

CONFIGURING EXCLUSIVE ACCESS TO APPLE 15 PRO MAX IN SERVICENOW'S SERVICE CATALOG

Team Members

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User Story :

TechGlobal Inc. is a leading technology solutions provider with over 10,000 employees worldwide. The company frequently updates its IT hardware offerings to ensure employees have access to the latest technology. To streamline the procurement process, TechGlobal uses ServiceNow's IT Service Management (ITSM) platform for its IT asset and service request management.

Skills :

Knowledge on Service now administration

Knowledge on Service catalog

Knowledge on users

Knowledge on groups

Objectives:

Configuring exclusive access to the Apple iPhone 15 Pro Max in ServiceNow's Service Catalog involves several key objectives: defining user eligibility criteria based on roles or departments, creating a dedicated catalog item that clearly communicates access conditions, and implementing approval workflows to enforce these criteria. Additionally, it requires setting up notification mechanisms for users regarding request status, integrating inventory management to track device availability, and developing reporting capabilities to monitor requests and compliance. The process should prioritize user experience by being user-friendly and secure, while also incorporating documentation and training materials for both users and IT staff. Lastly, establishing a feedback mechanism will help gather user input for continuous improvement of the ServiceNow Service Catalog.

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

The screenshot shows the 'User' form in ServiceNow for a user named Manne Niranjan. The form is divided into two main sections. The left section contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), and Department (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for Email (niranjanreddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete', along with up and down arrows.

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

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	<input type="button" value="✉"/>
Manager	<input type="text" value="Manne Niranjan"/> <input type="button" value="🔍"/> <input type="button" value="👤"/>	Parent	<input type="text"/>	<input type="button" value="🔍"/>
Description	<input type="text"/>			

9.Go to the Group members Click on Edit, Add Manne Niranjan to platform
 10.Click on save.



--None--

platform

manne niranjan

Name manne niranjan

First name manne

Last name niranjan

Roles	Group Members (1)	Groups
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <input type="button" value="☰"/> <input type="button" value="🔍"/> <input type="text" value="User"/> <input type="text" value="Search"/> </div> <div> <input type="button" value="⚙️"/> <input type="button" value="—"/> <div> Actions on selected rows... <input type="button" value="New"/> <input type="button" value="Edit..."/> </div> </div> </div>		
Group = platform		
<div style="display: flex; align-items: center;"> <input type="checkbox"/> <input type="button" value="🔍"/> <div style="margin-left: 5px;">User</div> </div>		
<div style="background-color: #f2f2f2; padding: 2px;">manne niranjan</div>		
<div> << < 1 to 1 of 1 > >> </div>		

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

- Click on new
Name : Apple 15 pro max criteria
Groups : platform
- Save

* Name	<input type="text" value="Apple 15pro max criteria"/>	Application	<input type="text" value="Global"/>	<input type="button" value="i"/>
		Active	<input checked="" type="checkbox"/>	
Users	<input type="button" value="lock"/> <input type="button" value="add"/>	Companies	<input type="button" value="lock"/>	
Groups	<input type="button" value="lock"/> Platform	Locations	<input type="button" value="lock"/>	
Roles	<input type="button" value="lock"/>	Departments	<input type="button" value="lock"/>	
Advanced	<input type="checkbox"/>	Match All	<input type="checkbox"/>	

Activity 4: Create Catalog

- Open service now.
- Click on All >> search for maintain catalog
- Select maintain catalog under service catalog
- Click on new
Name : Apple
Description : Apple catalog
Enable wishlist

<

≡

Catalog
New record

📎

⚙️

⋮

Submit

* 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 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!

Name Application ⓘ

Catalogs ⓘ Apple Active ☒

Category ⓘ Fulfillment automation level

State

Checked out

Owner ⓘ

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description

Description

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 ⓘ

Recurring price ⓘ

Recurring price frequency

8. Click on save

Create Variables for catalog item:

1. Under variables >> click on new

Variables (5) | Variable Sets | Catalog UI Policies (1) | Catalog Client Scripts | Available For | Not Available For | Categories (1) | Catalogs (1) | Catalog Data Lookup Definitions | Related Articles | Related Catalog Items | Assigned Topics

Order Search ⓘ Actions on selected rows... New

Catalog item = Apple iPhone 13




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

3.click on submit

<

≡


Variable
New record



Submit

Application

Global



Active ☒


Type


Single Line Text

Mandatory ☐

Catalog item

Apple 15 pro max





Read only ☐

Order

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

Phone

* Name

phon

Tooltip


Example Text

Submit

4. Create one more variable for name
5. Also mention the order number as 200

Application

Global



Active ☒


Type


Single Line Text

Mandatory ☐

Catalog item

Apple 15 pro max





Read only ☐

Order

100

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 ⓘ

Type

Catalog item ⓘ

Order

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

Tooltip

Example Text

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

ⓘ

-- 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

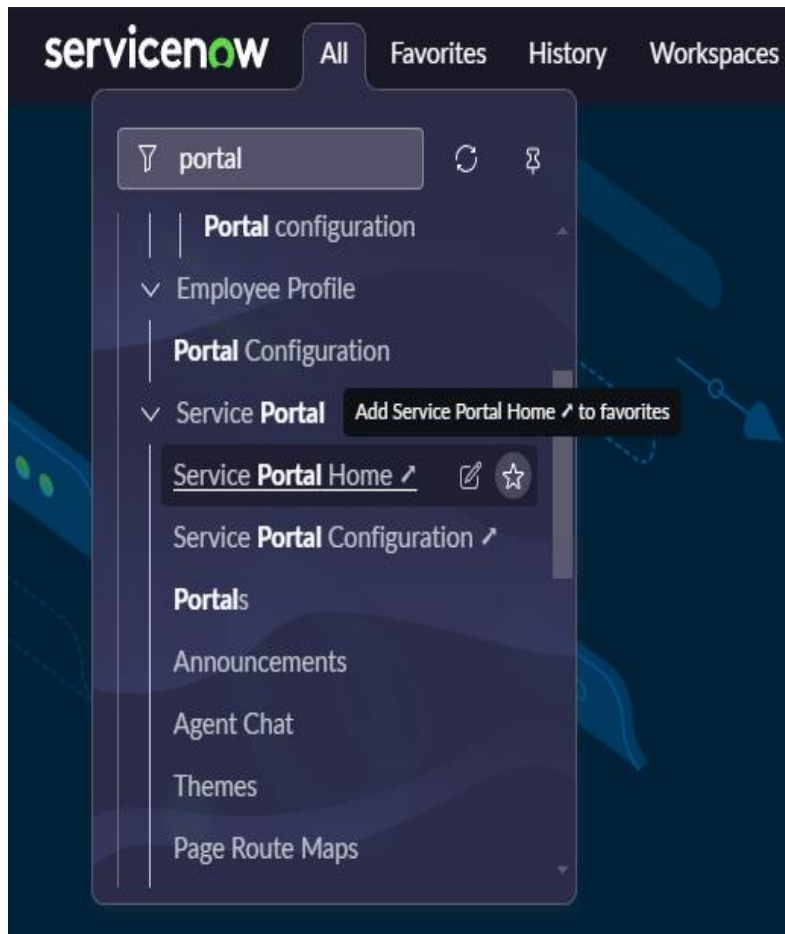
Apple 15 pro max

Apple 15pro max criteria

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

servicenow All Favorites History Workspaces Admin Service Portals ☆				
<div> <div>Service Portals</div> <div>for text</div> <div>Search</div> </div> <div> <div>Actions on selected rows...</div> <div>New</div> </div>				
All				
<input type="checkbox"/>	Title	URL suffix	Theme	Updated
<input type="checkbox"/>	CAB Workbench	cab	CAB Workbench - Default	2024-10-18 16:51:35
<input type="checkbox"/>	Mobile Employee Service Portal	mesp	Mobile Employee Next Experience Theme	2022-08-08 02:10:34
<input type="checkbox"/>	Knowledge Portal	kb	Portal Next Experience Theme	2024-10-18 16:51:35
<input type="checkbox"/>	Benchmarks	benchmarks	Benchmarks - Theme	2024-10-18 16:51:35
<input type="checkbox"/>	Employee Center	esc	EC Theme	2024-10-18 16:46:28
<input type="checkbox"/>	Service Portal	sp	La Jolla	2024-10-18 16:51:35
<input type="checkbox"/>	SP Configuration	sp_config	La Jolla	2024-10-18 16:51:35
<input type="checkbox"/>	Service Workspace Portal	swp	Workspace EC Theme	2022-09-14 00:45:58

5.Scroll down and click on catalogs

<div> <div>Create Analytics Settings</div> <div>Try It</div> <div>Update</div> <div>Delete</div> </div> <div> <div>Search Sources (2)</div> <div>Knowledge Bases (2)</div> <div>Catalogs (1)</div> <div>Taxonomy</div> </div>				
<div> <div>Order</div> <div>Search</div> </div> <div> <div>Actions on selected rows...</div> <div>New</div> <div>Edit...</div> </div>				
Portal = Service Portal				
<input type="checkbox"/>	Catalog	Order	Active	
<input type="checkbox"/>	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

Q

Resources

Technical Catalog

Catalogs List

Service Portal

Apple

Service Catalog

>

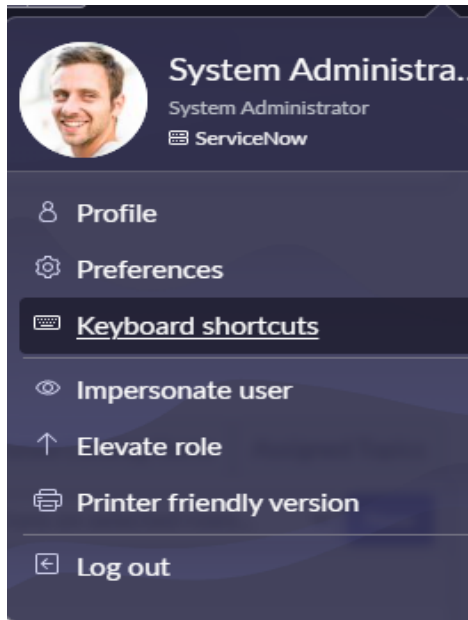
<

Cancel

Save

Result


1. Go to Profile and click on Impersonate user.



1. Select the user you have been created and click on Impersonate user.
2. Open service now portal
3. Copy the url upto .com/ and add “ sp ” as example Search for apple 15 pro max
“ [https://dev224762.service-_____now.com/sp](https://dev224762.service-now.com/sp) ”, Click on enter
4. You will find an item you created

Apple 15 pro max

Apple 15 pro max



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!

Phone

Name

Email

test@example.com

Quantity: 1

Price: \$1111.00 + \$5.00 Semi-Annual

Delivery Time: 1 Day

Add to Cart

Add to Wish List

Order Now

7.If you impersonate to another user you don't find this item