

Service Portal Fundamentals

1: Service Portal Review

- This module covers the foundations of Service Portals in ServiceNow.

Objectives:

- Define Service Portal
- Discuss reasons for building a Service Portal
- Review Service Portal administration and development duties
- Explore the Branding Editor
- Examine where to get Service Portal help

Labs:

- Lab 1.1 – Explore Your Student Instance
- Lab 1.2 – Use the Branding Editor

2: Create a Service Portal

- Learn how to create a new Theme, a new Portal, and a new Page.

Objectives:

- Review the Service Portal framework
- Create a new Theme
- Create a new Service Portal
- Create a new Page
- Review the Bootstrap framework
- Explore baseline Page

Labs:

- Lab 2.1 – Create a New Theme and Portal
- Lab 2.2 – Include a Custom Font
- Lab 2.3 – Create a New Page
- Lab 2.4 – Explore and Incorporate Existing Pages

3: Widgets

- Learn how to use Widgets on a Page to provide your content. This module also includes a low-code overview on how to create a new Widget.

Objectives:

- Define Widgets and explore the baseline elements
- Learn how to use Widgets
- Clone existing Widgets
- Develop new Widgets
- Widget debugging

Labs:

- Lab 3.1 – Add Widgets to a Page
- Lab 3.2 – Clone an Existing Widget
- Lab 3.3 – Develop a Custom Footer Widget
- Lab 3.4 – Develop a Custom Widget with Options
- Lab 3.5 – Develop a Modal Widget

4: Header Menus

- Learn how to create a new Menu and how to include it in a Service Portal.

Objectives:

- Define a Header Menu
- Explore Menu Items
- Discuss nested Menu Items
- Review testing Menu functionality

Labs:

- Lab 4.1 – Create a Header Menu
- Lab 4.2 – Service Portal Surveys (Optional)

5: Search Sources

- Learn about the sources for Portal searches.

Objectives:

- Define Contextual Search
- Define Search Sources
- Learn how to set Portal Search Sources
- Learn about Pagination and Search Facets
- Review creating new Search Sources
- Explore external Search Sources

Labs:

- Lab 5.1 – Create a Search Source

6: Service Portal Extras

- Learn about Announcements, the Service Portal Log Entries table, the Usage Overview dashboard, using User Criteria records to control user access within a portal, and Guided Tours.

Objectives:

- Learn about the Announcements Widget
- Explore Page Route Maps
- Review Service Portal transaction logging and reporting
- Discuss use of User Criteria records to control user access in a portal
- Explore Guided Tours for Service Portals

Labs:

- Lab 6.1 – Announcements
- Lab 6.2 – Service Portal Reporting
- Lab 6.3 – Create a Dashboard Page
- Lab 6.4 – Create a Guided Tour

7: Redirecting in Service Portal

- Learn a variety of options you can configure to redirect users to a Service Portal and to specific pages. .

Objectives:

- Review available features that enable redirecting within a Service Portal
- Page Route Maps
- Login, redirect, and SSO

Labs:

- Lab 7.1 – Clone the Landing Page
- Lab 7.2 – Page Route Maps
- Lab 7.3 – Redirect users to a Service Portal