

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

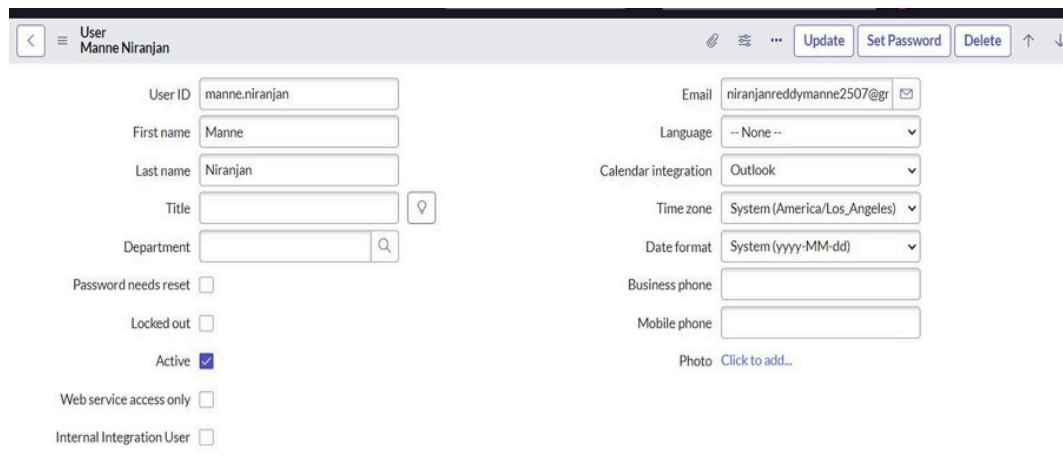
This configuration enhances device security, streamlines requests, and optimizes asset utilization, providing a tailored experience for authorized users.

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 Manne Niranjan' form in ServiceNow. The form is divided into two main sections: user identification and system configuration. The user identification section includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, and Department. The system configuration section includes 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. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete', along with up and down arrows.

| Field | Value |
|---------------------------|-------------------------------------|
| User ID | manne.niranjan |
| First name | Manne |
| Last name | Niranjan |
| Title | |
| Department | |
| 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... |
| 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"/> |

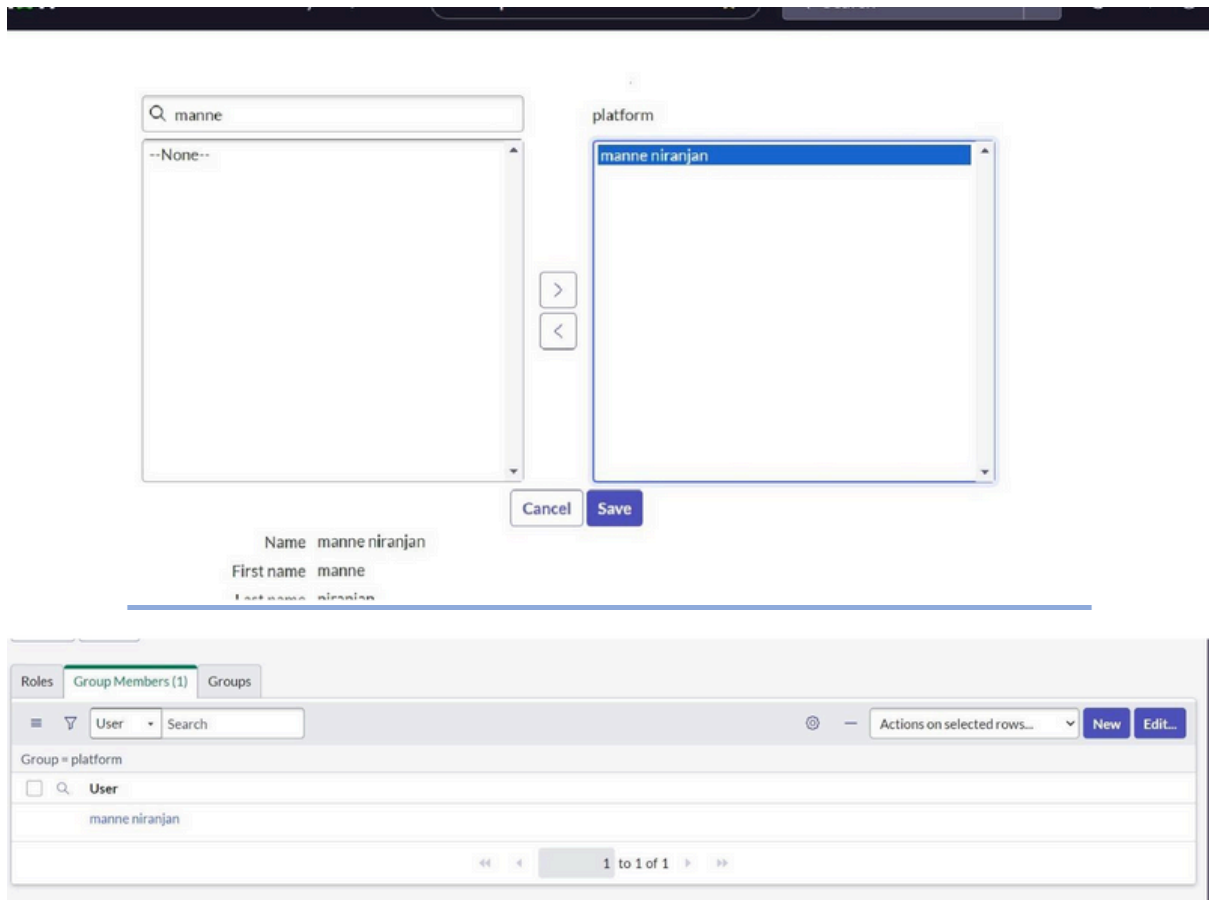
6. Click on submit

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

| | | | | |
|-------------|--|-------------|----------------------|---|
| 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



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 newTitle : MobilesCatalog : Apple

< Category New record

* 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

Category: Mobiles

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active: ☒

Fulfillment automation level: 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 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

Variables (3) Variable Sets Catalog UI Policies Catalog Client Scripts Available For (1) 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 15 pro max

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

3. click on submit

Variable New record

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 Phone

* Name phone

Tooltip

Example Text

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

-- 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 external builder editor can access

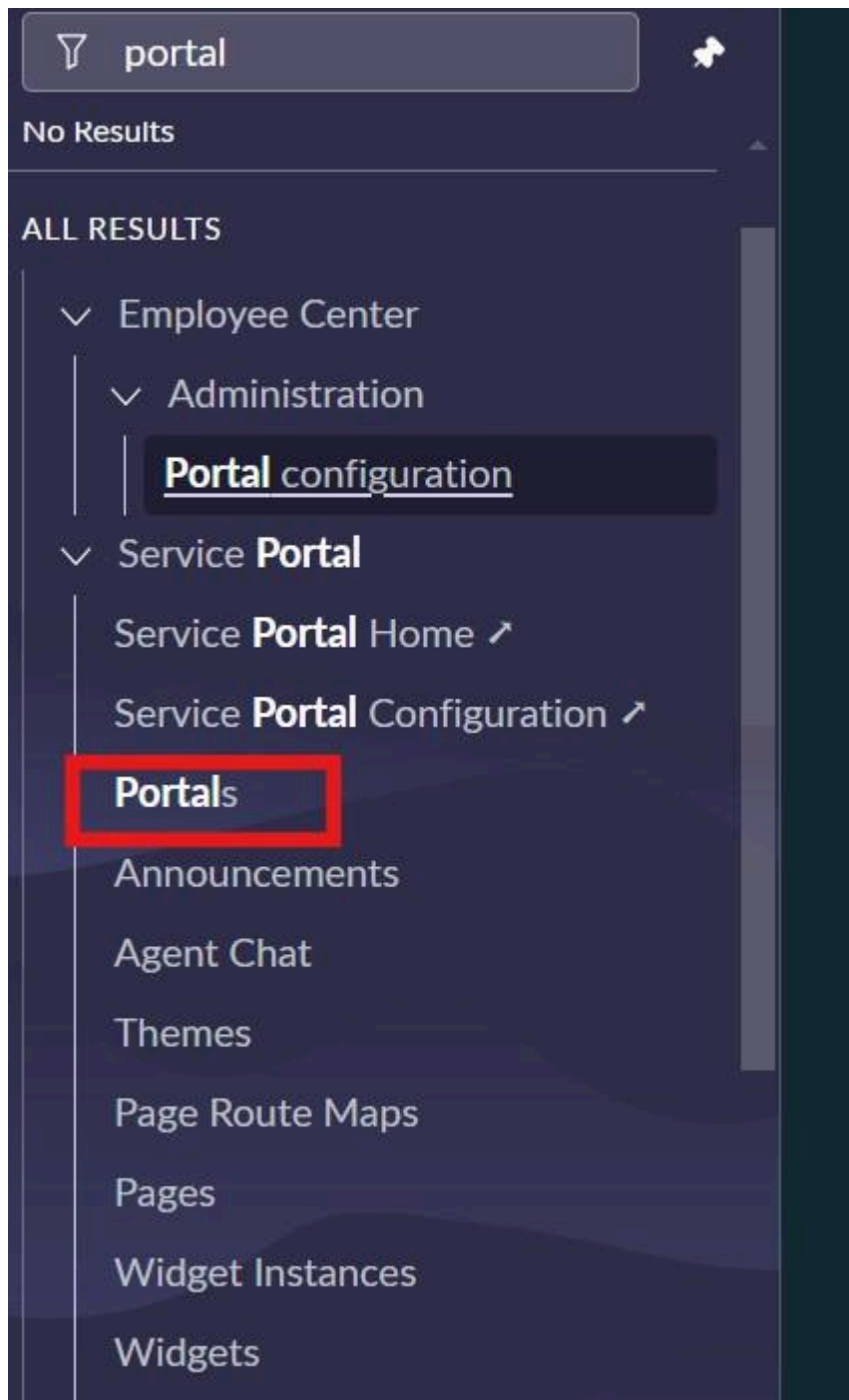
Available For List

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

| Service Portals | | | | for text | Search | Actions on selected rows... | New |
|--------------------------------|------------|---------------------------------------|---------------------|----------|--------|-----------------------------|-----|
| All | | | | | | | |
| Title | URL suffix | Theme | Updated | | | | |
| Search | Search | Search | Search | | | | |
| 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 | | | | |
| Service Portal | sp | 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

Update

Create Analytics Settings

Try It

Delete

Search Sources (2)

Knowledge Bases (1)

Catalogs (1)

Taxonomy

≡

▼

Order

Search

⌂

—

Actions on selected rows...

New

Edit...

Portal = Service Portal

☐

Q

Catalog

Order ▲

Active

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

Resources
Technical Catalog

Catalogs List

Service Portal

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.