



# PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE and Affiliated to Anna University)

*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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Semester : 07

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

#### **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

User ID: 
 Email:

First name: 
 Language:

Last name: 
 Calendar integration:

Title: 
 Time zone:

Department: 
 Date format:

Password needs reset: ☐
 Business phone:

Locked out: ☐
 Mobile phone:

Active: ☒
 Photo: [Click to add...](#)

Web service access only: ☐

Internal Integration User: ☐

6. Click on submit

## Activity 2: Create Groups

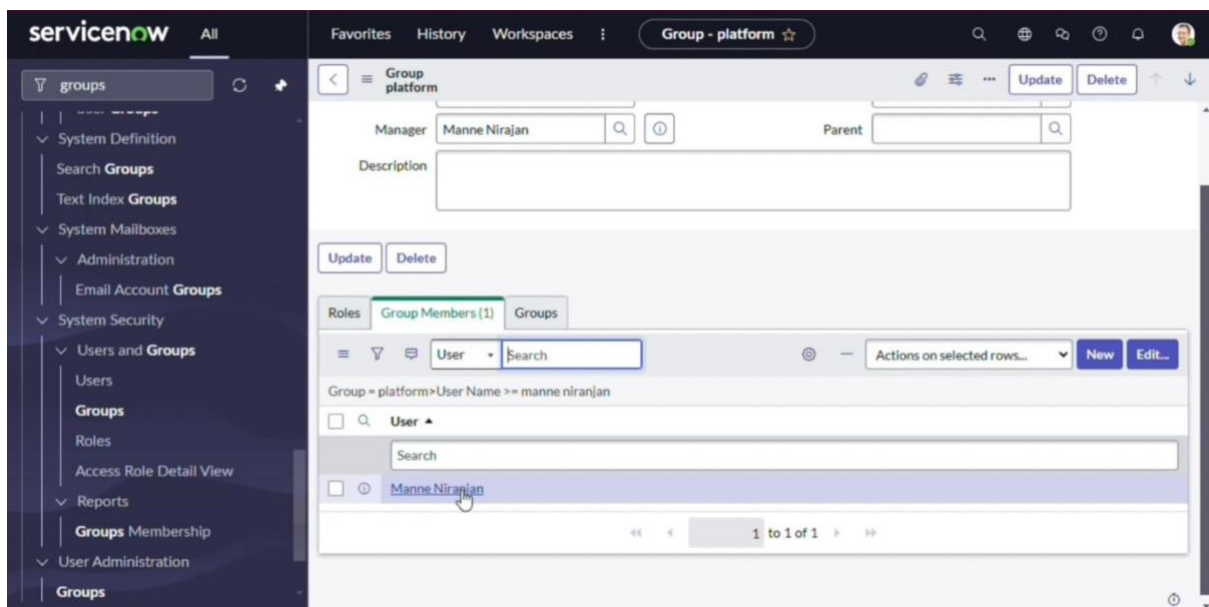
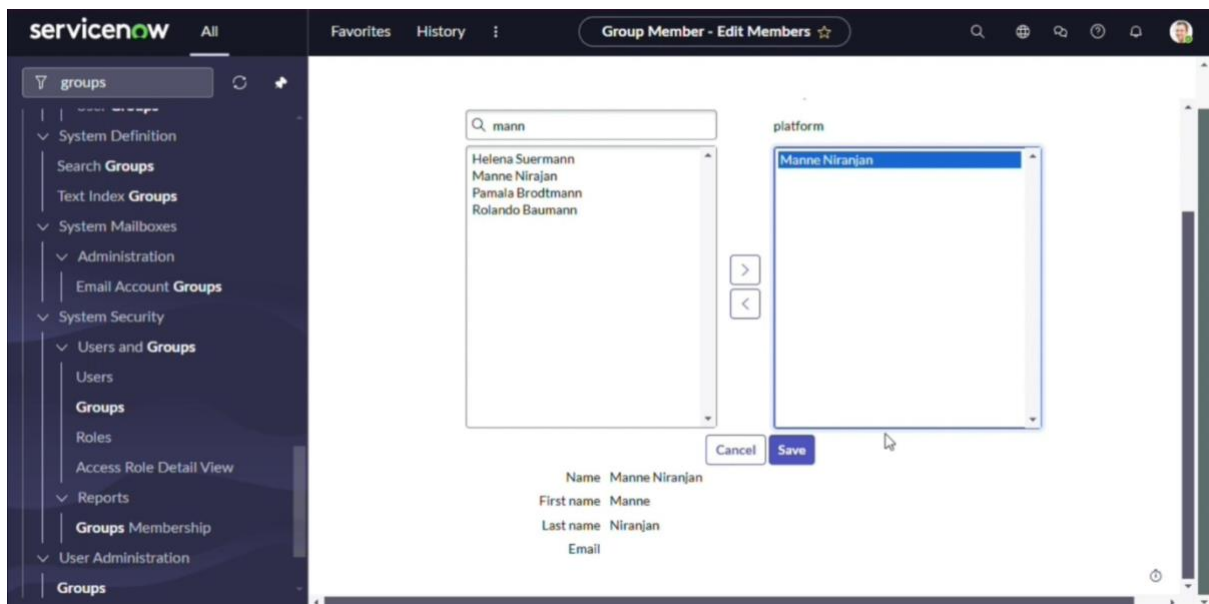
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Name as " Platform "
7. Manager as " Manne Niranjan "
8. Click on save

Name: 
 Group email:

Manager: 
 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

serviceNow All

user cri

FAVORITES  
No Results

ALL RESULTS

- Change
  - Administration
  - User Criteria**
- Service Catalog
  - Catalog Definitions
  - User Criteria**
  - Catalog Administration
  - User Criteria Diagnostics**
- Knowledge
  - Administration

User Criteria - New Record

User Criteria may be used to restrict access to records in Change Models, Service Catalog and Knowledge

\* Name: Apple 15promaxcriteria Application: Global

Short Description:

Active: ☒

Users:  Groups: platform Roles:

Companies:  Locations:  Departments:

Match All: ☐ Advanced: ☐

Submit

#### 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 All

Filter

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
- My Tagged Documents

Catalog - New Record

Catalog New record

\* Title: Apple Application: Global

Manager:  Active: ☒

Editors:  Enable Wish List: ☐

Description: Apple catalog

Desktop image: Click to add...

'Catalog Home' Page:

'Continue Shopping' page:

Submit

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 Categories
    - 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

Rich text editor toolbar: Bold, Italic, Underline, Undo, Redo, Font Face (Verdana), Font Size (8pt), Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Video, Code, Table, Fullscreen, Help.

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

Rich text editor toolbar: Bold, Italic, Underline, Undo, Redo, Font Face (Verdana), Font Size (8pt), Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Video, Code, Table, Fullscreen, Help.

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

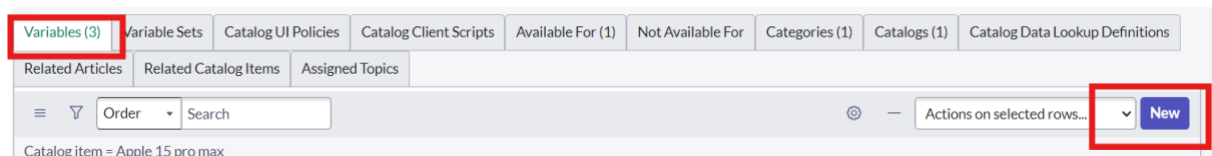
Recurring price: \$ 5.00

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

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

servicenow All Favorites History Workspaces Admin Variable - New Record

Variable - New Record

Application: Global

Type: Email

Catalog Item: Apple 15 pro max

Order: 300

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

Submit

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

servicenow All Favorites History Workspaces Catalog Item Available for - Edit Members

Add Filter Run filter

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

Collection: appl

Available For List: Apple 15 pro max

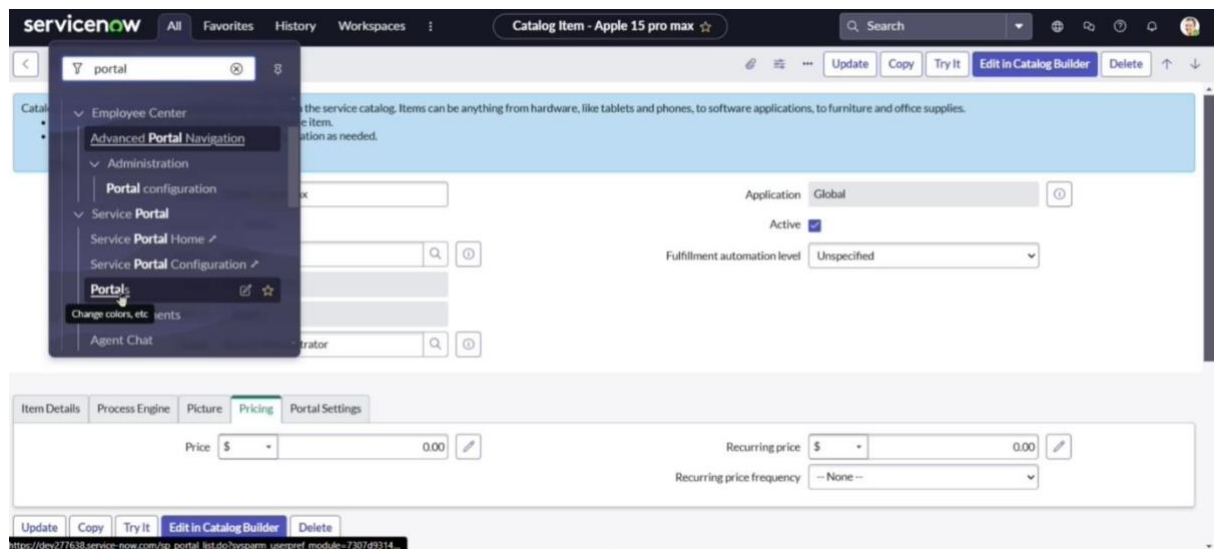
Apple 15 pro max criteria

Name: Apple 15 pro max criteria

Cancel Save

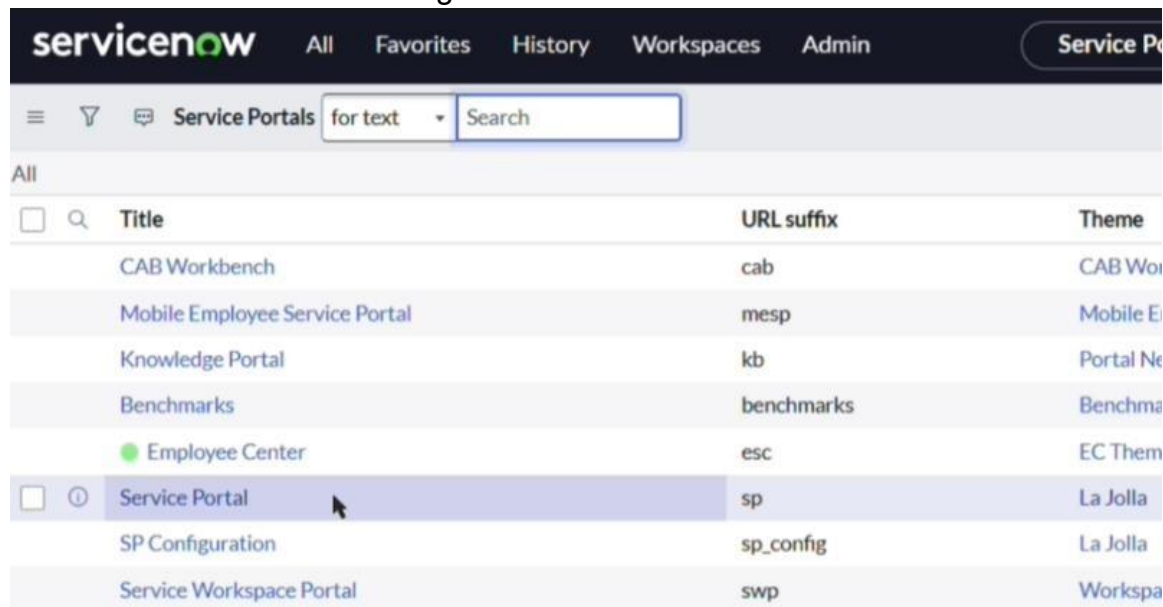
## Activity 7: Assign to portal

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



4. Then after Select service portal

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

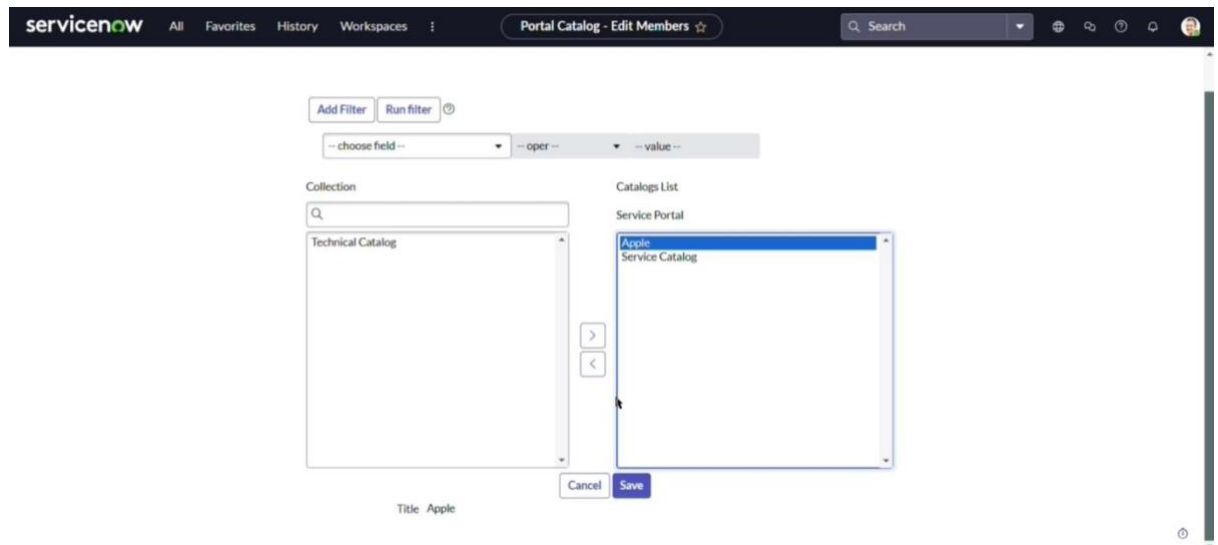


5. Scroll down and click on catalogs



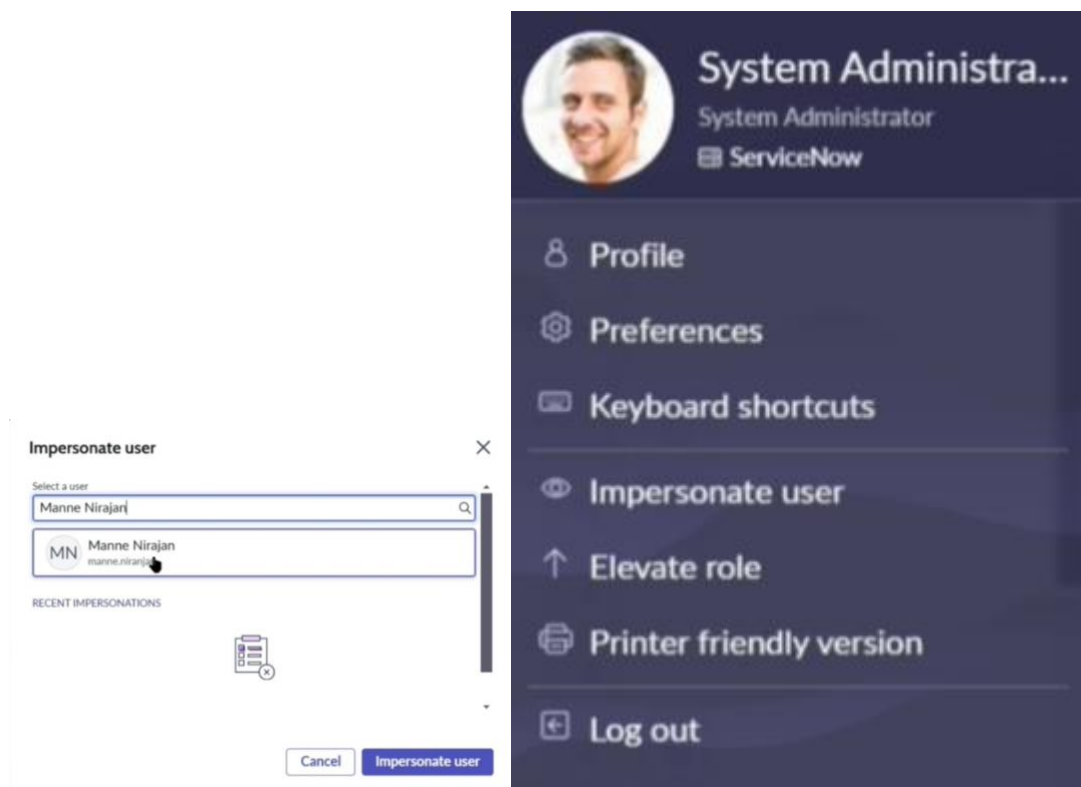
6. Click on edit

7. Move apple to other box and save



## Result

1. Go to Profile and click on Impersonate user.



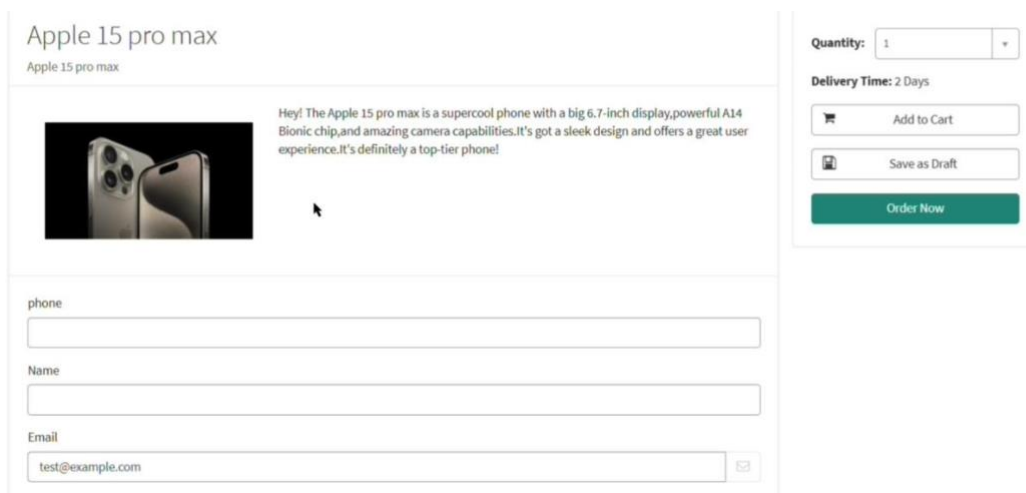
2. Select the user you have been created and click on Impersonate user.

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



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

## Conclusion:

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.