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
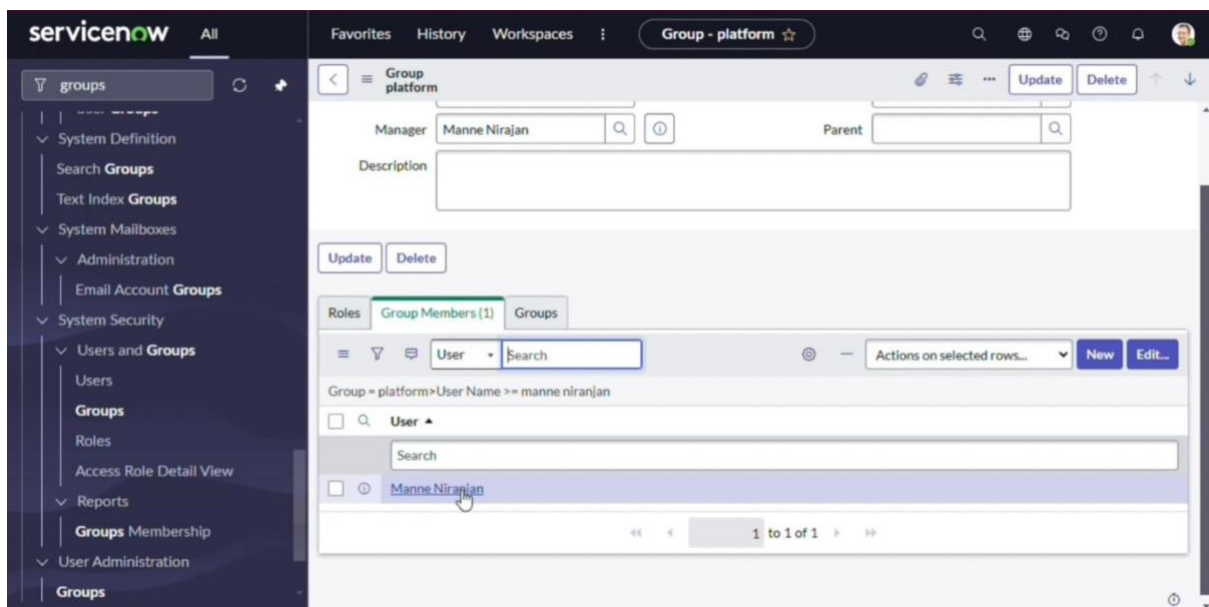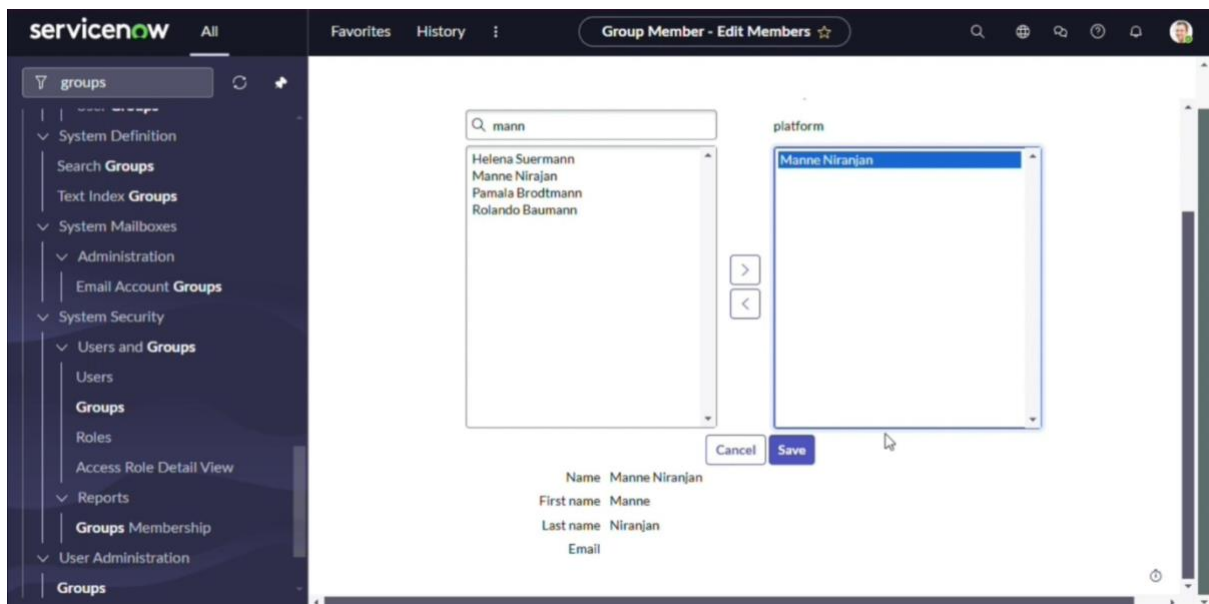
6.Click on submit

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 Niranjan "

8. Click on save

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

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

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

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!

6.Under picture give any image

7.Under pricing give price details
Price : 111
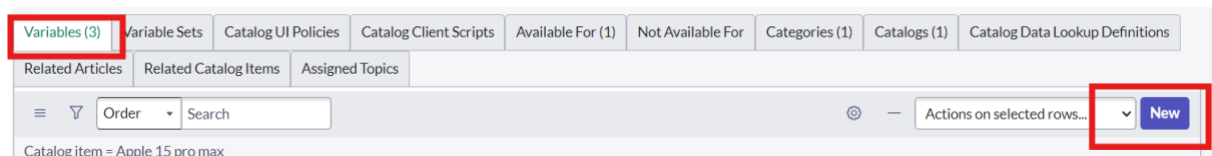Recurring price : 5
Recurring price frequency : semi annually

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

6.Create one more variable for email

7.Also mention the order number as 300

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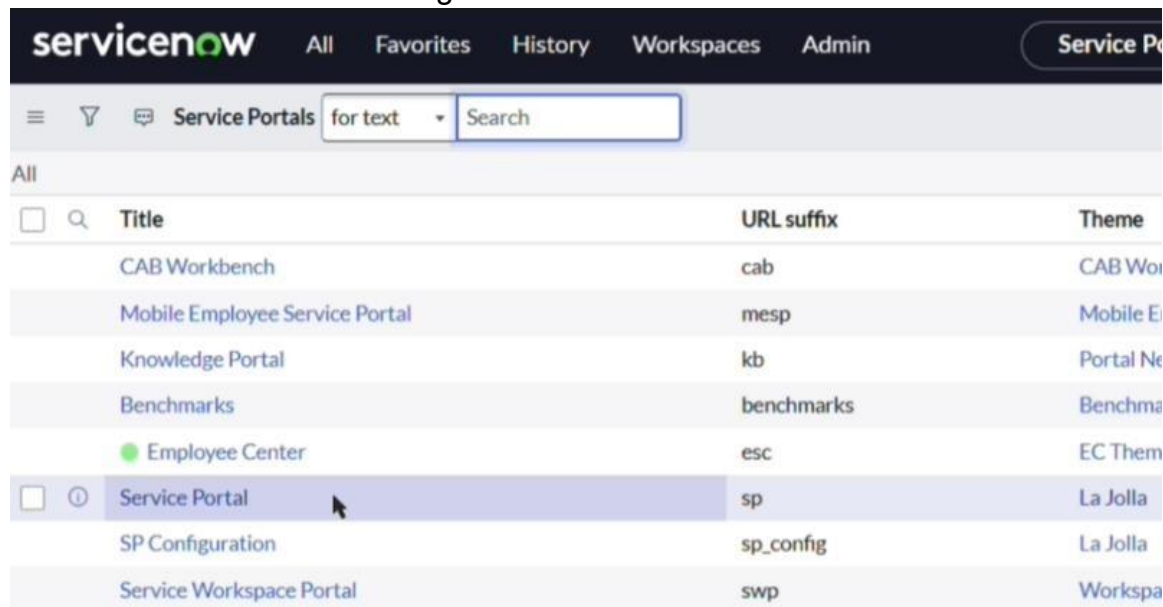3. Select apple 15 pro max criteria
4. Click on save

Activity 7: Assign to portal

1. Open service now.

2. Click on All >> search for portal

3. Select portals under service portal
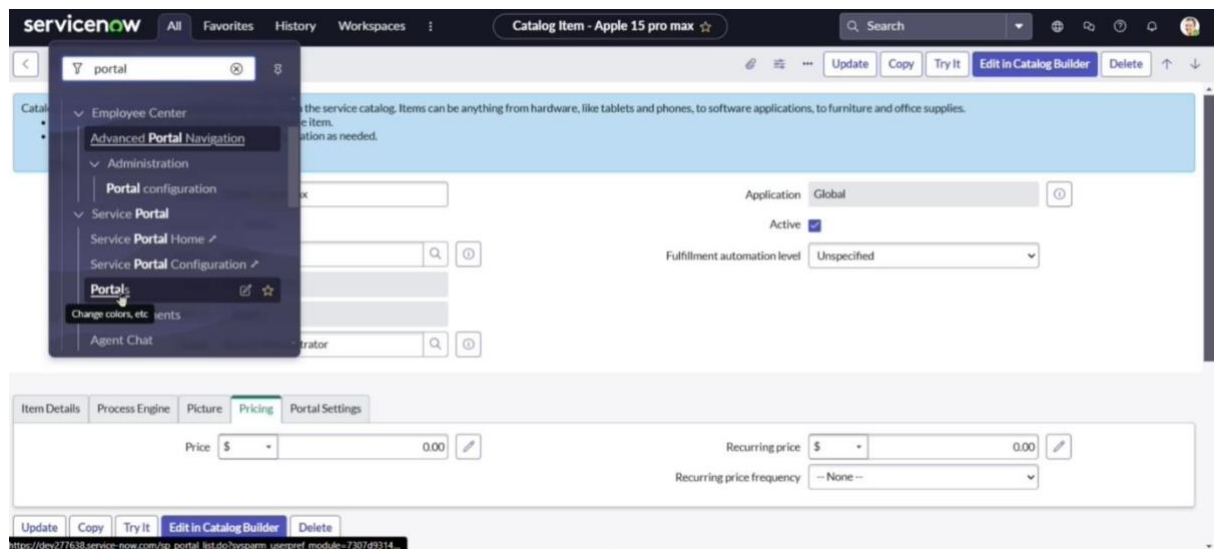
4.Then after Select service portal

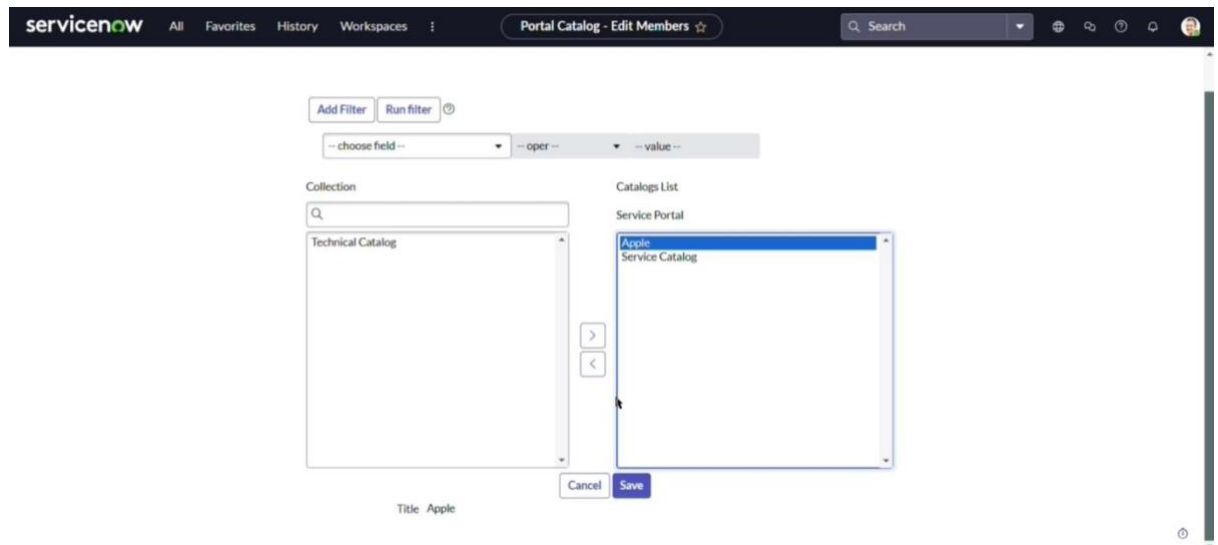Scroll down and click on catalogs Scroll down and click on catalo
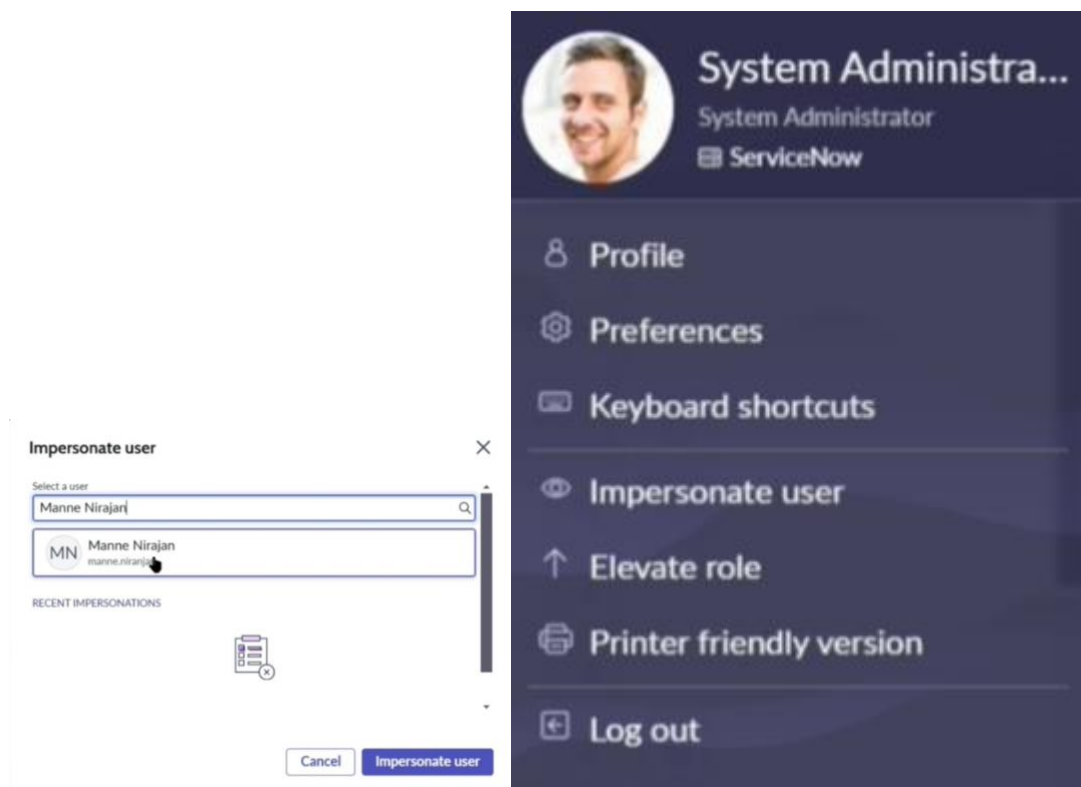

5.Scroll down and click on catalogs

6.Click on edit

7.Move apple to other box and save

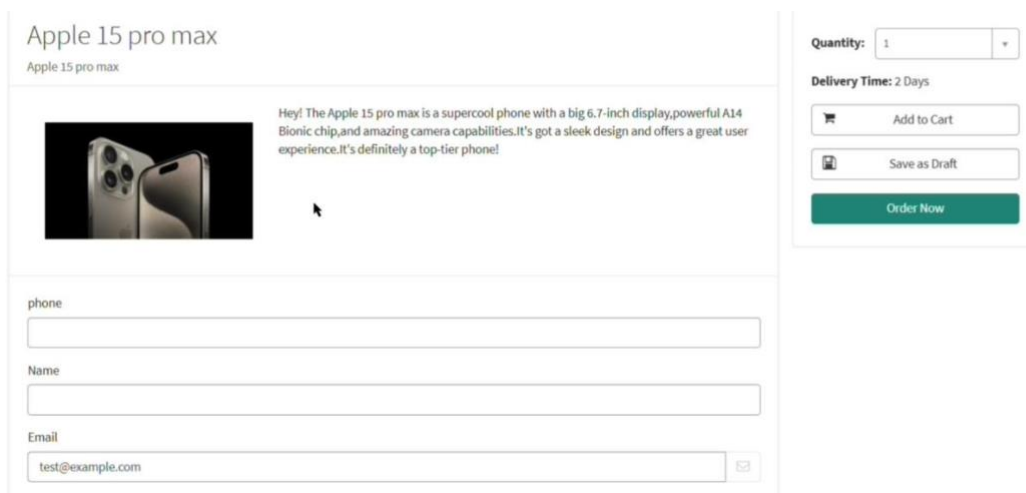**Result**

1. Go to Profile and click on Impersonate user.

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

3.Open servie 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

Coclusion:

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.