



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

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ServiceNow Administrator Project

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

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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 Niranjana

Update Set Password Delete

User ID: manne.niranjana

First name: Manne

Last name: Niranjana

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 Niranjana "
8. Click on save

Name: Platform

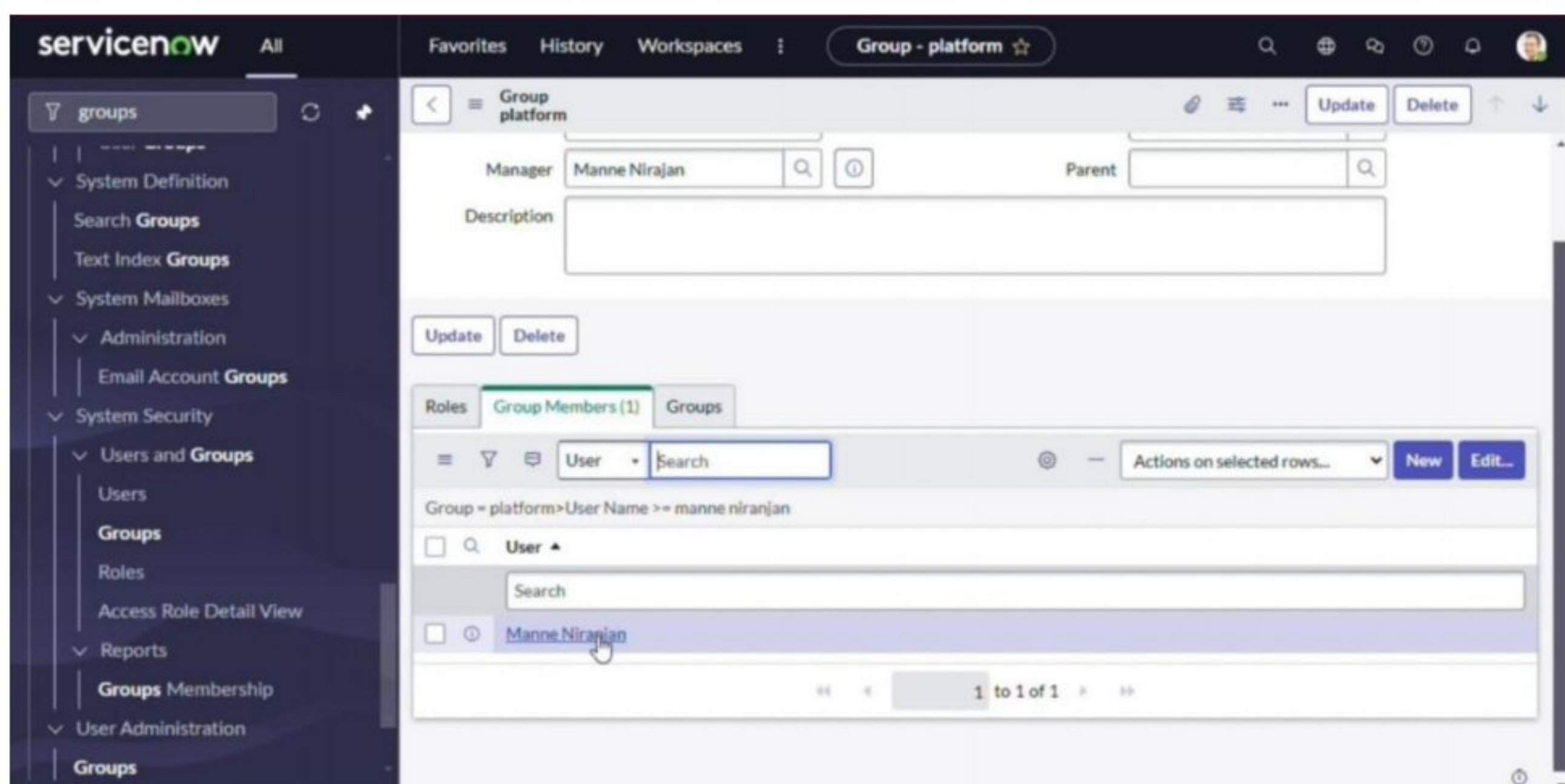
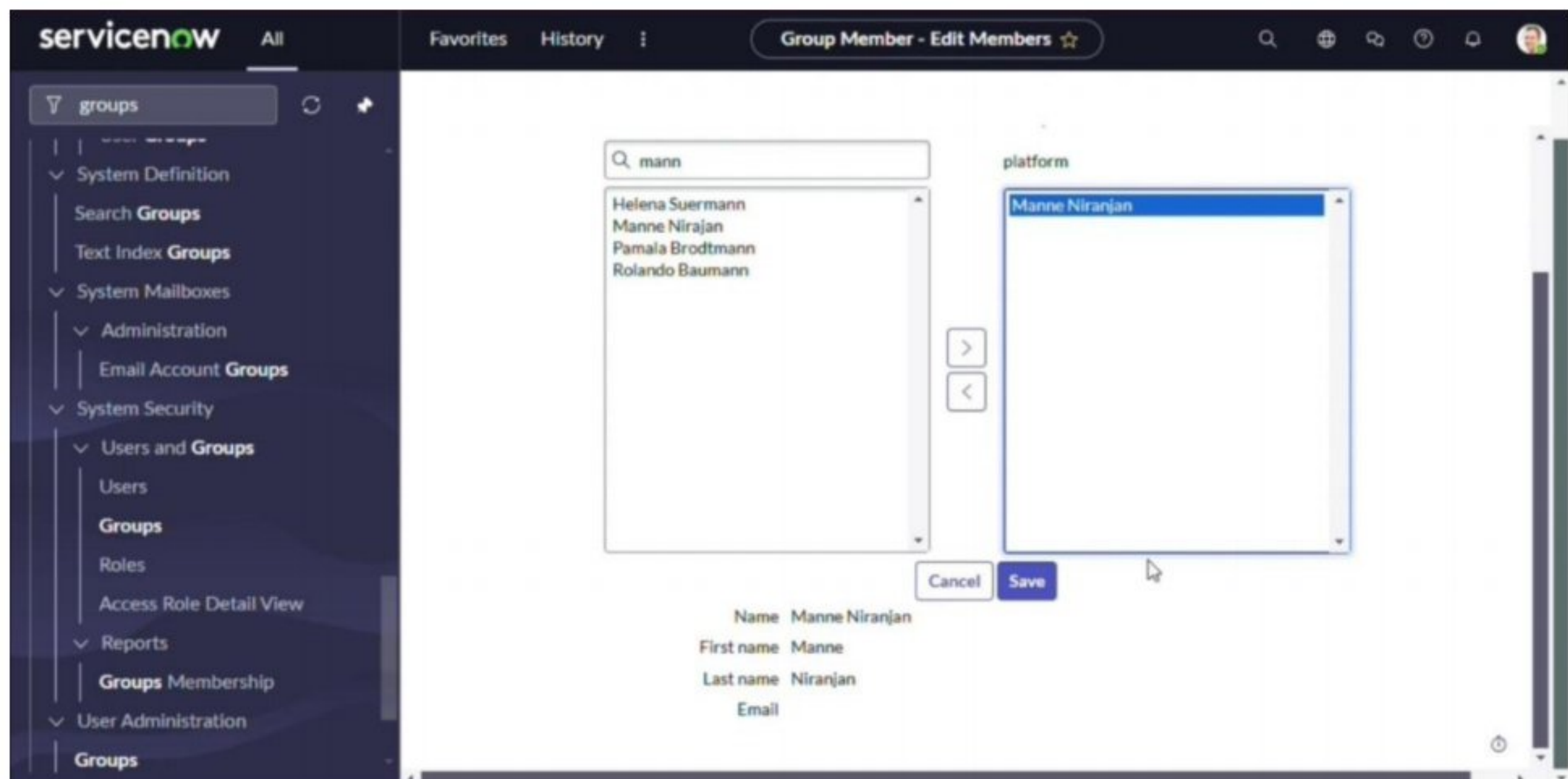
Group email:

Manager: Manne Niranjana

Parent:

Description:

9. Go to the Group members Click on Edit, Add Manne Niranjana 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

ServiceNow interface showing the 'User Criteria - New Record' form. The left sidebar lists navigation options: Change, Administration, Service Catalog, Catalog Definitions, Catalog Administration, Knowledge, and Administration. The 'User Criteria' option is selected under 'Service Catalog'. The main form contains the following fields and options:

- 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

ServiceNow interface showing the 'Catalog - New Record' form. The left sidebar lists navigation options: Self-Service, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, and My Tagged Documents. The 'Catalog' option is selected under 'Service Catalog'. The main form contains the following fields and options:

- Title: Apple
- Manager: (empty)
- Editors: (empty)
- 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 navigation menu with 'Maintain Categories' selected. The main form area contains the following fields:

- Title: Mobiles
- Catalog: Apple
- Location: Apple
- Application: Global
- 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 6.7inch 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 Categor...
 - Maintain Items
 - Maintain Cart Layouts
 - Service Catalog Wizards
 - Maintain Wizards
 - Contract

Catalog Item New record

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

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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

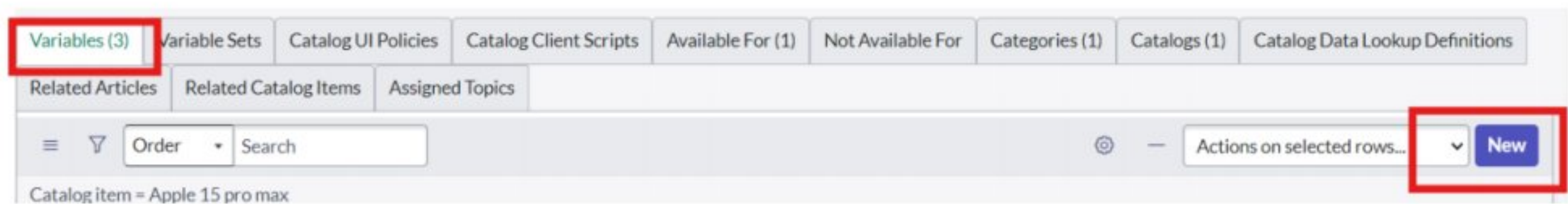
Recurring price: \$ 5.00

Recurring price frequency: Semi-Annual

8. Click on save

Create Variables for for catalog item:

1.Under variables >> click on new



2.Give the following information and also mention the order number as 100 3.click on submit

A screenshot of the 'Variable - New Record' form in ServiceNow. The form is titled 'Variable - New Record'. The 'Application' is 'Global', 'Type' is 'Single Line Text', 'Catalog item' is 'Apple 15 pro max', and 'Order' is '100'. The 'Active' checkbox is checked. The 'Question' tab is selected, and the 'Question' field is filled with 'phone'. The 'Name' field is also filled with 'phone'. The 'Submit' button is at the bottom left.

4. Create one more variable for name
5. Also mention the order number as 200

A screenshot of the 'Variable - New Record' form in ServiceNow. The form is titled 'Variable - New Record'. The 'Application' is 'Global', 'Type' is 'Single Line Text', 'Catalog item' is 'Apple 15 pro max', and 'Order' is '200'. The 'Active' checkbox is checked. The 'Question' tab is selected, and the 'Question' field is filled with 'name'. The 'Name' field is also filled with 'name'. The 'Submit' button is at the bottom left.

6.Create one more variable for email

7. Also mention the order number as 300

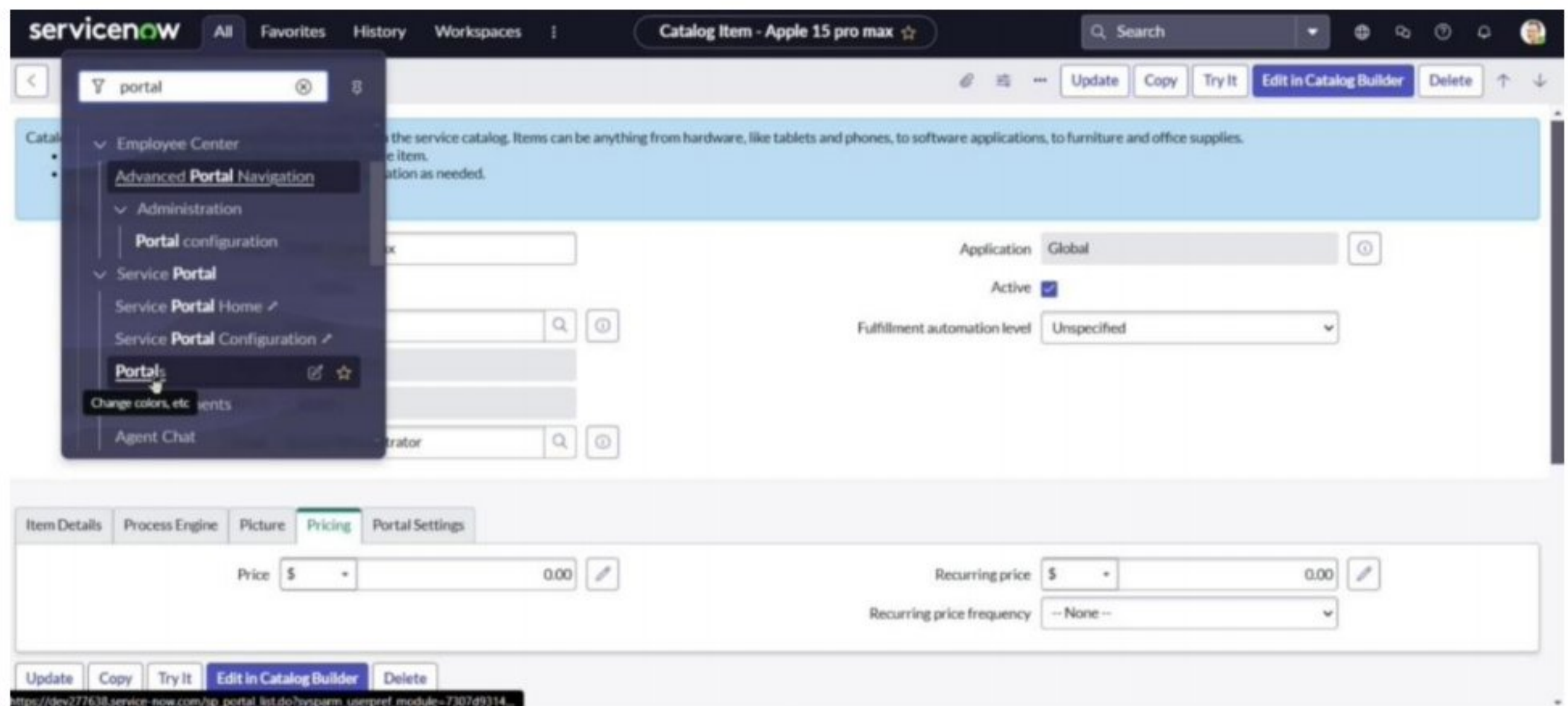
The screenshot shows the 'Variable - New Record' form in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main form has a 'Variable' section with fields for 'Application' (Global), 'Type' (Email), 'Catalog Item' (Apple 15 pro max), and 'Order' (300). To the right, there are checkboxes for 'Active' (checked), 'Mandatory', 'Read only', and 'Hidden'. Below this is a 'Question' tab with a text area for 'Specify the Question that explains the options available to the end user when ordering the item'. There are also fields for '* Question' (Email), '* Name' (email), 'Tooltip', and 'Example Text' (test@example.com). A 'Submit' button is at the bottom left.

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

The screenshot shows the 'Catalog Item Available for - Edit Members' dialog in ServiceNow. It features a search bar with 'appl' entered and a list of results. The 'Available For List' section shows 'Apple 15 pro max' and 'Apple 15 pro max criteria'. There are 'Add Filter' and 'Run filter' buttons at the top. At the bottom, there are 'Cancel' and 'Save' buttons. The name 'Apple 15 pro max criteria' is displayed at the bottom of the dialog.

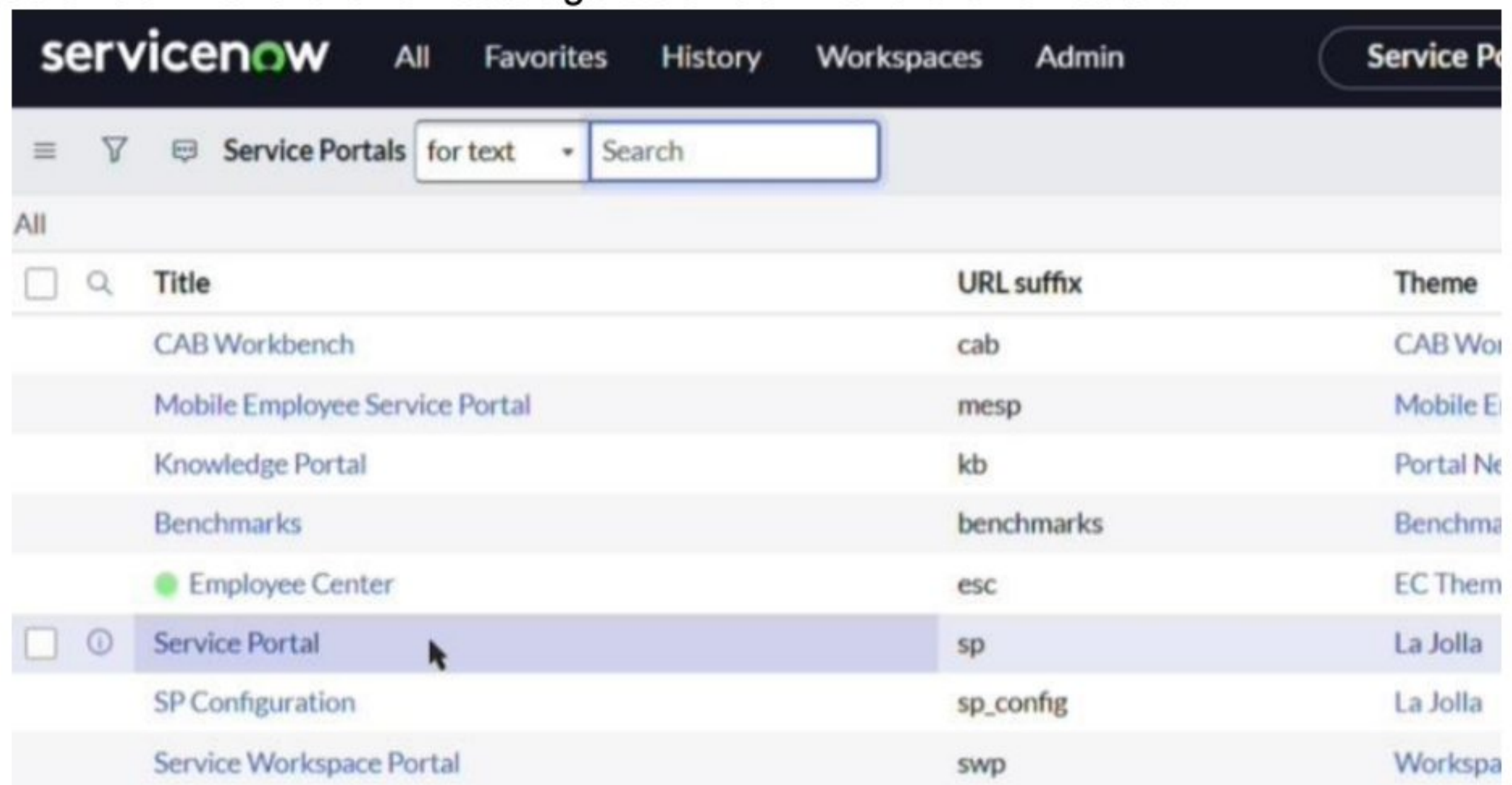
Activity 7: Assign to portal

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

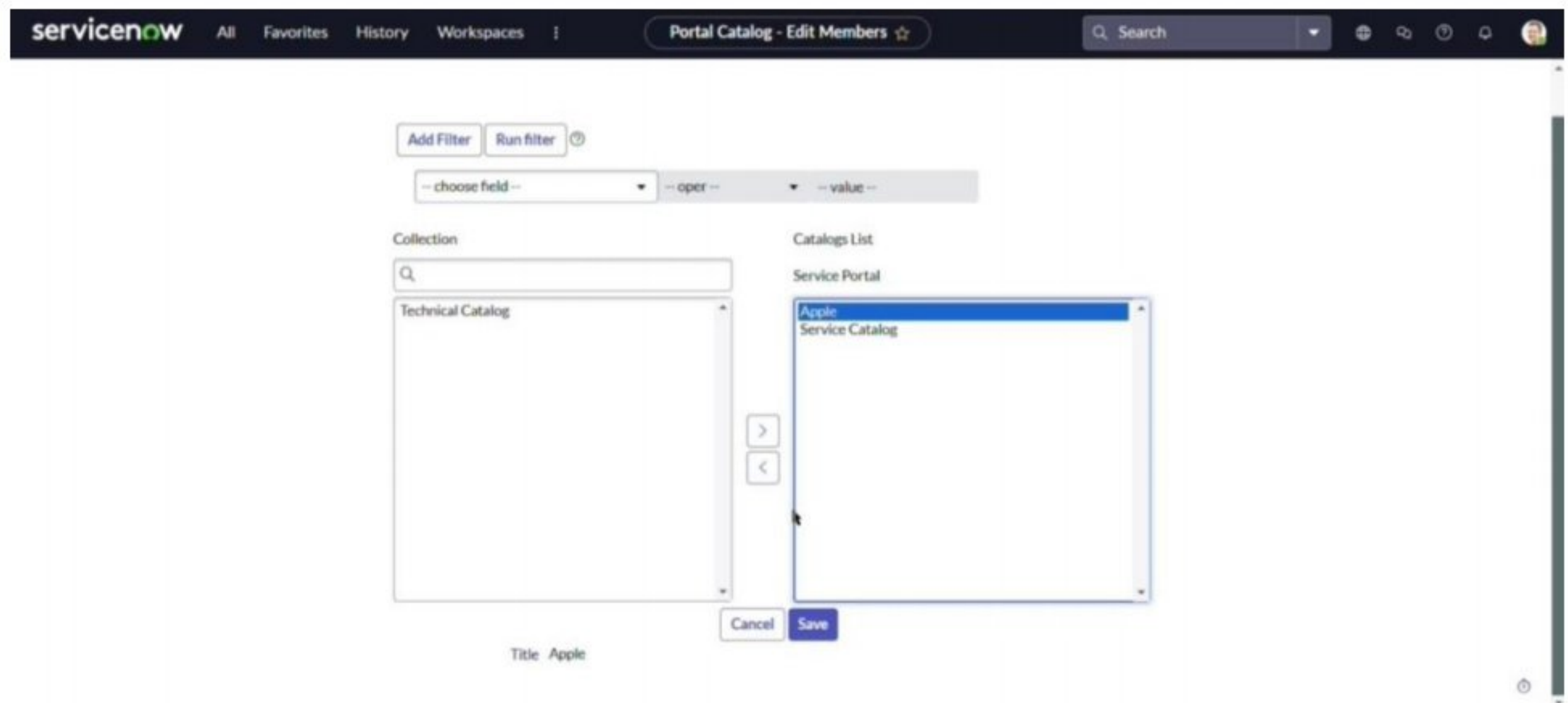


5. Scroll down and click on catalogs



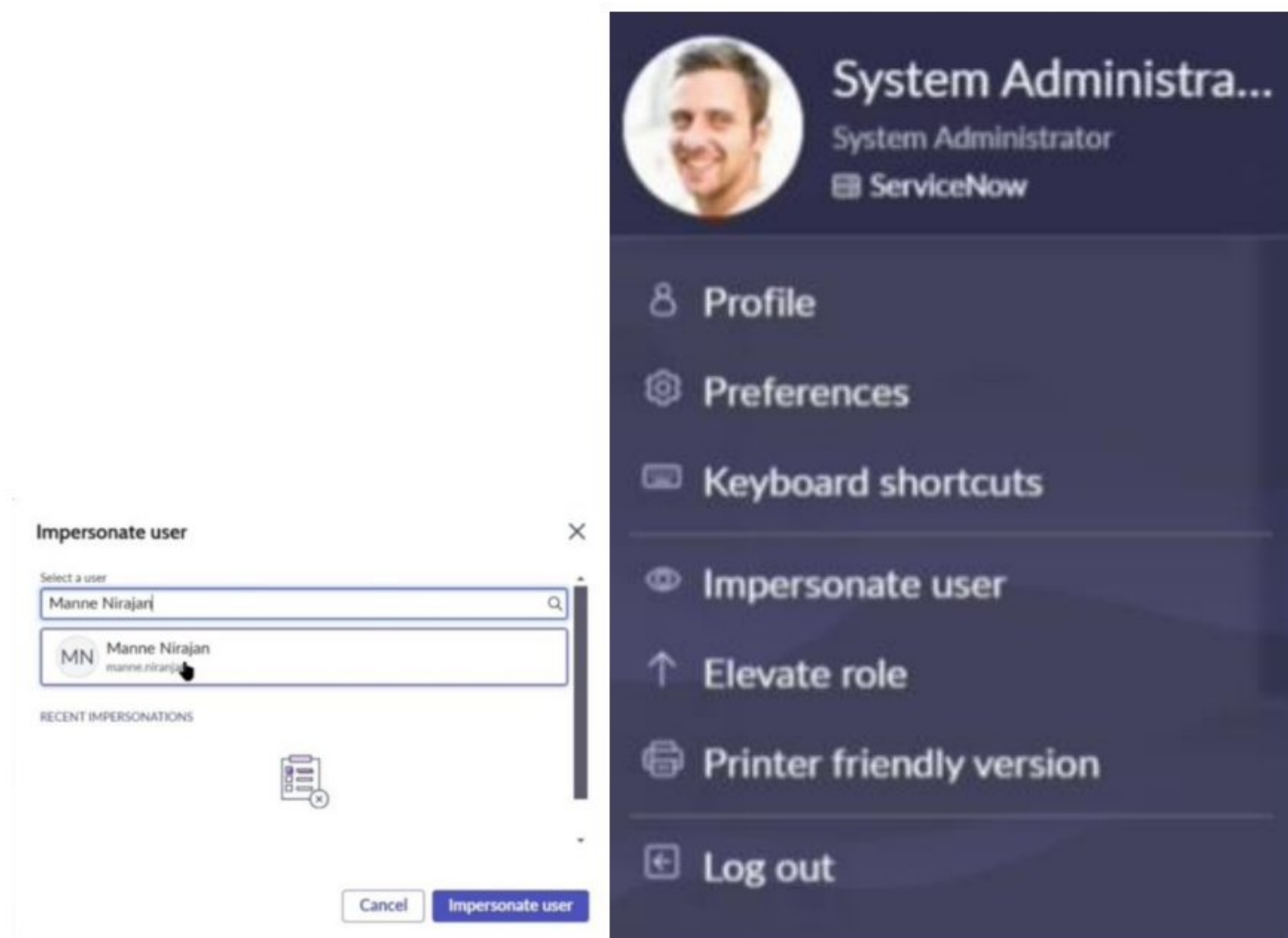
6. Click on edit

7. Move apple to other box and save



Result

1. Go to Profile and click on Impersonate user.



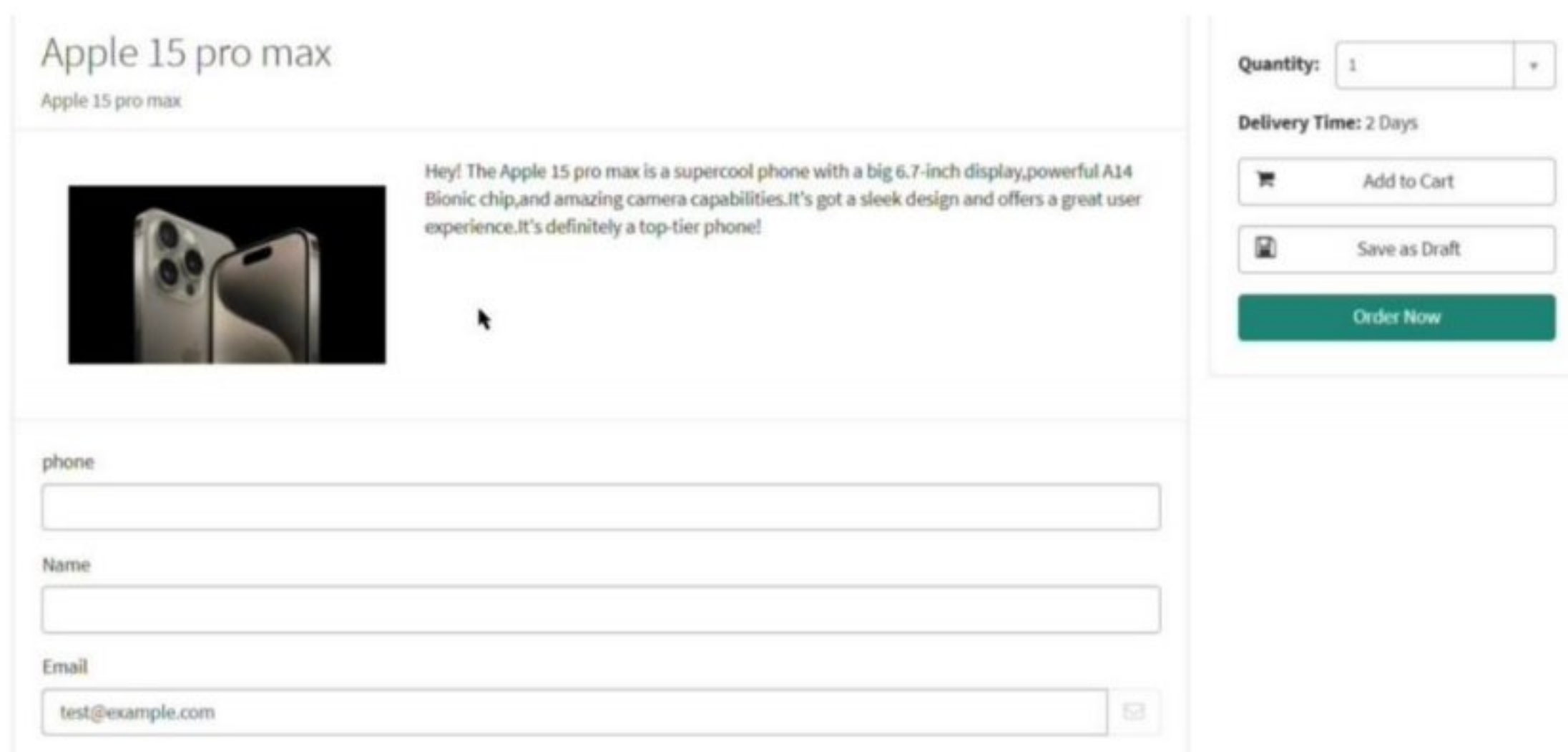
2. Select the user you have been created and click on Impersonate user.

3. Open service now portal

4. Copy the url upto .com/ and add " sp " as example : "
<https://dev224762.servicenow.com/sp> ", Click on enter

5. Search for apple 15 pro max

6. You will find an item you created



The screenshot displays the ServiceNow portal interface for an item titled "Apple 15 pro max". The page layout includes a header with the item name and a sub-header "Apple 15 pro max". Below this is a product image of the phone. To the right of the image is a description: "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!". To the right of the description is a sidebar with a "Quantity" dropdown set to "1", a "Delivery Time: 2 Days" label, and three buttons: "Add to Cart", "Save as Draft", and "Order Now". Below the product information is a form with three input fields: "phone", "Name", and "Email". The "Email" field contains the text "test@example.com". A chat icon is visible in the bottom right corner of the page.

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.