

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

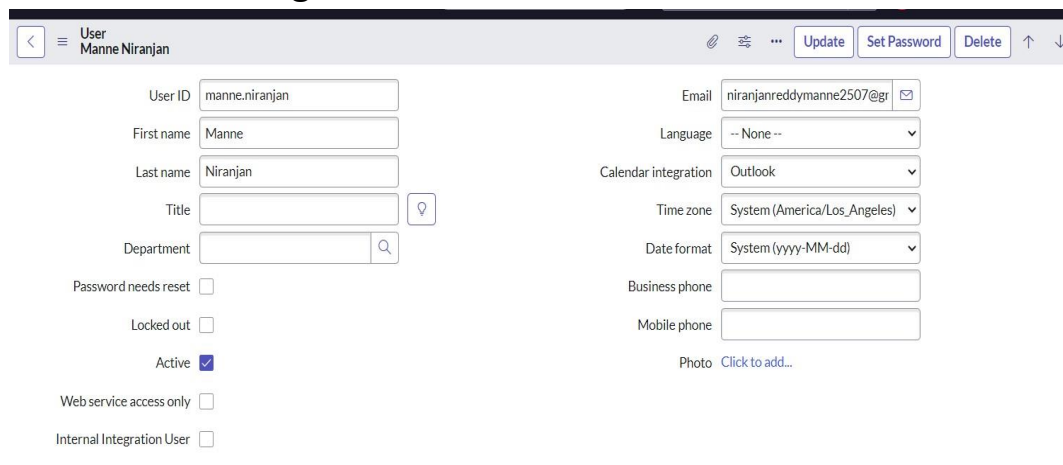
This configuration enhances device security, streamlines requests, and optimizes asset utilization, providing a tailored experience for authorized users.

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' form in ServiceNow for a user named 'Manne Niranjana'. The form is divided into two main sections: user identification and contact details. The user ID is 'manne.niranjana', first name is 'Manne', and last name is 'Niranjana'. The email is 'niranjandreddymanne2507@gr'. The language is set to '-- None --', calendar integration is 'Outlook', time zone is 'System (America/Los_Angeles)', and date format is 'System (yyyy-MM-dd)'. There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. There are also fields for 'Business phone' and 'Mobile phone', and a 'Photo' field with a 'Click to add...' link. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'.

User ID	manne.niranjana	Email	niranjandreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjana	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Business phone		Mobile phone	
Photo	Click to add...		





Active ☒

Internal Integration User ☐

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

manne

--None--

platform

manne niranjan

Cancel Save

Name manne niranjan
First name manne
Last name niranjan

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

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 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

Fulfillment automation level: Unspecified

Active: ☒

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

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Submit

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

Add Filter
Run filter ?

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

Collection
Available For List

Apple 15 pro max

"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

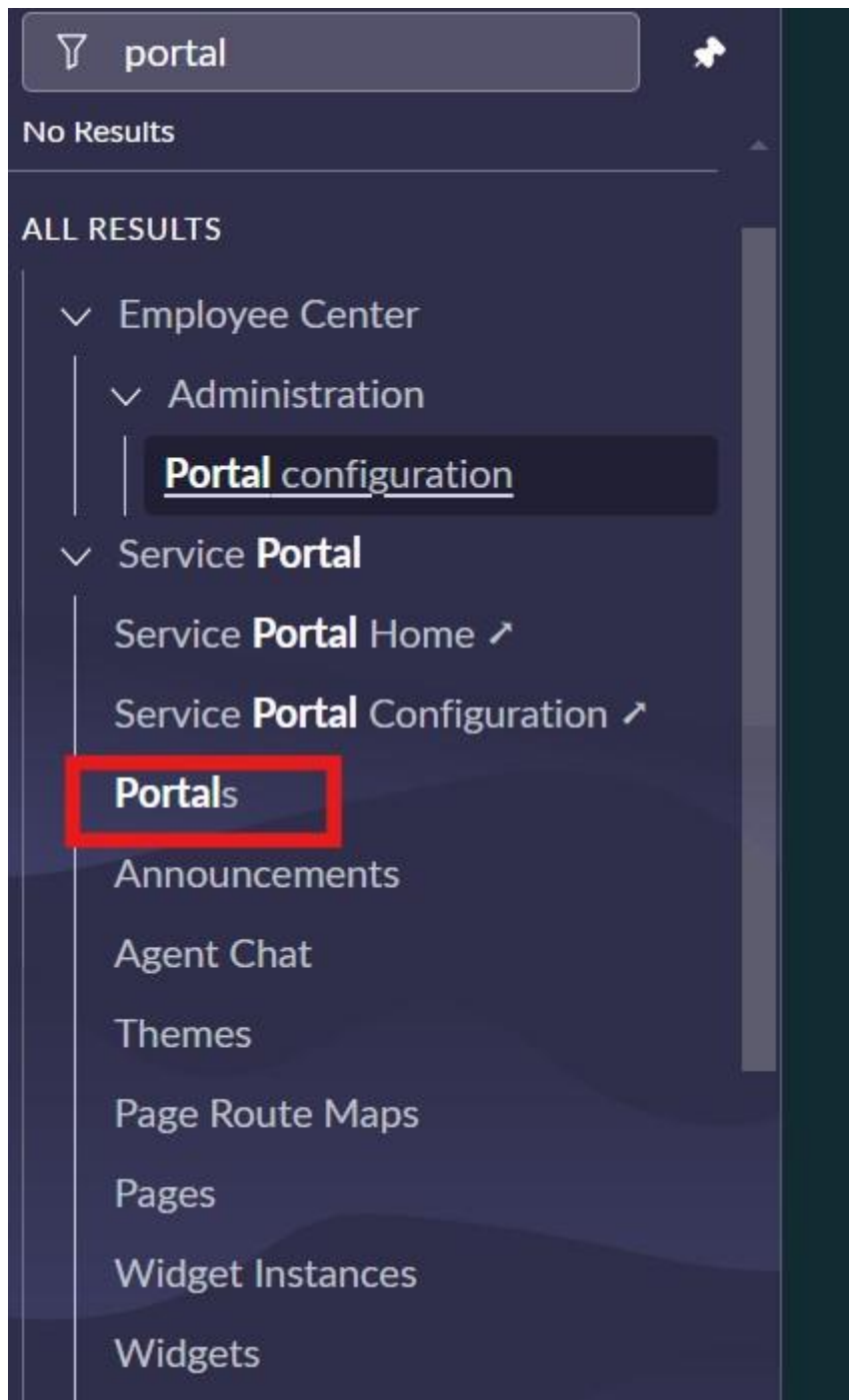
>
<

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



4. Then after Select service portal

Service Portals

for text

Search

Actions on selected rows...

New

All

<div><div></div><div></div></div>	Title	URL suffix	Theme	Updated
	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>
	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
	<div><div></div>Employee Center</div>	esc	EC Theme	2023-10-10 15:59:49
	<div>Service Portal</div>	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

<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

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.