knowledge14®

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Mobile Administration
Any App, Anywhere, Anytime

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ServiceNow

SCOTT HADAWAY
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ServiceNow

servicenow®

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About us

- Tyler Jones
  - Senior UI Developer
  - ServiceNow customer from 2008-2011
  - ServiceNow since 2011
  - Projects
    - CMS
    - Tablet
    - Mobile
    - Next Generation UI

- Scott Hadaway
  - Senior Solution Consultant
  - Joined ServiceNow in 2012
  - Previously at BMC

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Agenda

How we built the new mobile UI

Using the new mobile UI

Configuring the new mobile UI

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How we built the mobile UI

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Mobile architecture

- We started from scratch
- Single page app
  - Most static content is loaded in one go
- Technologies
  - Same backend but with AJAX returning JSON, AngularJS, ZeptoJS (jQuery-like), and some small libraries

requests/size/time	Desktop	Old Mobile	Dublin Mobile
Home Page Load	149/1.1MB/3.89s	4/8KB/373ms	13/237KB/805ms
List Load	24/420KB/921ms	13/74KB/288ms	2/2.5KB/48ms
Form Load	72/484KB/1.46s	15/76KB/228ms	6/3.8KB/66ms
Form Save	73/485KB/1.25s	18/77KB/280ms	5/2.4KB/18ms

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Supported browsers

- We support the following:
  - iOS
    - iOS6+ with Safari
  - Android
    - Android OS 4+ (ICS)
      - Webkit (Stock) Browser
      - Chrome

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How to use the mobile UI

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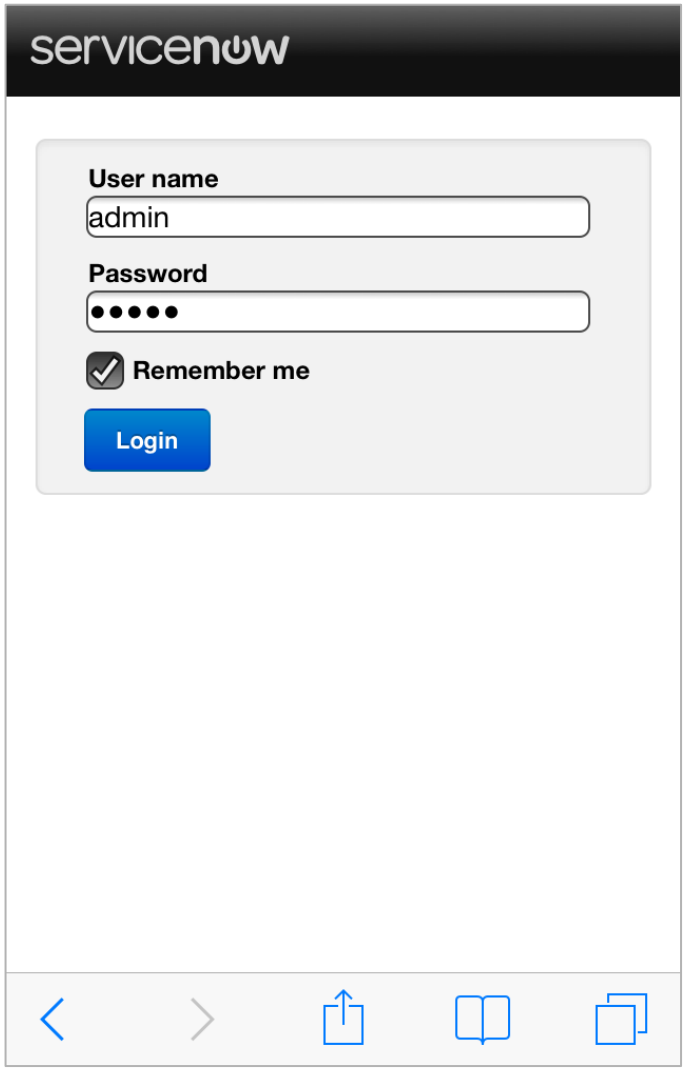
Access the app

- There are two ways to get to the mobile app
  1. Go to the instance provided to you using a mobile device or simulator
  2. Using Firefox or Chrome on a desktop, go to http://<instance>/**$m.do**

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Login to the instance

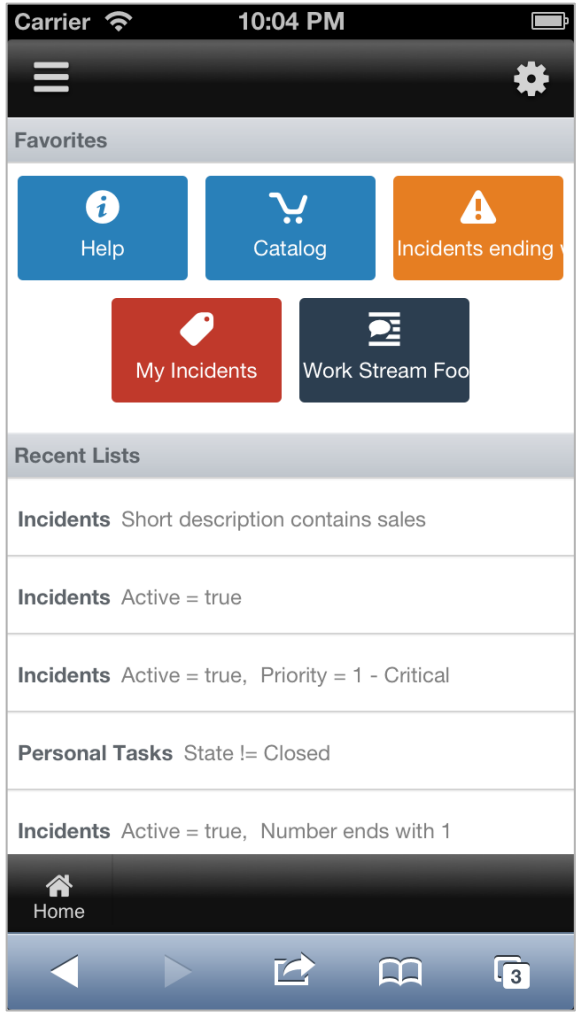
- Login using username and password



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Home page

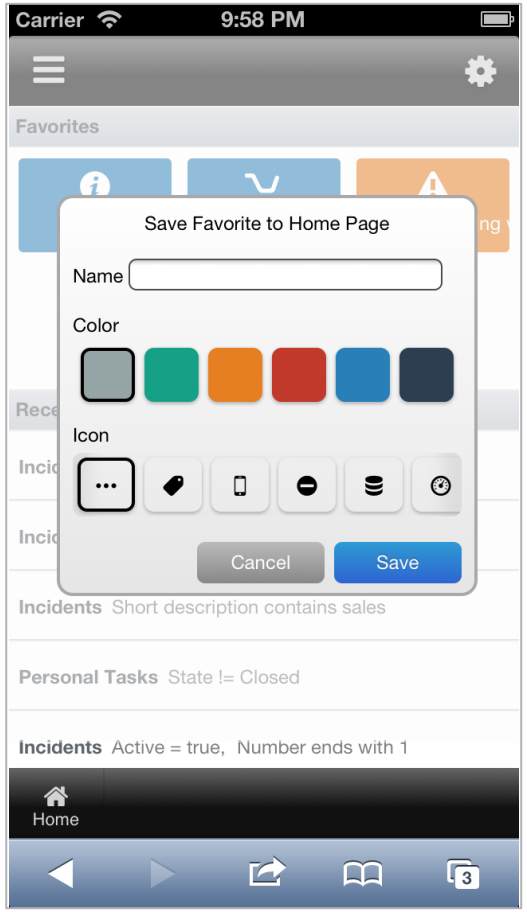
- Home page has four sections:
  - Favorites
  - Recent Lists
  - Labels
  - Recent Documents
- Each can be configured by editing its content, and by using the gear in the corner



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Home page favorites

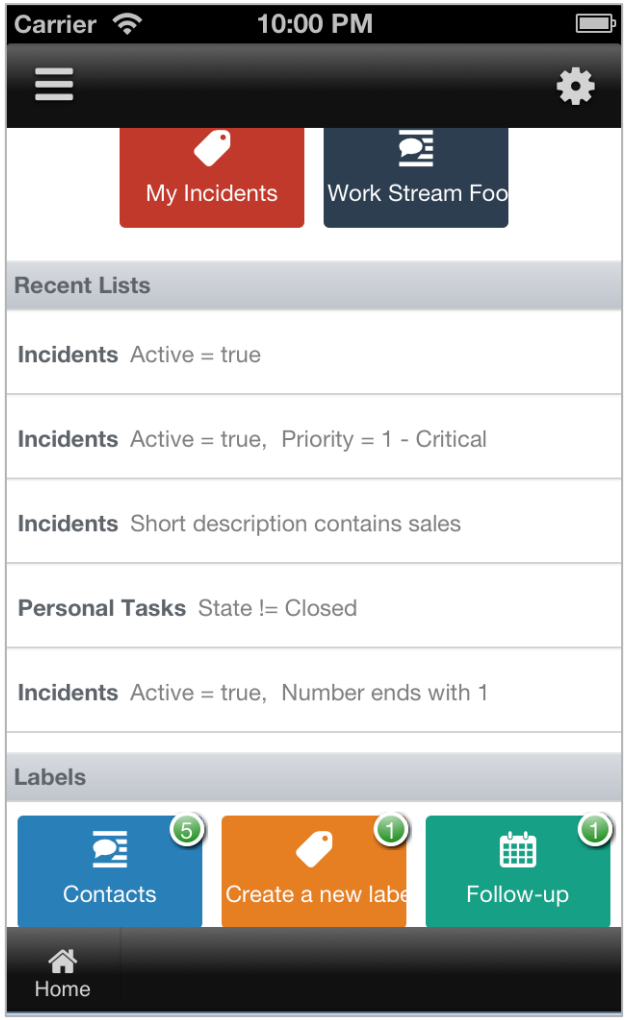
- Can save any page to your home page
- Can be a list, a record, a stream
- Has a name, color and icon
- Anything with a mobile URL can be a favorite
- Admins can make default favorites

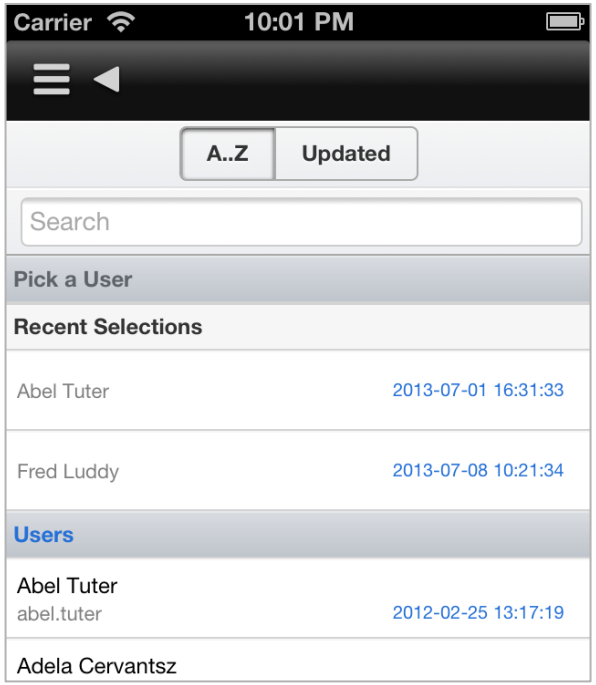


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Recent filters and recent selections

- When you view a list, we remember it and save it. These are saved to your home page
- When you make a selection from a choice or reference field, we save it

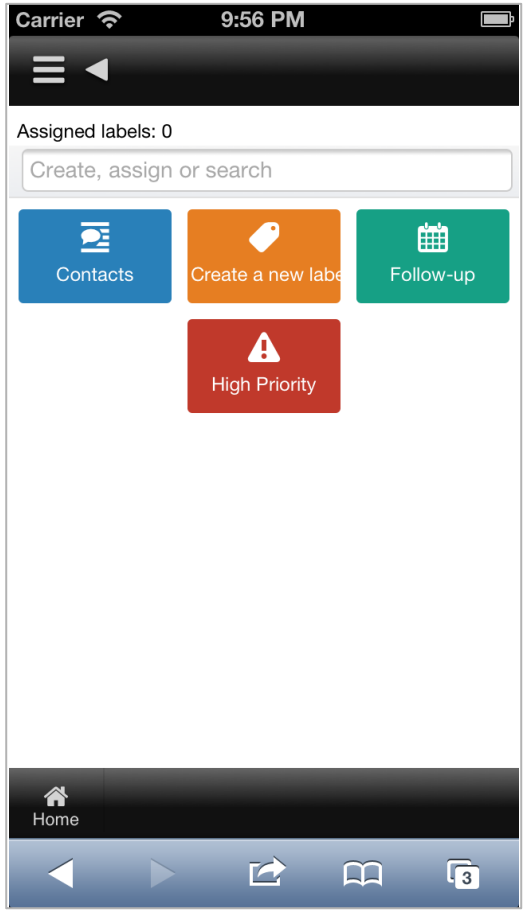




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Tags

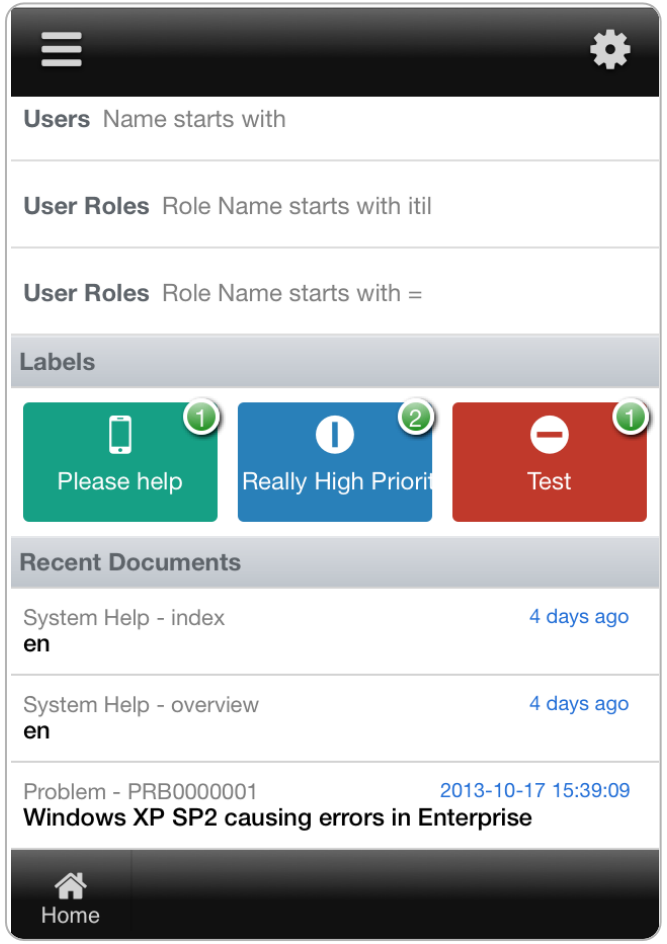
- Each user can create tags
- Tags are per user and are not shared with others
- These are the same tags as desktop
- New: icon and color



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Recent documents

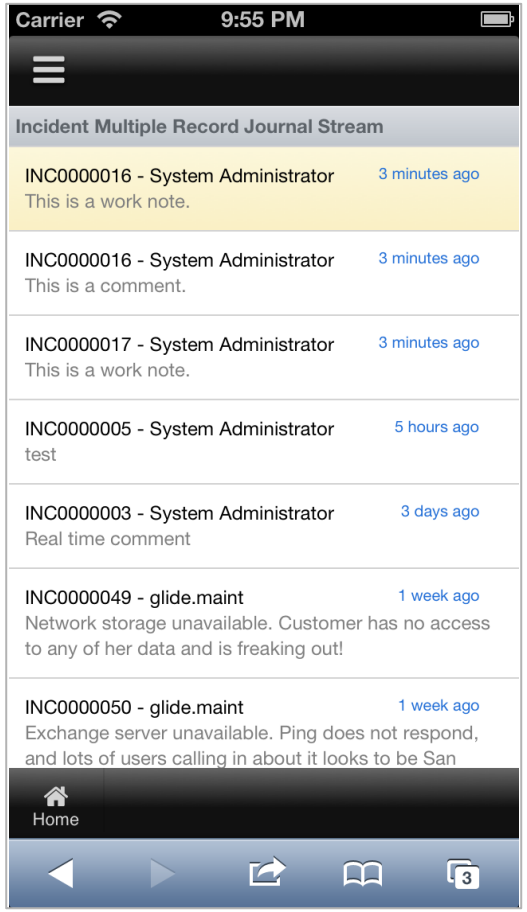
- Shows documents that you've accessed recently
- Does not just show mobile documents



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List Streams

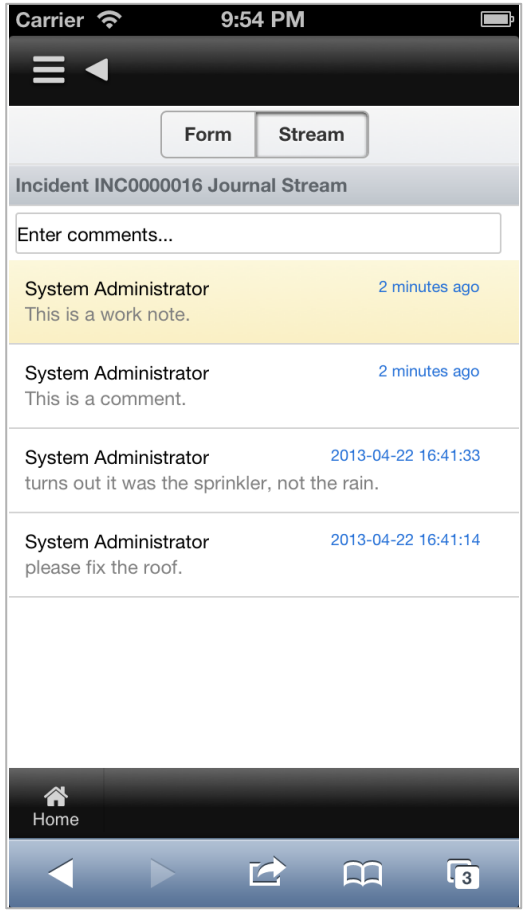
- Streams pages can be created
- Aggregates the comments and work notes from a group of records in real time



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Comments Streams

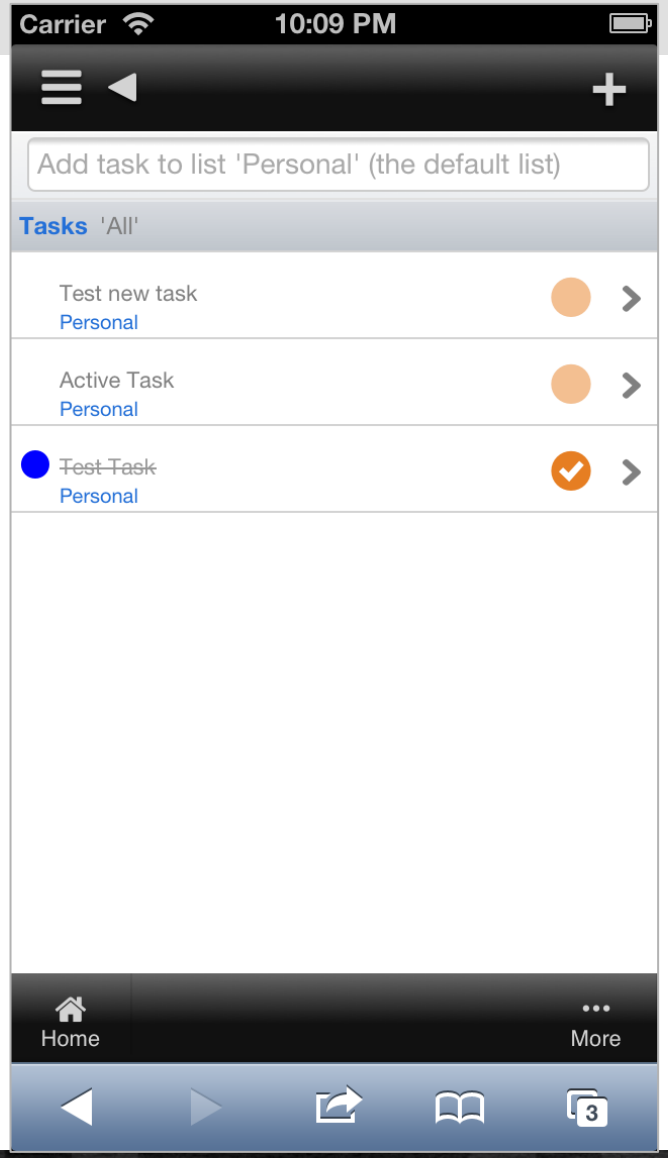
- On Forms, there is a tab just for comments and work notes
- The notes refresh in real time

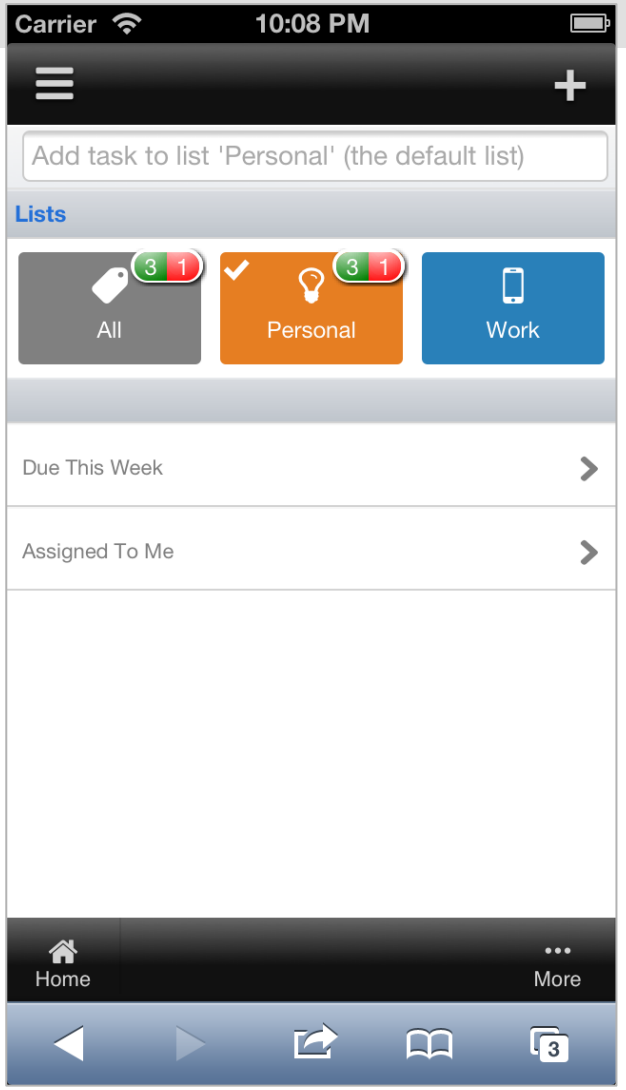


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New Plugin - Personal Tasks

- Made to be a personal task list, similar to gTasks, Clear or several other todo apps
- Each todo list is personal





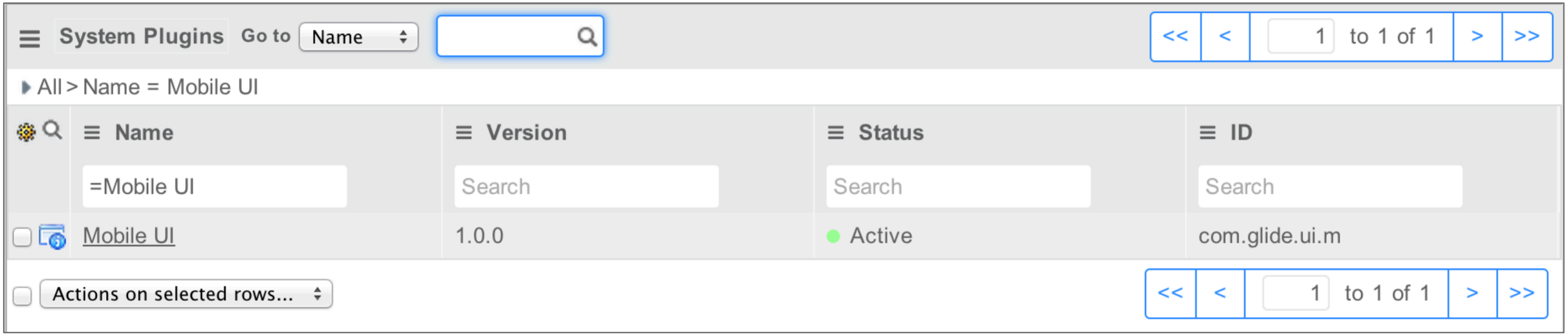
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How to configure the mobile UI

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Installing the plugin on your instance

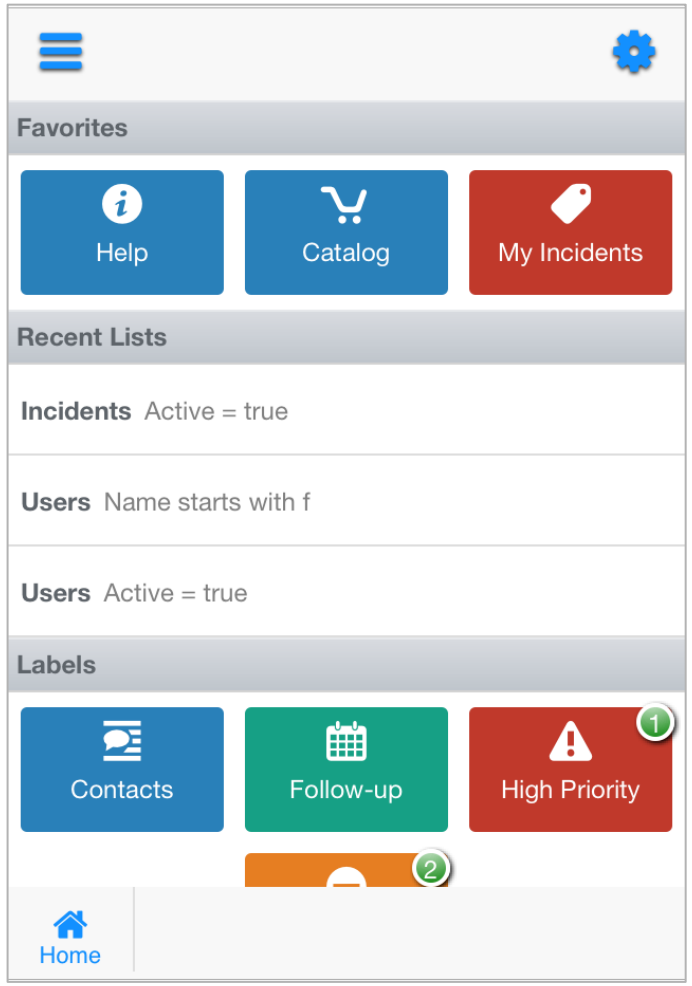
- If your instance first came online in Dublin, you already have mobile enabled
- If you are upgrading, you can activate the plugin “Mobile UI”



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Changing colors and theming

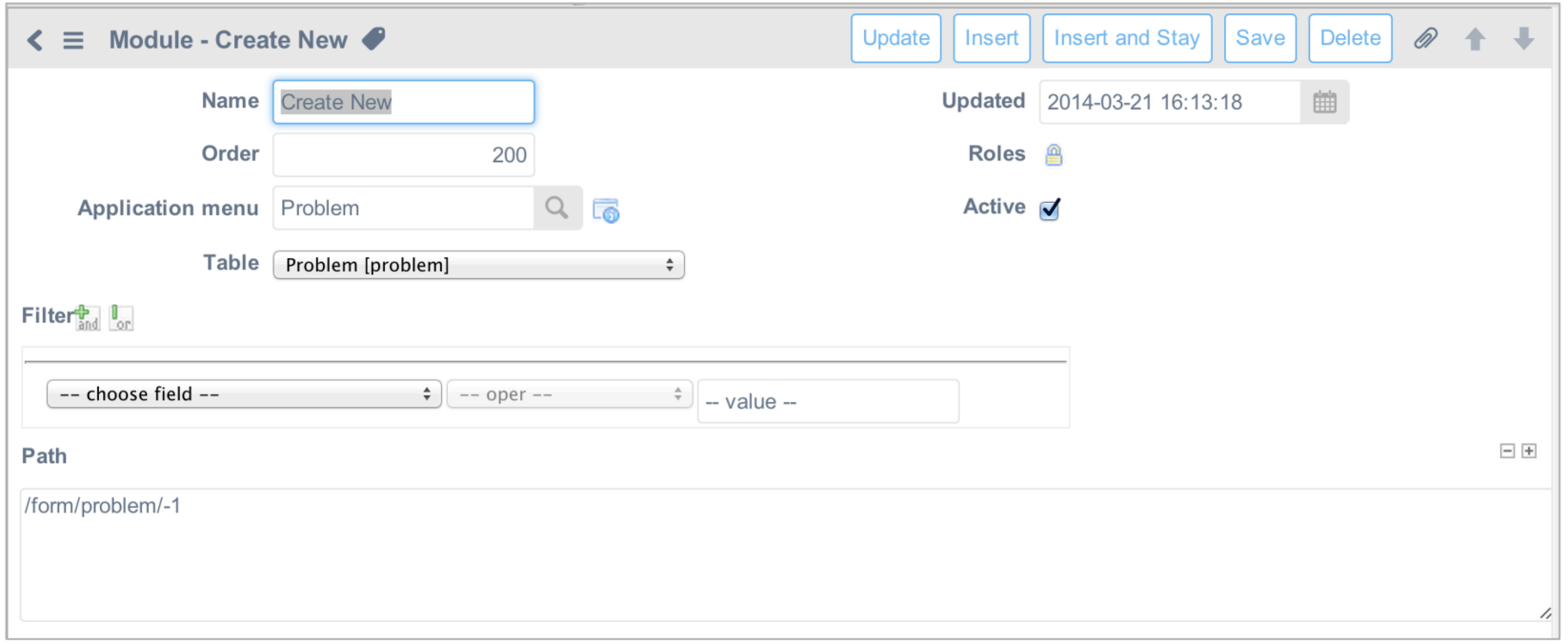
- The following are available to customize:
  - The app title
  - The default home page title (iOS)
  - Top/bottom bar color
  - Top/bottom bar text color



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Configuring Navigator Apps

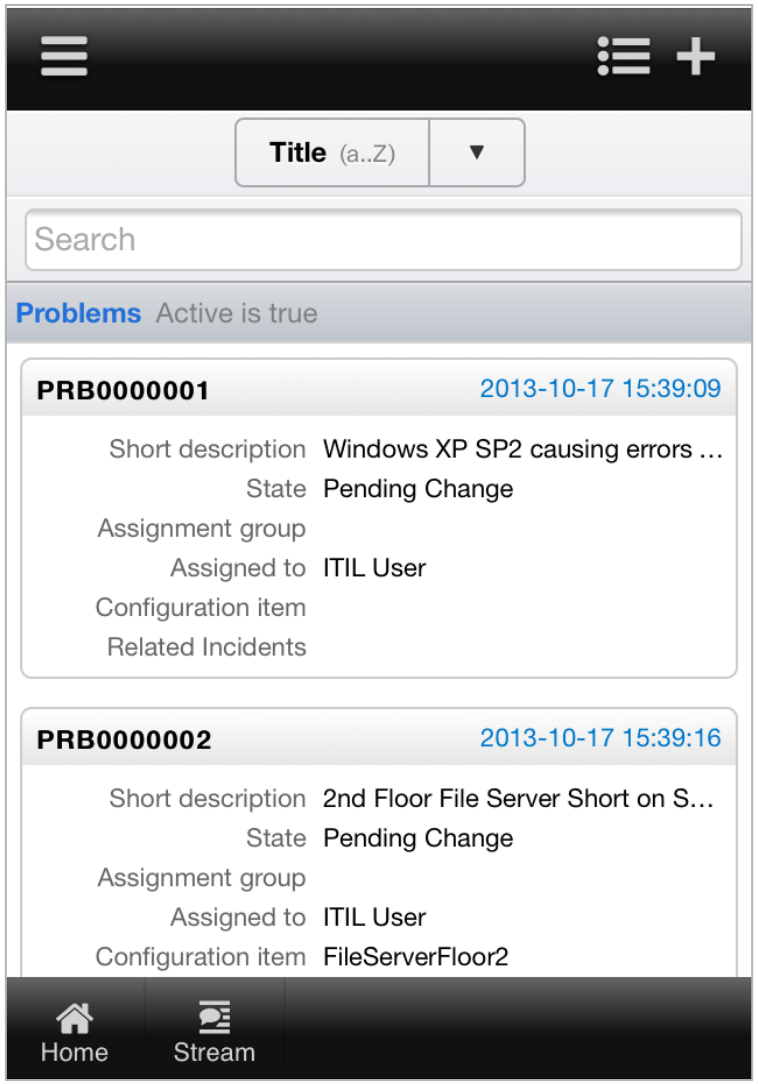
- In Dublin, we only install a base set of apps
- You'll have to add the other apps you want to expose



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Configuring Mobile Views

- List View
  - Shows table title, display value
- Card View
  - Shows columns from “Default” list view



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Setting up default home page favorites

- Similar to left edge (UI11) bookmarks
- Go to module **Home Page Favorites**
- Defaults have no *User* filled in

Home Favorites | New | Go to Order | << < 1 to 9 of 9 > >>

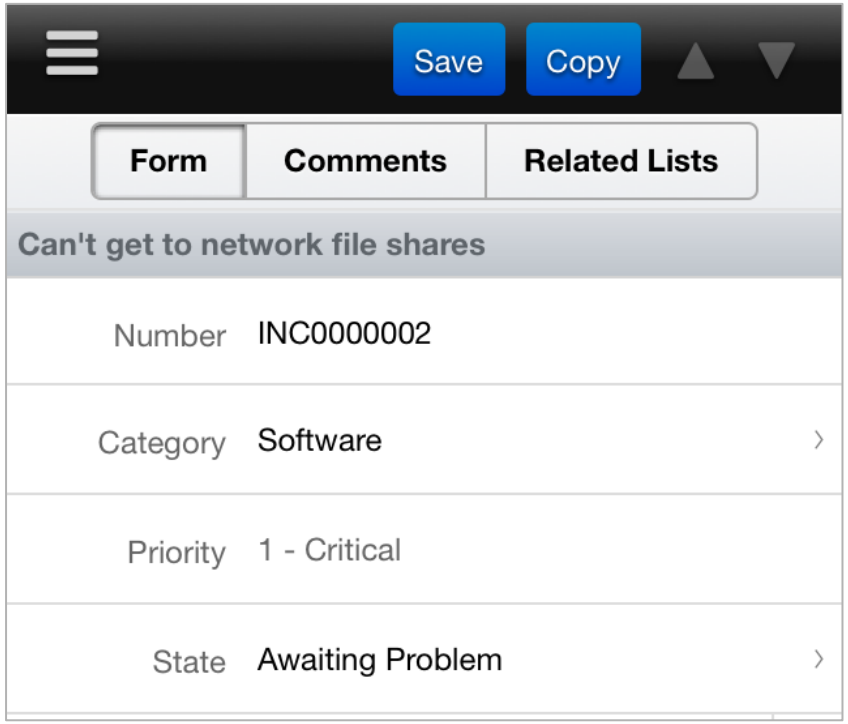
All

Name	Background color	Color	Icon	Link	Order ▲	User
Catalog	#2980b9	white	icon-cart	/!catalog/home/e0d08b13c3330100c8b837659...		
My Incidents	#c0392b	white	icon-label	/!list/incident/q:active=true^caller_id=...		
Help	#2980b9	white	icon-info	/help/	1	System Administrator
Help	#2980b9	white	icon-info	/help/	1	ITIL User
Help	#2980b9	white	icon-info	/help/	1	
My Incidents	#c0392b	white	icon-label	/!list/incident/q:active=true^caller_id=...	100	System Administrator

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Configuring UI Actions

- There is a new table for mobile actions
- There are limitations:
  - no client-side scripts
  - no redirects in Dublin



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Configuring Client Scripts

- We rewrote the API to work with the new UI
- You're going to want to look over your scripts

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Deprecated Client Scripts

- We've made the following changes
  - Deprecated
    - g_form.getControl
    - g_form.getElement
    - g_form.getFormElement
    - g_form.getSections

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Changed Client Script Calls

- Changed
  - g_form.getReference must have a callback
  - GlideRecord.get , query, insert, deleteRecord, update must all have callbacks
  - getMessage must have a callback if you wish to query the server

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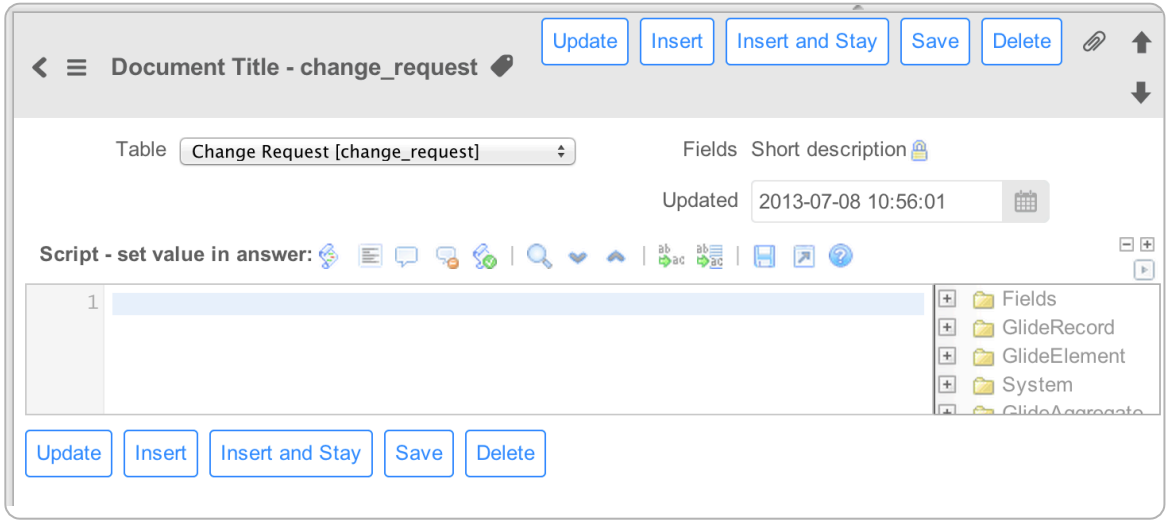
Added Client Script Calls

- Added
  - setLabel/getLabel
  - setDecoration/removeDecoration
  - hasField

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Configuring table titles

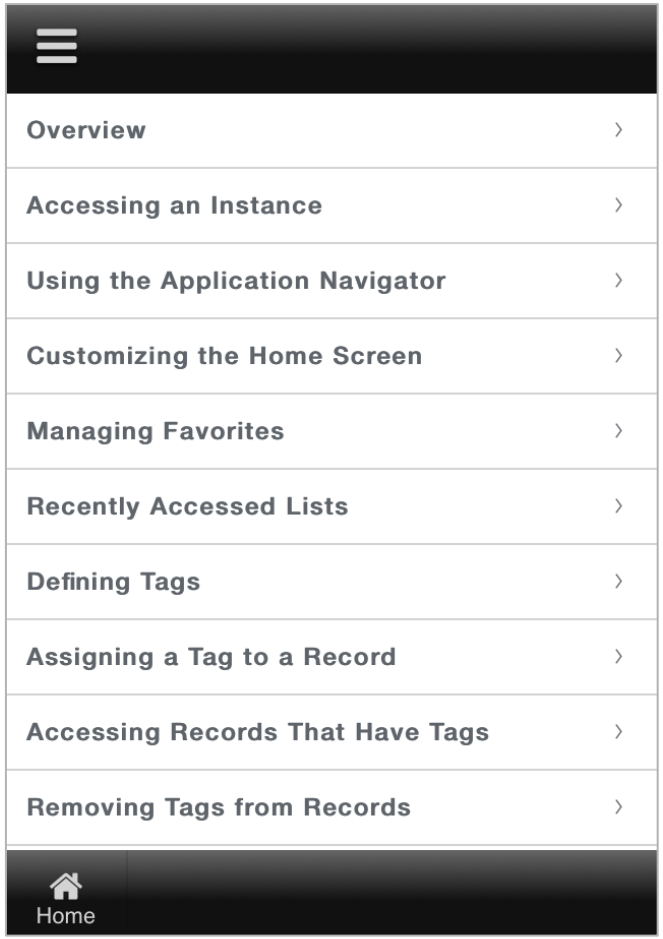
- Go to System Mobile UI
- Fields
  - Table
  - Fields which are concatenated together
  - Script – best used for things like approvals



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Creating help pages

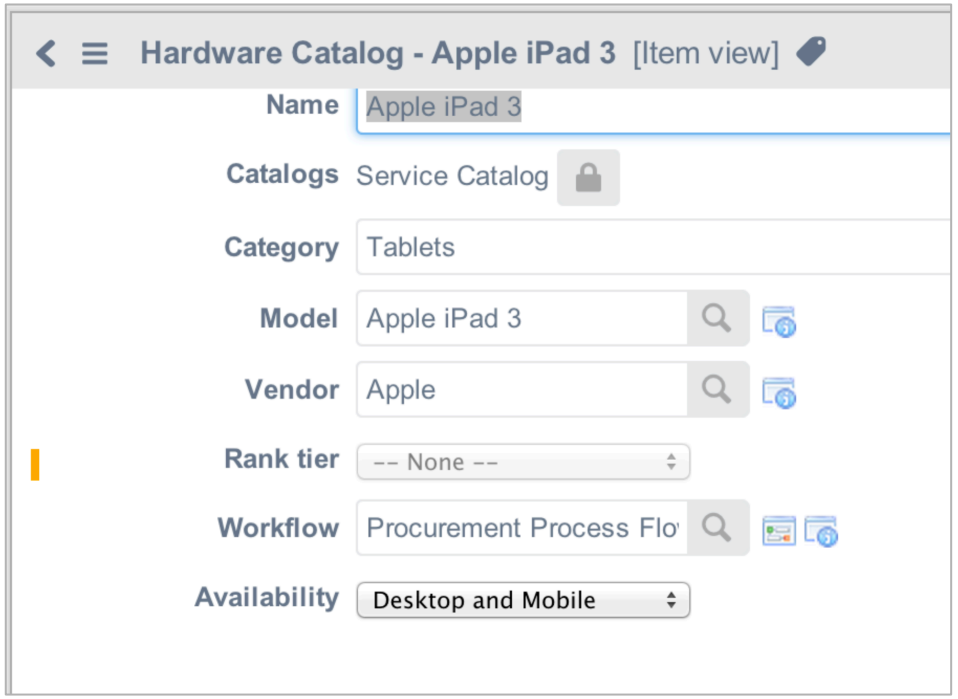
- Help pages provide in-app help
- Configurable with wiki-text



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Configuring Service Catalog

- To convert an item
  - Change availability to “Desktop and Mobile”
  - Use icons if needed
  - Make sure to assign to a mobile category



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Limitations

- External Links cannot open inside of app
- List Editing not supported
- Lots of apps are not present
  - Live Feed, Chat
  - Reporting
  - Canvas apps and editors

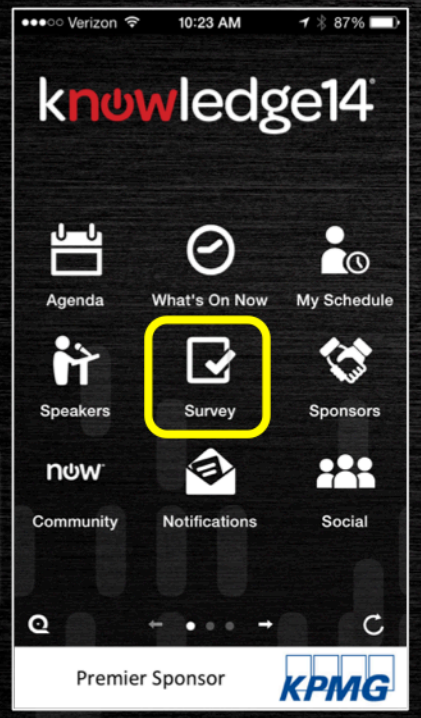
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Upcoming

- Eureka
  - Related Lists
  - E-Signature for Approvals
  - Lots of bug fixes

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Thank You

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