



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

NAAN MUDHALAVAN

ServiceNow Administrator Project

configuring exclusive access to apple 15 pro max in servicenow's service

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Year : IV

Semester : 07

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ABSTRACT:

This guide outlines the steps to set up exclusive access to the Apple iPhone 15 Pro Max in the ServiceNow IT service catalog. It involves creating user accounts and groups, setting access criteria, and organizing the device within a dedicated catalog and category. Finally, the device is added as a catalog item and assigned to the user portal, allowing only eligible users to view and request it. This setup ensures secure, streamlined access to the iPhone 15 Pro Max, making it easy to find and request within the IT service catalog..

Pre-Requisites:-

- Knowledge on Service now administration
- Knowledge on Service catalog
- Knowledge on users
- Knowledge on groups

Skills used to solve the problem statement:-

1. Service Now Administration.

Two Major Method :

- Implementation
- Result

Implementation:

Activity-1 : Create Users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user

<

≡

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...

6. Click on submit

Activity 2: Create Groups

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Name as “ Platform ”
7. Manager as “ Manne Niranjan ”
8. Click on save

Name

Platform

Group email

✉️

Manager

Manne Niranjan

🔍

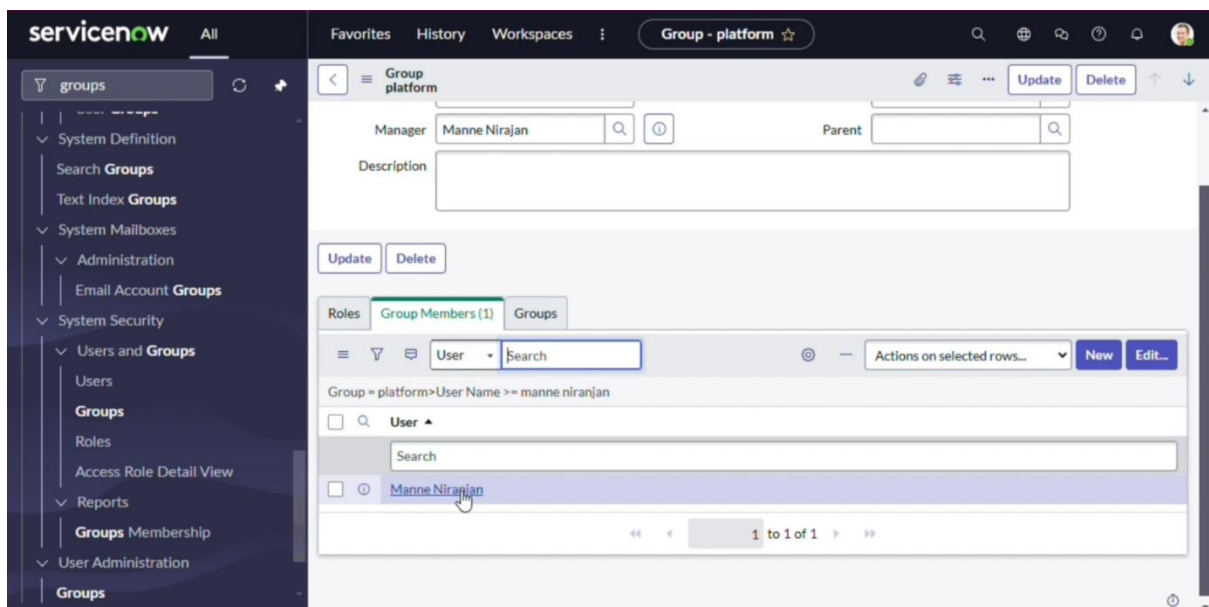
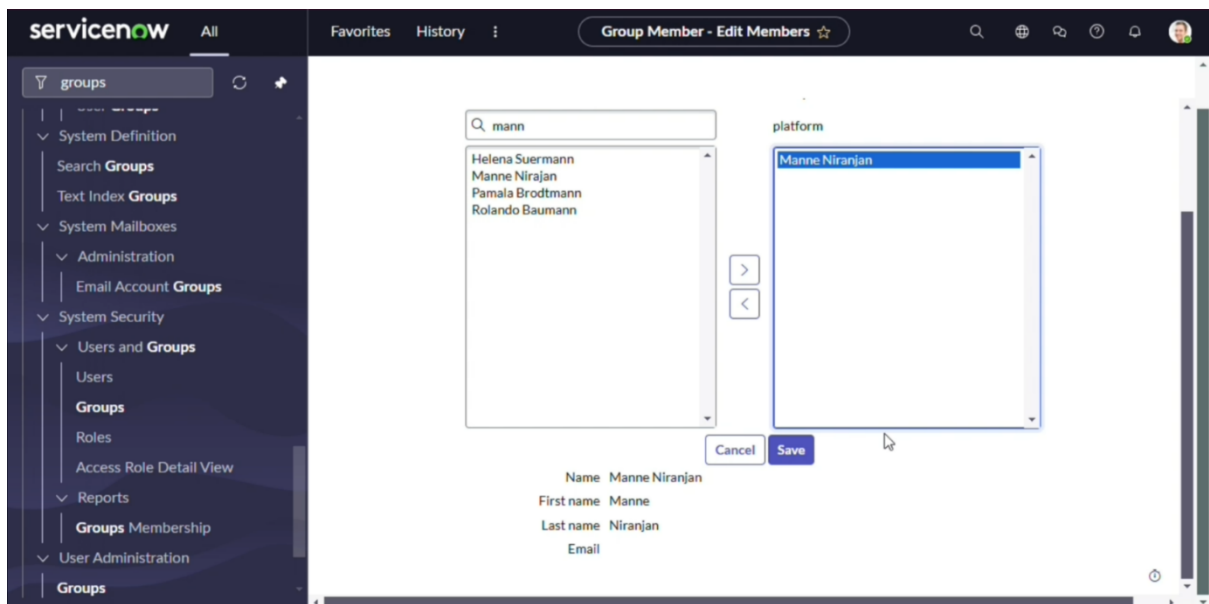
👤

Parent

🔍

Description

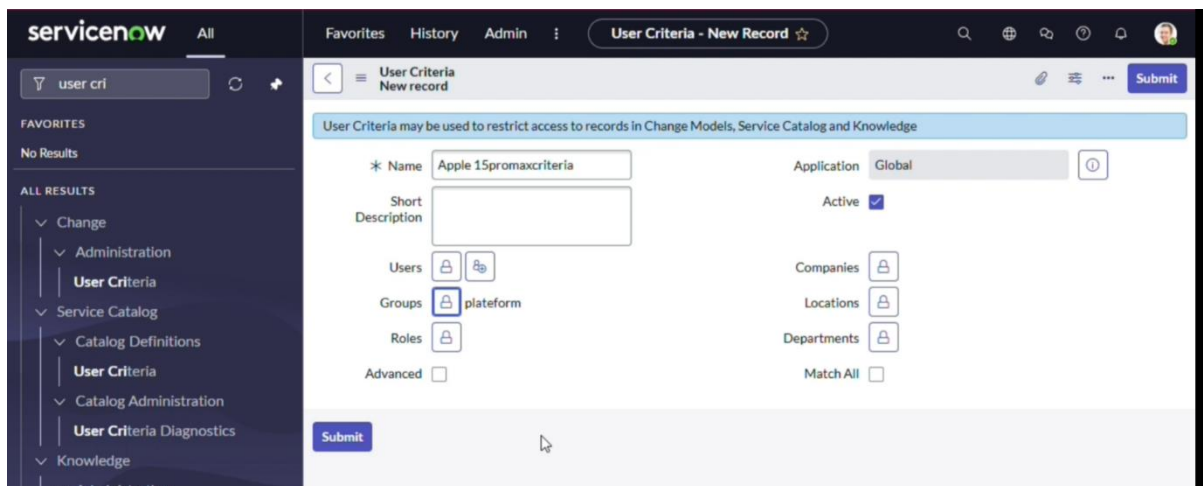
9. Go to the Group members Click on Edit, Add Manne Niranjan to platform
10. Click on save.



11. Click on Update.

Activity 3: Create User Criteria

1. Open service now.
2. Click on All >> search for user Criteria
3. Select user Criteria under service catalog
4. Click on new
Name : Apple 15 pro max criteria
Groups : platform
5. Save



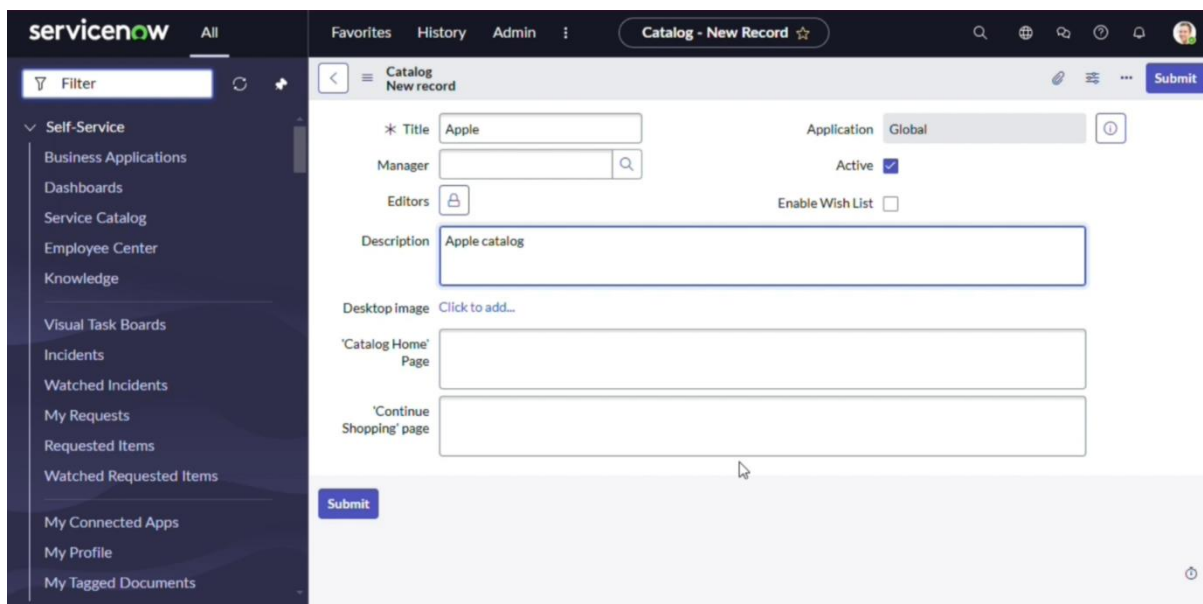
The screenshot shows the 'User Criteria - New Record' form in ServiceNow. The left sidebar contains a search bar with 'user cri' and a list of results under 'ALL RESULTS'. The main form area has the following fields:

- Name:** Apple 15promaxcriteria
- Application:** Global
- Short Description:** (empty)
- Active:** ☒
- Users:** (empty)
- Groups:** platform
- Roles:** (empty)
- Advanced:** ☐
- Companies:** (empty)
- Locations:** (empty)
- Departments:** (empty)
- Match All:** ☐

A 'Submit' button is located at the bottom left of the form.

Activity 4: Create Catalog

1. Open service now.
2. Click on All >> search for maintain catalog
3. Select maintain catalog under service catalog
4. Click on new
Name : Apple
Description : Apple catalog
Enable wishlist



The screenshot shows the 'Catalog - New Record' form in ServiceNow. The left sidebar contains a search bar with 'Filter' and a list of results under 'Self-Service'. The main form area has the following fields:

- Title:** Apple
- Application:** Global
- Manager:** (empty)
- Editors:** (empty)
- Active:** ☒
- Enable Wish List:** ☐
- Description:** Apple catalog
- Desktop image:** Click to add...
- 'Catalog Home' Page:** (empty)
- 'Continue Shopping' page:** (empty)

A 'Submit' button is located at the bottom left of the form.

5. Click on Submit

Activity 5: Create Categories

1. Open service now.
2. Click on All >> search for maintain Categories
3. Select maintain Categories under service catalog
4. Click on new
Title : Mobiles
Catalog : Apple

The screenshot shows the ServiceNow interface for creating a new category record. The left sidebar displays the 'maintain' search results, with 'Maintain Categories' selected under the 'Service Catalog' section. The main form area is titled 'Category - New Record' and contains the following fields:

- Title:** Mobiles
- Application:** Global
- Catalog:** Apple
- Location:** Apple
- Active:** ☒
- Parent:** (empty)
- Description:** (empty)
- Desktop image:** Click to add...
- Header icon:** Click to add...
- Icon:** Click to add...

A 'Submit' button is located at the bottom left of the form.

Activity 6: Create Category Item

1. Open service now.
2. Click on All >> search for maintain items
3. Select maintain items under service catalog
4. Click on new
Name : Apple 15 pro max
Catalogs : Apple
Category : Mobiles
5. Under item details
Short description : Apple 15 pro max
Description : Hey! The Apple 15 Pro Max is a super cool phone with a big 6.7-inch display, powerful A14 Bionic chip, and amazing camera capabilities. It's got a sleek design and offers a great user experience. It's definitely a top-tier phone!

servicenow All Favorites History Admin Catalog Item - New Record

main

FAVORITES
No Results

ALL RESULTS

- Change
- Schedules
 - Maintenance Schedules
- Service Catalog
 - Catalog Definitions
 - Maintain Catalogs
 - Maintain Categories
 - Maintain Dynamic Categori...
 - Maintain Items
 - Maintain Cart Layouts
 - Service Catalog Wizards
 - Maintain Wizards
 - Contract

Name: Apple 15 pro max Application: Global

Catalogs: Apple Active: ☒

Category: Mobiles Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

B I U ↶ ↷ Verdana 8pt

A 🔗 📷 📺 🔍

Name: Apple 15 pro max Application: Global

Catalogs: Apple Active: ☒

Category: Mobiles Fulfillment automation level: Unspecified

State: -- None --

Checked out: -- None --

Owner: System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Short description: Apple 15 pro max

Description

B I U ↶ ↷ Verdana 8pt

A 🔗 📷 📺 🔍

Hey! The Apple 15 Pro Max is a super cool phone with a big 6.7-inch display, powerful A14 Bionic chip, and amazing camera capabilities. It's got a sleek design and offers a great user experience. It's definitely a top-tier phone!

6. Under picture give any image

7. Under pricing give price details

Price : 111

Recurring price : 5

Recurring price frequency : semi annually

Item Details Process Engine Picture Pricing Portal Settings

Price: \$ 111.00

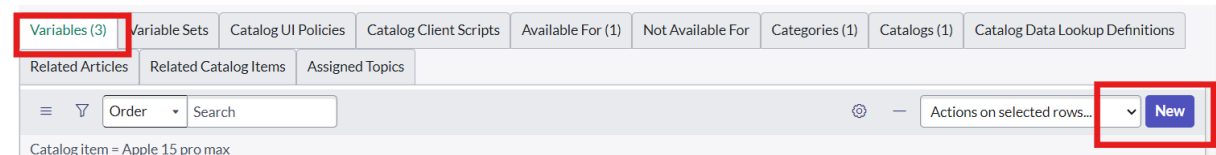
Recurring price: \$ 5.00

Recurring price frequency: Semi-Annual

8. Click on save

Create Variables for for catalog item:

1.Under variables >> click on new



Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For (1) Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions

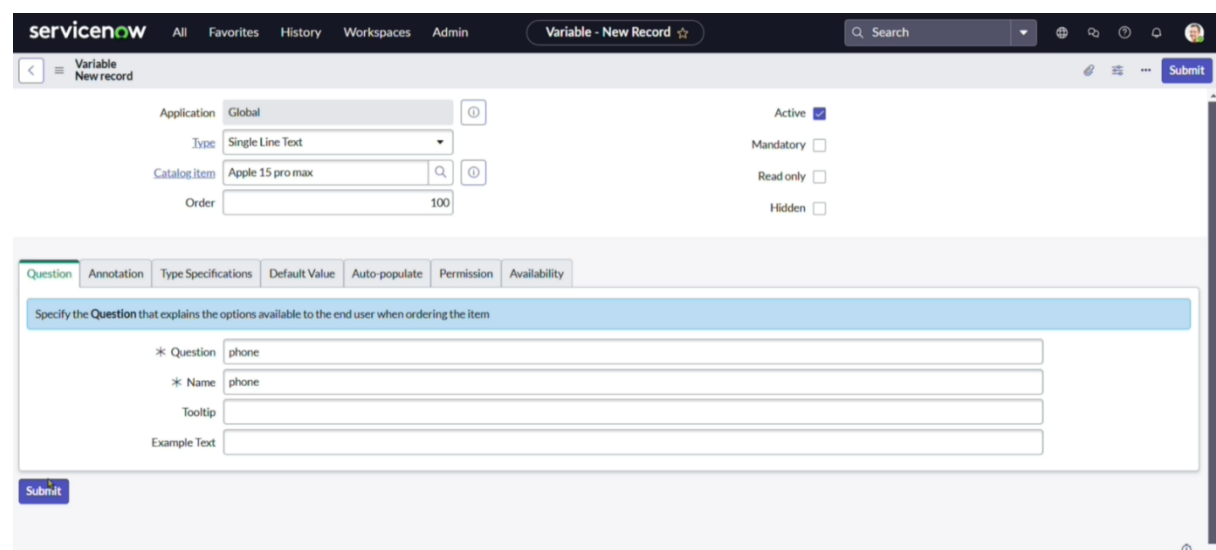
Related Articles Related Catalog Items Assigned Topics

Order Search Actions on selected rows... New

Catalog item = Apple 15 pro max

2.Give the following information and also mention the order number as 100

3.click on submit



servicenow All Favorites History Workspaces Admin Variable - New Record Search

Variable New record Submit

Application Global Active ☒
Type Single Line Text Mandatory ☐
Catalog item Apple 15 pro max Read only ☐
Order 100 Hidden ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

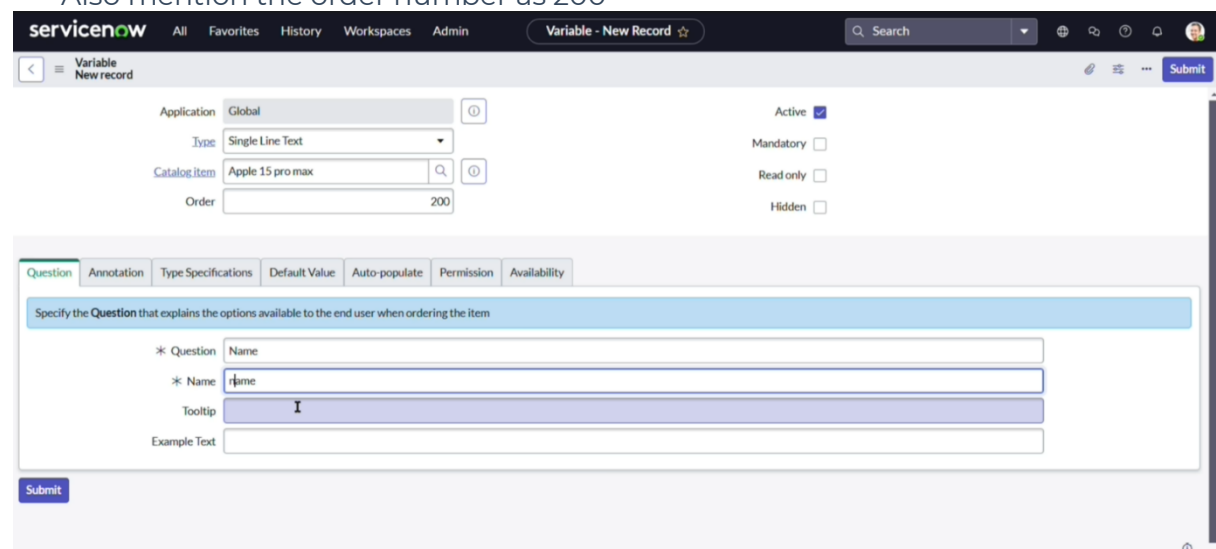
Specify the Question that explains the options available to the end user when ordering the item

* Question phone
* Name phone
Tooltip
Example Text

Submit

4. Create one more variable for name

5. Also mention the order number as 200



servicenow All Favorites History Workspaces Admin Variable - New Record Search

Variable New record Submit

Application Global Active ☒
Type Single Line Text Mandatory ☐
Catalog item Apple 15 pro max Read only ☐
Order 200 Hidden ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

* Question Name
* Name name
Tooltip
Example Text

Submit

6.Create one more variable for email

7.Also mention the order number as 300

ServiceNow Variable - New Record

Application: Global

Type: Email

Catalog Item: Apple 15 pro max

Order: 300

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Question: Specify the Question that explains the options available to the end user when ordering the item

* Question: Email

* Name: email

Tooltip:

Example Text: test@example.com

Submit

1. Under Available for
2. Click on edit
3. Select apple 15 pro max criteria
4. Click on save

ServiceNow Catalog Item Available for - Edit Members

Add Filter Run filter

--choose field-- --oper-- --value--

Collection: Q: appl

Available For List: Apple 15 pro max

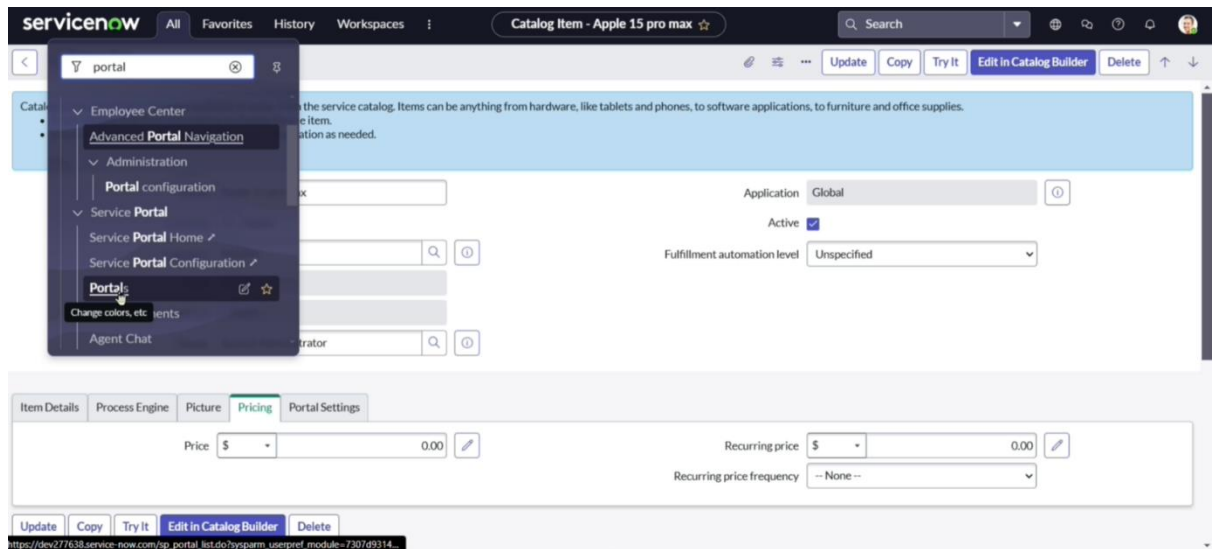
Apple 15 pro max criteria

Cancel Save

Name: Apple 15 pro max criteria

Activity 7: Assign to portal

1. Open service now.
2. Click on All >> search for portal
3. Select portals under service portal



4. Then after Select service portal

Scroll down and click on catalogs Scroll down and click on catalo

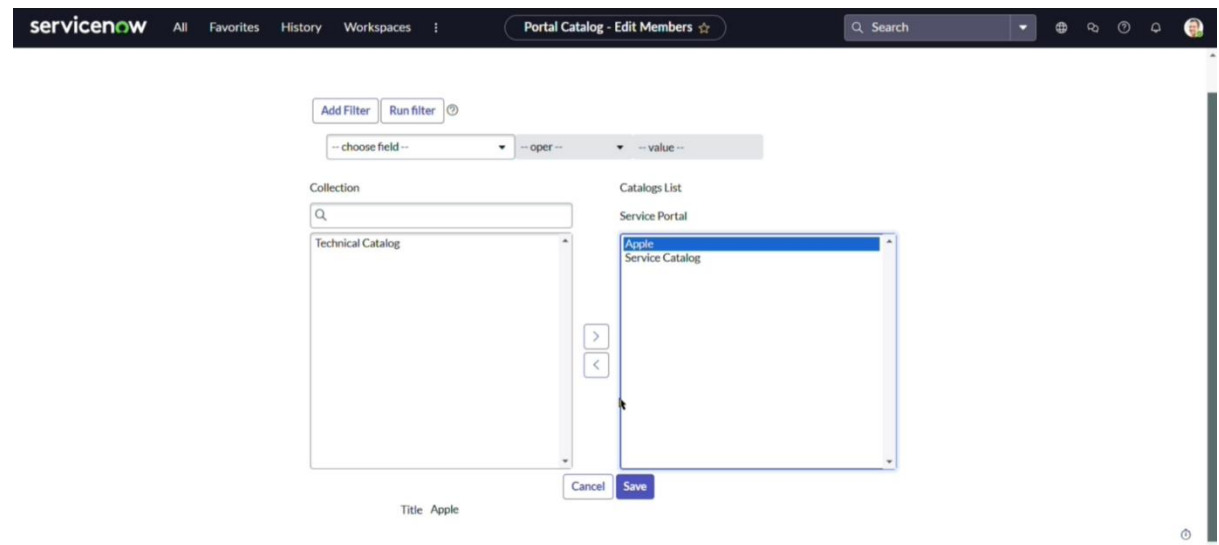
Title	URL suffix	Theme
CAB Workbench	cab	CAB Wor
Mobile Employee Service Portal	mesp	Mobile E
Knowledge Portal	kb	Portal Ne
Benchmarks	benchmarks	Benchma
Employee Center	esc	EC Them
Service Portal	sp	La Jolla
SP Configuration	sp_config	La Jolla
Service Workspace Portal	swp	Workspa

5. Scroll down and click on catalogs

Catalog	Order	Active
Service Catalog	100	true

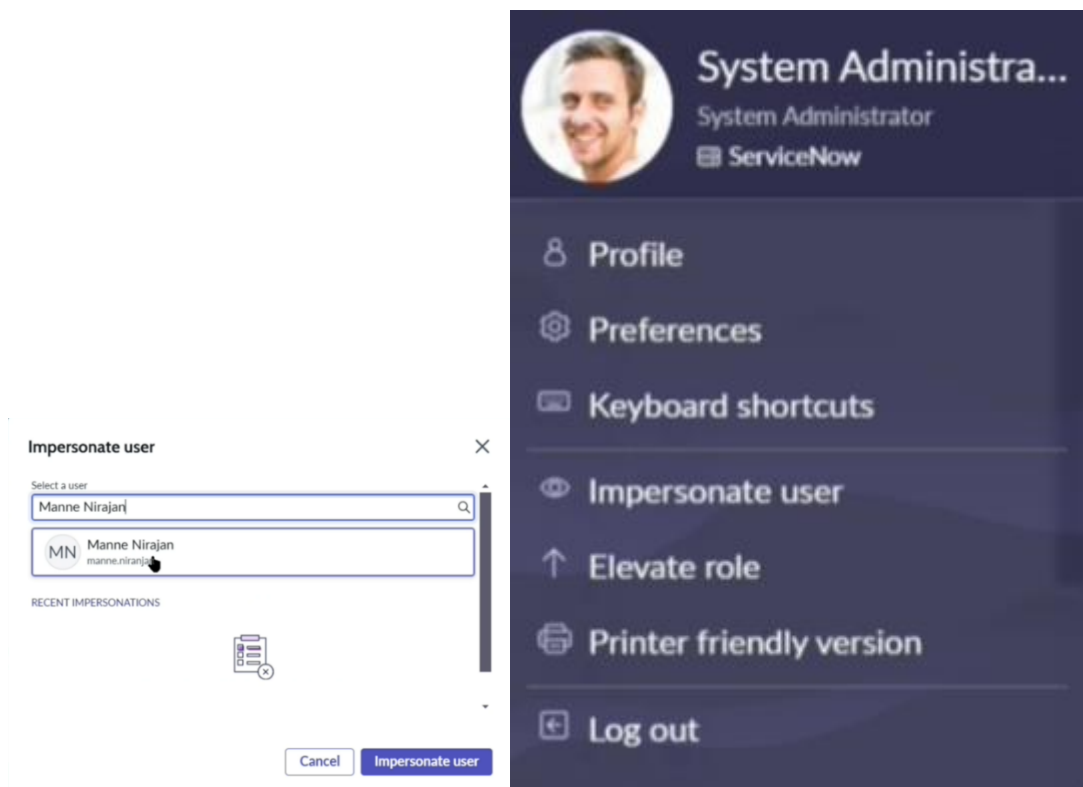
6. Click on edit

7. Move apple to other box and save

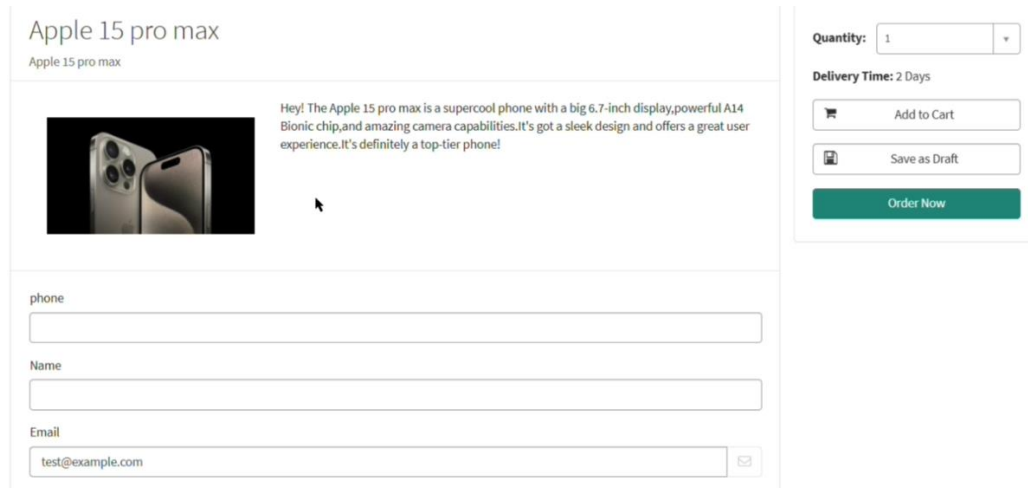


Result

1. Go to Profile and click on Impersonate user.



2. Select the user you have been created and click on Impersonate user.
3. Open service now portal
4. Copy the url upto .com/ and add " sp " as example : " <https://dev224762.service-now.com/sp> ", Click on enter
5. Search for apple 15 pro max
6. You will find an item you created



Apple 15 pro max

Apple 15 pro max

Hey! The Apple 15 pro max is a supercool phone with a big 6.7-inch display, powerful A14 Bionic chip, and amazing camera capabilities. It's got a sleek design and offers a great user experience. It's definitely a top-tier phone!

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

phone

Name

Email

test@example.com

Cocclusion:

Setting up exclusive access to the Apple iPhone 15 Pro Max in the ServiceNow IT service catalog is a structured process that ensures only authorized users can view and request the device. By following the steps of creating users, organizing groups, setting criteria, and configuring the catalog and portal, organizations can efficiently manage access and improve user experience. This setup balances security and usability, providing a seamless way to handle high-demand resources within the IT service environment.