

## Project Title :

Configuring Exclusive Access to Apple 15 Pro Max in ServiceNow's Service Catalog

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## Abstract :

This configuration establishes restricted access to Apple iPhone 15 Pro Max devices within ServiceNow, ensuring controlled distribution and utilization. The setup includes:

- Catalog visibility restriction to authorized groups
- Quantity limits and approval workflows
- Integrated asset management and inventory tracking
- Priority support SLAs

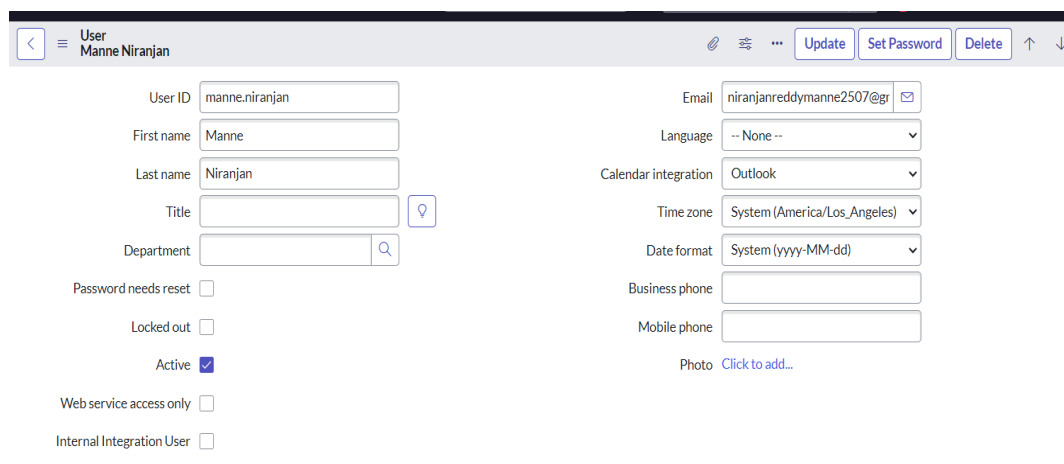
This configuration enhances device security, streamlines requests, and optimizes asset utilization, providing a tailored experience for authorized users.

**Keywords :** ServiceNow, Exclusive Access, Apple iPhone 15 Pro Max, Catalog Configuration, Asset Management, Security.

## Process :

### 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' management interface in ServiceNow. The header bar includes a back arrow, a menu icon, the text 'User Manne Niranjan', and action buttons: 'Update', 'Set Password', and 'Delete'. Below the header, the form is organized into two columns. The left column contains fields for 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (with a help icon), 'Department' (with a search icon), and checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column 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', 'Mobile phone', and a 'Photo' field with a 'Click to add...' link.





Field	Value
User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>
Email	niranjanreddymanne2507@gr
Language	-- None --
Calendar integration	Outlook
Time zone	System (America/Los_Angeles)
Date format	System (yyyy-MM-dd)
Business phone	
Mobile phone	
Photo	Click to add...

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 Niranjana ”
8. Click on save

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Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjana"/>  	Parent	<input type="text"/>	
Description	<input type="text"/>			

---

9. Go to the Group members Click on Edit, Add Manne Niranjana to platform

## 10. Click on save

The top part of the image shows a dialog for assigning users to a platform. On the left, a search box contains 'manne' and a list shows '--None--'. On the right, a search box is empty and a list shows 'manne niranjan' selected. Between the lists are '>' and '<' buttons. At the bottom are 'Cancel' and 'Save' buttons. Below the dialog, the assigned user details are shown: Name: manne niranjan, First name: manne, Last name: niranjan.

The bottom part of the image shows a table with the following data:

Roles	Group Members (1)	Groups
<input type="checkbox"/>	User	
	manne niranjan	

At the bottom of the table, it says '1 to 1 of 1'.

## 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 Description :Apple Catalog Enable Whishlist

✱ Name

Application  ⓘ

Active ☒

Companies

Locations

Departments

Match All ☐

Users  ⓘ

Groups  ⓘ Platform

Roles  ⓘ

Advanced ☐

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 : MobilesCatalog : Apple

< ≡ Category New record ⓘ ⓘ ⓘ Submit

✱ Title

Application  ⓘ

Catalog  ⓘ ⓘ

Active ☒

Location  ⓘ

Parent  ⓘ

Description

Desktop image [Click to add...](#) Header icon [Click to add...](#)

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

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

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

B

I

U

↶

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Verdana

8pt

A

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

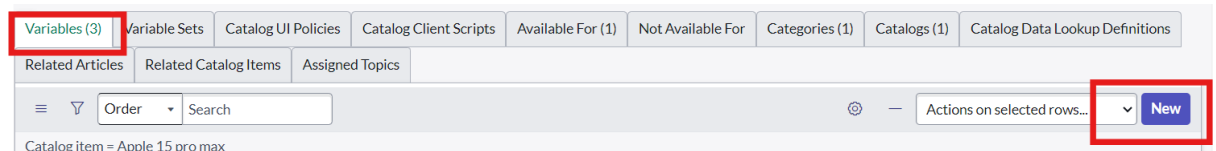
Recurring price frequency

Semi-Annual

8. Click on save

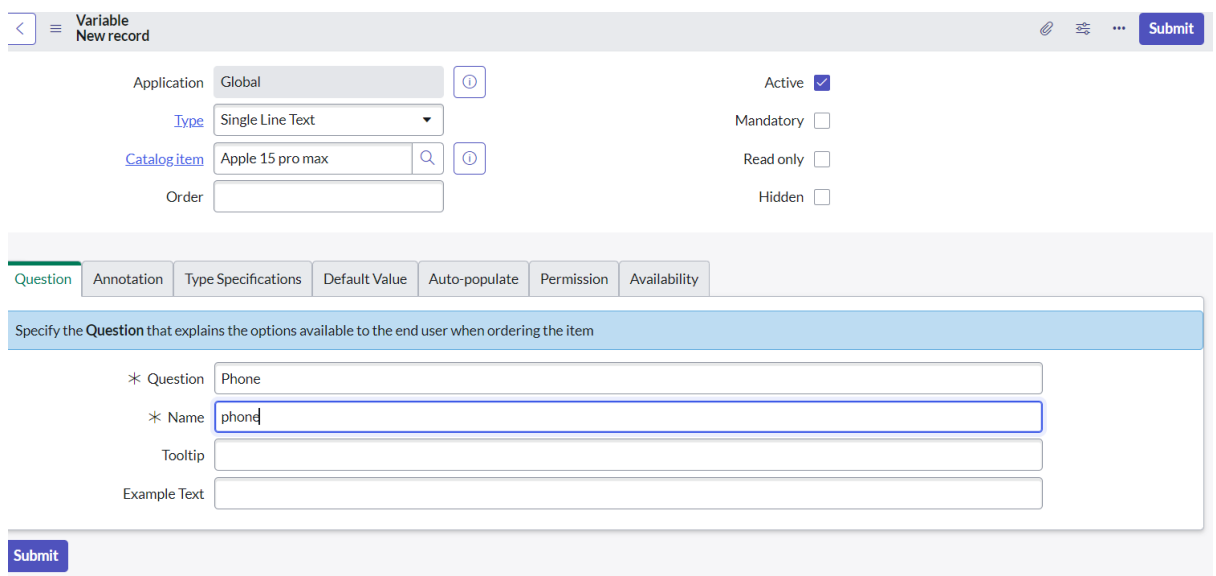
## Create Variables for for catalog item:

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

Application: Global ⓘ

Type: Single Line Text

Catalog item: Apple 15 pro max ⓘ

Order: 100

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

\* Name: name

Tooltip:

Example Text:

6. Create one more variable for email

7. Also mention the order number as 300

Application: Global ⓘ

Type: Email

Catalog item: Apple 15 pro max ⓘ

Order: 200

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

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



Add Filter
Run filter ⓘ

-- 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

Cancel
Save

## Activity-7:Assign to portal :

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

portal

No Results

#### ALL RESULTS

Employee Center

Administration

Portal configuration

Service Portal

Service Portal Home ↗

Service Portal Configuration ↗

**Portals**

Announcements

Agent Chat

Themes

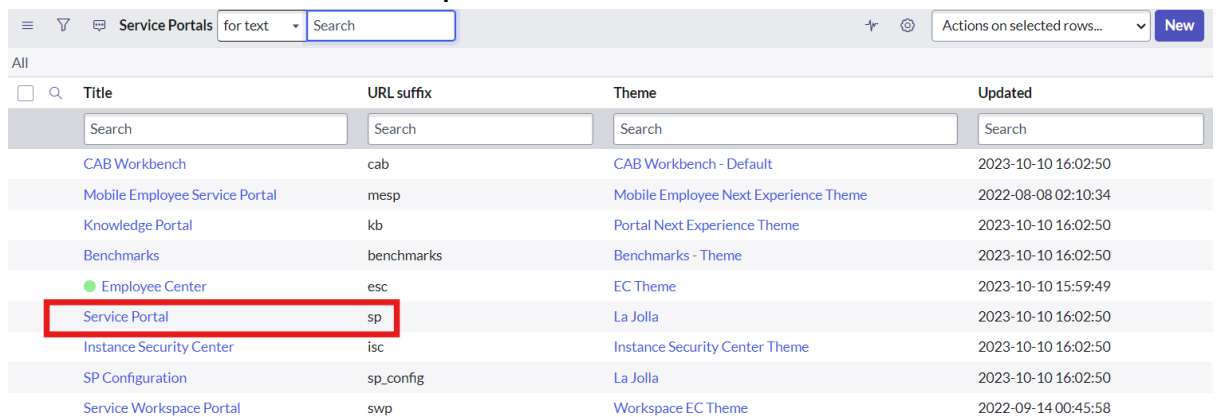
Page Route Maps

Pages

Widget Instances

Widgets

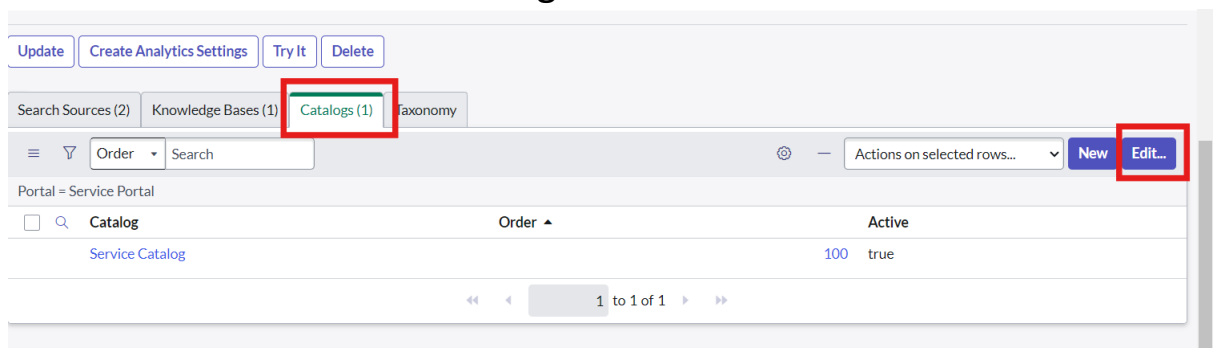
#### 4. Then after Select service portal



The screenshot shows a table titled 'Service Portals' with columns: Title, URL suffix, Theme, and Updated. The 'Service Portal' row is highlighted with a red rectangle.

Title	URL suffix	Theme	Updated
CAB Workbench	cab	CAB Workbench - Default	2023-10-10 16:02:50
Mobile Employee Service Portal	mesp	Mobile Employee Next Experience Theme	2022-08-08 02:10:34
Knowledge Portal	kb	Portal Next Experience Theme	2023-10-10 16:02:50
Benchmarks	benchmarks	Benchmarks - Theme	2023-10-10 16:02:50
Employee Center	esc	EC Theme	2023-10-10 15:59:49
<b>Service Portal</b>	<b>sp</b>	La Jolla	2023-10-10 16:02:50
Instance Security Center	isc	Instance Security Center Theme	2023-10-10 16:02:50
SP Configuration	sp_config	La Jolla	2023-10-10 16:02:50
Service Workspace Portal	swp	Workspace EC Theme	2022-09-14 00:45:58

#### 5. Scroll down and click on catalogs

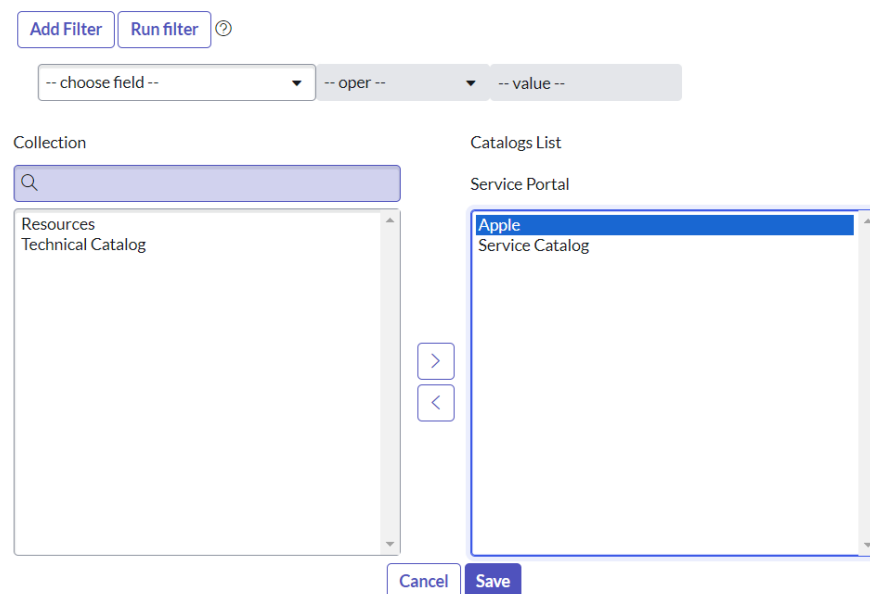


The screenshot shows the 'Catalogs' section with a table containing one row: 'Service Catalog'. The 'Edit...' button is highlighted with a red rectangle.

Catalog	Order	Active
Service Catalog	100	true

#### 6. Click on edit

#### 7. Move apple to other box and save



The screenshot shows a dialog box for managing catalogs. It has two main sections: 'Collection' and 'Catalogs List'. The 'Collection' section contains 'Resources' and 'Technical Catalog'. The 'Catalogs List' section contains 'Apple' and 'Service Catalog'. The 'Apple' item is highlighted in blue. Below the sections are 'Cancel' and 'Save' buttons.

Collection

- Resources
- Technical Catalog

Catalogs List

- Apple**
- Service Catalog

Cancel Save

## Conclusion:

The configuration of exclusive access to Apple iPhone 15 Pro Max in ServiceNow catalog has successfully restricted device access, improved security, and streamlined provisioning processes. Ongoing monitoring and updates will ensure continued effectiveness.