

ServiceNow Service Portal Fundamentals

Course Description

The ServiceNow Service Portal Fundamentals course is a comprehensive two-day interactive training program designed to equip participants with the skills needed to configure, customize, and extend portal components within the ServiceNow platform. The Service Portal application offers an alternative user experience, allowing users to create online experiences similar to those found in consumer products.

Audience

This course is ideal for ServiceNow administrators and developers who have completed the ServiceNow System Administration course and have at least 6 months of hands-on administration experience. Participants should also have a basic understanding of scripting in ServiceNow, AngularJS, Bootstrap, CSS, and HTML.

Pre-requisite Knowledge/Skills

Completion of the ServiceNow System Administration course with 6+ months of hands-on administration experience. Basic understanding of scripting in ServiceNow, AngularJS, Bootstrap, CSS, and HTML is recommended.

Course Objectives

Upon successful completion of this course, participants will have acquired the knowledge and skills to use the Service Portal application effectively. They will be able to configure, customize, and extend portal components, create new Service Portals, themes, pages, and menus, and utilize widgets to enhance the user experience. The course also covers advanced topics such as AI Search, user experience analytics, and guided tours.

Course Outline

Course Introduction

- Requesting and Using a Lab Instance
- Welcome to Service Portal Fundamentals

Module 1: Service Portal Overview

- Service Portal Overview
- Service Portal Development and Administration
- Employee Center Portal
- Service Portal Help and The Branding Editor
- Knowledge Check: Module 1
- Module 1 Labs
 - Demo of Lab 1.1: Explore the Student Instance
 - Demo of Lab 1.2: Enable AI Search
 - Demo of Lab 1.3: Use the Branding Editor

Module 2: Create a Service Portal

- Create a New Service Portal
- Create a Theme
- Create a New Page
- Knowledge Check: Module 2
- Module 2 Labs
 - Demo of Lab 2.1: Create a New Theme and Portal
 - Demo of Lab 2.2: Include a Custom Font
 - Demo of Lab 2.3: Create a New Page
 - Demo of Lab 2.4: Explore and Incorporate Existing Pages

Module 3: Widgets

- Widgets
- Widget Instances
- Develop Widgets
- Widget Debugging
- Knowledge Check: Module 3
- Module 3 Labs
 - Demo of Lab 3.1: Add Widgets to a Page

- Demo of Lab 3.2: Clone an Existing Widget
- Demo of Lab 3.3: Develop a Custom Footer Widget
- Demo of Lab 3.4: Develop a Custom Widget with Options
- Demo of Lab 3.5: Develop a Modal Widget

Module 4: Header Menus

- Header Menus
- Knowledge Check: SPF Module 4
- Module 4 Lab
 - Demo of Lab 4.1: Create a Header Menu

Module 5: AI Search

- What is AI Search and Using AI Search
- Configuring AI Search
- Analytics and Reporting
- Knowledge Check: Module 5
- Module 5 Lab
 - Demo of Lab 5.1: Configure AI Search

Module 6: Service Portal Extras

- User Experience Analytics
- Announcements
- User Criteria
- Guided Tours
- Knowledge Check: Module 6
- Module 6 Labs
 - Demo of Lab 6.1: Announcements
 - Demo of Lab 6.2: Create a Dashboard Page
 - Demo of Lab 6.3: Create a Guided Tour

Module 7: Redirecting in Service Portal

- Page Route Maps, Login, Redirect and SSO
- Knowledge Check: Module 7
- Module 7 Labs
 - Demo of Lab 7.1: Clone the Landing Page
 - Demo of Lab 7.2: Page Route Maps

- Demo of Lab 7.3: Redirect Users to a Service Portal

Course Wrap-up

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