

Configuring Exclusive Access to Apple 15 pro Max in ServiceNow's service catalogue

1. Project overview:

This project is focused on Configuring Exclusive Access to Apple 15 Pro Max in ServiceNow's Service Catalogue, designed to address the primary challenge of managing exclusive access to high-demand devices. The goal is to deliver a comprehensive solution by leveraging ServiceNow's robust service management platform. Through this project, we aim to enhance operational efficiency, streamline user experience, and ensure accurate and secure access management, thereby supporting the long-term goals of our organization in providing seamless IT service delivery.

2. Objectives:

Business Goals:

- Enhance IT service management by streamlining the process of managing exclusive access to high-demand devices.
- Improve user satisfaction by ensuring quick and secure access to Apple 15 Pro Max through the ServiceNow platform.

Specific Outcomes:

- Configure the ServiceNow service catalogue to include exclusive access options for Apple 15 Pro Max.
- Implement access control mechanisms to ensure only authorized users can request the device.
- Provide detailed reports and analytics on device access requests and usage patterns.
- Reduce the time and effort required for IT staff to manage device access requests through automation and efficient workflows.

3. Key Features and Concepts Utilized

Service Catalogue Customization:

Tailor the ServiceNow service catalogue to include specific requests for the Apple 15 Pro Max, ensuring users can easily find and request access to this exclusive device.

Role-Based Access Control (RBAC):

Implement RBAC to ensure that only authorized users can request and access the Apple 15 Pro Max. This includes defining roles and permissions to maintain security and exclusivity.

Automated Workflow Management:

Develop automated workflows to handle access requests efficiently. This includes automatic approval processes, notifications, and task assignments to streamline the workflow.

User Interface Enhancement:

Improve the user interface to make it more intuitive and user-friendly, ensuring that users can easily navigate the service catalogue and submit their requests without confusion.

Data Analytics and Reporting:

Integrate advanced data analytics to monitor and report on access requests, usage patterns, and compliance. This helps in making informed decisions and ensuring optimal usage of the device.

Integration with IT Service Management (ITSM):

Seamlessly integrate the access control for Apple 15 Pro Max into the broader ITSM framework within ServiceNow, ensuring that it aligns with existing service management processes and practices.

4. Detailed Steps to Solution Design**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 details
6. Click on submit

servicenow All Favorites History Admin **User - New Record** Search

User New record Submit

To set up the User's password, save the record and then click Set Password.

| | | | |
|---------------------------|-------------------------------------|----------------------|---------------------------------|
| User ID | mannee.niranjan | Email | niranjanreddymannee2507@gm |
| First name | Mannee | Language | -- None -- |
| Last name | Niranjan | Calendar integration | Outlook |
| Title | | Time zone | System (America/Los_Angeles) |
| Department | | Date format | System (yyyy-MM-dd) |
| Password needs reset | <input type="checkbox"/> | Business phone | |
| Locked out | <input type="checkbox"/> | Mobile phone | |
| Active | <input checked="" type="checkbox"/> | Photo | Click to add... |
| Web service access only | <input type="checkbox"/> | | |
| Internal Integration User | <input type="checkbox"/> | | |

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
Name as " Platform "
- Manger as " Manne Niranjan "
6. Click on save
7. Go to the Group members Click on Edit, Add Manne Niranjan to platform
8. Click on save.
9. Click on Update

servicenow All Favorites History Admin Group - New Record Search

Group New record Submit

Name Platform Group email

Manager Mannee Niranjana Parent

Description

Submit

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 Favorites History User Criteria - New Record Search

User Criteria New record Submit

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

* Name Apple 15 pro max criteria Application Global

Short Description platform Active ☒

Users

Groups

Roles

Advanced ☐

Companies

Locations

Departments

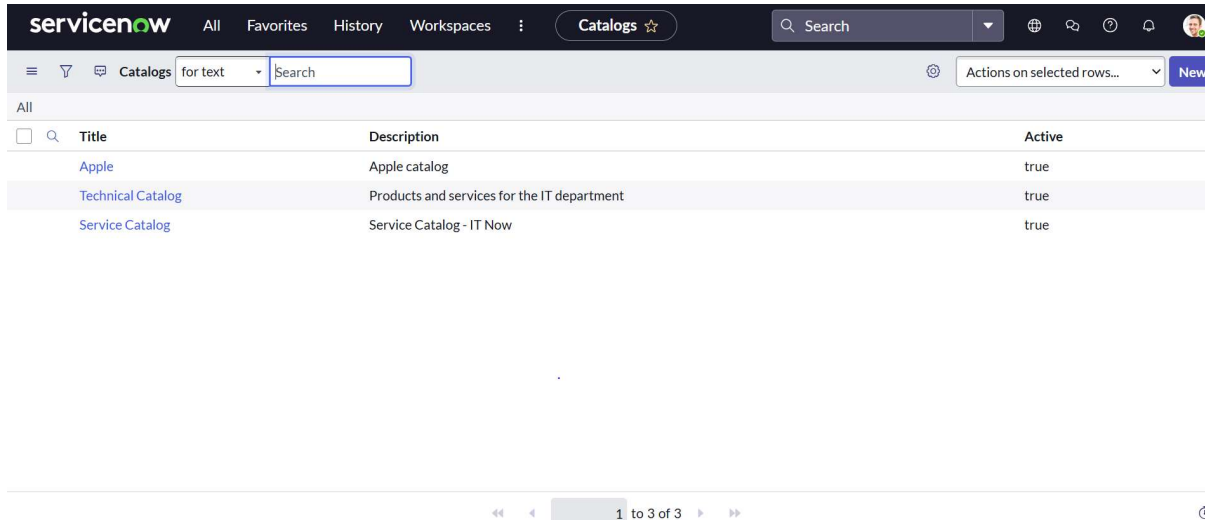
Match All ☐

Submit

Activity 4: Create Catalogs

1. Open service now.
2. Click on All >> search for maintain catalog
3. Select maintain catalog under service catalog

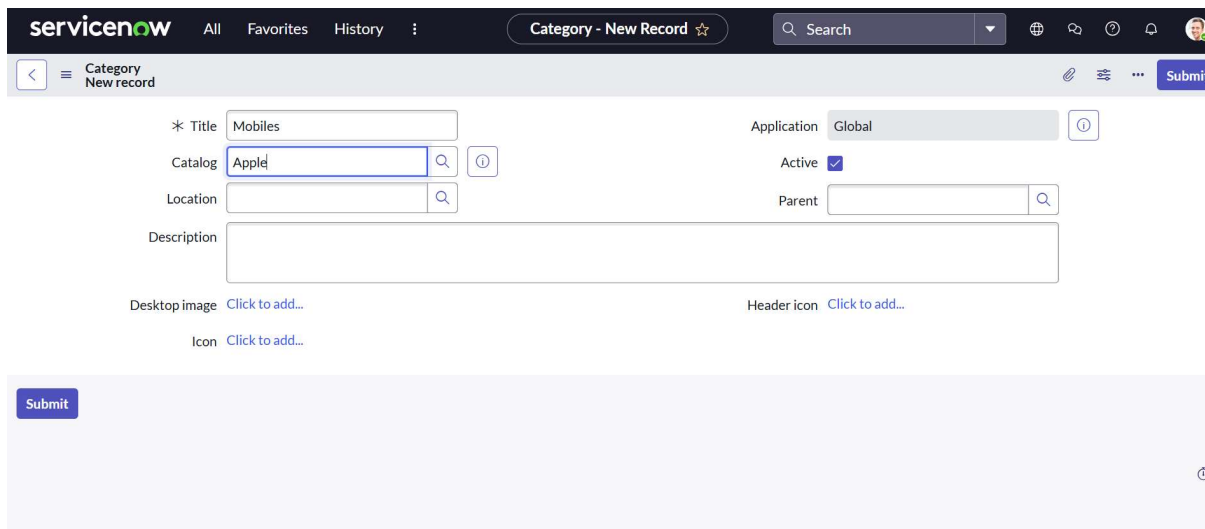
4. Click on new
Name : Apple
Description : Apple catalog
5. Enable wishlist
6. Click on Submit



| Title | Description | Active |
|-------------------|---|--------|
| Apple | Apple catalog | true |
| Technical Catalog | Products and services for the IT department | true |
| Service Catalog | Service Catalog - IT Now | true |

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
5. Click on Submit



Category - New Record

* Title: Mobiles

Catalog: Apple

Location:

Description:

Application: Global

Active: ☒

Parent:

Desktop image: [Click to add...](#)

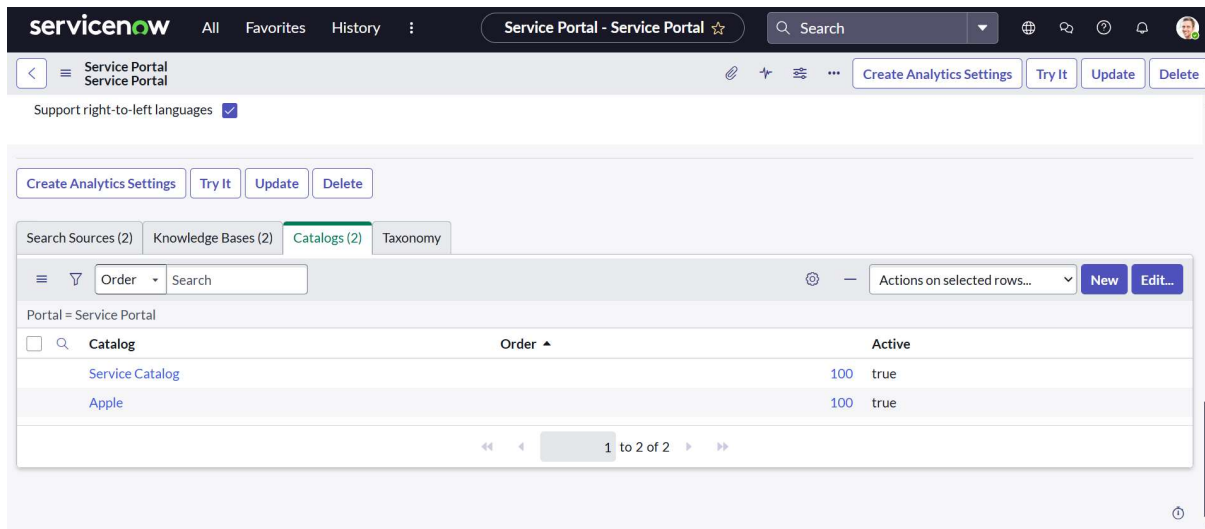
Header icon: [Click to add...](#)

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

Submit

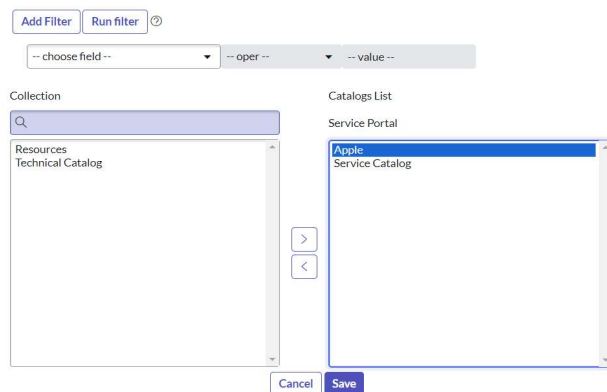
Activity 6: Create Category Item

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!
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
9. Create Variables for for catalog item:
10. Under variables >> click on new
Give the following information and also mention the order number as 100
11. click on submit
12. Create one more variable for name
Also mention the order number as 200
13. Create one more variable for email
Also mention the order number as 300
14. Under Available for
15. Click on edit
16. Select apple 15 pro max criteria
17. Click on save



Activity 7: Assign to portal

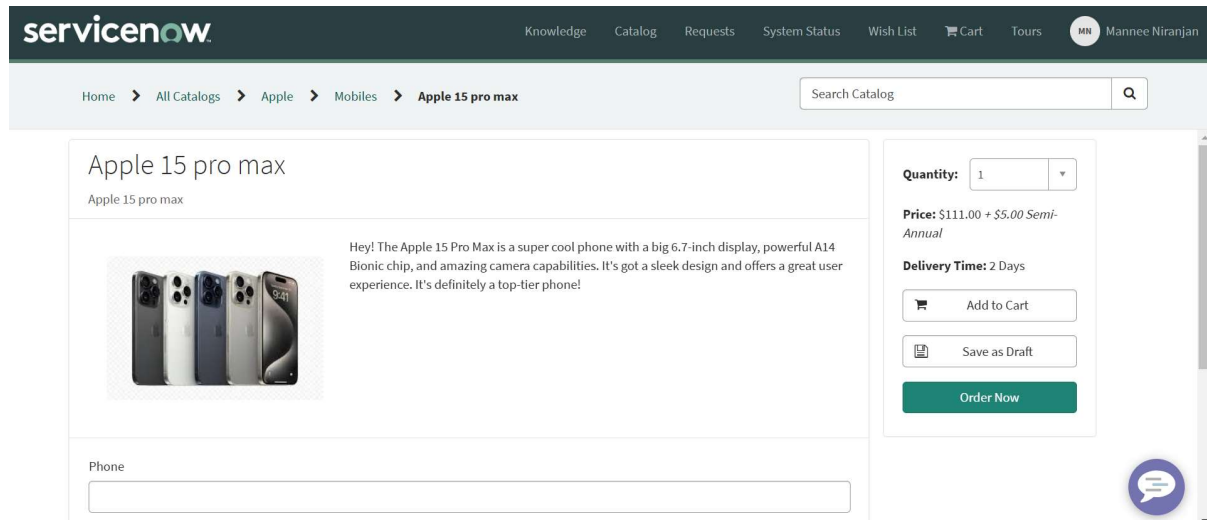
1. Open service now.
2. Click on All >> search for portal
3. Select portals under service portal
4. Then after Select service portal
5. Scroll down and click on catalogs
6. Click on edit
7. Move apple to other box and save



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.service-now.com/sp ”, Click on enter
5. Search for apple 15 pro max
6. You will find an item you created
7. If you impersonate to another user you don't find this item



5. Testing and Validation

Approach to Testing:

1. Unit Testing:

Purpose: Ensure that individual components and functions of the system work as intended.

Methodology:

Identify all key functions and methods in the system.

- Develop test cases for each function, ensuring that all possible inputs, edge cases, and error conditions are considered.
- Use automated testing frameworks (e.g., JUnit for Java, NUnit for .NET) to execute the tests.
- Verify that each function produces the correct output for a given input.

Example:

For the RBAC component, create test cases to validate that only users with the correct role can access the Apple 15 Pro Max request form.

2. User Interface Testing:

Purpose: Ensure that the user interface is intuitive, user-friendly, and functions correctly under various conditions.

Methodology:

Usability Testing:

- Conduct sessions with real users to observe how they interact with the system.
- Collect feedback on the ease of use, clarity of instructions, and overall user experience.

Functional Testing:

- Verify that all UI components work as intended (e.g., buttons, forms, navigation links).
- Test for responsiveness across different devices and screen sizes.
- Ensure that the UI properly handles all user inputs and displays the correct output

6. Key Scenarios Addressed by ServiceNow:

1. Access Request Management:

Scenario: Users need to request access to the Apple 15 Pro Max.

Solution: ServiceNow's service catalogue is customized to include an exclusive access request option, allowing users to submit their requests seamlessly.

2. Role-Based Access Control:

Scenario: Ensuring that only authorized users can request access to the Apple 15 Pro Max.

Solution: Implement Role-Based Access Control (RBAC) to manage permissions, ensuring that only users with specific roles can submit access requests.

3. Automated Approval Workflows:

Scenario: Streamlining the approval process for access requests.

Solution: Configure automated workflows in ServiceNow to handle approvals, notifications, and task assignments, reducing manual effort and ensuring timely responses.

4. Inventory Management:

Scenario: Managing the inventory of Apple 15 Pro Max devices.

Solution: Integrate inventory management capabilities to track the availability and allocation of devices, ensuring efficient usage and preventing overbooking.

5. Usage Analytics and Reporting:

Scenario: Monitoring and reporting on access requests and device usage.

Solution: Utilize ServiceNow's analytics tools to generate detailed reports on request volumes, approval times, and usage patterns, enabling data-driven decision-making.

7. Conclusion

Summary of Achievements:

The project successfully configured exclusive access to the Apple 15 Pro Max in ServiceNow's service catalogue, addressing the primary challenge of managing high-demand devices efficiently. Key achievements include:

- Enhanced Access Management
- Improved User Experience
- Operational Efficiency
- Seamless ITSM Integration
- Comprehensive Testing and Validation