Service Portal Advanced

1: Service Portal Review

- This module is a high-level review of the components from the Service Portal Fundamentals course that are relevant for this class.

Objectives:

- Define a Service Portal.
- Review the fundamentals.

Labs:

- Lab 1.1 – Create a Service Portal

2: Widget Development 100

- Learn how to develop Widgets using the fields accessible via the Widget Editor.

Objectives:

- Introduce a Widget development strategy.
- Understand how a Widget transfers data between the server and the client.
- Learn how to use built-in AngularJS directives, services and ServiceNow's Service
- Portal APIs.
- Discuss Widget debugging strategies.

Labs:

- Lab 2.1 – Load Initial Data from the Server
- Lab 2.2 – Display Initial Data to the User
- Lab 2.3 – Accept and Process User Input

3: Widget Development 200

- Review the remaining fields in the Widget record (accessed via the Form view in the Platform UI).

Objectives:

- Explore AngularJS expressions.
- Review how to apply style to Widgets.
- Discover how to add and use Widget Options.
- Learn how to manipulate the DOM using a Link Function.

Labs:

- Lab 3.1 – Using Expressions
- Lab 3.2 – Sorting Lists and Using recordWatch()
- Lab 3.3 – Widget Options
- Lab 3.4 – Custom Widget Options (Optional)
- Lab 3.5 – Write a Link Function

4: Widget Development 300

- Focuses on reviewing each of the Widget record's Related Lists.

Objectives:

- Explore additionally installed external libraries.
- Discuss Widget Dependencies.
- Learn about Angular Providers.
- Review Angular ng-templates.

Labs:

- Lab 4.1 – Explore AngularJS and UI Bootstrap Directives
- Lab 4.2 – Dependencies and 3rd Party Directives
- Lab 4.3 – Create a Custom Directive
- Lab 4.4 – Create a Custom Service

5: Widgets Working Together

- Focuses on how Widgets can be embedded and communicate internally and externally.

Objectives:

- Discuss how Widgets can be embedded within another Widget.
- Review how Widgets Communicate.
- Explore how Widgets send/receive information.

Labs:

- Lab 5.1 – Embed the 'form' Widget in a Modal
- Lab 5.2 – Communication Between Widgets
- Lab 5.3 – Make a REST API Call