

Activity-1 : Create Users

1. Open service now.

The screenshot shows the ServiceNow Admin Home dashboard. The header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a search bar. The main content area is titled "Welcome to Admin Home, System!" and "Track what's important to you". It features a "Shared admin dashboard" with several widgets: "Open Incidents" (14), "Open request items" (86%), "Problem..." (14), "Hardening compliance score" (86%), "Open P1 incidents", "Aging incidents over 24 hrs", "Request items over 24 hrs", and "Request items awaiting approval". The dashboard also shows a "Saving Dashboard" notification and a "Chang..." widget with the number 89. The bottom of the screen shows a Windows taskbar with the date 21-11-2024 and time 01:32 PM.

2. Click on All >> search for users

3. Select Users under system security

The screenshot shows the ServiceNow Users report. The header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a search bar. The main content area is titled "Users" and "Edit report". It features a "Choose columns" button, a "Group by" dropdown (set to "None"), and a "Configure function field" button. The report displays a table of users with the following columns: User ID, Name, Email, Created, and Active. The table lists 12 users, including Abel Tuter, Abraham Lincoln, Adela Cervantsz, Admin, Aileen Mottern, Alejandra Prenatt, Alejandro Mascall, Alene Rabeck, Alfonso Griglen, and Alissa Mountjoy. The bottom of the screen shows a Windows taskbar with the date 21-11-2024 and time 01:37 PM.

User ID	Name	Email	Created	Active
abel.tuter	Abel Tuter	abel.tuter@example.com	2012-02-18 03:04:52	true
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	2013-07-24 00:15:54	true
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	2012-02-18 03:04:50	true
admin	System Administrator	admin@example.com	2007-07-03 18:48:47	true
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	2012-02-18 03:04:49	true
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	2012-02-18 03:04:52	true
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	2012-02-18 03:04:52	true
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	2012-02-18 03:04:53	true
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	2012-02-18 03:04:51	true
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	2012-02-18 03:04:52	true

4. Click on new

5.Fill the following details to create a new user

ServiceNow User - New Record form. Fields include: User ID (aswathy ashokan), First name (aswathy), Last name (ashokan), Title, Department, Password, Email (achutty0907@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (Etc/UTC)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, Photo (Click to add...), Password needs reset, Locked out, Active (checked), Web service access only, Internal Integration User. A 'Submit' button is at the bottom right.

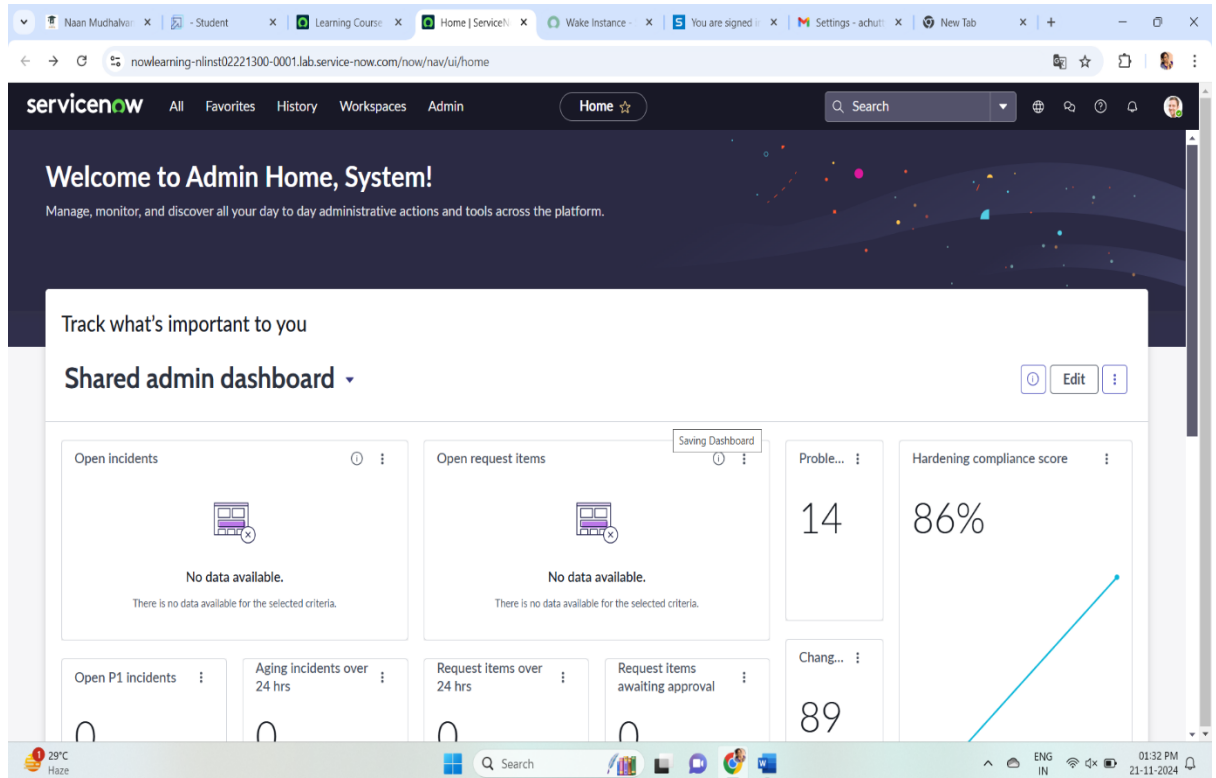
6.click on submit

ServiceNow Users list view. Message: Primary email device created for aswathy ashokan. Table with 6 columns: User ID, Name, Email, Active, Created, Updated. 20 of 630 records shown.

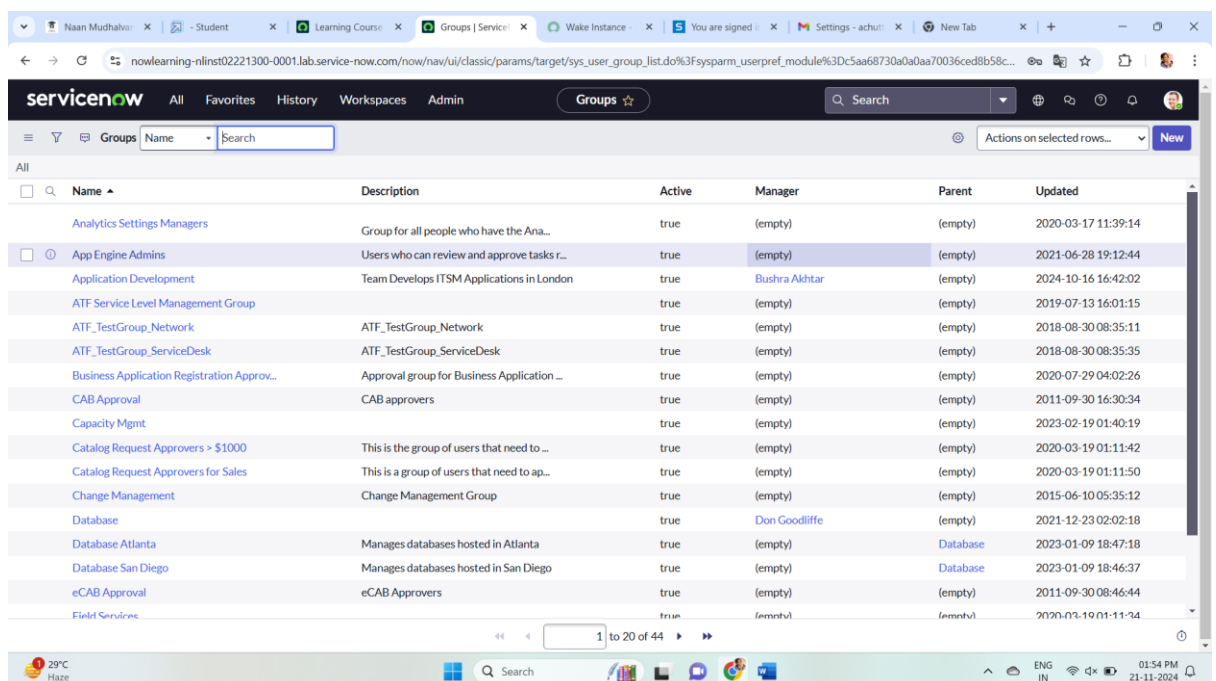
User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:20
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-24 00:15:54	2024-10-17 16:19:21
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-18 03:04:50	2024-10-17 16:19:18
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-18 03:04:49	2024-10-17 16:19:20
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:18
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:21
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-18 03:04:53	2024-10-17 16:19:21
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-18 03:04:51	2024-10-17 16:19:18
lab.midserver	Alfred Pennyworth	lab.midserver@localhost.com	true	2024-10-18 06:32:10	2024-11-12 12:47:24
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:20
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-18 03:04:53	2024-10-17 16:19:21
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:21
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-18 03:04:50	2024-10-17 16:19:18
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-18 03:04:50	2024-10-17 16:19:21
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:19
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-18 03:04:52	2024-10-17 16:19:21

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

The screenshot shows the ServiceNow 'Group - New Record' form. The form has a header bar with the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, Admin. The main form area contains the following fields:

- Name: A text input field.
- Manager: A text input field with a search icon.
- Description: A large text area.
- Group email: A text input field with an email icon.
- Parent: A text input field with a search icon.

At the bottom left of the form is a 'Submit' button. The browser's address bar shows the URL: `nowlearning-nlinst02221300-0001.lab.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_grou...`

5. Fill the following details to create a new group

6. Name as "Platform"

7. Manager as "aswathy ashokan"

8. Click on save

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

10. Click on save.

The screenshot shows the ServiceNow 'Group Member - Edit Members' form. The form has a header bar with the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces. The main form area contains the following elements:

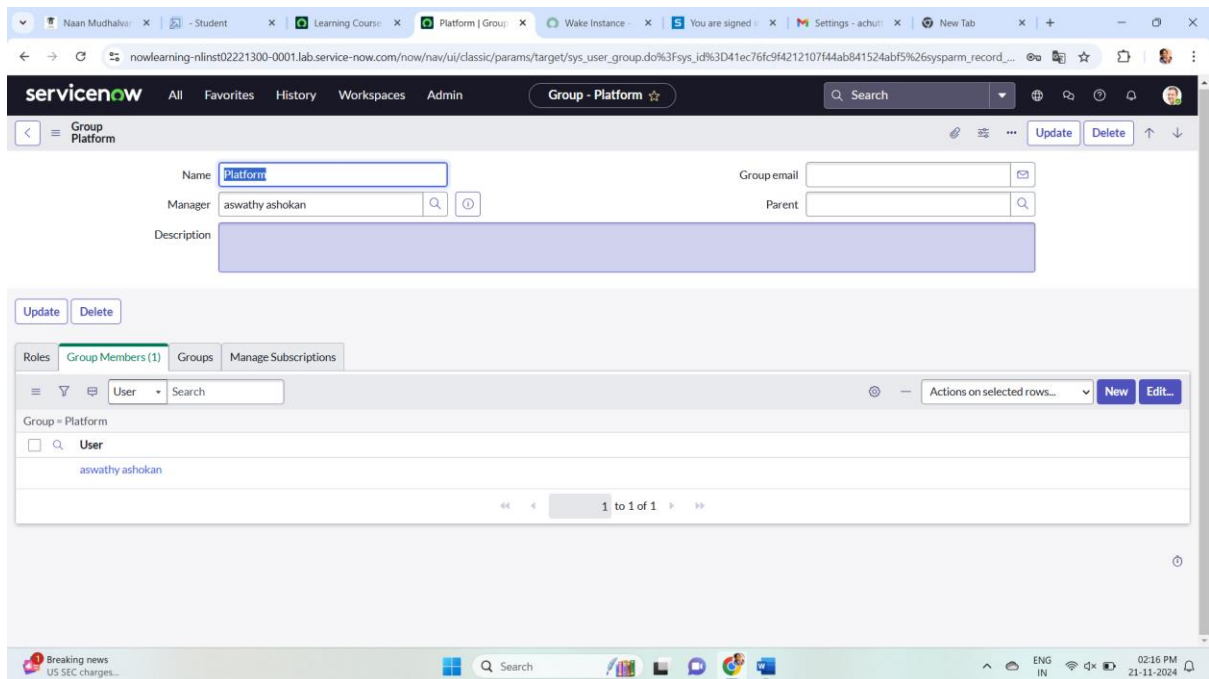
- Buttons: 'Add Filter', 'Run filter'.
- Form fields: '--choose field--', '--oper--', '--value--'.
- Collection: A list box containing 'aswa' and '--None--'.
- Group Members List: A list box containing 'aswathy ashokan'.
- Buttons: '>', '<', 'Cancel', 'Save'.

At the bottom of the form, the following details are displayed:

- Name: aswathy ashokan
- First name: aswathy

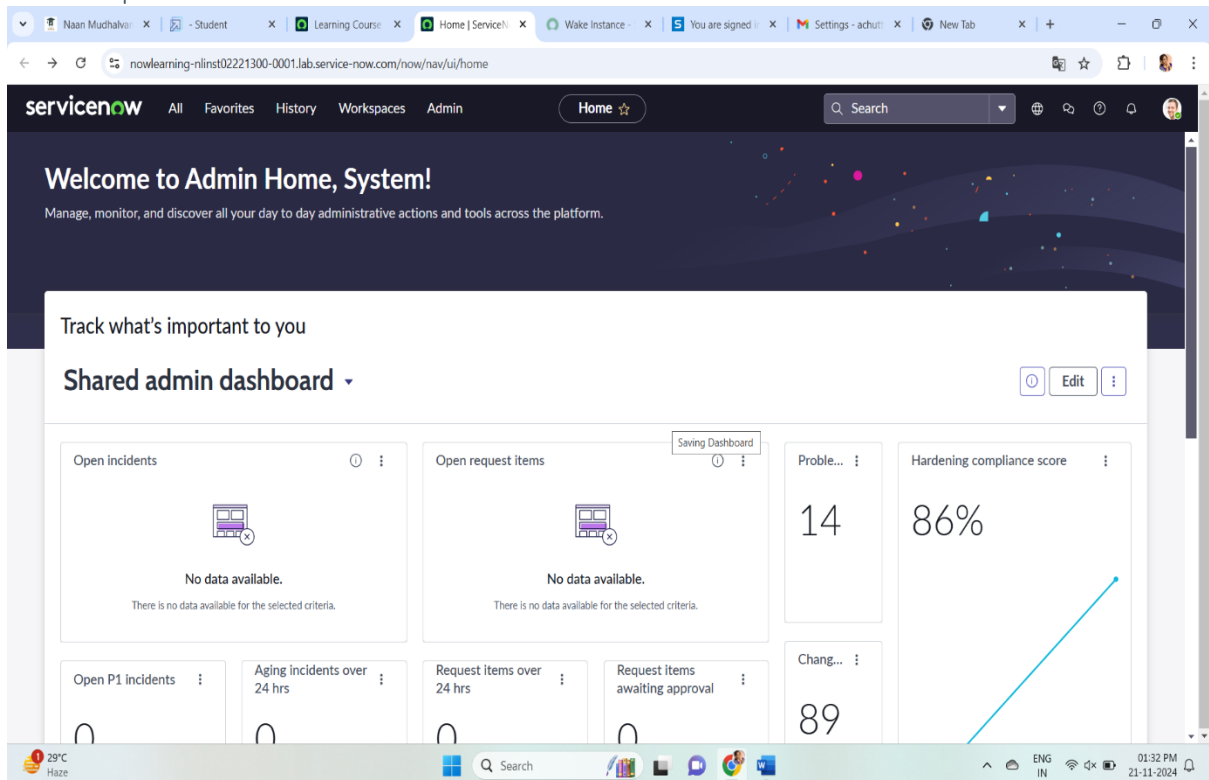
The browser's address bar shows the URL: `nowlearning-nlinst02221300-0001.lab.service-now.com/now/nav/ui/classic/params/target/sys_m2m_template.do%3Fsys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%...`

11.click on update



Activity 3: Create User Criteria

1. Open service now.



1. Click on All >> search for user Criteria
2. Select user Criteria under service catalog

Name	Companies	Departments	Groups	Locations	Users	Roles	Match All
'Problem Analyzers' and 'Problem Solving...'			Problem Analyzers, Problem Solving				false
All ACME Corporation employees	ACME Corporation, ACME South America, AC						false
All ACME North America employees	ACME North America						false
All content taxonomy contributors						knowledge, catalog, catalog_builder_edit	false
All content taxonomy managers						catalog_admin, catalog_manager, knowledg	false
Any User							false
Any user for KB							false
Guest User					Guest		false
HRSP client roles without alumni						a29b7f710b03120025666f3ef6673a3c, 0b8b7f	false
HRSP employee, contractor, contingent roles						c16b3f710b03120025666f3ef6673a75, a29b7f	false
HRSP employees						c16b3f710b03120025666f3ef6673a75	false
Imperial Beach CA Employees				946 Donax Avenue, Imperial Beach, CA			false

3. click on new
Name : Apple 15 pro max criteria
Groups : platform

4. Save

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

* Name: Apple 15 pro max criteria

Short Description:

Users:

Groups: Platform

Roles:

Advanced: ☐

Application: Global

Active: ☒

Companies:

Locations:

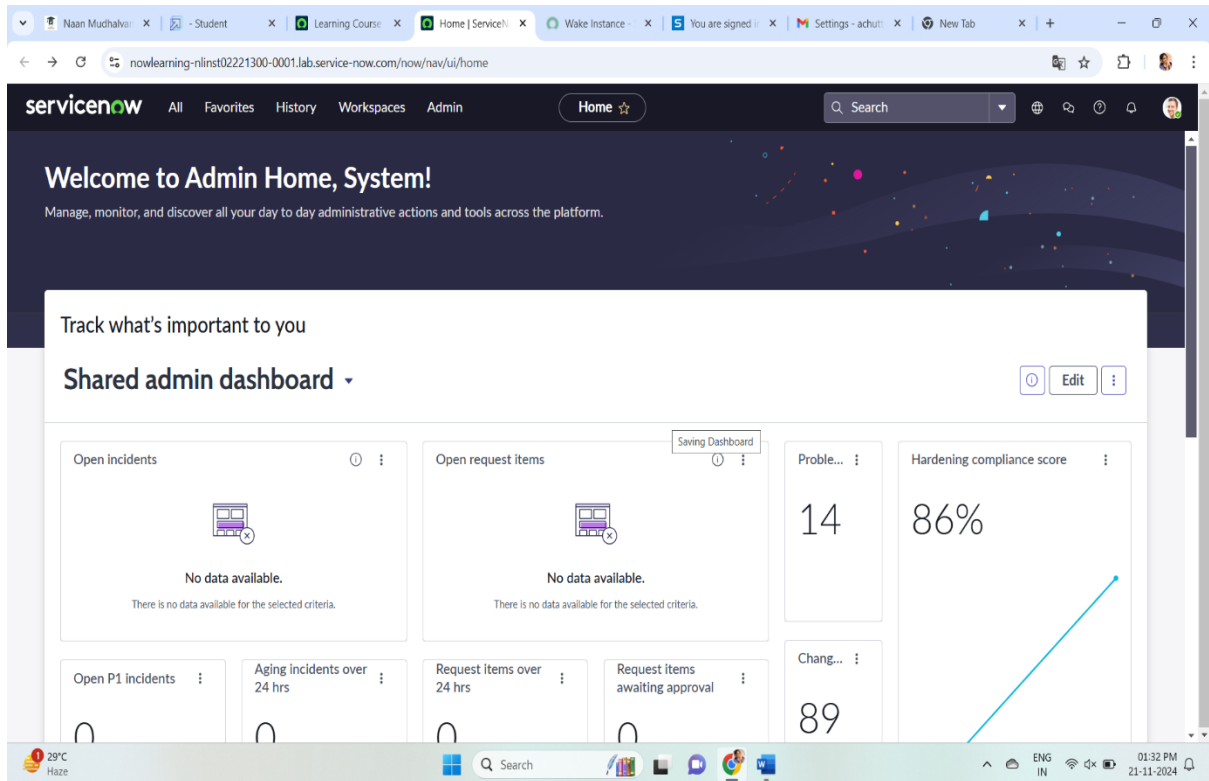
Departments:

Match All: ☐

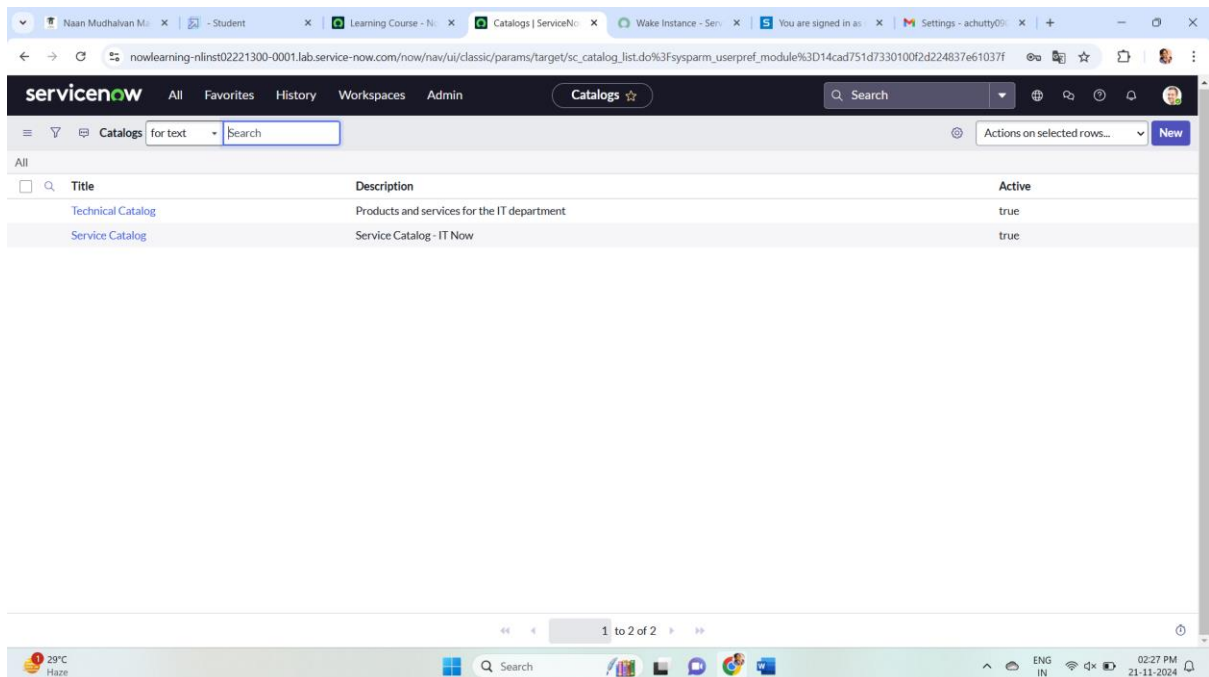
Submit

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

5. Enable wishlist

ServiceNow Catalog - New Record

* Title: Apple

Manager: [empty]

Editors: [empty]

Description: Apple catalog

Application: Global

Active: ☒

Enable Wish List: ☒

Desktop image: Click to add...

'Catalog Home' Page: [empty]

'Continue Shopping' page: [empty]

Submit

6. click on submit

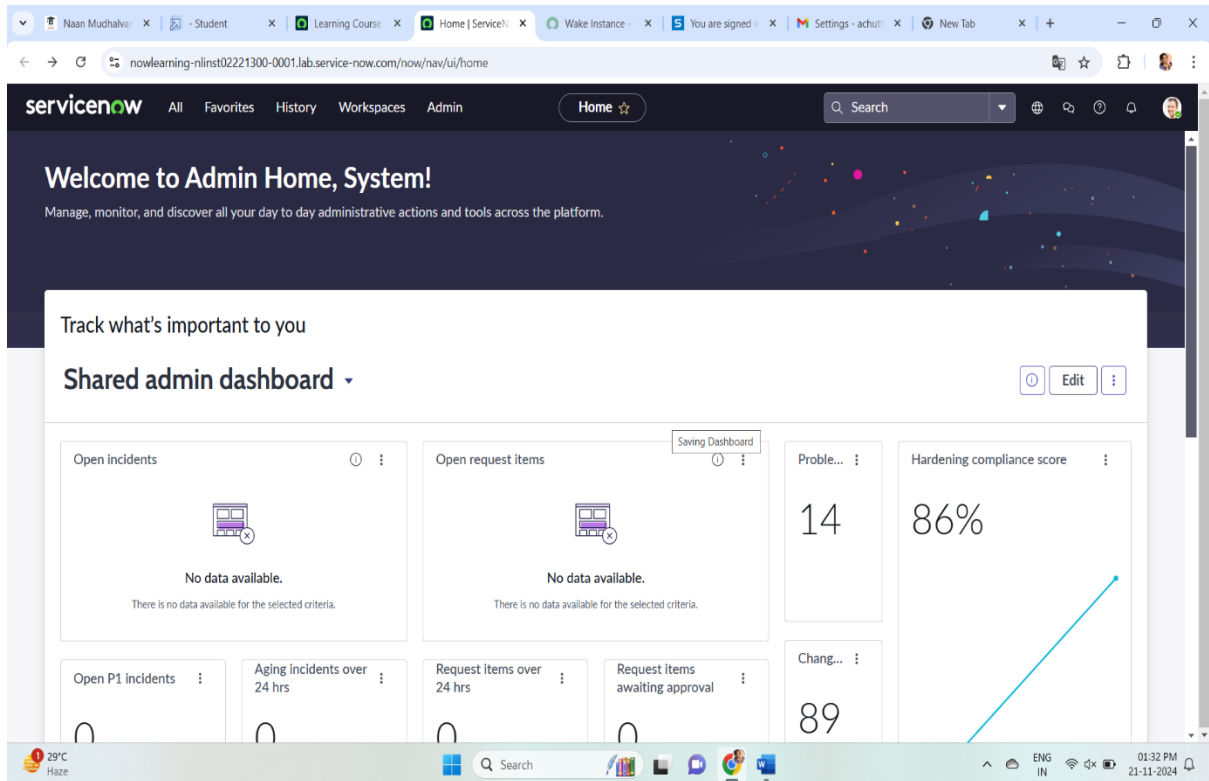
ServiceNow Catalogs

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

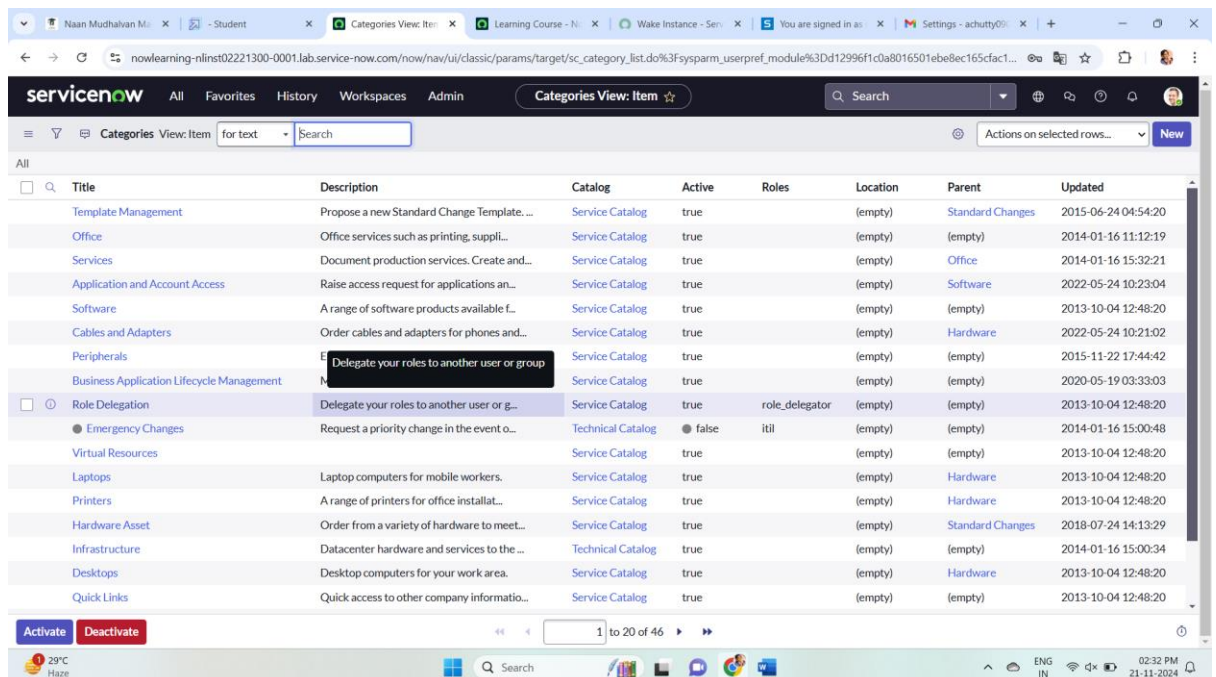
1 to 3 of 3

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

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

5. click on submit

Categories View: Item

for text: Search

Actions on selected rows... New

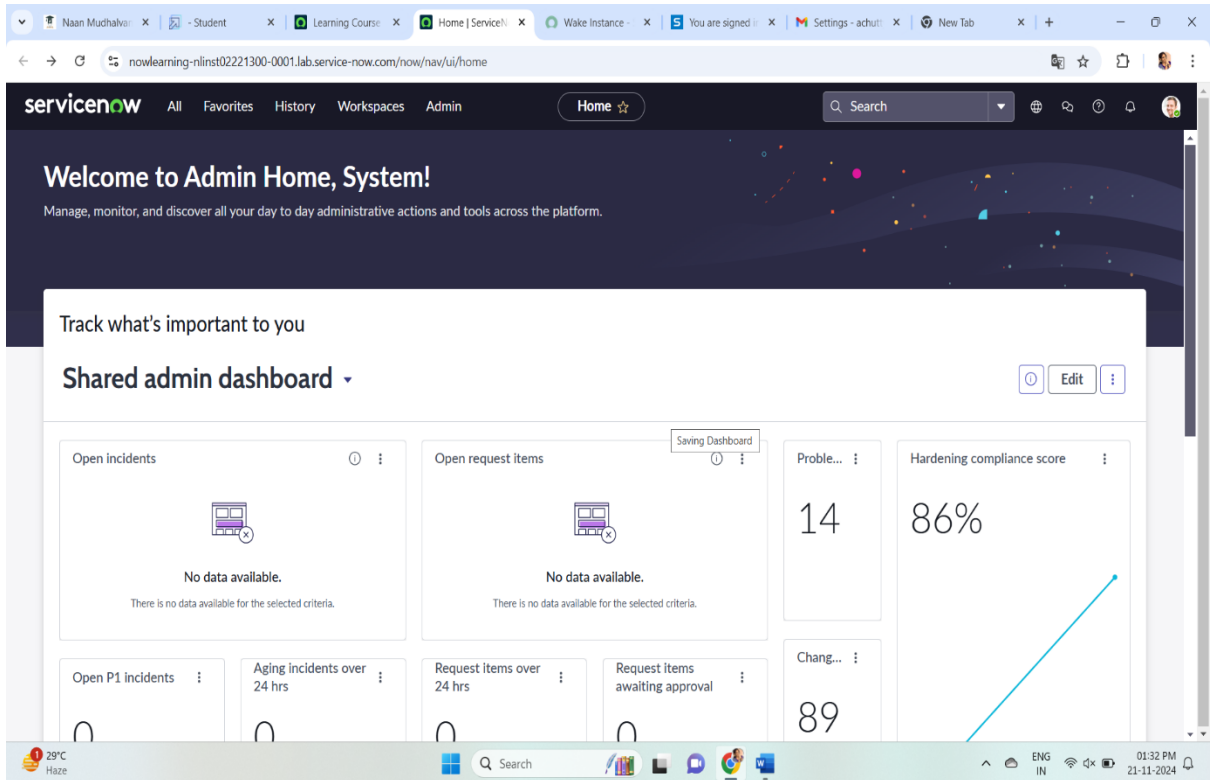
Title	Description	Catalog	Active	Roles	Location	Parent	Updated
Template Management	Propose a new Standard Change Template...	Service Catalog	true		(empty)	Standard Changes	2015-06-24 04:54:20
Mobiles		Apple	true		(empty)	(empty)	2024-11-21 09:04:01
Office	Office services such as printing, suppli...	Service Catalog	true		(empty)	(empty)	2014-01-16 11:12:19
Services	Document production services. Create and...	Service Catalog	true		(empty)	Office	2014-01-16 15:32:21
Application and Account Access	Raise access request for applications an...	Service Catalog	true		(empty)	Software	2022-05-24 10:23:04
Software	A range of software products available f...	Service Catalog	true		(empty)	(empty)	2013-10-04 12:48:20
Cables and Adapters	Order cables and adapters for phones and...	Service Catalog	true		(empty)	Hardware	2022-05-24 10:21:02
Peripherals	End user peripherals such as mobile phon...	Service Catalog	true		(empty)	(empty)	2015-11-22 17:44:42
Business Application Lifecycle Management	Manages Business Application Lifecycle L...	Service Catalog	true		(empty)	(empty)	2020-05-19 03:33:03
Role Delegation	Delegate your roles to another user or g...	Service Catalog	true	role_delegator	(empty)	(empty)	2013-10-04 12:48:20
Emergency Changes	Request a priority change in the event o...	Technical Catalog	false	itil	(empty)	(empty)	2014-01-16 15:00:48
Virtual Resources		Service Catalog	true		(empty)	(empty)	2013-10-04 12:48:20
Laptops	Laptop computers for mobile workers.	Service Catalog	true		(empty)	Hardware	2013-10-04 12:48:20
Printers	A range of printers for office installat...	Service Catalog	true		(empty)	Hardware	2013-10-04 12:48:20
Hardware Asset	Order from a variety of hardware to meet...	Service Catalog	true		(empty)	Standard Changes	2018-07-24 14:13:29
Infrastructure	Datacenter hardware and services to the ...	Technical Catalog	true		(empty)	(empty)	2014-01-16 15:00:34
Desktops	Desktop computers for your work area.	Service Catalog	true		(empty)	Hardware	2013-10-04 12:48:20

Activate Deactivate

1 to 20 of 47

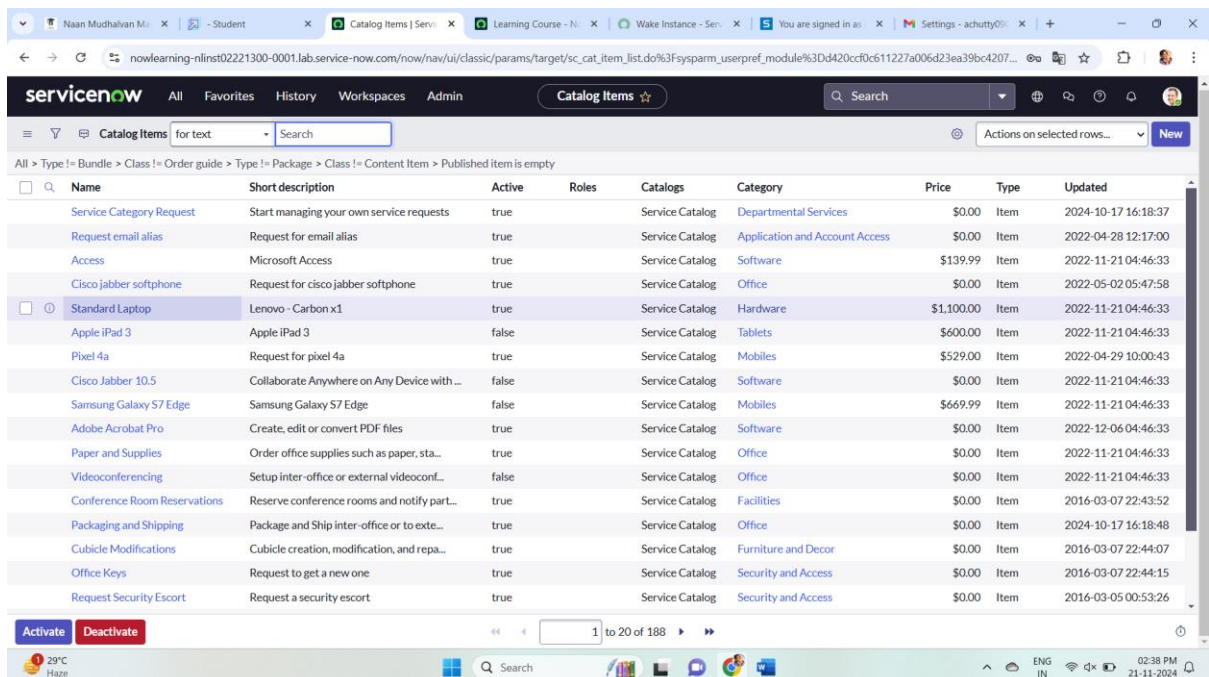
Activity 6: Create Category Item

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!

The screenshot shows the 'Item Details' tab of the 'Catalog Item - Apple 15 pro max' form. The form includes fields for Name, Application, Catalogs, Category, State, Checked out, and Owner. The 'Short description' field contains 'Apple 15 pro max' and the 'Description' field contains a rich text description. The 'Active' checkbox is checked, and the 'Fulfillment automation level' is set to 'Unspecified'.

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

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

The screenshot shows the 'Pricing' tab of the 'Catalog Item - Apple 15 pro max' form. The form includes fields for Price, Recurring price, and Recurring price frequency. The 'Price' field is set to \$111.00, the 'Recurring price' is set to \$5.00, and the 'Recurring price frequency' is set to 'Semi-Annual'.

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

Price: \$ 111.00

Recurring price: \$ 5.00

Recurring price frequency: Semi-Annual

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

ServiceNow Variable - New Record form. Fields include Application (Global), Type (Single Line Text), Catalog item (Apple 15 pro max), Order, Active (checked), Mandatory, Read only, and Hidden. The Question tab is active, showing fields for Question, Name, Tooltip, and Example Text.

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

ServiceNow Variable - New Record form. Fields include Application (Global), Type (Single Line Text), Catalog item (Apple 15 pro max), Order (100), Active (checked), Mandatory, Read only, and Hidden. The Question tab is active, showing fields for Question (phone), Name (phone), Tooltip, and Example Text.

3.click on submit

The screenshot shows the 'Catalog Item - Apple 15 pro max' form in ServiceNow. The form is divided into several sections. The top section contains fields for Name (Apple 15 pro max), Application (Global), Catalogs (Apple), Category (Mobiles), State (None), Checked out (None), and Owner (System Administrator). The middle section contains fields for Price (\$ 111.00), Recurring price (\$ 5.00), and Recurring price frequency (Semi-Annual). The bottom section contains buttons for Update, Copy, Try It, Edit in Catalog Builder, and Delete. Below the form, there are links for Related Links, Item Diagnostic, and Run Point Scan.

ServiceNow Catalog Item - Apple 15 pro max

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

Price \$ 111.00 Recurring price \$ 5.00 Recurring price frequency Semi-Annual

Update Copy Try It Edit in Catalog Builder Delete

Related Links
Item Diagnostic
Run Point Scan

4.Create one more variable for name

5.Also mention the order number as 200

The screenshot shows the 'Catalog Item - Apple 15 pro max' form in ServiceNow, specifically the 'Variables' section. The form is divided into several sections. The top section contains fields for Name (Apple 15 pro max), Application (Global), Catalogs (Apple), Category (Mobiles), State (None), Checked out (None), and Owner (System Administrator). The middle section contains fields for Price (\$ 111.00), Recurring price (\$ 5.00), and Recurring price frequency (Semi-Annual). The bottom section contains buttons for Update, Copy, Try It, Edit in Catalog Builder, and Delete. Below the form, there are links for Related Links, Item Diagnostic, and Run Point Scan.

ServiceNow Catalog Item - Apple 15 pro max

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

Price \$ 111.00 Recurring price \$ 5.00 Recurring price frequency Semi-Annual

Update Copy Try It Edit in Catalog Builder Delete

Related Links
Item Diagnostic
Run Point Scan

Variables (2) | Variable Sets | Catalog UI Policies | 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

Type	Question	Order
Single Line Text	Phone	100
Single Line Text	Name	200

1 to 2 of 2

6.Create one more variable for email

7.Also mention the order number as 300

ServiceNow Variable - New Record

Application: Global

Type: Email

Catalog item: Apple 15 pro max

Order: 300

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

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

- 8.Under Available for
- 9.Click on edit
- 10.Select apple 15 pro max criteria
- 11.Click on save

ServiceNow Catalog Item Available for - Edit Members

Add Filter Run filter

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

Collection

Q app

--None--

Available For List

Apple 15 pro max

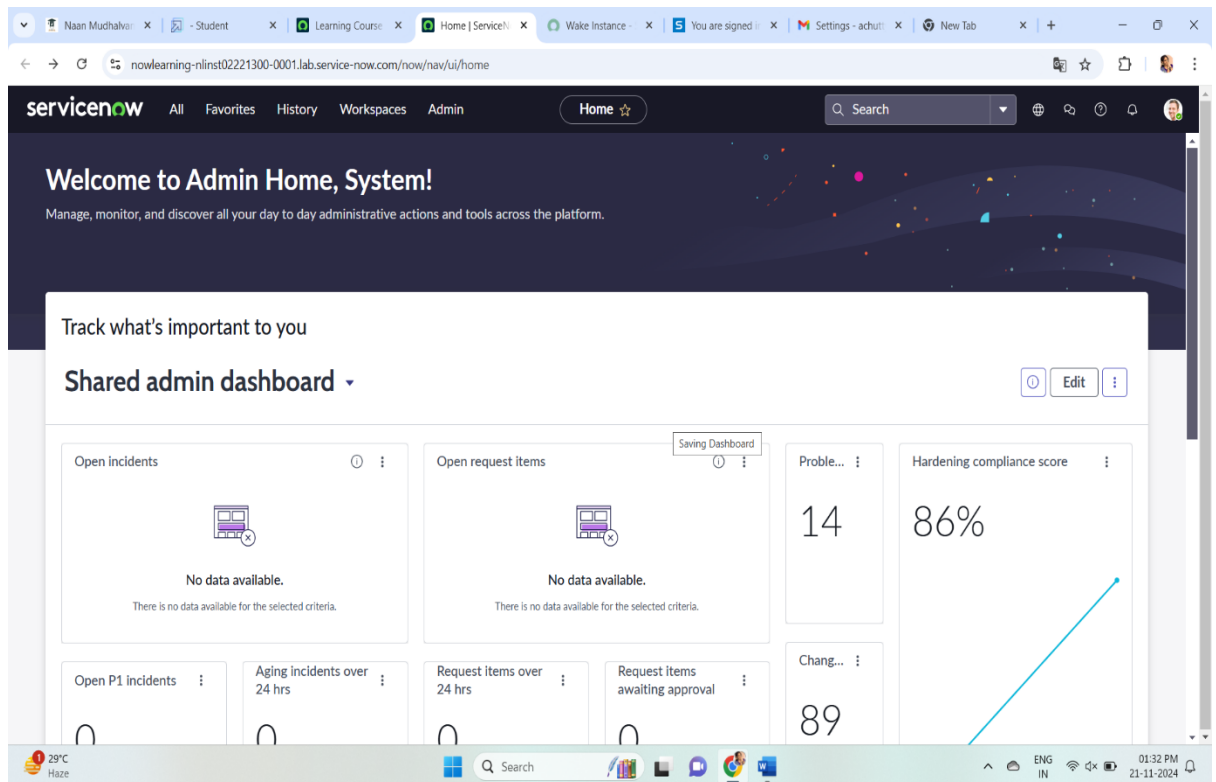
Apple 15 pro max criteria

Cancel Save

Name: Apple 15 pro max criteria

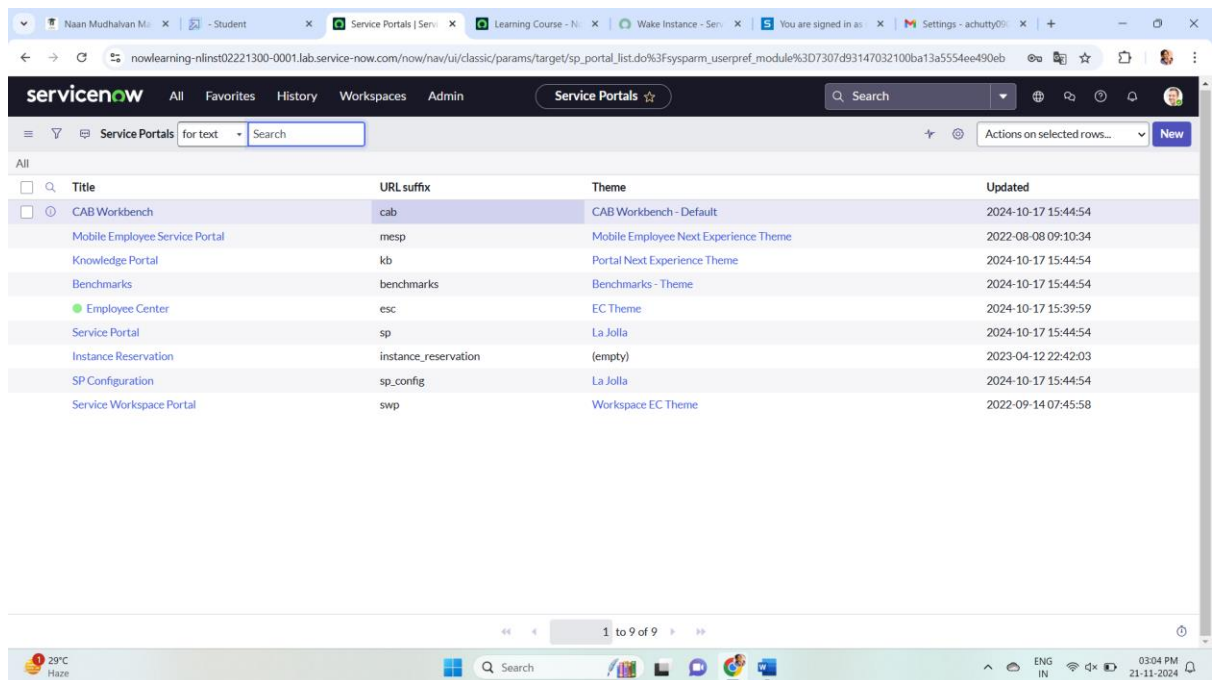
Activity 7: Assign to portal

1. Open service now.



2. Click on All >> search for portal

3. Select portals under service portal



4. Then after Select service portal

5.Scroll down and click on catalogs

The screenshot shows the Service Portal configuration interface. At the top, there's a navigation bar with 'Service Portal - Service Portal' and a search bar. Below the navigation bar, there's a section for 'CSS variables' with a text area containing '\$grid-gutter-width: 15px !default;'. Below that, there are checkboxes for 'Hide portal name' and 'Support right-to-left languages'. The main section is titled 'Search Sources (2) Knowledge Bases (3) Catalogs (1) Taxonomy'. The 'Catalogs (1)' tab is selected, showing a table with one catalog entry: 'Service Catalog' with 'Order' 100 and 'Active' true. The table has columns for 'Catalog', 'Order', and 'Active'. The bottom of the screen shows a Windows taskbar with the date and time 03:06 PM 21-11-2024.

6.Click on edit

7.Move apple to other box and save

The screenshot shows the 'Portal Catalog - Edit Members' page. At the top, there's a navigation bar with 'Portal Catalog - Edit Members' and a search bar. Below the navigation bar, there's a section for 'Add Filter' and 'Run filter'. Below that, there's a section for 'Collection' with a search bar and a list of 'Technical Catalog'. To the right, there's a section for 'Catalogs List' with a search bar and a list of 'Service Portal' and 'Apple Service Catalog'. The 'Apple Service Catalog' is highlighted in blue. Below the lists, there are buttons for '>' and '<' to move items between the boxes. At the bottom, there's a 'Title Apple' label and 'Cancel' and 'Save' buttons. The bottom of the screen shows a Windows taskbar with the date and time 03:07 PM 21-11-2024.

