

ServiceNow Service Portal Advanced

24 Hours

Course Description

The course is designed to provide participants with an in-depth understanding of Service Portal and Widget development. This comprehensive training empowers attendees to leverage their existing skills in AngularJS, Bootstrap, CSS, HTML, and JavaScript to create custom Widgets within the ServiceNow platform. Through a series of lab exercises, participants will gain hands-on experience, reinforcing the practical application of each discussed technique.

Audience

This course is ideal for individuals with at least 6 months of hands-on administration experience in ServiceNow. Participants should have a fundamental understanding of AngularJS, Bootstrap, CSS, HTML, and JavaScript. The course is tailored for those seeking to enhance their expertise in Service Portal and Widget development.

Pre-requisite Knowledge/Skills

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals
- ServiceNow Scripting Fundamentals
- ServiceNow Service Portal Fundamentals
- 6+ months of hands-on administration experience
- Basic understanding of AngularJS, Bootstrap, CSS, HTML, and JavaScript

Course Objectives

Upon completion of the course, participants will:

- Review the Widget Editor and apply Widget development strategies.
- Discover how to utilize built-in AngularJS directives, services, and ServiceNow's Service Portal APIs.
- Describe Widget properties and develop custom Widgets.
- Identify installed 3rd party libraries and resources in the ServiceNow platform.
- Build reusable Widget Dependencies, Angular Providers, and Angular ng-templates.
- Learn techniques for embedding a Widget in another Widget.
- Explore different methods for Widgets to communicate with each other.
- Understand how Widgets send and receive information.

Course Outline

The course comprises 24-hours of theory and labs.

Module 1: Service Portal Review

- Review Service Portal Fundamentals
- Pages
- Widgets and Service Portal Help
- Overview of Module 1 Lab
- Module 1 Knowledge Check

Module 2: Create Custom Widgets 100

- Develop Custom Widgets
- Load Initial Data from the Server
- Display Initial Data from the Server
- Accept and Process User Input
- Accept and Process User Input DEMO
- Widget Debugging
- Overview of Module 2 Labs
- Module 2 Knowledge Check

Module 3: Create Custom Widgets 200

- AngularJS Expression
- Style the Widget's Interface (UI)
- Options Schema
- Data Table
- controllerAs and Link Functions
- Overview of Module 3 Labs
- Module 3 Knowledge Check

Module 4: Create Custom Widgets 300

- Additionally Installed Libraries
- Dependencies
- Angular Providers
- Angular ng-templates
- Overview of Module 4 Labs

- Module 4 Knowledge Check

Module 5: Widgets Working Together

- Embedding Widgets
- Communication Between Widgets
- Integrations
- Overview of Module 5 Labs
- Module 5 Knowledge Check