

Project Document

Configuring exclusive access to apple 15 pro max in Servicenow's Service

1. Project Overview

This project is focused on optimizing TechGlobal Inc.'s IT asset and service request management process, designed to address the challenges associated with the timely and efficient procurement of IT hardware. The goal is to deliver a comprehensive solution by leveraging ServiceNow's IT Service Management (ITSM) platform. Through this project, we aim to enhance operational efficiency, improve user experience, and ensure data accuracy in asset tracking and service requests. This effort will support the long-term goals of TechGlobal's IT department in maintaining state-of-the-art technology access for over 10,000 global employees.

2. Objectives

Business Goals:

- Streamline the IT procurement process to reduce processing time by 30% within the first six months.
- Increase user satisfaction with IT service requests by 20% through improved response times and ease of use.
- Enhance data accuracy in IT asset tracking to maintain an error rate below 2%.
- Improve overall operational efficiency, leading to cost savings of 15% in IT asset management.

Specific Outcomes:

- Implement a user-friendly Service Catalog with customizable service request forms.
- Automate routine asset management tasks to reduce manual intervention.
- Provide comprehensive training for IT staff on ServiceNow administration and user/group management.
- Develop clear, accessible reporting tools for real-time tracking of asset and service request statuses.
- Ensure seamless integration with existing IT infrastructure and tools for end-to-end workflow management.

3. Key Features and Concepts Utilized

This project incorporates several critical functionalities and concepts to achieve its objectives:

- **Service Catalog Management:** A user-centric catalog for requesting IT services and assets with customizable forms.
- **Automated Workflows:** Automation of routine processes such as approvals and notifications to streamline operations.
- **Asset Management Integration:** Comprehensive asset tracking tools to monitor hardware lifecycle and status updates.
- **User and Group Management:** Efficient administration of user roles and group permissions to ensure appropriate access control.
- **Real-Time Reporting:** Dashboards and reports providing visibility into asset data and request processing times.
- **Seamless Integration:** Compatibility with existing IT systems to maintain cohesive and unified workflow management.

4. Detailed Steps to Solution Design

Step 1: Create Users

dev251189.servicenow.com/now/nav/ui/classic/params/target/sys_user.do/%3Fsys_id%3D-1%26sys_is_bu%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D...

servicenow All Favorites History Workspaces Admin User - New Record Search

User - New record Submit

User ID: manne.niranjan

First name: Manne

Last name: Niranjan

Title:

Department:

Email: niranjanreddymanne2507@gmail.com

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
☐ Locked out
☒ Active
☐ Web service access only
☐ Internal Integration User

Submit

Related Links
[View linked accounts](#)
[View subscriptions](#)

21:40 14-11-2024

Step 2: Create Groups

Personal ServiceNow develop: x New Record (Group) ServiceN... x - Student x ChatGPT x New repository x +

dev251189.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_group%26sysparm_check...

SpreadSheet ServiceNow - Now L... SkillsBuild Naan Mudhanan M...

servicenow All Favorites History Workspaces Admin Group - New Record Search

Group New record Submit

Name Platform Group email

Manager Manne Niranjani Parent

Description

Submit

21:42 14-11-2024

dev251189.service-now.com/now/nav/ui/classic/params/target/sys_mi2m_template.do%3Fsys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dsys_user_grmemb...

servicenow All Favorites History Workspaces Group Member - Edit Members Search

Edit Members Cancel Save

Add Filter Run filter

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

Collection

manne

--None--

Group Members List

Platform

Manne Niranjan

> < <-

Cancel Save

Name: Manne Niranjan

21:44 14-11-2024

Step 3: Create User Criteria

dev251189.service-now.com/now/nav/ui/classic/params/target/user_criteria.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3DUser_criteria%26sysparm_checked_lte...

service-now All Favorites History Workspaces User Criteria - New Record Search

User Criteria - New Record Submit

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

Name Apple 15 pro max criteria Groups : platform Application Global ⓘ

Short Description

Users ⓘ ⓘ

Groups ⓘ

Roles ⓘ

Advanced ☐

Active ☒

Companies ⓘ

Locations ⓘ

Departments ⓘ

Match All ☐

Submit

21:50 14-11-2024

dev251189.service-now.com/now/nav/ui/classic/params/target/user_criteria_list.do

servicenow All Favorites History Workspaces Admin User Criteria Records Search

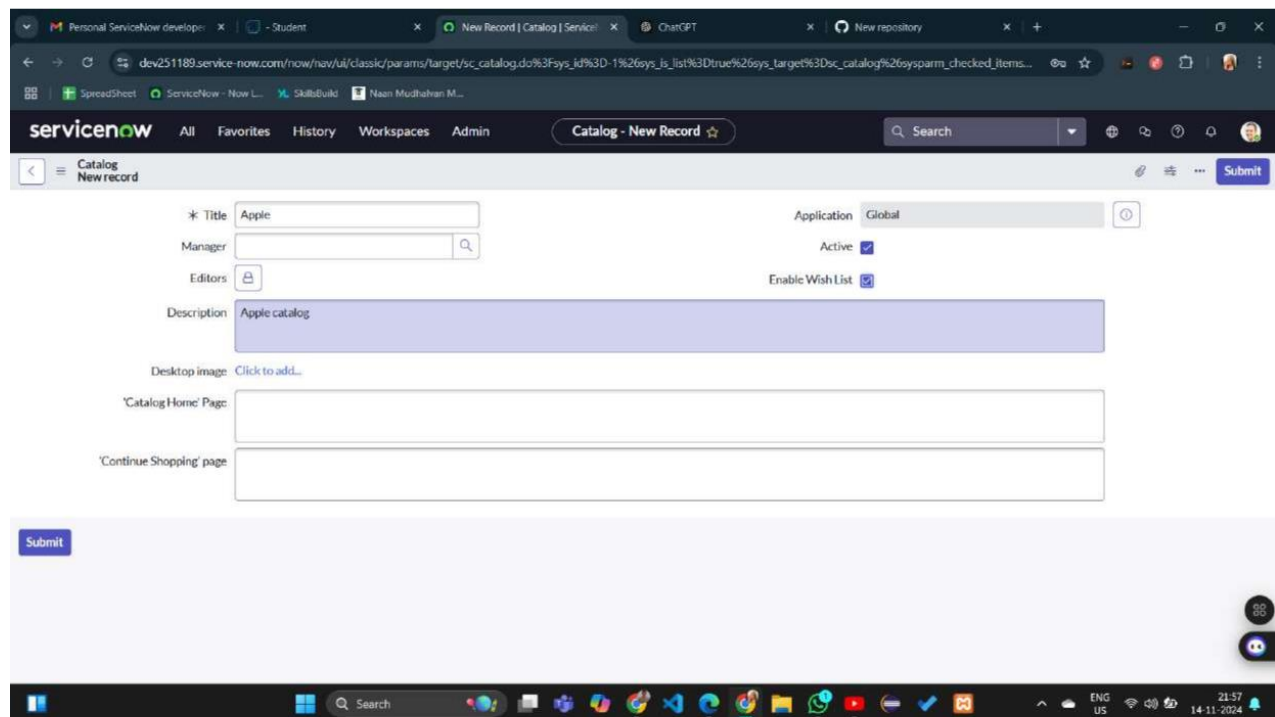
User Criteria Records Name Search Actions on selected rows... New

Name	Companies	Departments	Groups	Locations	Users	Roles	Match All
"Problem Analyzers" and "Problem Solving..."			Problem Analyzers, Problem Solving				false
AES Users						sn_app_eng_studio.user	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
Apple 15 pro max criteria Groups: platform							false
Creator Studio Users						sn_creatorstudio.basic_read, sn_creators	false
Export sets catalog item visible						export_set_admin	false
Guest User					Guest		false
HRSP client roles without:						a29b7f710b03120025666f3ef6673a3c;	false

1 to 20 of 32

21:51 14-11-2024

Step 4: Create Catalog



Personal ServiceNow developer | - Student | New Record | Catalog | ServiceNow | ChatCPT | New repository

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_catalog.do%3Fsys_id%3D-1%26sys_ls_list%3Dtrue%26sys_target%3Dsc_catalog%26sysparm_checked_items...

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servicenow All Favorites History Workspaces Admin Catalog - New Record Search

Catalog New record Submit

* Title Apple Application Global

Manager Manager

Editors Editors

Description Apple catalog

Desktop image: Click to add...

'Catalog Home' Page:

'Continue Shopping' page:

Submit

21:57 14-11-2024

Personal ServiceNow developer x - Student x Catalogs | ServiceNow x +

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_catalog_list.do

SpreadSheet ServiceNow - Now L... SkillsBuild Naan Mudhanan M...

servicenow All Favorites History Workspaces Admin Catalogs Search

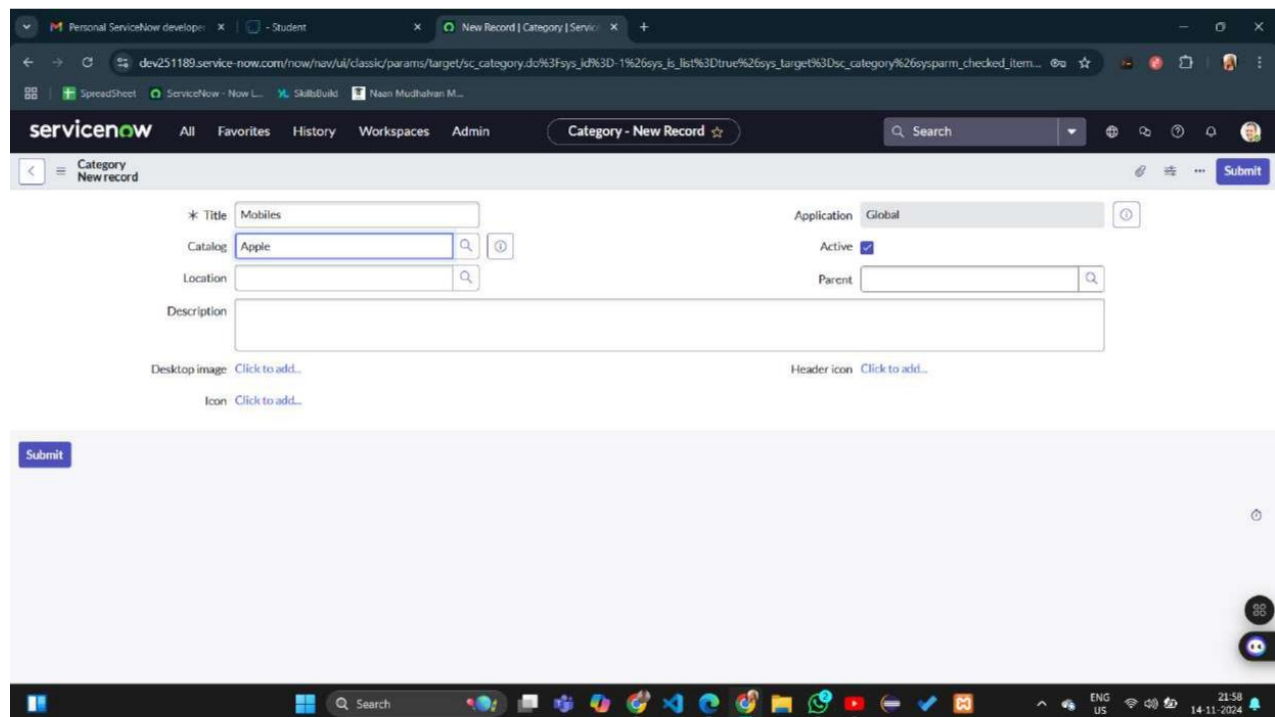
Catalogs for text Search Actions on selected rows... New

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

1 to 3 of 3

21:57 14-11-2024

Step 5: Create Category



Personal ServiceNow developer x - Student x New Record | Category | ServiceNow x +

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_category.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsc_category%26sysparm_checked_item... Search

ServiceNow - Now L... SkillsBuild Nam Mudhahan M...

servicenow All Favorites History Workspaces Admin Category - New Record Search

Category New record Submit

* 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

21:58 14-11-2024

Personal ServiceNow developer: x - Student x Categories View: Item | ServiceNow x +

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_category_list.do%3Fsysparm_view%3DItem

SpreadSheet ServiceNow - Now L... SkillsBuild Naan Mudhanan M...

servicenow All Favorites History Workspaces Admin Categories View: Item Search Actions on selected rows... New

Categories View: Item for text Search

All

Title	Description	Catalog	Active	Roles	Location	Parent	Updated
Software	A range of software products available f...	Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Cables and Adapters	Order cables and adapters for phones and...	Service Catalog	true		(empty)	Hardware	2022-05-24 03:21:02
Peripherals	End user peripherals such as mobile phon...	Service Catalog	true		(empty)	(empty)	2015-11-22 09:44:42
Business Application Lifecycle Management	Manages Business Application Lifecycle L...	Service Catalog	true		(empty)	(empty)	2020-05-18 20:33:03
Role Delegation	Delegate your roles to another user or g...	Service Catalog	true	role_delegator	(empty)	(empty)	2013-10-04 05:48:20
Emergency Changes	Request a priority change in the event o...	Technical Catalog	false	itil	(empty)	(empty)	2014-01-16 07:00:48
Virtual Resources		Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Laptops	Laptop computers for mobile workers.	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Printers	A range of printers for office installat...	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Hardware Asset	Order from a variety of hardware to meet...	Service Catalog	true		(empty)	Standard Changes	2018-07-24 07:13:29
Infrastructure	Datacenter hardware and services to the ...	Technical Catalog	true		(empty)	(empty)	2014-01-16 07:00:34
Desktops	Desktop computers for your work area.	Service Catalog	true		(empty)	Hardware	2013-10-04 05:48:20
Quick Links	Quick access to other company informatio...	Service Catalog	true		(empty)	(empty)	2013-10-04 05:48:20
Departmental Services	Services offered by different department...	Service Catalog	true		(empty)	(empty)	2014-01-15 15:55:52
Network Standard Changes	Standard change templates relating to ne...	Service Catalog	true		(empty)	Standard Changes	2015-06-29 03:18:28
Mobiles		Apple	true		(empty)	(empty)	2024-11-14 08:28:28

Activate Deactivate 1 to 20 of 47

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Step 6: Create Catalog items

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do?3Fsys_id%3D08a8ec7e837512103a767e95eead3a0%26sysparm_view%3D%26sysparm_d...

servicenow All Favorites History Workspaces Catalog Item - Apple 15 pro max Search


Owner System Administrator

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

Add an icon and picture for display

Icon [Click to add...](#)

Picture [\[Update\]](#) [\[Delete\]](#)



[Copy](#) [Try It](#) [Update](#) [Edit in Catalog Builder](#) [Delete](#)

Related Links

[Item Diagnostic](#)

[Run Point Scan](#)

Variables 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

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do?3Fsys_id%3D08a8ec7e837512103a767e95eead3a0%26sysparm_view%3D%26sysparm_d...

servicenow All Favorites History Workspaces Catalog Item - Apple 15 pro max Search

Owner System Administrator

Item Details Process Engine **Pricing** Portal Settings

Price \$ 111.00

Recurring price \$ 5.00

Recurring price frequency Semi-Annual

[Copy](#) [Try It](#) [Update](#) [Edit in Catalog Builder](#) [Delete](#)

Related Links

[Item Diagnostic](#)

[Run Point Scan](#)

Variables 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

Catalog item = Apple 15 pro max

Type	Question	Order
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Personal ServiceNow developer

- Student

Catalog Items | ServiceNow

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_cat_item_list.do%3Fsysparm_query%3Dtype%2521%253Dbundle%2521%253Dsc...

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All Favorites History Workspaces Admin

Catalog Items

Search

Actions on selected rows...

New

Catalog Items

Name

Search

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
Acrobat	Adobe Acrobat	true		Service Catalog	Software	\$139.99	Item	2022-12-05 20:46:33
Add network switch to datacenter cabinet	This standard change template describes ...	true		Service Catalog	Network Standard Changes	\$0.00	Item	2024-11-10 19:20:53
Add/Remove users from group	Add/Remove users from group	true		Service Catalog	Services	\$0.00	Item	2022-12-05 10:17:33
Adobe Acrobat Pro	Create, edit or convert PDF files	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Adobe Creative Cloud	More connected ways of creating and shar...	true		Service Catalog	Software	\$0.00	Item	2022-12-05 20:46:33
Apple 15 pro max	Apple 15 pro max	true		Apple	Mobiles	\$111.00	Item	2024-11-14 08:34:22
Apple iPad 3	Apple iPad 3	false		Service Catalog	Tablets	\$600.00	Item	2022-11-20 20:46:33
Apple iPhone 13	Request for Apple iPhone 13	true		Service Catalog	Mobiles	\$799.00	Item	2022-05-20 08:30:16
Apple iPhone 13 pro	Request for Apple iPhone 13 pro	true		Service Catalog	Mobiles	\$999.00	Item	2022-05-24 03:02:19
Apple iPhone 4 Cable	For Apple iPhone 4/4S	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 5	Apple iPhone 5	false		Service Catalog	Mobiles	\$599.99	Item	2022-11-20 20:46:33
Apple iPhone 5 Cable	Apple iPhone 5 Cable	false		Service Catalog	Peripherals	\$19.00	Item	2022-11-20 20:46:33
Apple iPhone 6s	Apple iPhone 6s	false		Service Catalog	Hardware	\$799.99	Item	2022-11-20 20:46:33
Apple iPhone 6s Plus	Apple iPhone 6s Plus	false		Service Catalog	Mobiles	\$799.99	Item	2022-11-20 20:46:33
Apple MacBook Pro 15"	Apple MacBook Pro	true		Service Catalog	Hardware	\$1,099.99	Item	2022-11-20 20:46:33
Apple Thunderbolt to Ethernet Adapter	For MacBook Air/Pro	true		Service Catalog	Peripherals	\$30.89	Item	2022-11-20 20:46:33

Activate

Deactivate

1 to 20 of 189

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- Student

Apple 15 pro max | Catalog Item

dev251189.service-now.com/now/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D008a8ec7e837512103a767e95eead3a0%26sysparm_record_list%3Dtype%25...

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All Favorites History Workspaces

Catalog Item - Apple 15 pro max

Search

Copy Try It Update Edit in Catalog Builder Delete

Catalog Item

Apple 15 pro max

Copy

Try It

Update

Edit in Catalog Builder

Delete

Related Links

[Item Diagnostic](#)
[Run Point Scan](#)

Variables (3)

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

Catalog Item = Apple 15 pro max

Type	Question	Order
Single Line Text	Phone	100
Single Line Text	Name	200
Single Line Text	Email	300

1 to 3 of 3

News for you

Gold prices fall...

Search

ENG US

22:11 14-11-2024

Personal ServiceNow developer x Student x Edit Members | Portal Catalog x

dev251189.service-now.com/now/nav/ui/classic/params/target/sys_m2m_template.do%3Fsys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Dm2m_sp_po...

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servicenow All Favorites History Workspaces Portal Catalog - Edit Members Search

Edit Members Cancel Save

Add Filter Run filter

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

Collection

Technical Catalog

Catalogs List

Service Portal

Apple Service Catalog

Cancel Save

javascript:void(0) Title Apple

Rain showers Saturday

Personal ServiceNow developer x Student x Service Portals | ServiceNow x NM Engg Project Template Ser x

dev251189.service-now.com/now/nav/ui/classic/params/target/sp_portal_list.do

SpreadSheet ServiceNow - Now L... SkillsBuild Naan Mudhalvan M...

servicenow All Favorites History Workspaces Admin Service Portals Search

Service Portals for text Search

Title	URL suffix	Theme
CAB Workbench	cab	CAB Workbench - Default
Mobile Employee Service Portal	mesp	Mobile Employee Next Experience Theme
Knowledge Portal	kb	Portal Next Experience Theme
Benchmarks	benchmarks	Benchmarks - Theme
Employee Center	esc	EC Theme
Service Portal	sp	La Jolla
SP Configuration	sp_config	La Jolla
Service Workspace Portal	swp	Workspace EC Theme

System Administrator
System Administrator
ServiceNow

Profile
Preferences
Keyboard shortcuts
Impersonate user
Elevate role
Printer friendly version
Log out

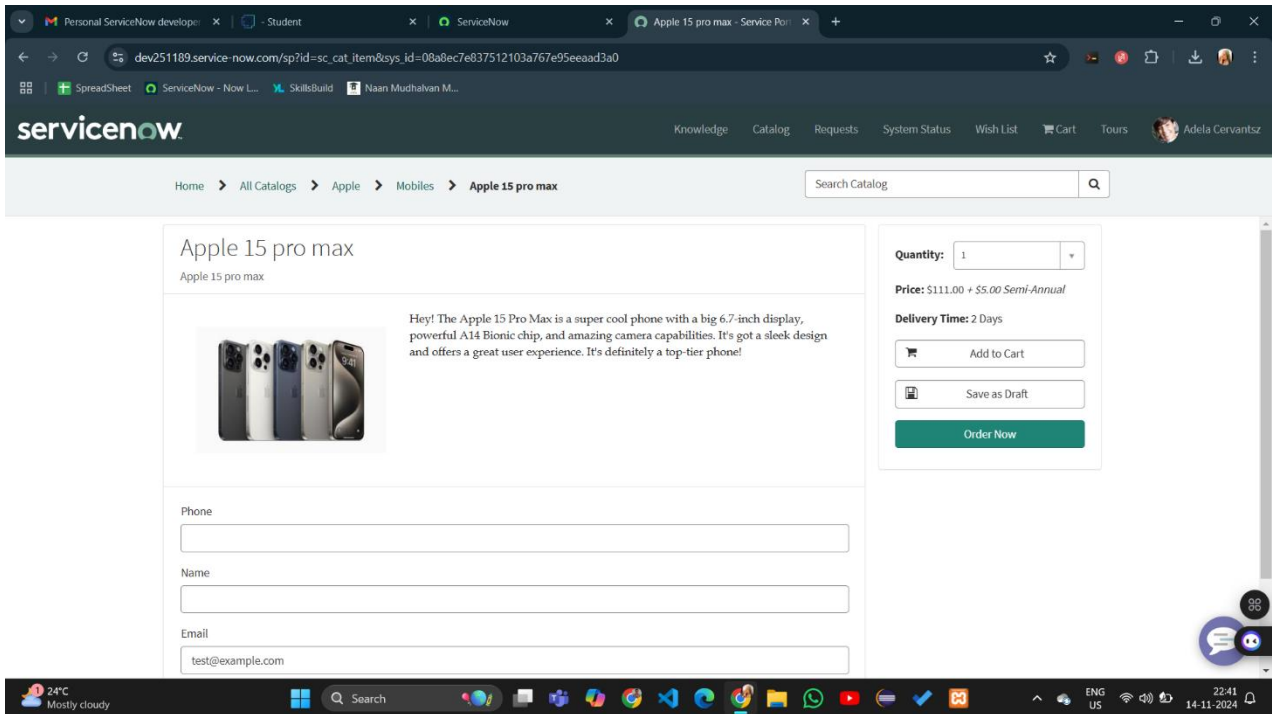
1 to 8 of 8

24°C Mostly cloudy

Search

ENG US 22:33 14-11-2024

Step 7: Assign to portal



5. Testing and Validation

Approach to Testing:

- **Unit Testing:** Ensures that individual components of the ServiceNow ITSM platform are functioning as expected. Each module, such as automated workflows and asset tracking integrations, will be tested separately to validate their performance and reliability.
- **User Interface Testing:** Focuses on verifying that the Service Catalog and related user interfaces are user-friendly, responsive, and free of critical errors. This includes testing for layout consistency, input validation, and overall ease of navigation to ensure a seamless user experience.

6. Key Scenarios Addressed by ServiceNow in the Implementation Project

This section outlines the primary use cases and scenarios managed by ServiceNow during implementation:

- **IT Hardware Procurement Requests:** Streamlined submission, approval, and fulfillment of hardware requests.
- **Asset Lifecycle Management:** Monitoring and managing assets from procurement to disposal.
- **Incident Management:** Quick resolution and tracking of IT service disruptions.
- **User Access Management:** Efficient handling of access requests and permission changes.
- **Reporting and Compliance:** Generating reports for compliance audits and performance metrics.
- **Multi-Department Coordination:** Ensuring cross-departmental collaboration for complex service requests.

7. Conclusion

The implementation of ServiceNow's ITSM platform has successfully streamlined the IT procurement process, reduced processing time, and enhanced user satisfaction. The project achieved a significant improvement in data accuracy for asset tracking and boosted operational efficiency. These enhancements align with TechGlobal's goals of maintaining a modern and effective IT infrastructure, ensuring employees worldwide have reliable access to the latest technology.