

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 | 4 Marks |

USER-1

servicenow User: alice p Application scope: Global Update on: Default (Global)

User ID: 200 Email: alice@gmail.com

First name: alice Language: -- None --

Last name: p Calendar integration: Outlook

Title: System (America/Los_Angeles)

Department: System (yyyy-MM-dd)

Time zone: System (yyyy-MM-dd)

Date format: System (yyyy-MM-dd)

Business phone: Mobile phone: Photo: Click to add...

Password needs reset: Locked out: Active: Internal Integration User: Web service access only: Internal Integration User: Update Set Password Delete

Related Links

- View related accounts
- View subscriptions
- Reset a password
- Reset a password

USER2

servicenow User: Bob p Application scope: Global Update on: Default (Global)

User ID: 200 Email: bob@gmail.com

First name: Bob Language: -- None --

Last name: p Calendar integration: Outlook

Title: System (America/Los_Angeles)

Department: System (yyyy-MM-dd)

Time zone: System (yyyy-MM-dd)

Date format: System (yyyy-MM-dd)

Business phone: Mobile phone: Photo: Click to add...

Password needs reset: Locked out: Active: Internal Integration User: Web service access only: Internal Integration User: Update Set Password Delete

Related Links

- View related accounts
- View subscriptions
- Reset a password
- Reset a password

| 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 Print Scan](#)

[SN Utility Versions \(1\)](#)

Contains Roles

Applications with Role (1)

Modules with Role

Custom Tables

for text

Search

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 Utility Versions (0)

Rules

Group Members (2)

Groups

Created

Search

Group - project team

Created

Role

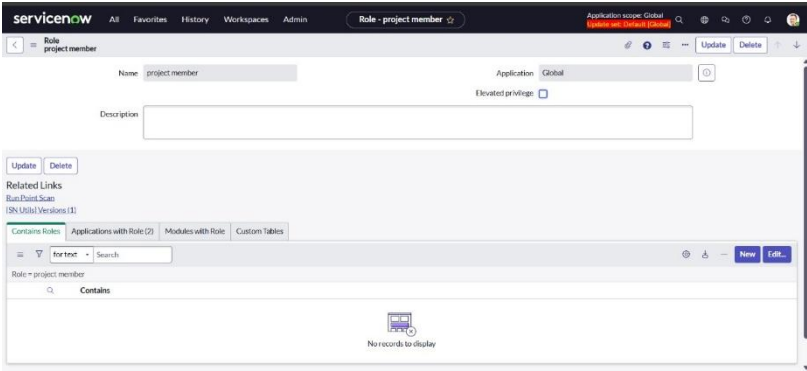
Granted by

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

Table - task table 2

Label: Application: Global

Name: u.task.table 2

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

TABLES-2

Table - project table

Label: Application: Global

Name: u.project.table

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

AltFavoritesHistoryWorkspacesAdminGroup - project team

Application scope: Global

Group - project team

Nameproject team

Group email

Manager

Parent

Description

UpdateDelete

UpdateDelete

SN UI:lib\Versions (2)

RolesGroup Members (2)Groups

User

Search

Actions on selected rows...

NewEdit

Group - project team

User

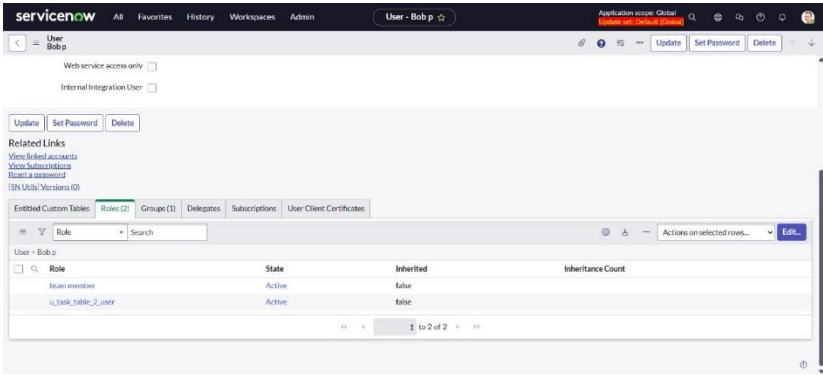
alice p

Bob p

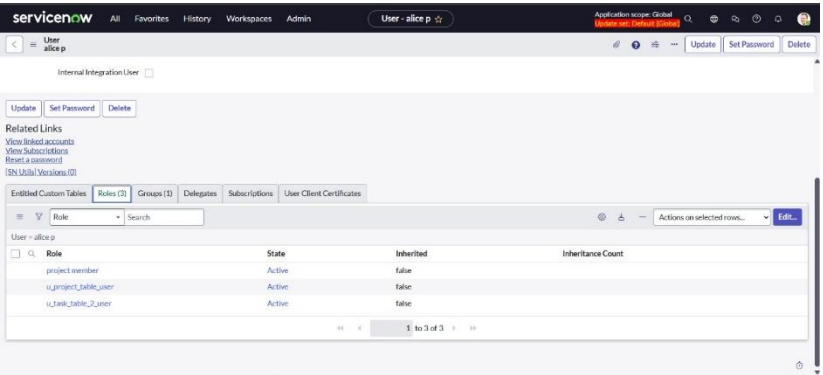
1 to 2 of 2

| 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

✖ Title task table 2

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

✖ Title project table

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

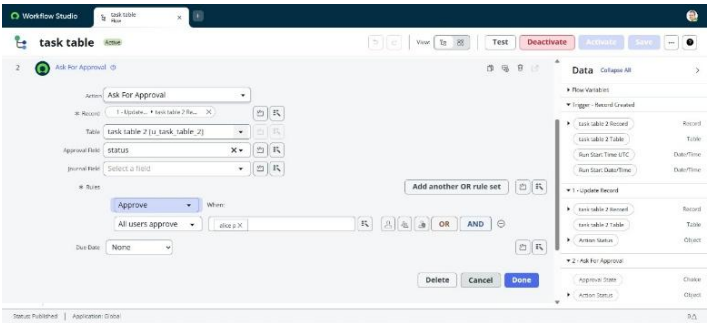
ACCESS CONTROL LIST-1

The 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. The top navigation bar shows 'task table 2 - Create Created' and a 'Submit' button.

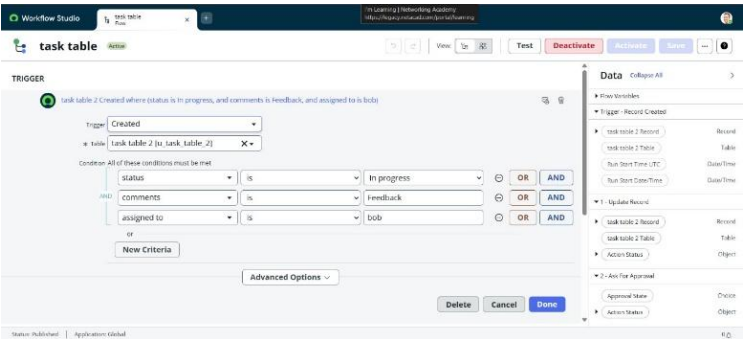
ACCESS CONTROL LIST-2

The 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' (a dropdown menu set to 'record'), 'Operation' (a dropdown menu set to 'write'), 'Decision Type' (a dropdown menu set to 'Allow if'), 'Application' (a dropdown menu set to 'Global'), 'Active' (a checkbox), 'Advanced' (a checkbox), 'Admin overrides' (a checkbox), 'Protection policy' (a dropdown menu set to 'None'), 'Name' (a dropdown menu set to 'task table 2/task_table_2'), 'Description' (a text area), and 'Applies To' (a dropdown menu set to 'No of records matching the condition is all'). The 'Submit' button is located at the bottom right of the form. The top navigation bar shows 'Access Control - New Record' and a 'Submit' button.

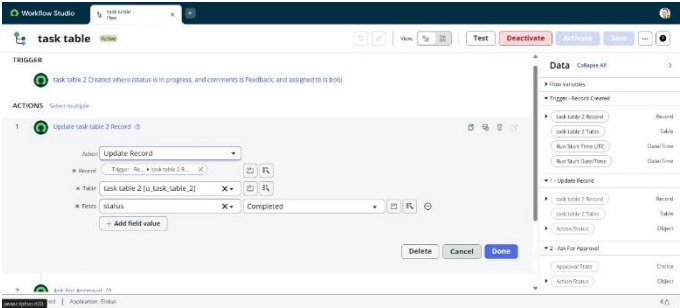
FLOWS-1



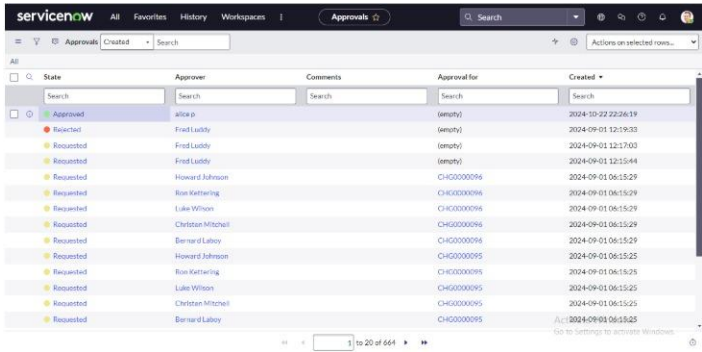
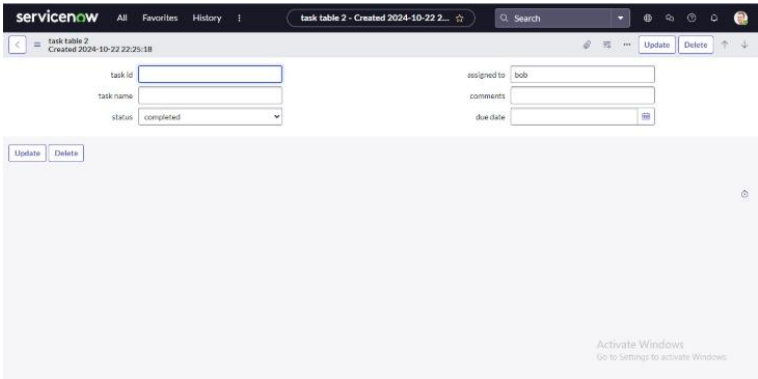
FLOWS-2



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 |