

Project Title :

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

Team Members :

1. MADDIRALA RAMAKANTH REDDY au723921244028
2. CADAPA GUJJALA NIKHIL au723921244012
3. YADARLAPALLI ANJANEYA au723921244056
4. YANAMALA GURUVAIAH au723921244057

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

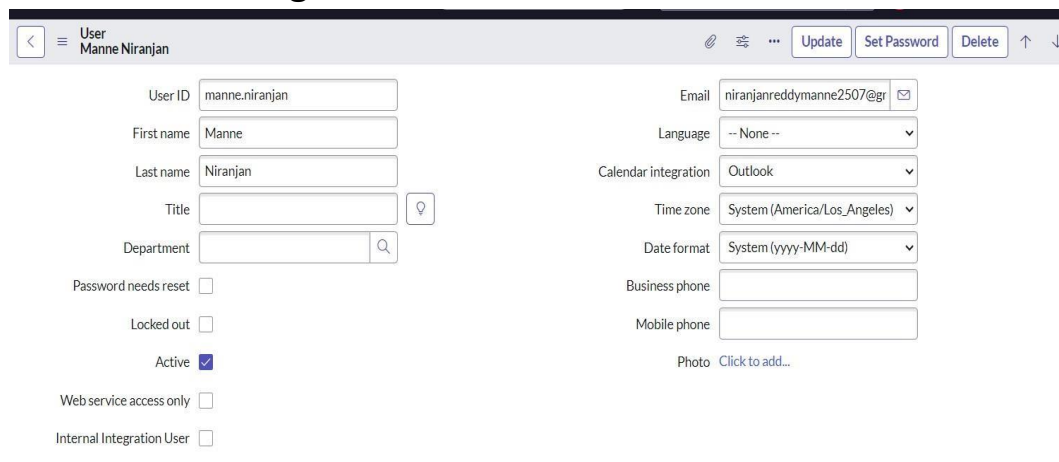
This configuration enhances device security, streamlines requests, and optimizes asset utilization, providing a tailored experience for authorized users.

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 system settings. The user identification section includes fields for User ID, First name, Last name, Title, and Department. The system settings section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The 'Active' checkbox is checked. The 'Update', 'Set Password', and 'Delete' buttons are visible at the top right of the form.

Field	Value
User ID	manne.niranjana
First name	Manne
Last name	Niranjana
Title	
Department	
Email	niranjana.reddymanne2507@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

The top part of the image shows a dialog box for assigning a user to a platform. On the left, a search bar contains 'manne' and a list shows '--None--'. On the right, a search bar contains 'platform' and a list shows 'manne niranjan'. Between the lists are '>' and '<' buttons. At the bottom are 'Cancel' and 'Save' buttons. Below the dialog, the following text is displayed:

Name manne niranjan
 First name manne
 Last name niranjan

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

Roles		Group Members (1)	Groups
<input type="checkbox"/>	User	Search	Actions on selected rows... New Edit...
Group = platform			
<input type="checkbox"/>	User		
		manne niranjan	

At the bottom of the table, there is a pagination control showing '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

Header icon

Icon

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

Add Filter
Run filter ⓘ

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

Collection

Q

'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

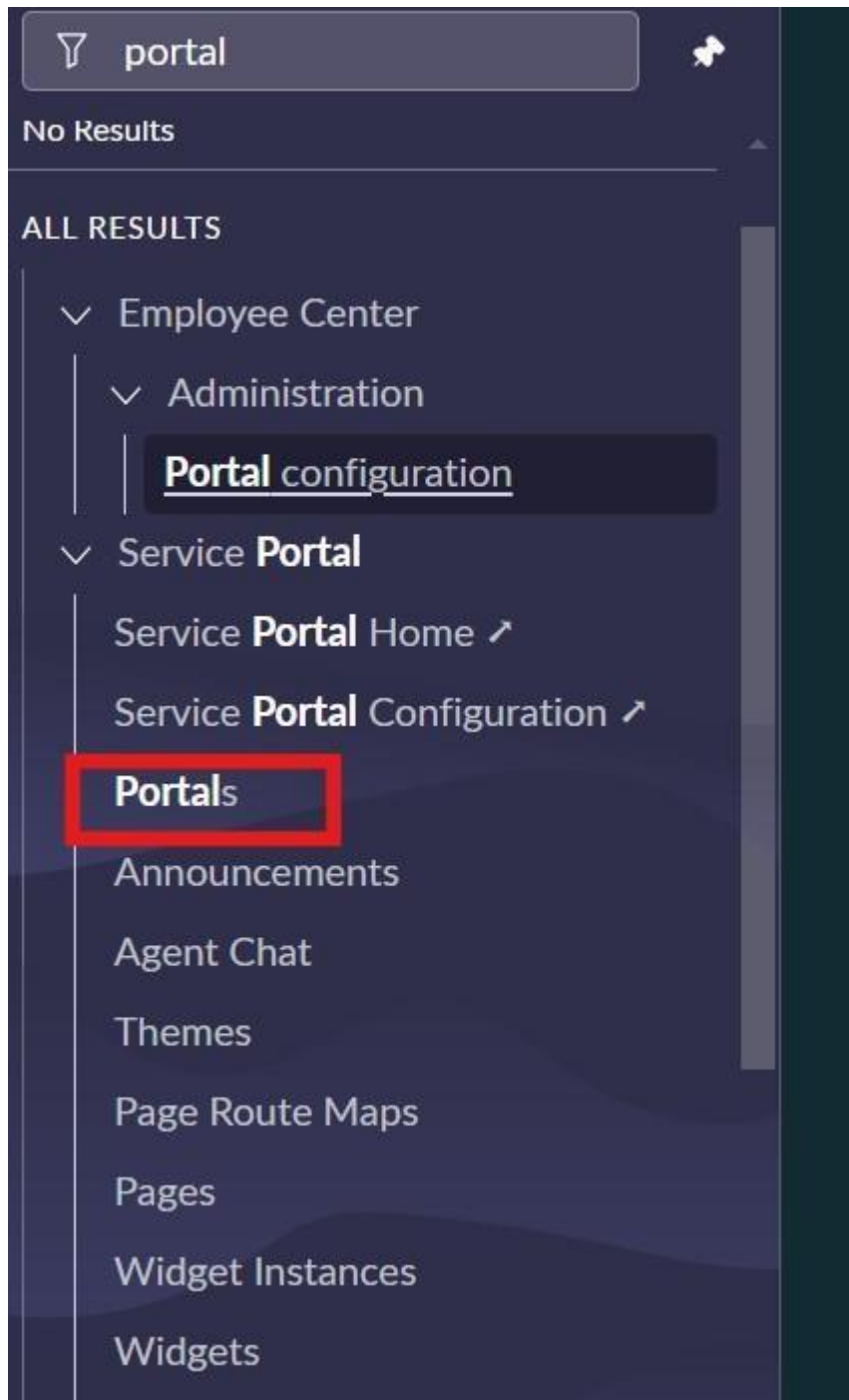
Apple 15 pro max

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



4. Then after Select service portal

Service Portals			
for text	Search		
Search	Search	Search	Search
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
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

Portal = Service Portal

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.