CREATORCON

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Lab Guide

Service Portal:

0 to 100

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Omid Borjian

Default Login / Password:

admin / Knowledge16

itil / Knowledge16

employee / Knowledge16

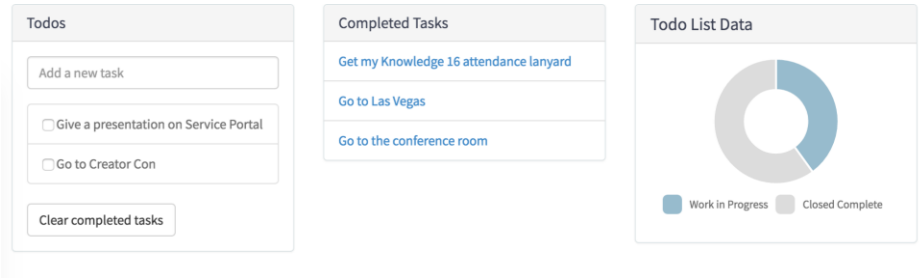
servicenow

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Lab Goal

Lab 1
Getting familiar with Service Portal

Welcome to the Service Portal Workshop! Over the course of the session, we will be creating a To Do List application entirely within Service Portal. At the end, we will have created something that looks like this:

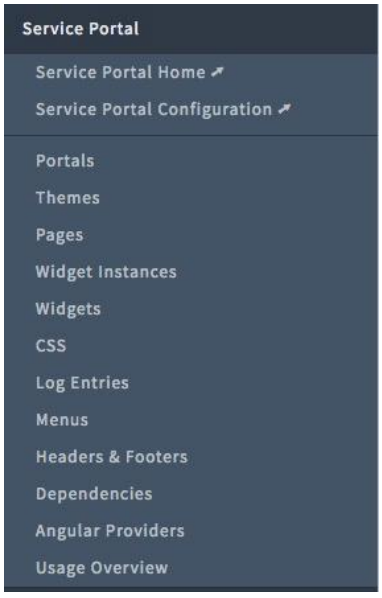


Before we dive in, let's get familiar with the default Service Portal, and what to expect when navigating the new portal.

The Service Portal is a powerful new tool used to rapidly build rich web applications using modern web design concepts for a great user experience. Take a few moments to get familiar with the default portal.

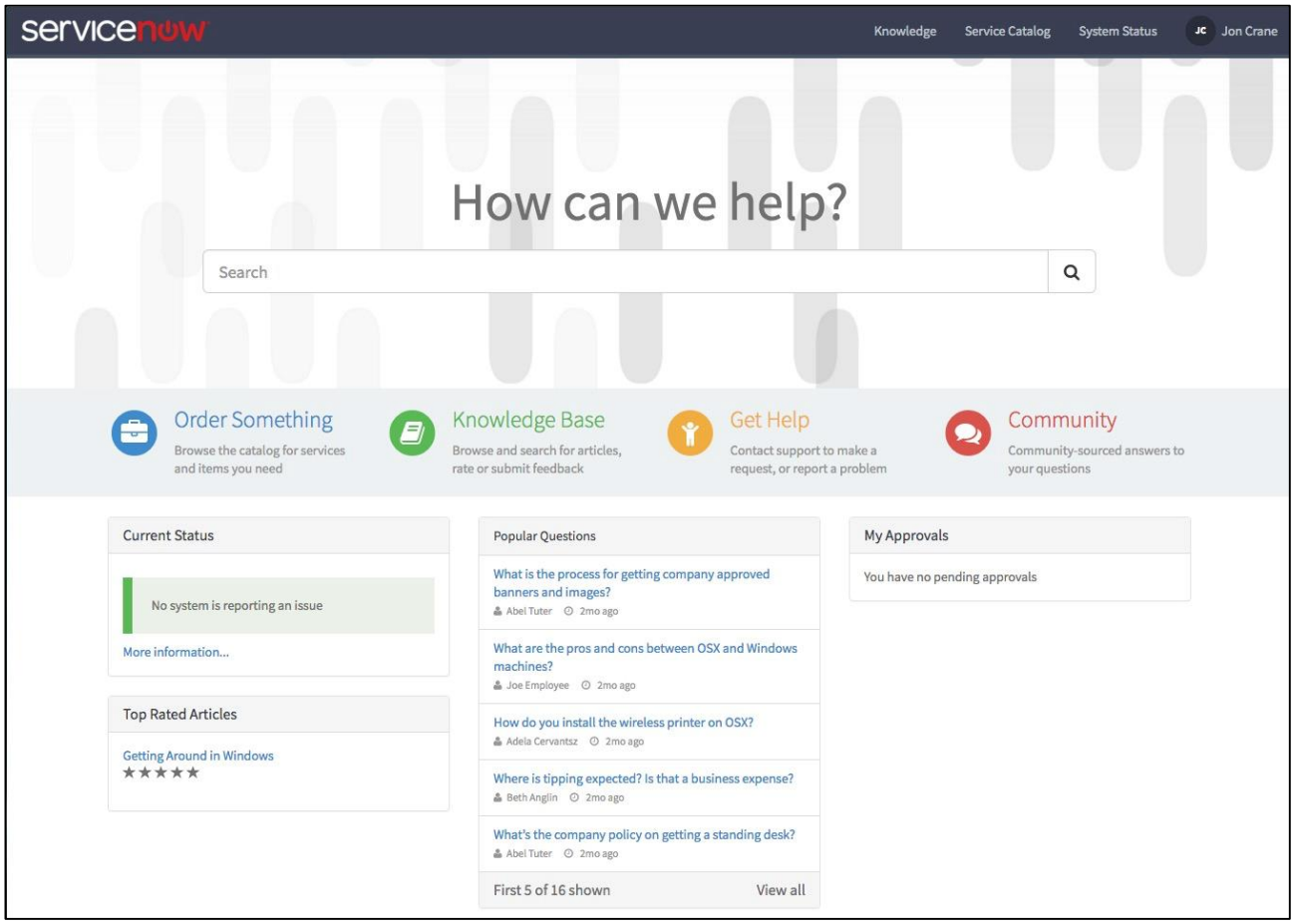
Browse the Service Portal

1. In your instance, type "Service Portal" in the Navigation Menu. This will show the Application and all Modules involved with configuring the Service Portal.



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2. Click on “Service Portal Home”. The default Service Portal will be loaded in a new tab.



3. Take a few minutes to click on the elements of the Service Portal. Browse the catalog and order something, or flip through the Knowledge Base. Have fun!

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Lab Goal

You, as a ServiceNow developer, have been tasked with creating a To Do application that users can leverage to track their work. To do this, you will need to accomplish a number of tasks, including creating a page for your application, embedding a List widget on the page, and creating a custom widget from scratch that will contain your app's functionality. In this lab, you will create a new Service Portal page.

Lab 2
Creating a page

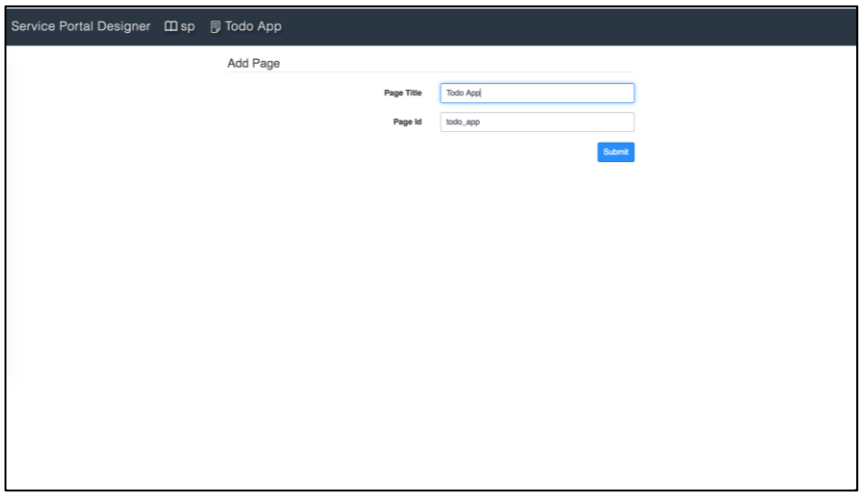
Create the Page

1. In your instance, type "Service Portal" in the Navigation Menu. Click on Service Portal Configuration.

2. Click the "Designer" box to be taken to the Service Portal Designer.

3. Click the "Add a new Page".

4. Click "Add a new Page" link to create a new page in the portal. Fill in the form with the following fields:
   Page Title: **Todo App**
   Page Id: **todo_app (**This is automatically filled in**)**



5. Press the "Submit" button

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6. From the Page Layout screen, select the  icon on the top-right corner of the screen to be taken to our new page. Notice that it is empty, since we have yet to put any content in it.

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Lab Goal

Now that you have successfully created a Page, we need to add some content to it. In this lab, you will:

1. Add a container, row, and columns to a page
2. Add a Simple List to one of those columns
3. Configure the Simple List widget to display a list of the user's completed tasks

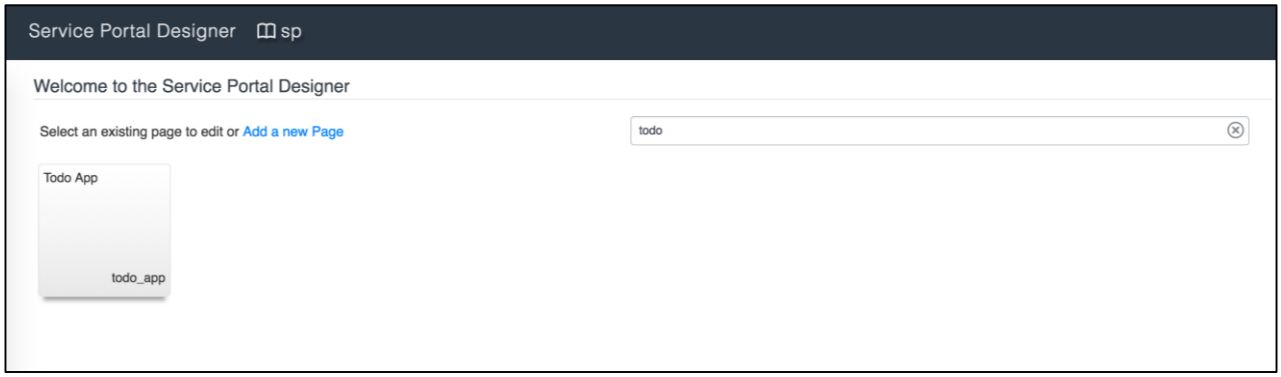
Lab 3
Adding content to a page

Configure the Layout of a Page

1. Click on "Service Portal Configuration" in the Navigation menu to open the Configuration utility. This will open on a separate tab.

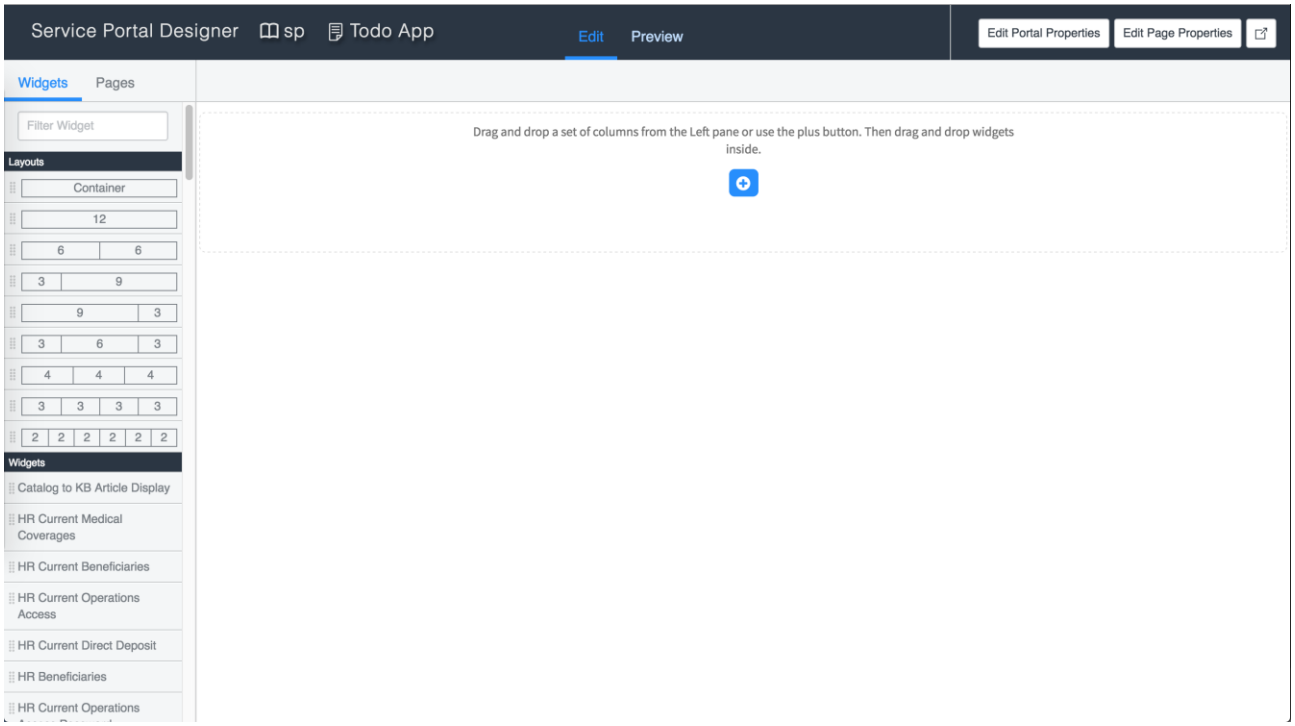
2. Click the menu option titled "Designer" to open the Portal Designer.

3. The "Service Portal Designer" will now be opened on a new tab. The initial view shows all pages available to your portal. Click the page titled **Todo App**.



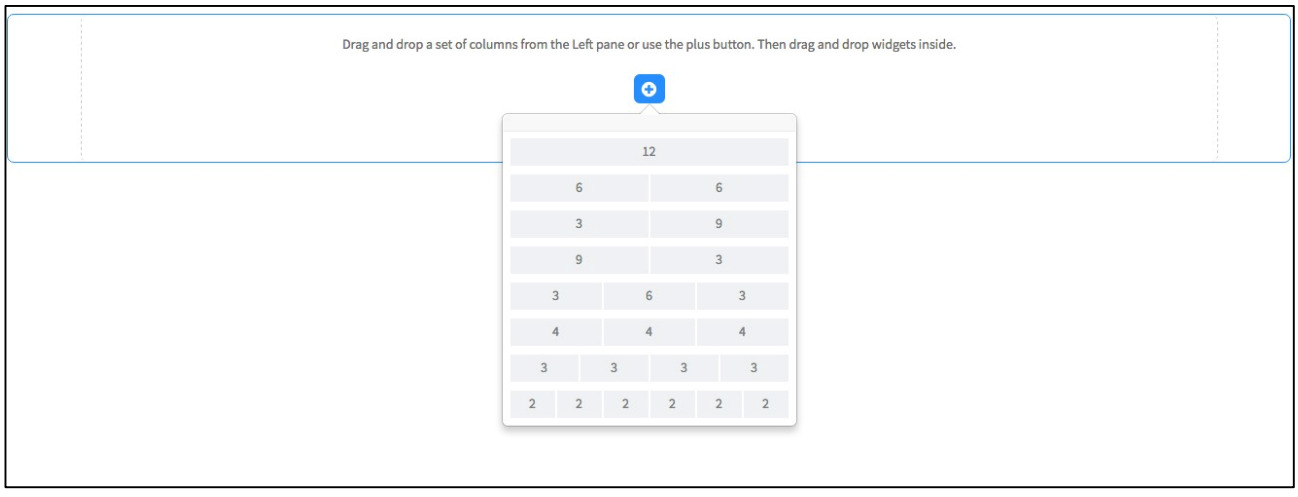
4. When the page is selected, the designer for that page loads. The powerful page designer allows for rapid page creation with a simple drag-and-drop interface.

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5. For the layout of the page, we will create a column-set inside a container to hold your content.

   By default, a container already exists on our page. To add columns, click the  icon in the middle of the screen and select the row with three “4,4,4” column-set.



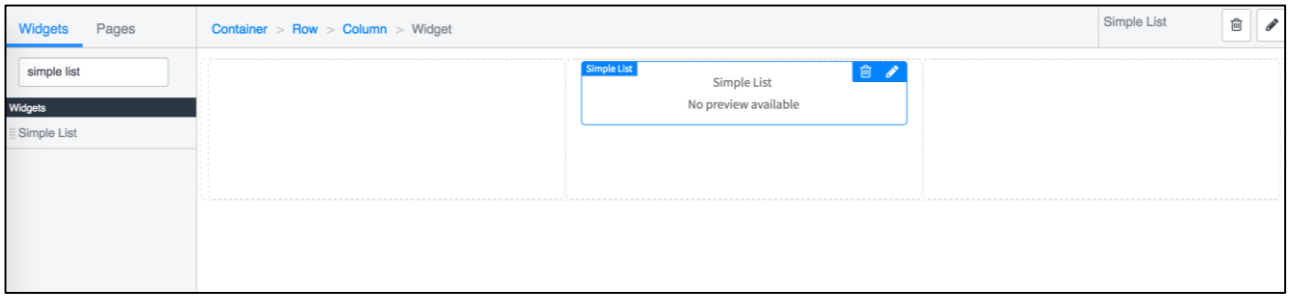
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Add a Widget to a Page

1. Locate the “Filter Widget” from the left pane and type “Simple List”.



2. Locate the Simple List widget and drag it into the middle column. This will add the Simple List widget to the center of your page.



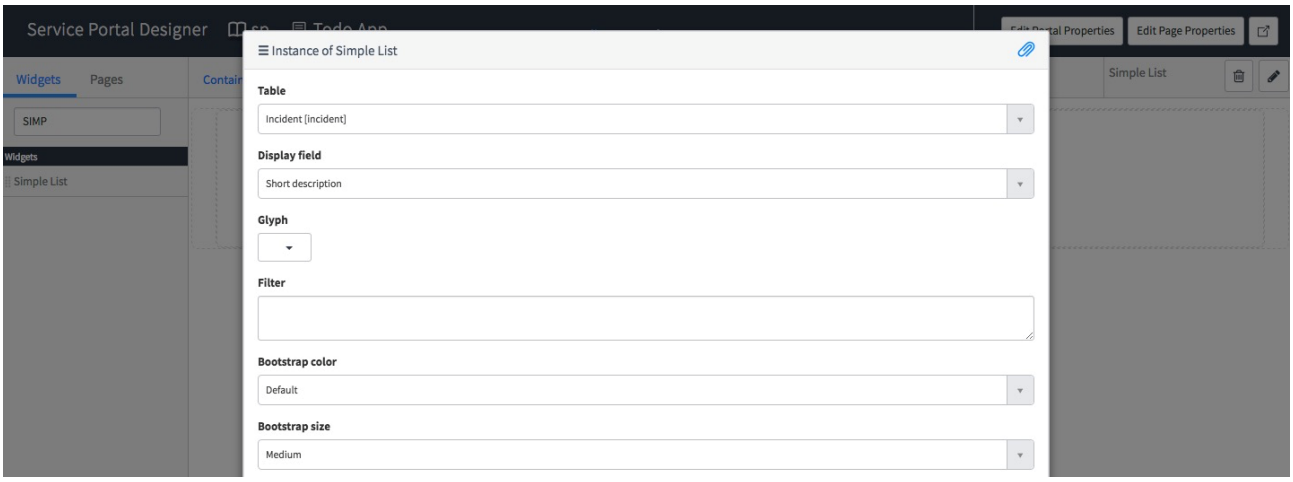
Configuring a Simple List Widget

Since our new Simple List widget hasn’t been configured to actually show any data yet, it looks pretty boring. We are going to configure it to show a list of VTB Tasks that are assigned to the active user and have been closed, and we are going to title it Closed Tasks.

1. Hover over the Simple List widget and click the Pencil icon in the top right of the widget.
2. A modal will appear containing a the options that we can configure on this widget

   Table: **Incidents**
   Display field: **Short Description**

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That's how easy it is to configure a widget in Service Portal. We will come back to this widget later on to have it display the list of our closed tasks. Now let's see how you can create your own widget.

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Lab Goal

For the next piece of our Todo List application, we will need to create a widget that will do the following:

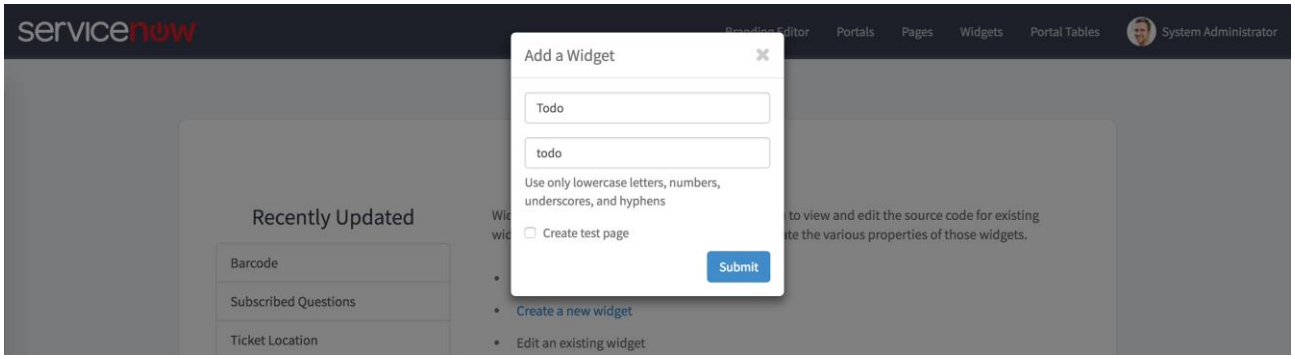
1. Provide an input for creating new tasks
2. Check tasks off to mark them as being complete
3. Clear our list of completed tasks

Lab 4
Creating a New Widget

Creating a New Widget

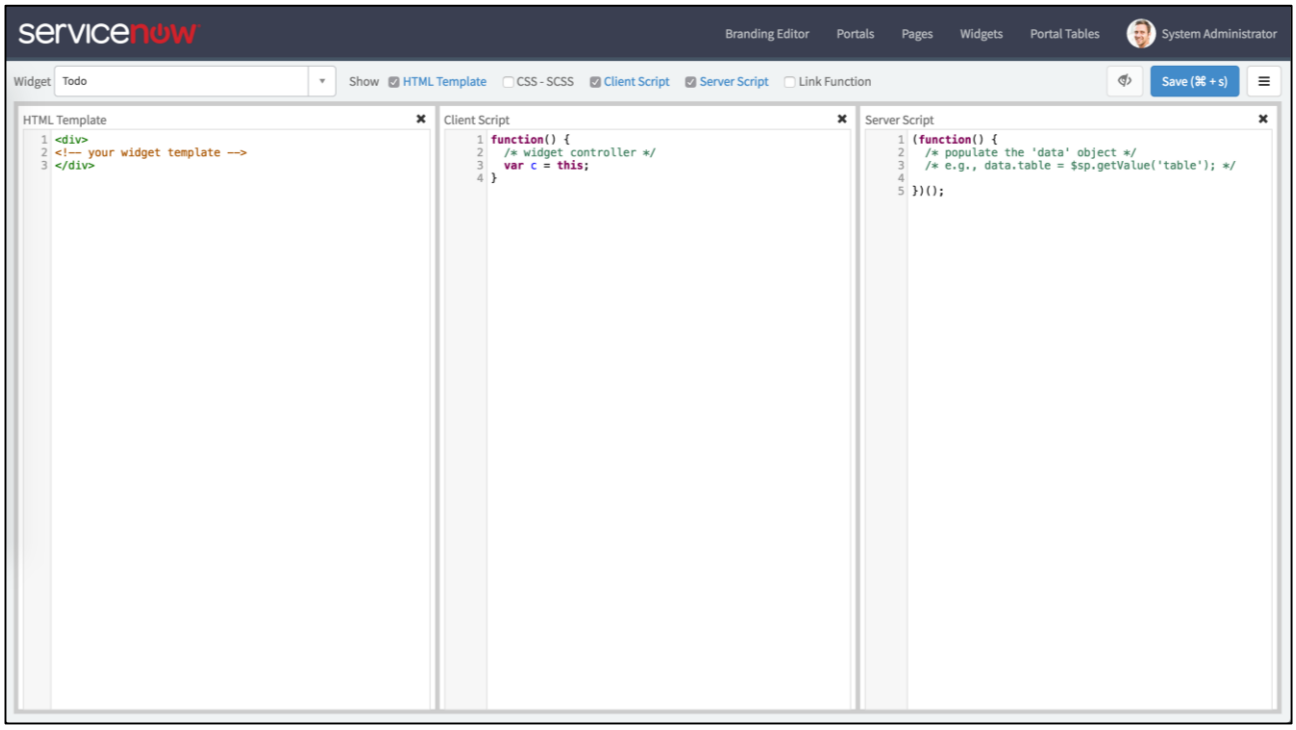
First, we must create our new widget.

1. Switch back to the "Service Portal Configuration" tab
2. Click the box titled "Widget Editor". The widget editor screen will open.
3. Click the link titled "Create a new widget".
3. You will be presented with a popup containing two inputs for the widget name and a unique ID. In the form, enter the following:
   Widget Name: **Todo**
   Widget ID: **todo (**This is automatically filled in**)**



4. Once the fields are filled out, leave the Create test page button **unchecked** and press the Submit button.
5. You will be brought to the Widget Editor interface for your new widget. Take a moment to explore the editor – note that you have access to the HTML, CSS, Client Script, and Server script for your widget, and you can choose which of these to hide or show through the list of checkboxes on the top of the editor.

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Programming a New Widget

Before getting started with coding our new widget, let's do a brief overview of each portion of a widget and what they are for. For more information on how to use each of these components, see the Service Portal documentation.

HTML Template: This is where the HTML markup for your widget goes. Inside the template , you can leverage AngularJS's two-way binding to bind your controller variables to your markup.

CSS – SCSS: This is where you can write any custom styles that you want to apply to your widget. Any CSS rules that you write here are scoped to the widget – this means that rules defined here effect the widget they are defined for and nothing else. Additionally, you can make use of many SASS/SCSS constructs, including variables, many mix-ins, and nested rules. For more, see our documentation and the SCSS documentation.

Client Script: This is where you should define the Controller function for your Widget. Consider every widget to be a custom Angular directive – you define the controller for that directive here. This is where you handle all the client-side logic and template binding for your widget.

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Server Script: This is where you put the server-side logic for your widget. This is helpful primarily with interacting with the Glide platform through our server-side APIs. If you have experience writing Javascript within our platform, you will have no problem writing server scripts.
Link Function (Advanced): In the same way that the Client Script is used for defining a widget's Controller, this section is used for defining the Link Function of a Widget. See the Angular documentation for more, but essentially, the Link function should be used for doing direct DOM manipulations. If you aren't an Angular wiz (yet), you don't need to worry about this section.

Now that we've gone over what each section is responsible for, let's build out our widget.

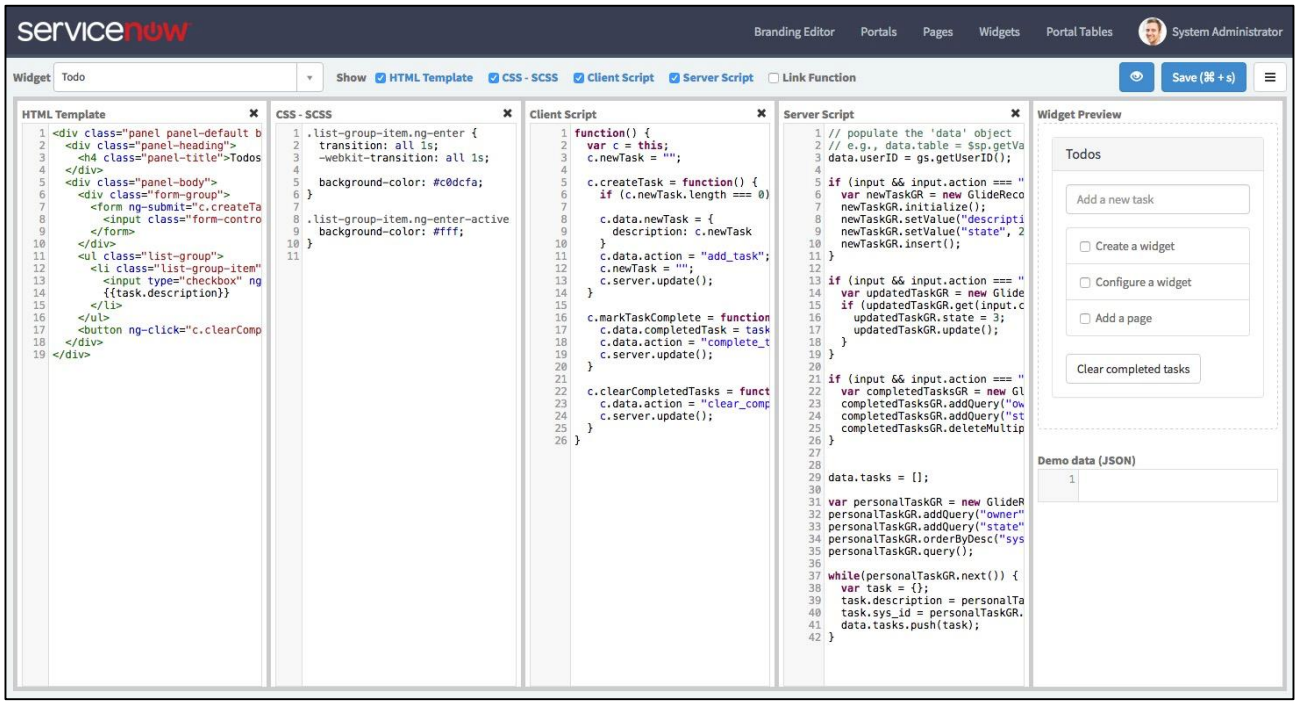
1. Now, we will fill in all the code necessary for our new widget. For your convenience, all the code is available to copy-and-paste into the widget at the following URL:

   https://gist.github.com/patrickw14

2. Once all the code has been copy-pasted into their respective blocks, press the Save button on the top-right corner of the screen.
3. Now, we will enable preview of our widget so that we can see what it looks like from within the Widget Editor. Click the  icon on the top right of the screen, and select "Enable Preview". Then, click the  to the left of the hamburger menu. This will open an interactive preview of the Todo List widget to the right side of the screen.
4. Play with the widget from the preview, ensuring that it all works. If you are seeing any errors, you may have copy-pasted the code incorrectly.

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5. Let's see our new widget in action! Go ahead and add a few tasks



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Lab Goal

Now that we have created a Todo widget, we are just a few steps away from completing our Todo Application. In this lab, we will:

- Add our new widget to our page
- Add a Chart widget to our page to visualize our task data

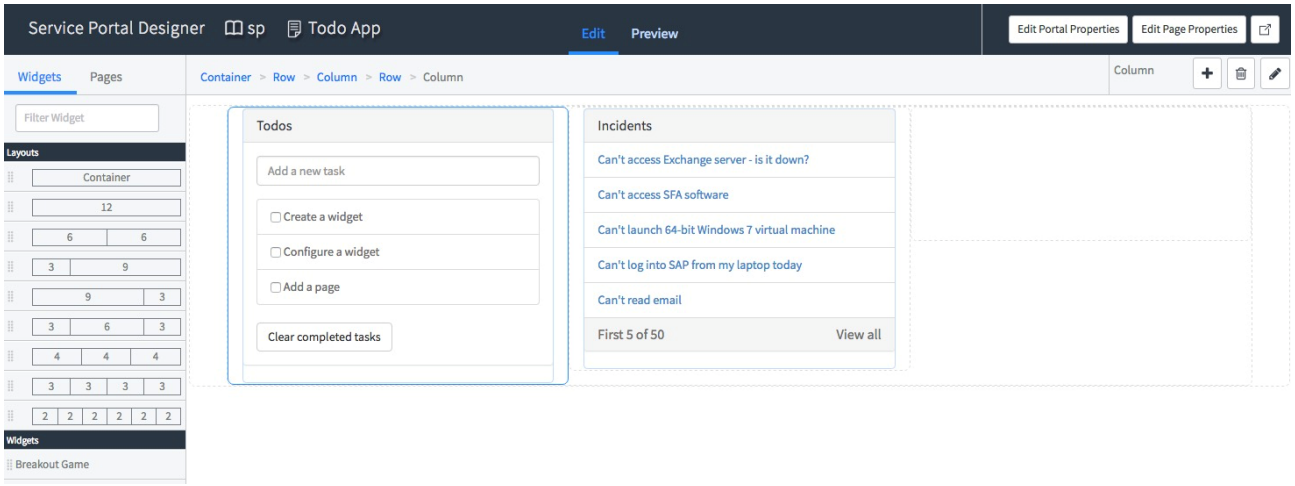
Lab 5
Completing Your Application

Adding Widgets To A Page

1. In your instance, navigate to “Service Portal”, then “Service Portal Configuration”. Open the Designer.

2. Open the Todo App page.

3. In the “Filter Widget” input to the left, type Todo. Click and drag the Todo widget onto the leftmost column of your page.



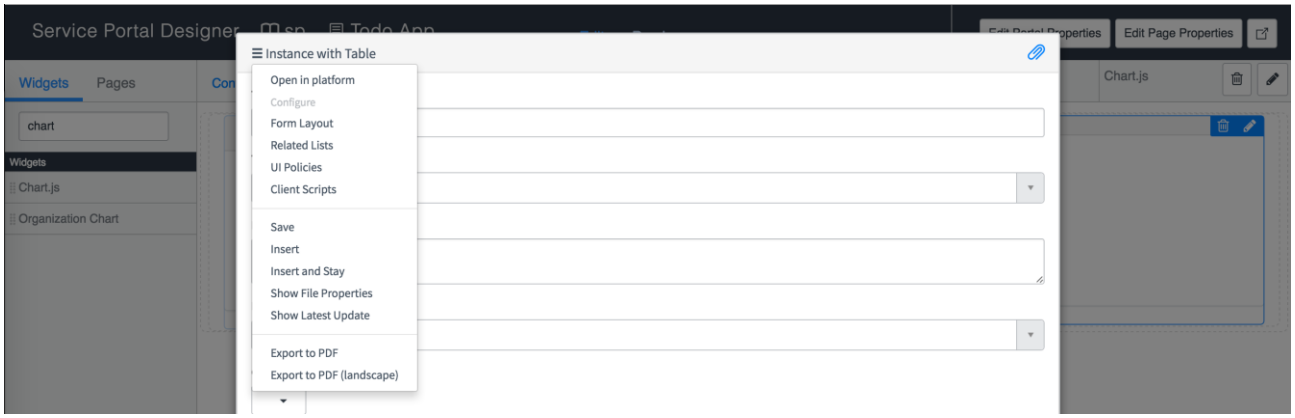
4. Repeat the process by typing “Chart” into the “Filter Widget” input and dragging the Chart.js widget onto the rightmost column of your page.

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5. We will now need to configure our Chart widget to show the data we want. We will configure it to display a doughnut chart comparing open to closed.

6. Hover over the Chart.js widget and select the pencil icon on the top-right of the widget. To get the full list of the instance options we need to open the options in the platform UI.

7. Click the ☰ icon in the top-left corner and click “Open in platform”.



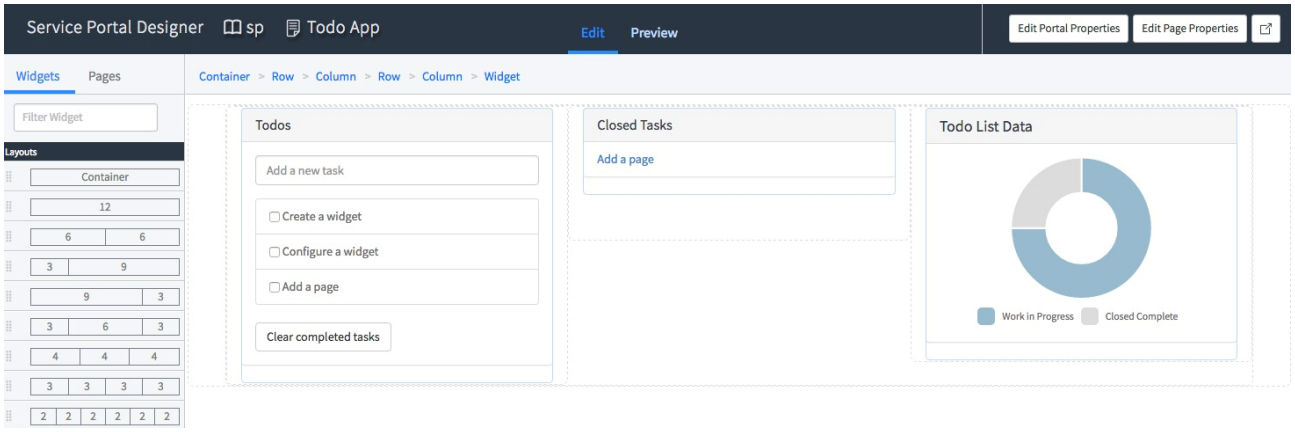
8. Complete the form with the following information:
   Title: **Todo List Data**
   Table: **Private Task [vtb_task]**
   Filter: **Owner Is (Dynamic) Me**
   Display Field: **State**

9. Press **Update**.

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10. Repeat the process for our simple list to show the closed tasks. Open the instance options in the platform UI and change it to reflect following:

    Title: **Closed Tasks**
    Table: **Private Task [vtb_task]**
    Filter: **Owner is (dynamic) Me AND State is Closed Complete**
    Display field: **Description**
    Maximum entries: **20**



Seeing the Final Product

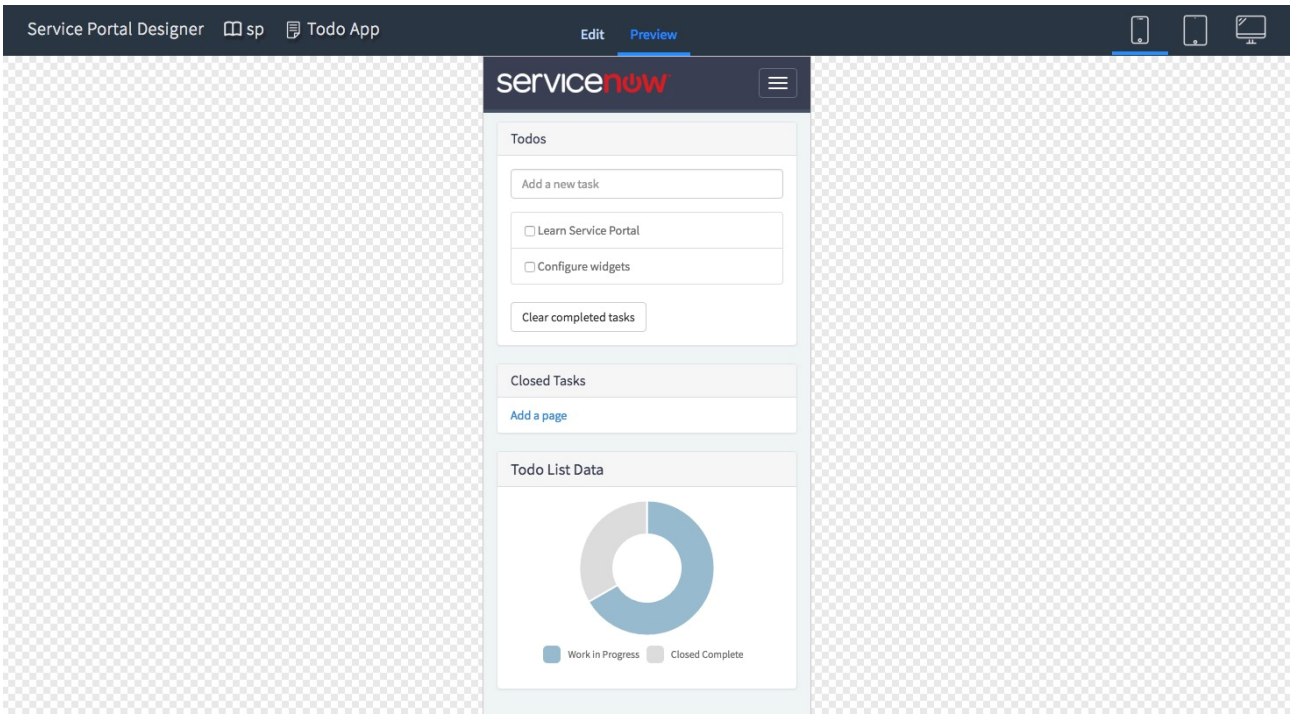
Now that we've finished our application, let's see it in action!

To take a look at your page, you have a few options:

- Show the page live inside the designer by clicking "Preview". Use the device options to get a preview of your responsive page for different form factors.
- Navigate to the Designer, open the Todo App page, and click the icon in the top-right of the screen. This will open your page (make sure your browser isn't blocking pop-ups for this page)
- To see your page outside the context of a portal (without a header, footer, theme, and other Portal components), simply navigate to the following URL:

  <your_instance>/$sp.do?id=todo_app

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Why Service Portal?

1. Easy to quickly and easily create new applications.
2. Adding pages to our portals is simple with the Portal Designer.
3. Widget Editor gives us a visual view of the code that drives widgets, and development tools to enable developers to write AngularJS, SCSS, and Javascript to power their portals.
4. Responsive design ensures our portal is usable on all modern mobile devices with no additional configuration.
5. Interacts with the powerful underlying ServiceNow platform. All platform components can be accessed from the portal. The possibilities are endless!
6. Modern web design frameworks are the foundation of the Portal (Boostrap, AngularJS, CSS)
7. Advanced web designers can create rich web applications right on the ServiceNow Platform.

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