

Project Title :

Configuring Exclusive Access to Apple 15 Pro Max in ServiceNow's Service Catalog

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Abstract :

This configuration establishes restricted access to Apple iPhone 15 Pro Max devices within ServiceNow, ensuring controlled distribution and utilization. The setup includes:

- Catalog visibility restriction to authorized groups
- Quantity limits and approval workflows
- Integrated asset management and inventory tracking
- Priority support SLAs

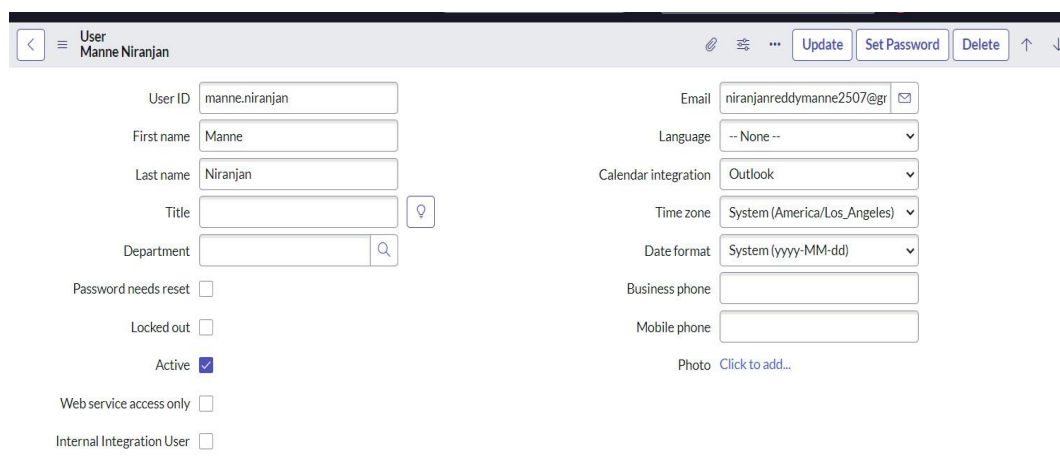
This configuration enhances device security, streamlines requests, and optimizes asset utilization, providing a tailored experience for authorized users.

Keywords : ServiceNow, Exclusive Access, Apple iPhone 15 Pro Max, Catalog Configuration, Asset Management, Security.

Process :

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







The screenshot displays the 'User' form in ServiceNow for a user named 'Manne Niranjana'. The form is organized into two main columns. The left column contains fields for 'User ID' (manne.niranjana), 'First name' (Manne), 'Last name' (Niranjana), 'Title' (with a location icon), 'Department' (with a search icon), and several checkboxes: 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column includes 'Email' (niranjareddymanne2507@gr), 'Language' (set to '-- None --'), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and a 'Photo' field with a 'Click to add...' link. At the top right of the form, there are buttons for 'Update', 'Set Password', and 'Delete', along with up and down arrow icons.

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. Manger as “ Manne Niranjana ”
8. Click on save

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/> 
Manager	<input type="text" value="Manne Niranjana"/>  	Parent	<input type="text"/> 
Description	<input type="text"/>		

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

10. Click on save

The first screenshot shows a dialog for assigning users to a group. On the left, a search bar contains 'manne' and a list shows '--None--'. On the right, a list for 'platform' shows 'manne niranjan' selected. Between the lists are '>' and '<' buttons. At the bottom are 'Cancel' and 'Save' buttons. Below the dialog, the user details are displayed: Name: manne niranjan, First name: manne, Last name: niranjan.

The second screenshot shows a table with the following data:

Group	User
platform	manne niranjan

The table has a search bar, a filter icon, and a 'User' dropdown. The footer shows '1 to 1 of 1'.

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 Description :Apple Catalog Enable Whishlist

* Name

Application

Active ☒

Companies

Locations

Departments

Match All ☐

Users

Groups

Roles

Advanced ☐

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 newTitle : MobilesCatalog : Apple

< Category New record

* Title

Application

Catalog

Active ☒

Location

Parent

Description

Desktop image [Click to add...](#) Header icon [Click to add...](#)

Icon [Click to add...](#)

5. Click on Submit

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!

The screenshot shows the 'Item Details' form for 'Apple 15 pro max'. The form is divided into two main sections. The top section contains fields for 'Name' (Apple 15 pro max), 'Application' (Global), 'Catalogs' (Apple), 'Category' (Mobiles), 'State' (-- None --), 'Checked out' (-- None --), and 'Owner' (System Administrator). The bottom section contains a 'Short description' field (Apple 15 pro max) and a 'Description' field with a rich text editor. The rich text editor has a toolbar with bold, italic, underline, link, unlink, and other formatting options. The description text is: '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!'.

Name	Apple 15 pro max	Application	Global
Catalogs	Apple	Active	<input checked="" type="checkbox"/>
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: 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

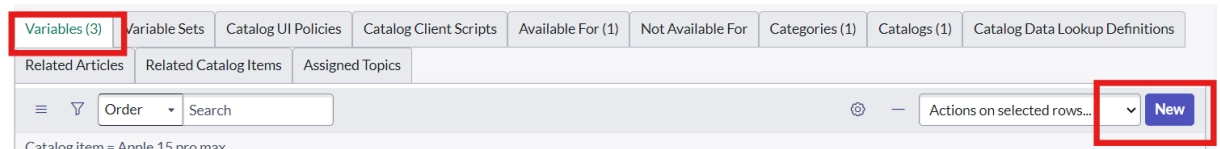
The screenshot shows the 'Pricing' tab in the 'Item Details' form. The form has a tabbed interface with 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Pricing' tab is active. It contains fields for 'Price' (\$ 111.00), 'Recurring price' (\$ 5.00), and 'Recurring price frequency' (Semi-Annual). Each field has a small edit icon (pencil) next to it.

Price	\$	111.00	
Recurring price	\$	5.00	
Recurring price frequency		Semi-Annual	

8. Click on save

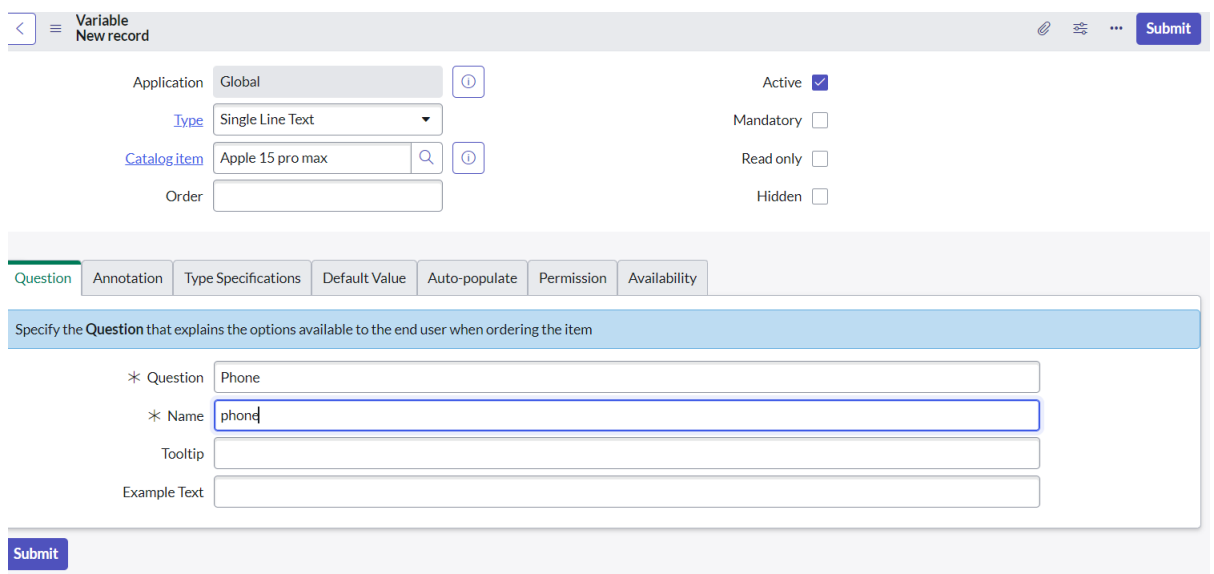
Create Variables for for catalog item:

1. Under variables >> click on new



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

3. click on submit



4. Create one more variable for name

5. Also mention the order number as 200

Application: Global ⓘ

Type: Single Line Text

Catalog item: Apple 15 pro max ⓘ

Order: 100

Active: ☒

Mandatory: ☐

Read only: ☐

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:

6. Create one more variable for email

7. Also mention the order number as 300

Application: Global ⓘ

Type: Email

Catalog item: Apple 15 pro max ⓘ

Order: 200

Active: ☒

Mandatory: ☐

Read only: ☐

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: Email

* Name: email

Tooltip:

Example Text: test@example.com

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

Add Filter
Run filter ⓘ

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

Collection

'Problem Analyzers' and 'Problem Solving' Group M
AES Users
All ACME Corporation employees
All ACME North America employees
All content taxonomy contributors
All content taxonomy managers
All Users who can access "Instance Security Center
Any User
Any user for KB
Guest User
HRSP client roles without alumni
HRSP employee, contractor, contingent roles
HRSP employees
Imperial Beach CA Employees
Incident Fulfillers
ITIL non-admin
Only catalog builder editor can access

>
<

Available For List
Apple 15 pro max

Apple 15pro max criteria

Cancel
Save

Activity-7:Assign to portal :

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

portal

No Results

ALL RESULTS

Employee Center

Administration

Portal configuration

Service Portal

Service Portal Home ↗

Service Portal Configuration ↗

Portals

Announcements

Agent Chat

Themes

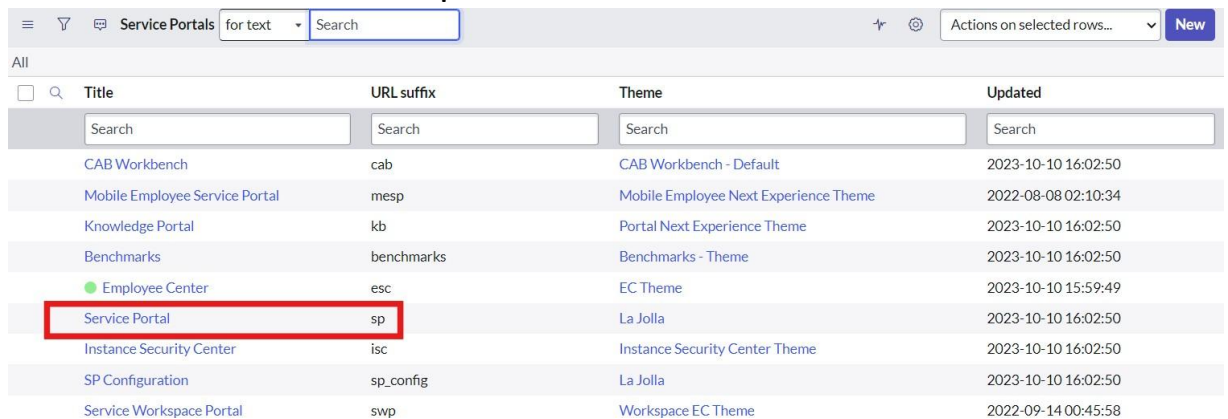
Page Route Maps

Pages

Widget Instances

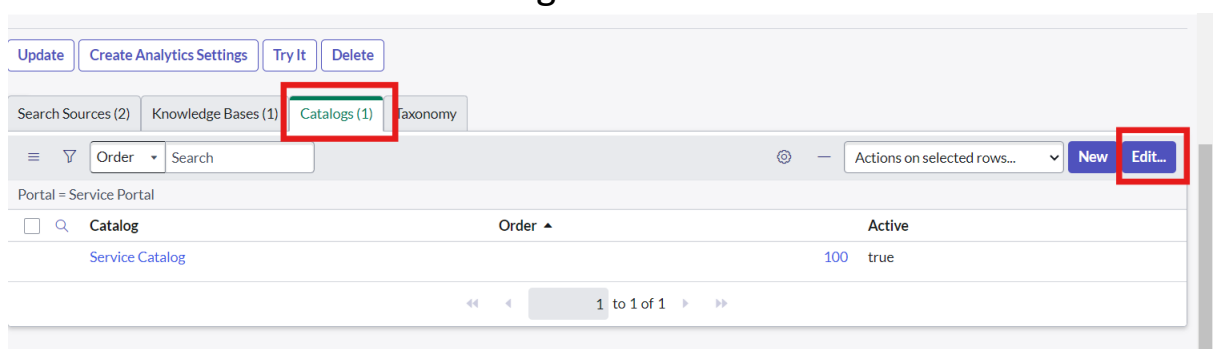
Widgets

4. Then after Select service portal



Title	URL suffix	Theme	Updated
CAB Workbench	cab	CAB Workbench - Default	2023-10-10 16:02:50
Mobile Employee Service Portal	mesp	Mobile Employee Next Experience Theme	2022-08-08 02:10:34
Knowledge Portal	kb	Portal Next Experience Theme	2023-10-10 16:02:50
Benchmarks	benchmarks	Benchmarks - Theme	2023-10-10 16:02:50
Employee Center	esc	EC Theme	2023-10-10 15:59:49
Service Portal	sp	La Jolla	2023-10-10 16:02:50
Instance Security Center	isc	Instance Security Center Theme	2023-10-10 16:02:50
SP Configuration	sp_config	La Jolla	2023-10-10 16:02:50
Service Workspace Portal	swp	Workspace EC Theme	2022-09-14 00:45:58

5. Scroll down and click on catalogs



Update Create Analytics Settings Try It Delete

Search Sources (2) Knowledge Bases (1) **Catalogs (1)** Taxonomy

Order Search

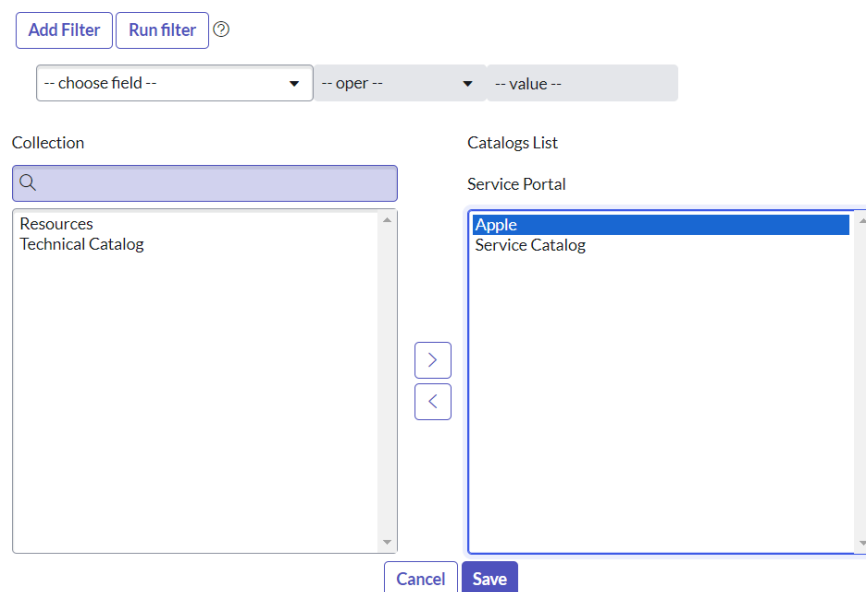
Portal = Service Portal

Catalog	Order	Active
Service Catalog	100	true

1 to 1 of 1

6. Click on edit

7. Move apple to other box and save



Add Filter Run filter ?

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

Collection

Resources
Technical Catalog

Catalogs List

Service Portal

Apple
Service Catalog

> <

Cancel Save

Conclusion:

The configuration of exclusive access to Apple iPhone 15 Pro Max in ServiceNow catalog has successfully restricted device access, improved security, and streamlined provisioning processes. Ongoing monitoring and updates will ensure continued effectiveness.