



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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sky is the limit

NAAN MUDHALAVAN

ServiceNow Administrator Project

**Comprehensive Guide to Apple iPhone 13 pro: Features,
Benefits, and Usage in servicenow's service**

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Year : IV

Semester : 07

Comprehensive Guide to Apple iPhone 13 pro: Features, Benefits, and Usage

ABSTRACT:

To create and implement a streamlined process within ServiceNow for publishing Knowledge Articles that provide detailed information on items listed in the Service Catalog. This initiative aims to enhance user experience by ensuring that customers have easy access to comprehensive product details, instructions, and support information.

User Story:-

As a ServiceNow user, I want to publish a detailed Knowledge Article for an item listed in the Service Catalog, so that customers can easily find comprehensive information, instructions, and support related to the products they are interested in purchasing.

Pre-Requisites:-

1. Knowledge on Service Now.
2. Knowledge on Service Catalog.
3. Knowledge on Knowledge Management.

Skills used to solve the problem statement:-

1. Service Catalog and Knowledge Management.
2. Service Now Administration.

Implementation

Activity-1

1. Open service now developer Instance
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 shows the 'User - New Record' form in ServiceNow. The form is for creating a new user. It includes fields for User ID (Rajini.Kanth), First name (Rajini), Last name (Kanth), Title (Manager), Department (IT), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), Internal Integration User (unchecked), Email, Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Submit' button is at the bottom left. A blue banner at the top says 'To set up the User's password, save the record and then click Set Password.'

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.

The screenshot shows the 'Group Manager Group' form in ServiceNow. It includes fields for Name (Manager Group), Manager (a user selection dropdown), Group email, Parent (another user selection dropdown), and a Description field.

6. Under Group Members, click on edit.

7. Add the user(Jai Prakash) to the Manager Group and click on Save.

The screenshot shows the 'Edit Members' interface. On the left, there's a 'Collection' dropdown with 'Raji' selected. On the right, the 'Group Members List' shows 'Rajini Kanth' selected. Below the list, there are 'Cancel' and 'Save' buttons. At the bottom, the user details are displayed: Name: Rajini Kanth, First name: Rajini, Last name: Kanth.

8. It would like below.

The screenshot shows the 'Group Members' table in ServiceNow. The table has columns for Roles, Group Members (1), and Groups. The 'Group' column is set to 'Manager'. The 'Group Members' column shows a user named 'Rajini Kanth'. There are 'Update' and 'Delete' buttons at the top, and a 'Search' bar at the bottom.

9. Click on save.

Activity - 3: Create Roles

1. Open service now.

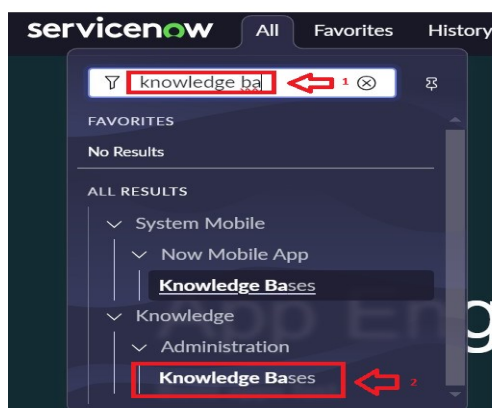
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

The screenshot shows the ServiceNow Group Manager interface. At the top, there's a navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and a 'Group - Manager' tab. A status message at the top indicates: 'Job to add or remove role(s) from user(s) of group has been queued'. The form contains several fields: 'Name' (set to 'Manager'), 'Group email', 'Manager' (with a search icon), 'Parent' (with a search icon), and 'Description'. Below the form are 'Update' and 'Delete' buttons. The bottom section shows a table with 'Group Members (1)' and a single entry for 'User' with the name 'Rajini Kanth'. The table has a search bar and a 'User' dropdown. The bottom right of the table shows '1 to 1 of 1'.

6. Click on submit.

Activity - 4: Creation of Knowledge Base.

1. Go to All >> Search for Knowledge Bases.



2. Click on New.

3. Enter the details for knowledge base as:

Title : Mobiles

Owner : Jai Prakash (give the user you created)

Publish workflow : Select Knowledge - Approval Publish

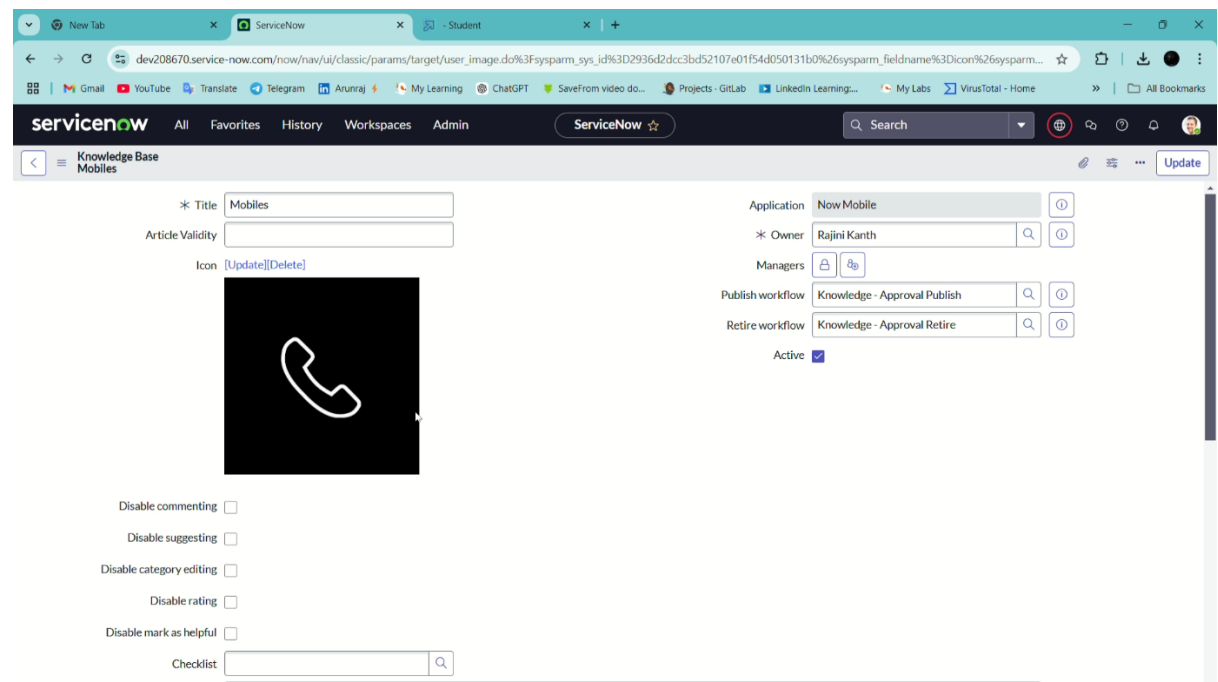
Retire workflow : Select Knowledge - Approval Retire

Check the active checkbox is True.

Description : Enter “The mobiles related Articles will be displayed in this base.”

4. Click on Save.

5. Now click on Icon and select the image.



The screenshot shows the ServiceNow interface for configuring a Knowledge Base. The browser address bar shows the URL: dev208670.service-now.com/now/nav/ui/classic/params/target/user_image.do%3Fsysparm_sys_id%3D2936d2cc3bd52107e01f54d050131b09%26sysparm_fieldname%3Dicon%26sysparm... The page title is 'Knowledge Base Mobiles'. The configuration fields are as follows:

- * Title: Mobiles
- Article Validity: (empty)
- Icon: [Update][Delete] (with a placeholder image of a telephone handset)
- Application: Now Mobile
- * Owner: Rajini Kanth
- Managers: (empty)
- Publish workflow: Knowledge - Approval Publish
- Retire workflow: Knowledge - Approval Retire
- Active: ☒
- Disable commenting: ☐
- Disable suggesting: ☐
- Disable category editing: ☐
- Disable rating: ☐
- Disable mark as helpful: ☐
- Checklist: (empty)

6. After Saving the Knowledge base, it will be seen like below :

Title	Description	Owner	Order	Checklist
KCS Knowledge Base (demo data)	KCS Demo KB	Arya Stark (KCS role)		Default AQI Survey
Mobiles	The mobiles related Articles will be dis...	Rajini Kanth		(empty)
Known Error	This is the default Knowledge base for K...	Problem Manager		(empty)
IT	The ACME North America IT Service Desk K...	Bernard Laboy	100	(empty)
Knowledge	Knowledge Base for 'Knowledge' users. An...	System Administrator	300	(empty)

Activity - 5: Creation of Knowledge Article



7. Go to All >> Search for Knowledge Article.
8. Click on Create an Article

Knowledge Bases

Education 1 Articles	Insight Library 1 Articles	IT 32 Articles	Knowledge 0 Articles
Mobiles 0 Articles			

9. Enter the details as :
Knowledge base : Select Mobiles
10. For Category : Click on Search >> then '+' icon
11. Add some category pickers as you wish and then click on ok.

Category picker

Iphone		
Samsung		
Nokia		
Pixel 		
		

Cancel OK

12. Enter the details as :

For Category : Select Iphone

Valid to : Select date

Description : Enter “How to Purchase Apple iPhone 13 Pro from the Service Catalog”

13. In Article Body : Type your Article information.

Product Overview:

Name: Apple iPhone 13 Pro

Model: A2636 (US)

Key Features:

- Display: 6.1-inch Super Retina XDR display
- Camera: Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording
- Processor: A15 Bionic chip
- Storage Options: 128GB, 256GB, 512GB, 1TB
- Operating System: iOS 15
- Battery Life: Up to 22 hours talk time
- Colors: Graphite, Gold, Silver, Sierra Blue

How to Purchase:

1. Navigate to the Service Catalog:

- Log in to your ServiceNow account.
- Click on the "Service Catalog" link from the main menu.

2. Search for iPhone 13 Pro:

- Use the search bar to type "Apple iPhone 13 Pro".
- Select the product from the search results.

3. Select Configuration:

- Choose your preferred storage option and color.
- Review the product details and specifications.

4. Add to Cart:

- Click the "Add to Cart" button to add the iPhone 13 Pro to your shopping cart.

5. Checkout:

- Proceed to checkout by clicking the shopping cart icon.
- Follow the prompts to complete your purchase.

Installation and Setup Instructions:

1. Unbox Your iPhone 13 Pro:

- Carefully unbox your new iPhone and remove all protective materials.

2. Power On the Device:

- Press and hold the side button until the Apple logo appears.

3. Follow On-Screen Setup Instructions:

- Select your language and region.
- Connect to a Wi-Fi network.
- Set up Face ID and create a passcode.
- Sign in with your Apple ID or create a new one.

4. Transfer Data:

- If you are upgrading from another iPhone, use the Quick Start feature to transfer your data.
- Alternatively, restore from an iCloud or iTunes backup.

5. Complete Setup:

- Customize your settings and preferences.
- Download and install any available software updates.

Troubleshooting Common Issues:

1. iPhone Not Powering On:

- Ensure the device is charged by connecting it to a power source.

- Try a forced restart by pressing and quickly releasing the Volume Up button, then the Volume Down button, and finally, press and hold the side button until the Apple logo appears.

2. Wi-Fi Connectivity Issues:

- Toggle Wi-Fi off and on in Settings.
- Restart your router and modem.
- Reset network settings by going to Settings > General > Reset > Reset Network Settings.

3. Face ID Not Working:

- Ensure the TrueDepth camera is not obstructed.
- Go to Settings > Face ID & Passcode and re-register your face.

Frequently Asked Questions (FAQ):

1. What are the storage options available for the iPhone 13 Pro?

- The iPhone 13 Pro comes in 128GB, 256GB, 512GB, and 1TB storage options.

2. Can I use my old SIM card with the iPhone 13 Pro?

- Yes, the iPhone 13 Pro supports nano-SIM cards. You can use your existing SIM card or get a new one from your carrier.

3. Does the iPhone 13 Pro support wireless charging?

15. Go to All >> Search for My Knowledge Article.

16. Open the Knowledge Article we created earlier.
17. Scroll down, you can find Related Catalog Items.
18. Click on Edit and add Apple iPhone 13 pro to Related Catalog Items List.

Collection

Q

- Add/Remove users from group
- Apple iPhone 13
- Apple USB-C charge cable
- Apple Watch
- Application Server (Large)
- Application Server (Standard)
- Assign Office Space
- AWS account request
- Azure account request
- BeyondTrust
- Big Data Analysis
- Camtasia
- Cisco jabber softphone
- Clone group membership
- Conference Room Reservations
- Corp VPN
- Generate Mobile Devices - Bulk Orders

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Related Catalog Items List

KB0010032

Apple iPhone 13 pro






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Cancel

Save

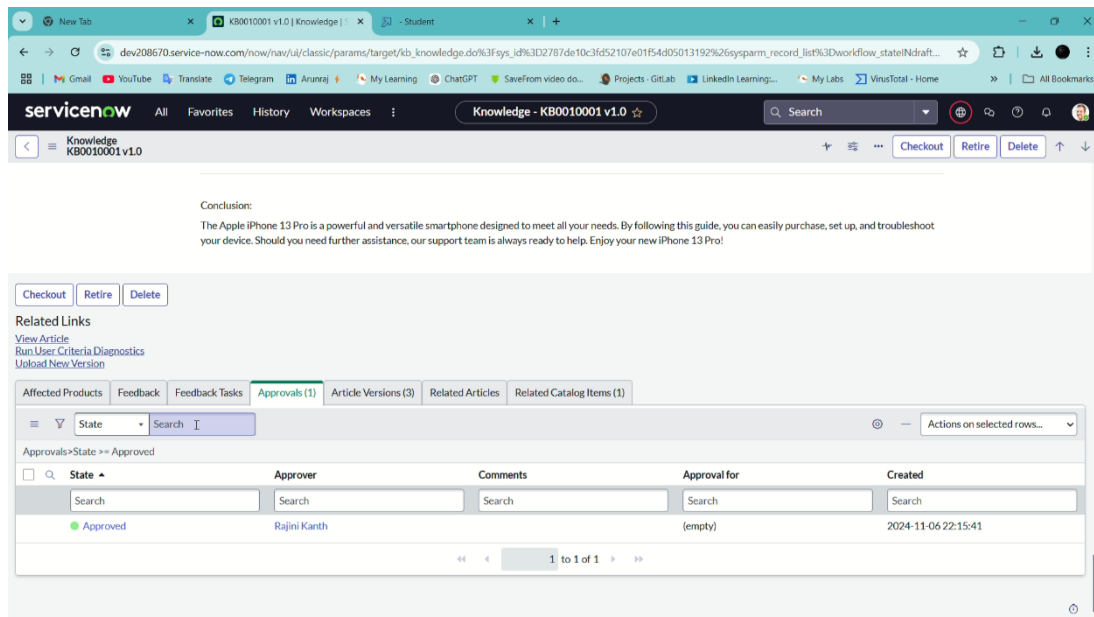
19. Click on Save.

Affected Products		Feedback		Feedback Tasks		Approvals		Related Articles		Related Catalog Items (1)			
				Order		Search				 			
Knowledge article = KB0010032													
<input type="checkbox"/>				Catalog item						Order ▲		Active	
				Apple iPhone 13 pro								100 true	

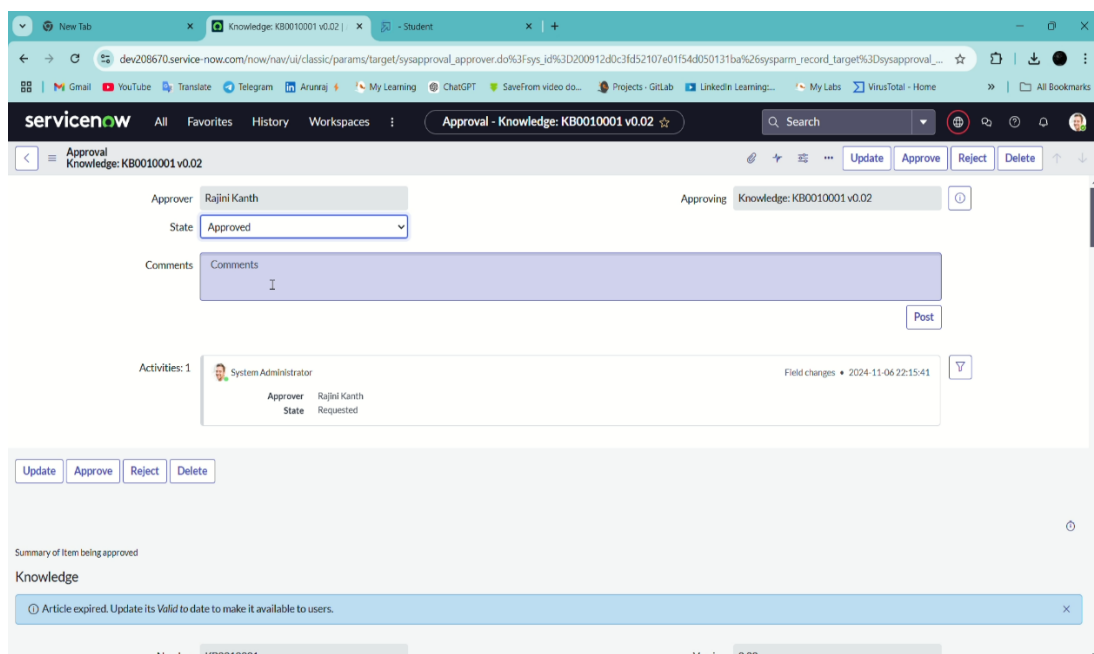
20. Now click on Publish.

Activity - 7: Approving the Article

21. Go to All >> Search for My Knowledge Article.
22. Open the Knowledge Article we created earlier.
23. Scroll down, you can find Approvals.
24. Under State, you can find Requested. Click on that




25. Approve the Article (To do that change the state to Approved)



26. Then click on Update.


27. If you scroll down you can see that the Article has been approved.

Activities: 2

 System Administrator

Field changes • 2024-11-06 22:16:10

State Approved was Requested

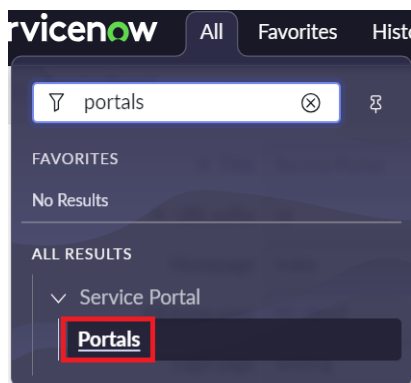
 System Administrator

Field changes • 2024-11-06 22:15:41

Approver Rajini Kanth
State Requested

Activity - 8: Adding Knowledge Base to Service Catalog

28. Go to All >> Search for Portals.



29. Open Portals >> Open Service Portal.

30. Scroll down, Open Knowledge Bases >> Click on Edit.

31. Add Mobiles to Knowledge Bases List.

Collection

Knowledge Bases List

Service Portal

IT
Mobiles

Client Solutions Library
Education
Insight Library
Knowledge
Service Excellence Repository
Smart bridge

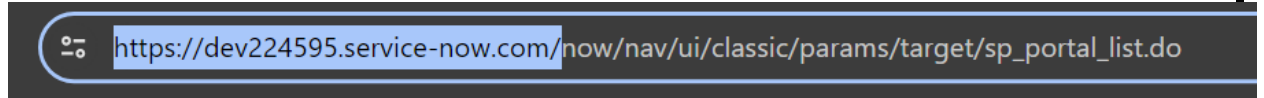
>
<

Cancel Save

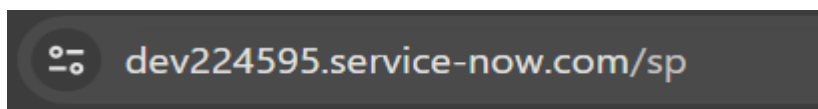
32. Click on Update.

Result

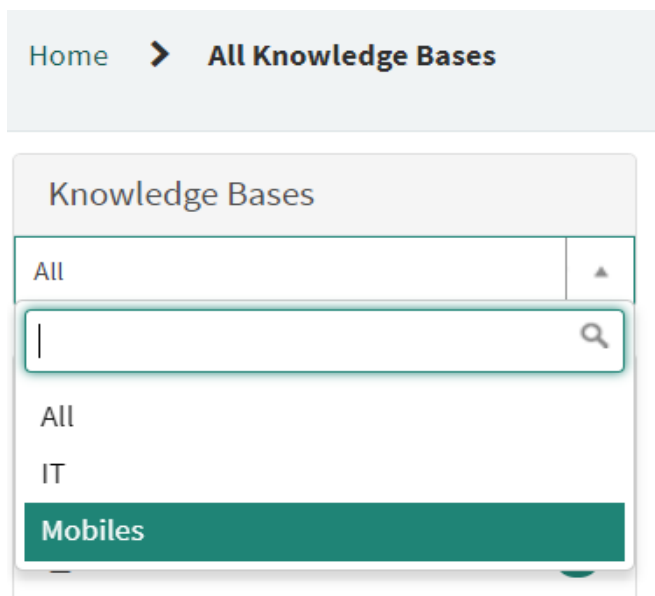
1. Open Service Portal.
2. To do that Copy the top URL as shown in figure.



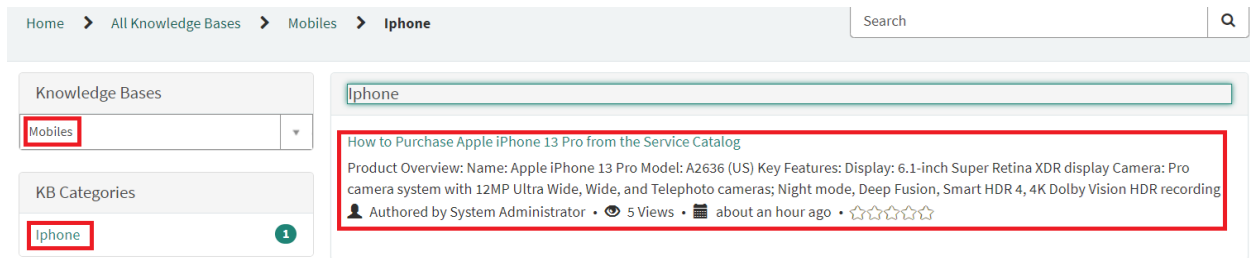
3. In separate Tab paste it and enter 'sp' beside that.



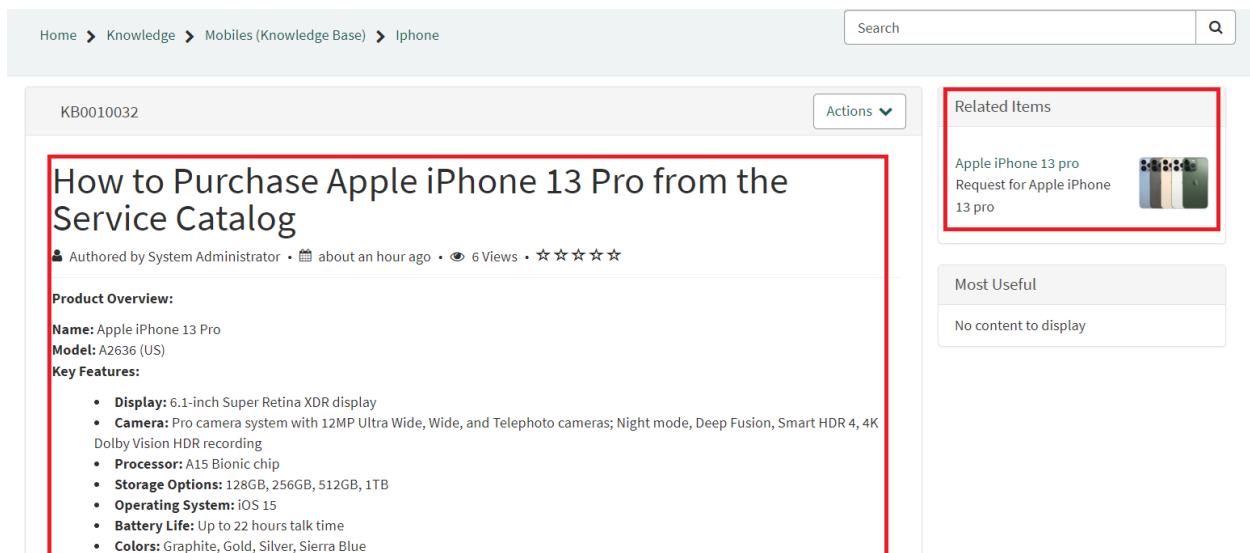
4. Open Knowledge Bases and in that select Mobiles



5. Under that select Iphones and click on the Article



6. Open the article, there you can find Article info and in Related Lists we can find the catalog item (Apple iPhone 13 pro).



Contact Support

If you encounter any issues not covered in this guide, please contact our support team through the ServiceNow portal.

Conclusion:

The Apple iPhone 13 Pro is a powerful and versatile smartphone designed to meet all your needs. By following this guide, you can easily purchase, set up, and troubleshoot your device. Should you need further assistance, our support team is always ready to help. Enjoy your new iPhone 13 Pro!