

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

USER2

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - alice p

Application scope: Global

Update on: Default (Global)

User ID: 200

Email: alice@gmail.com

First name: alice

Last name: p

Title:

Department:

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Active: ☒

Internal Integration User: ☐

UpdateSet PasswordDelete

Related Links

View related accounts

View subscriptions

Reset a connection

Open Link: View users (0)

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - Bob p

Application scope: Global

Update on: Default (Global)

User ID: 200

Email: bob@gmail.com

First name: Bob

Last name: p

Title:

Department:

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Active: ☒

Internal Integration User: ☐

UpdateSet PasswordDelete

Related Links

View related accounts

View subscriptions

Reset a connection

Open Link: View users (0)

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

Role team member

Name

team member

Application

Global

Elevated privilege

☐

Description

Update

Delete

Related Links

[Run Point Scan](#)

[SN Utils/ Versions \(1\)](#)

Contains Roles

Applications with Role (1)

Modules with Role

Custom Tables

Role - team member

Contains

No records to display

ROLE-2

servicenow

All

Favorites

History

Workspaces

Admin

Group - project team

Application scope: Global

Update set: Global (2/2/2024)

Group project team

Name

project team

Group email

Manager

Parent

Description

Update

Delete

SN Utils/ Versions (0)

Rules

Group Members (2)

Groups

Created

Search

Group - project team

Created

Role

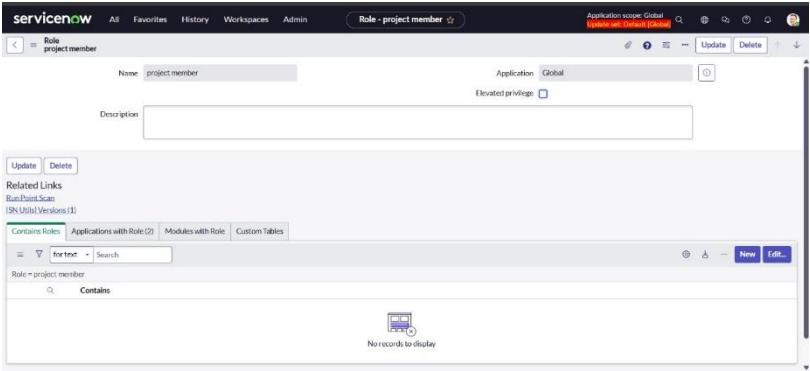
Granted by

Inherits

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

The screenshot shows the ServiceNow configuration page for a table named 'task table 2'. The 'Columns' tab is active, displaying a list of columns with their properties. The columns are: status (Choice), due date (Date), Updated (DateTime), Created (DateTime), task id (Integer), Updated (Integer), and Created by (String). Each column has a reference field, a max length of 40, and a default value of (empty). The 'Display' column indicates whether the column is visible in the table view.

Column label	Type	Reference	Max length	Default value	Display
X status	Choice	(empty)	40		false
X due date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
X task id	Integer	(empty)	40		false
Updated	Integer	(empty)	40		false
Created by	String	(empty)	40		false

TABLES-2

The screenshot shows the ServiceNow configuration page for a table named 'project table'. The 'Columns' tab is active, displaying a list of columns with their properties. The columns are: status (Choice), start date (Date), end date (Date), Updated (DateTime), Created (DateTime), Updated (Integer), and project id (Integer). Each column has a reference field, a max length of 40, and a default value of (empty). The 'Display' column indicates whether the column is visible in the table view.

Column label	Type	Reference	Max length	Default value	Display
X status	Choice	(empty)	40		false
X start date	Date	(empty)	40		false
X end date	Date	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated	Integer	(empty)	40		false
X project id	Integer	(empty)	40		false

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 with Default \(Admin\)](#)

< = Group project team [Update](#) [Delete](#)

Name Group email

Manager Parent

Description

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

SNr: 1234567890 | Versions: (2)

Roles Groups

Search [Actions on selected rows...](#) [New](#) [Edit...](#)

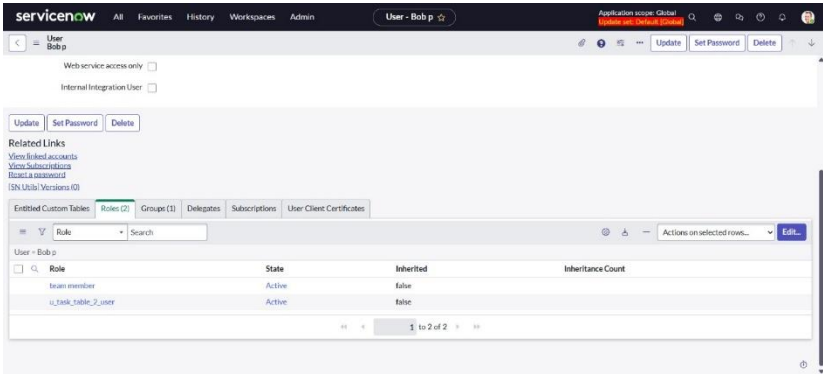
Group - project team

<input type="checkbox"/>	User
<input type="checkbox"/>	alice.p
<input type="checkbox"/>	Bob.p

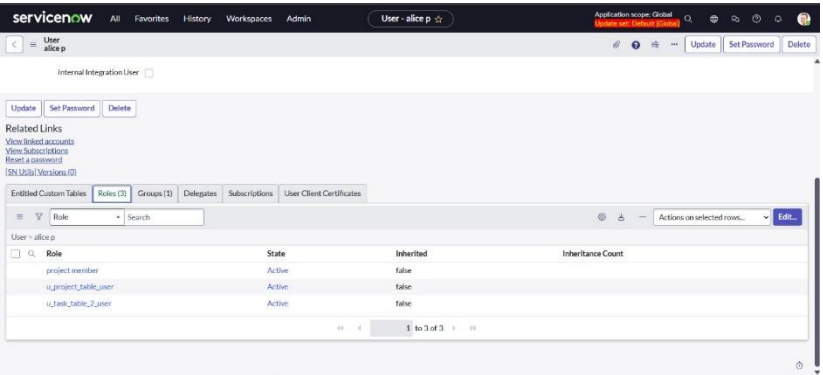
1 to 2 of 2

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



ASSIGN ROLES TO USERS-2



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

servicenow

All Favorites History Workspaces

Application Menu - task table 2

Application scope: Global

task table 2

Update Delete

Application Menu

task table 2

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](#)

* Title

Application Global

Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles ☒

u_task_table_2_users project member team member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category Custom Applications

The text that appears in a tooltip when a user points to this application menu

Hint

Description

Update Delete

APPLICATION ACCESS-2

servicenow

All Favorites History Workspaces

Application Menu - project table

Application scope: Global

project table

Update Delete

Application Menu

project table

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](#)

* Title

Application Global

Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles ☒

project member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category Custom Applications

The text that appears in a tooltip when a user points to this application menu

Hint

Description

Update Delete

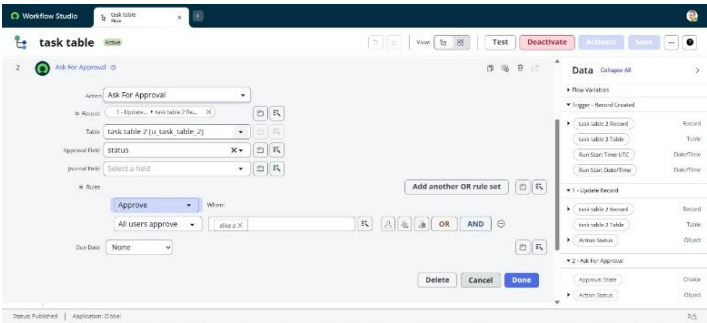
ACCESS CONTROL LIST-1

This screenshot shows the 'task table 2 - Create Created' form in the ServiceNow interface. The form includes fields for 'task id', 'task name', 'status' (a dropdown menu currently set to 'None'), 'assigned to', 'comments', and 'due date'. A 'Submit' button is located at the bottom left of the form area. The top navigation bar shows 'task table 2 - Create Created' and a 'Submit' button.

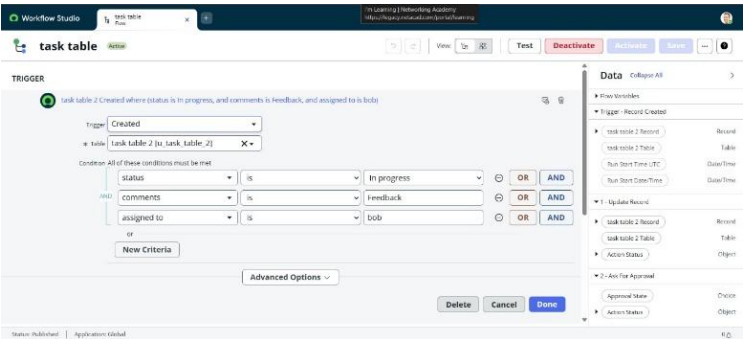
ACCESS CONTROL LIST-2

This screenshot shows the 'Access Control - New Record' form in the ServiceNow interface. The form includes a warning message: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.' The form fields include 'Type' (set to 'record'), 'Operation' (set to 'write'), 'Decision Type' (set to 'Allow if'), 'Application' (set to 'Global'), 'Active' (checked), 'Advanced' (unchecked), 'Admin overrides' (checked), 'Protection policy' (set to 'None'), 'Name' (set to 'task table 2/task_table_2'), 'Status' (a dropdown menu), 'Description', and 'Applies To' (set to 'No of records matching the condition is all'). The 'Applies To' field has a sub-form with 'Add Filter Condition' and 'Add OR'd Clause' buttons. The bottom section is titled 'Conditions' and includes a note: 'Access Control Rules have two decision trees, and these trees will behave differently dependent on conditions.' A 'Submit' button is located at the bottom right of the form area.

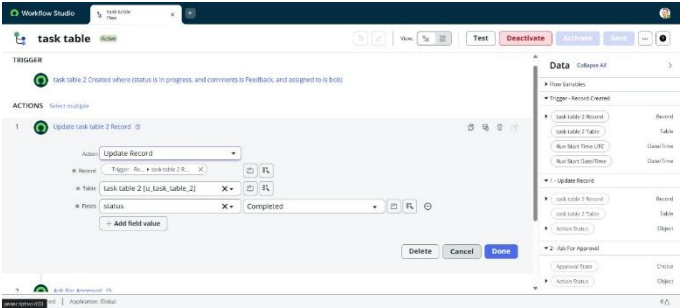
FLOWS-1



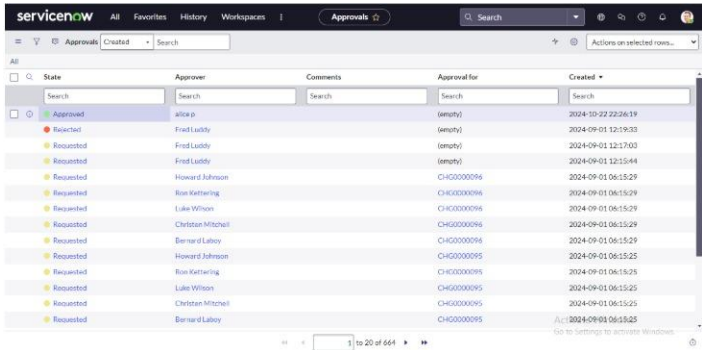
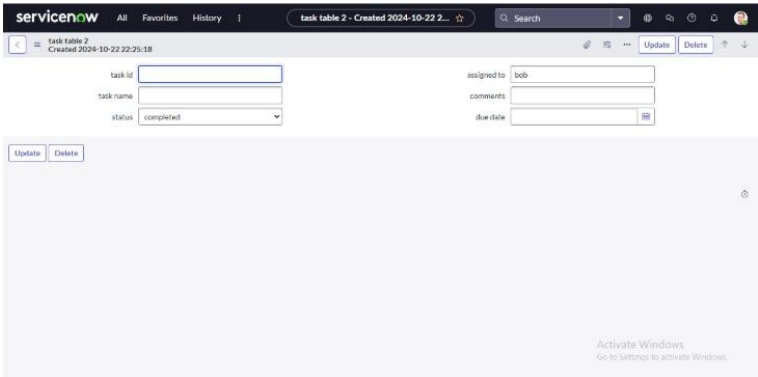
FLOWS-2



FLOWS-3



TESTING:



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 accuratelycan