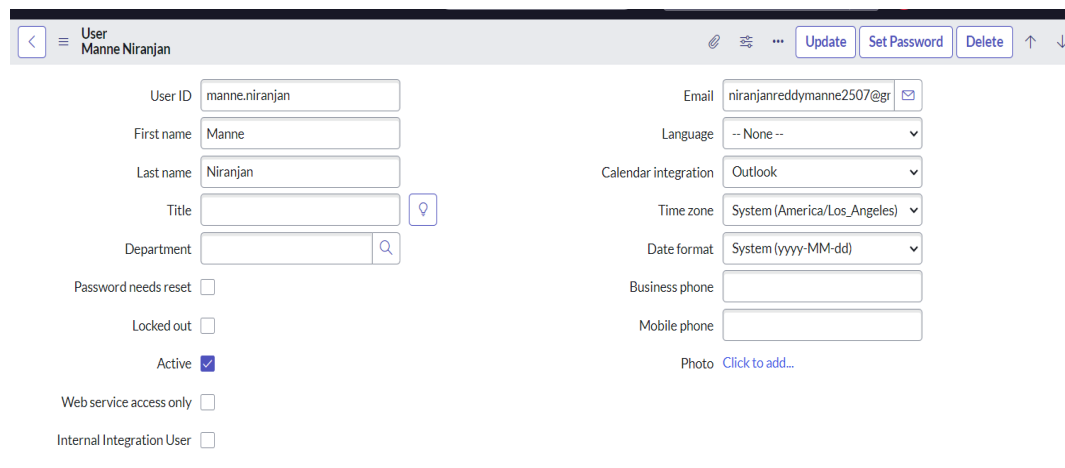


Project Title : Configuring Exclusive Access to Apple 15 Pro Max in ServiceNow's Service Catalog

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' creation form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: user identification and contact details. The user ID is 'manne.niranjan', first name is 'Manne', and last name is 'Niranjan'. The title field is empty with a gender icon. The department field is empty with a search icon. The email is 'niranjanreddymanne2507@gr'. The language is set to '-- None --', calendar integration to 'Outlook', time zone to 'System (America/Los_Angeles)', and date format to '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.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	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...		

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	<div></div>			

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

10. Click on save



--None--

platform

manne niranjana

>

<

Cancel

Save

Name manne niranjana

First name manne

Last name niranjana

Roles

Group Members (1)

Groups

User

Actions on selected rows...

New

Edit...

Group = platform

☐

User

manne niranjana

<<

<

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

The screenshot shows a form for creating a user criteria. The 'Name' field is labeled with an asterisk and contains the text 'Apple 15pro max criteria'. To the right, the 'Application' dropdown is set to 'Global'. Below the name field, there are several selection options: 'Users' (with a lock icon and a plus icon), 'Groups' (with a lock icon), 'Roles' (with a lock icon), and 'Advanced' (with an unchecked checkbox). To the right of these, there are more selection options: 'Companies' (with a lock icon), 'Locations' (with a lock icon), 'Departments' (with a lock icon), and 'Match All' (with an unchecked checkbox). At the bottom left, there are two buttons: 'Update' and 'Delete'.

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

Mobiles

Application

Global

ⓘ

Catalog

Apple

🔍

ⓘ

Active

☒

Location

🔍

Parent

🔍

Description

Desktop image

[Click to add...](#)

Header icon

[Click to add...](#)

Icon

[Click to add...](#)

Submit

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 Application ⓘ
 Catalogs Active ☒
 Category ⓘ Fulfillment automation level
 State
 Checked out
 Owner ⓘ

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

Short description
 Description

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 ⓘ
 Recurring price ⓘ
 Recurring price frequency

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...

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: ☐

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 ⓘ

Type

Catalog item ⓘ

Order

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

Tooltip

Example Text

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 catalog builder editor can access

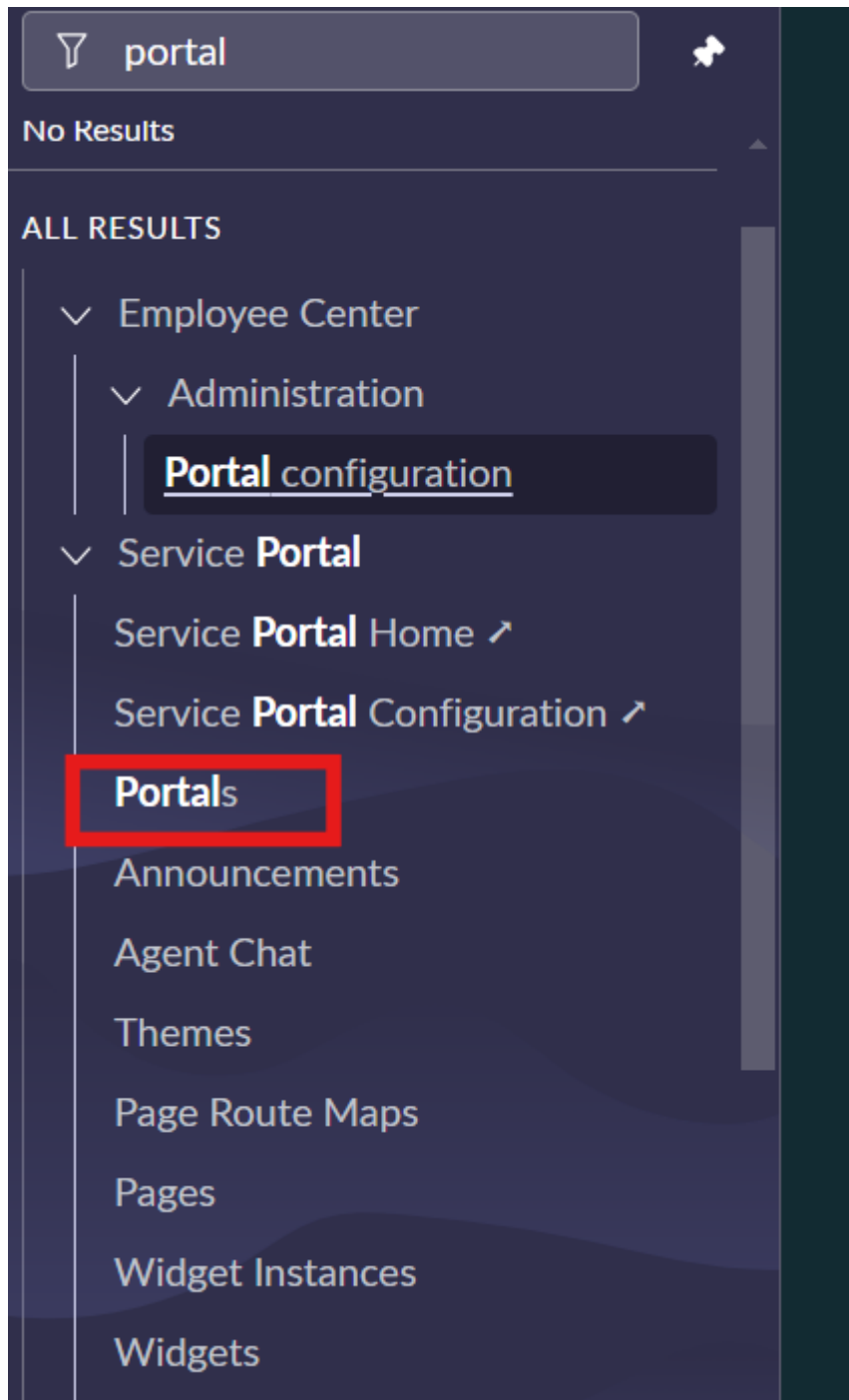
Available For List

Apple 15 pro max

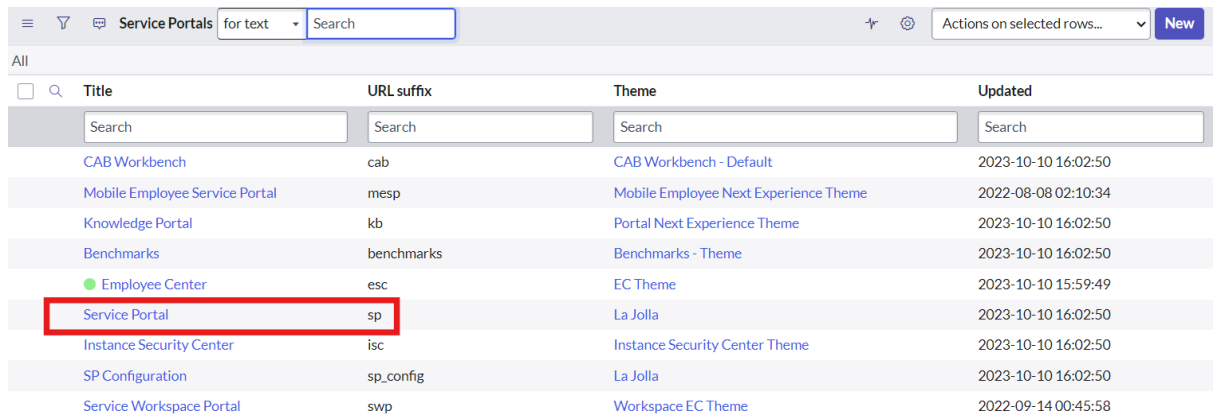
Apple 15pro max criteria

Activity-7:Assign to portal :

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

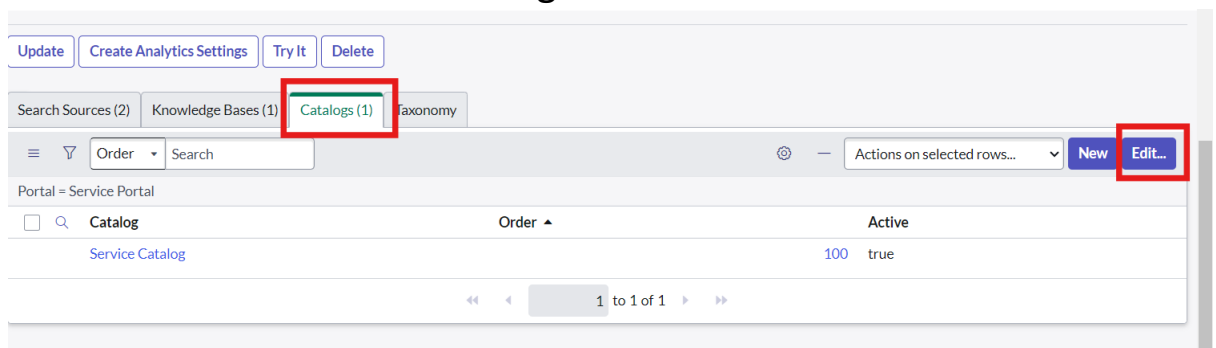


4. Then after Select service portal



	Title	URL suffix	Theme	Updated
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="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
<input checked="" type="radio"/>	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

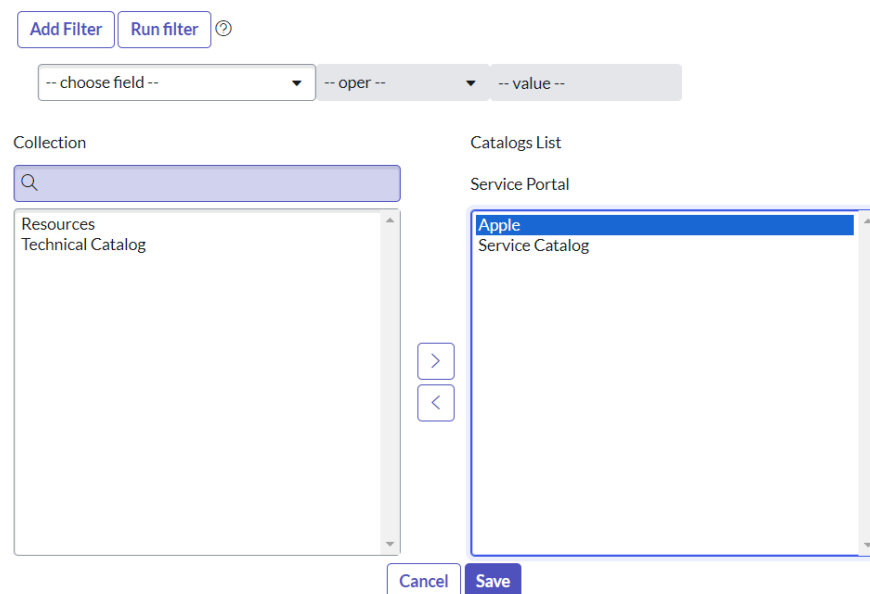
Portal = Service Portal

<input type="checkbox"/>	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

