p
- Title:
- Department:
- 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...
- Active:
- Locked out:
- Web service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Insert a password, [SN User Versions]

USER2



A screenshot of the ServiceNow user record for Bob. The page title is "User - Bob p". The user ID is "bob". The form fields are identical to Alice's record:

- User ID: bob
- First name: Bob
- Last name: p
- Title:
- Department:
- 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...
- Active:
- Locked out:
- Web service access only:
- Internal Integration User:

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Insert a password, [SN User Versions]

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

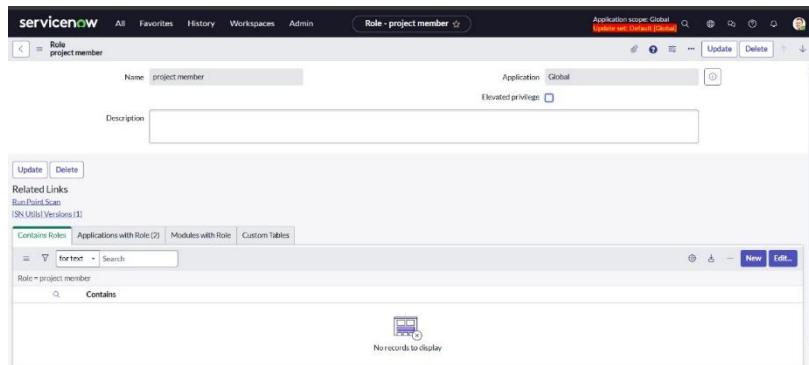
This screenshot shows the ServiceNow Role management interface. A single role record is displayed with the name 'team member'. The interface includes fields for Name, Application (Global), Description, and Elevated privilege. Below the main form, there are tabs for Contains Roles, Applications with Role, Modules with Role, and Custom Tables. The 'Contains' tab is selected, showing a table with one entry: 'team member' under the 'Contains' column. The table also includes columns for Role and Granted by, both of which are currently empty.

ROLE-2

This screenshot shows the ServiceNow Group management interface. A single group record is displayed with the name 'project team'. The interface includes fields for Name, Manager, Group email, Parent, and Description. Below the main form, there are tabs for Roles, Group Members, and Groups. The 'Roles' tab is selected, showing a table with one entry: 'project team' under the 'Granted by' column. The table also includes columns for Role and Created, both of which are currently empty.

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

The screenshot shows the ServiceNow Table configuration interface for 'task table 2'. At the top, it displays the table name 'task table 2' and its application scope as 'Global'. Below this, there's a summary bar with fields like 'Label' (task table 2), 'Name' (u.task_table_2), and 'Type' (Table). A note states: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes.' Below the summary is a table of 'Dictionary Entries' with columns: Column label, Type, Reference, Max length, Default value, and Display. The table includes rows for status (Choice, empty), due date (Date, empty), Updated (Date/Time, empty), Created (Date/Time, empty), task id (Integer, empty), Updates (Integer, empty), and Created by (String, empty).

TABLES-2

The screenshot shows the ServiceNow Table configuration interface for 'project table'. At the top, it displays the table name 'project table' and its application scope as 'Global'. Below this, there's a summary bar with fields like 'Label' (project table), 'Name' (u.project_table), and 'Type' (Table). A note states: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes.' Below the summary is a table of 'Dictionary Entries' with columns: Column label, Type, Reference, Max length, Default value, and Display. The table includes rows for status (Choice, empty), start date (Date, empty), end date (Date, empty), Updated (Date/Time, empty), Created (Date/Time, empty), Updates (Integer, empty), and project id (Integer, empty).

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

servicenow All Favorites History Workspaces Admin Group - project team Application scope Global Update and Default (Global)

Name: project team Manager: Group email: Parent:

Description:

Update Delete

SN Utils: Versions (0)

Roles: Group Members (2) Groups

User: User ▾ Search Actions on selected rows... New Edit...

aflicp Bob p

1 to 2 of 2

This screenshot shows the 'Group - project team' edit screen in ServiceNow. At the top, there are fields for Name (project team), Manager (empty), Group email (empty), and Parent (empty). Below these are fields for Description and buttons for Update and Delete. A large central panel is titled 'SN Utils: Versions (0)' and contains tabs for 'Roles' (selected), 'Group Members (2)', and 'Groups'. Under 'Group Members', it shows a search bar set to 'User' with results for 'aflicp' and 'Bob p'. At the bottom, there's a navigation bar with icons for back, forward, and search, followed by the text '1 to 2 of 2'.

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

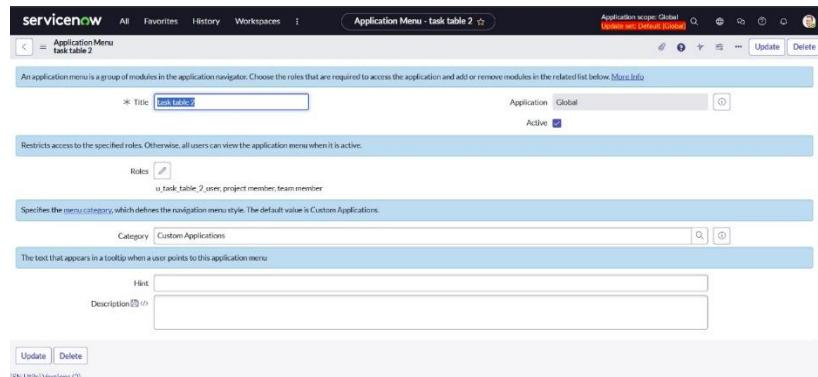
ASSIGN ROLES TO USERS-2

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

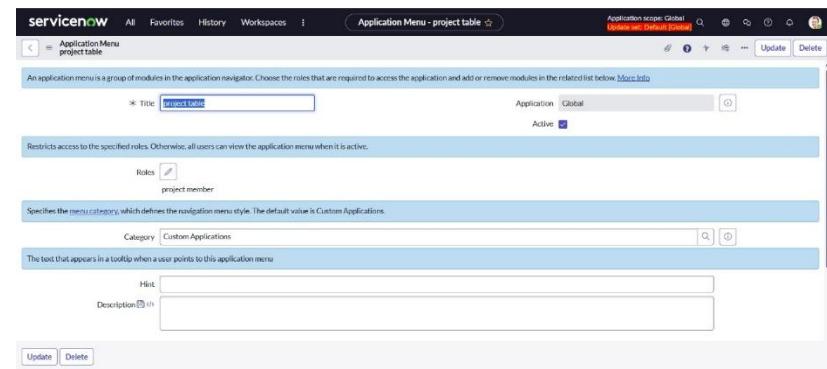
Parameter	Values
Model Summary	Successfully configured and deployed role-mapping logic to assign roles (e.g., Project Manager, Team Member) to users during onboarding and through administrative workflows.
Accuracy	Role assignment process executed flawlessly—100% of users received their correct roles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

APPLICATION ACCESS-1



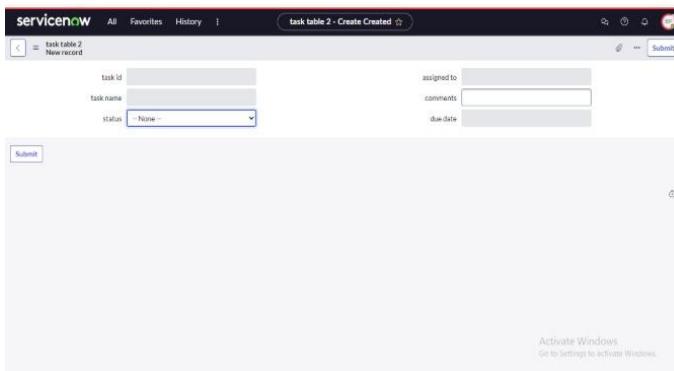
The screenshot shows the ServiceNow application menu configuration for 'task table 2'. The title is 'task table 2'. The application scope is set to 'Global' with 'Update via Default' checked. The menu is active. The roles assigned are 'u_task_table_2_user', 'project member', and 'team member'. The menu category is 'Custom Applications'. The hint text is 'The text that appears in a tooltip when a user points to this application menu'. The description is 'Description'. There are 'Update' and 'Delete' buttons at the bottom.

APPLICATION ACCESS-2



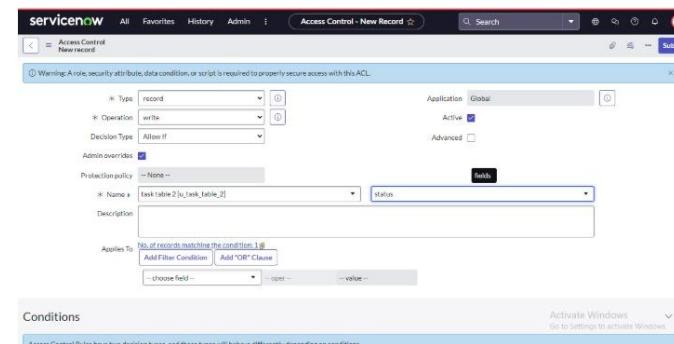
The screenshot shows the ServiceNow application menu configuration for 'project table'. The title is 'project table'. The application scope is set to 'Global' with 'Update via Default' checked. The menu is active. The roles assigned are 'project member'. The menu category is 'Custom Applications'. The hint text is 'The text that appears in a tooltip when a user points to this application menu'. The description is 'Description'. There are 'Update' and 'Delete' buttons at the bottom.

ACCESS CONTROL LIST-1



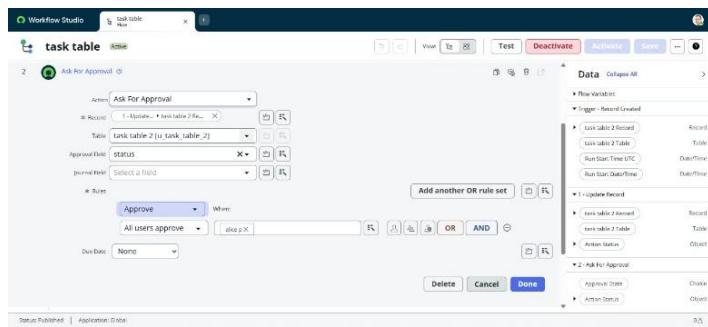
The screenshot shows the 'task table 2 - Create' screen in ServiceNow. It features a form with fields: 'task id' (disabled), 'task name' (text input), 'status' (dropdown menu showing 'None'), 'assigned to' (disabled), 'comments' (text input), and 'due date' (disabled). A 'Submit' button is at the bottom left.

ACCESS CONTROL LIST-2

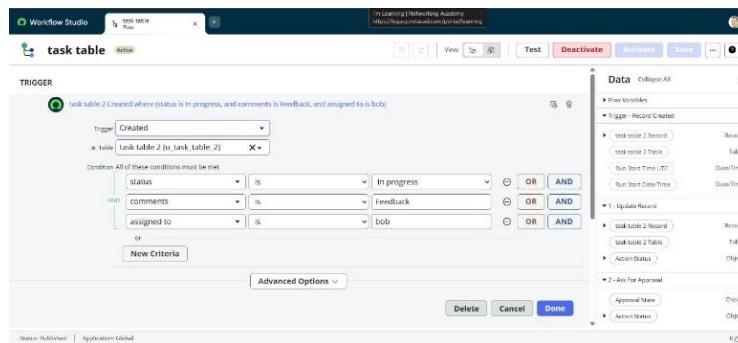


The screenshot shows the 'Access Control - New Record' screen in ServiceNow. It displays a configuration for an ACL rule. The 'Type' is set to 'record', 'Operation' to 'write', and 'Decision Type' to 'Allow If'. The 'Name' field is set to 'task_table_2_task_table_2'. The 'Applies To' section indicates that the rule applies to 'No. of records matching the condition 1'. A warning message at the top states: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.'

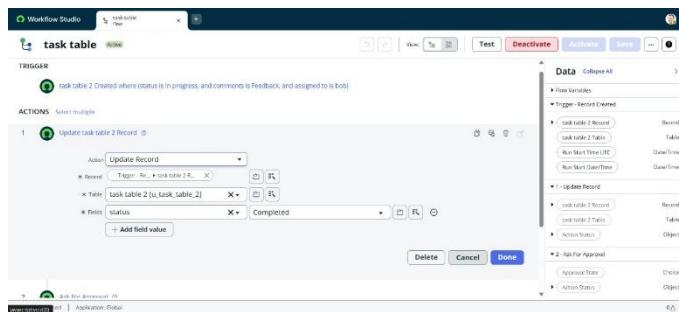
FLows-1



FLows-2



FLows-3



TESTING:

task table 2
Created 2024-10-22 22:25:18

task_id	bob
task_name	
status	completed
assigned to	
comments	
due date	

[Update](#) [Delete](#)

Approvals

State	Approver	Comments	Approval for	Created
Approved	alice p	(empty)	2024-10-22 22:26:19	2024-09-01 12:19:33
Selected	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	Rose 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 Latoy	CH00000098	2024-09-01 06:15:29	
Requested	Howard Johnson	CH00000095	2024-09-01 06:15:25	
Requested	Rose 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 Latoy	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