knowledge17

http://clabs.link/lab131968

WORK at LIGHTSPEED

Configuring and Deploying an Engaging Service Portal

Alex Steinwachs
Sr. Solution Consultant
ServiceNow

Chris Dilley
Advisory Solution Consultant
ServiceNow

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Agenda

- Login to lab instance
- Design Principles of an Engaging User Portal
- Lab 1
- Technology of the ServiceNow Service Portal
- Lab 2

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Speaker Introduction



Name: Alex Steinwachs

Title: Sr. Solution Consultant – South Florida

Company: ServiceNow

Experience: 2 years with ServiceNow, Inc., consultant prior to joining

Current Projects: Lives in Pembroke Pines, FL (Miami metro area); makes beer for fun in spare time! First kid on the way (November)

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Speaker Introduction



Name: Chris Dilley

Title: Advisory Solution Consultant

Company: ServiceNow

Experience: 20+ years in IT and Business operations experience, 2+ years at ServiceNow

Expertise: Senior Leadership for global .COM

Achievements: Deployed ServiceNow to service and support 27 offices around the globe

Current Projects: Completing traffic school for compulsive speeding and supporting Med/SLED customers in optimizing ServiceNow

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Objectives and What You Will Learn

Objectives

- This session will give you an overview of the ServiceNow Service Portal framework and how to manage the flow of content for an optimized user experience using out of the box and customizable widgets.

What you will learn

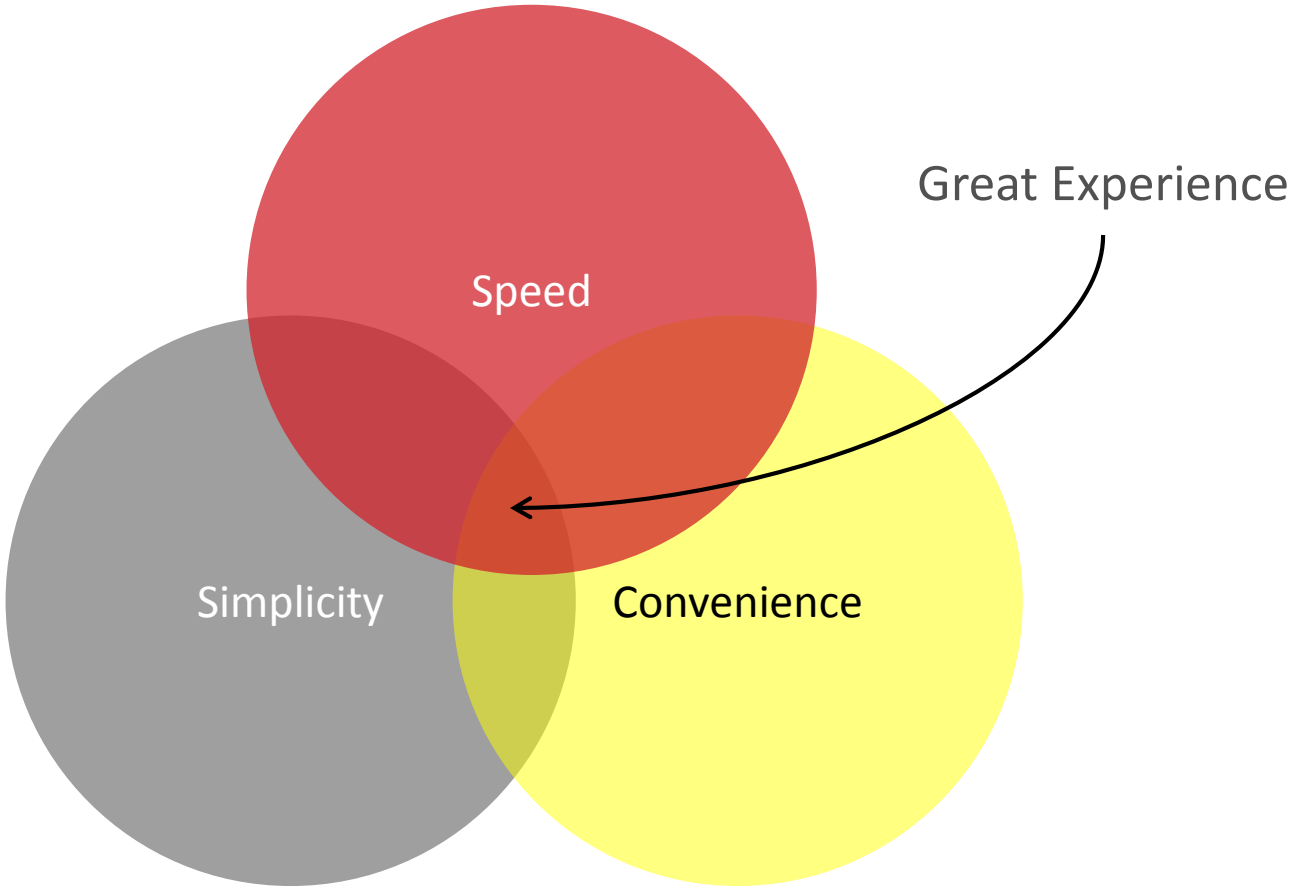
- Principles of designing a great user experience
- Fundamentals of configuring the Service Portal
- Service Portal architecture

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Design Principles of an Engaging User Portal

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Principles of an Engaging End User Experience

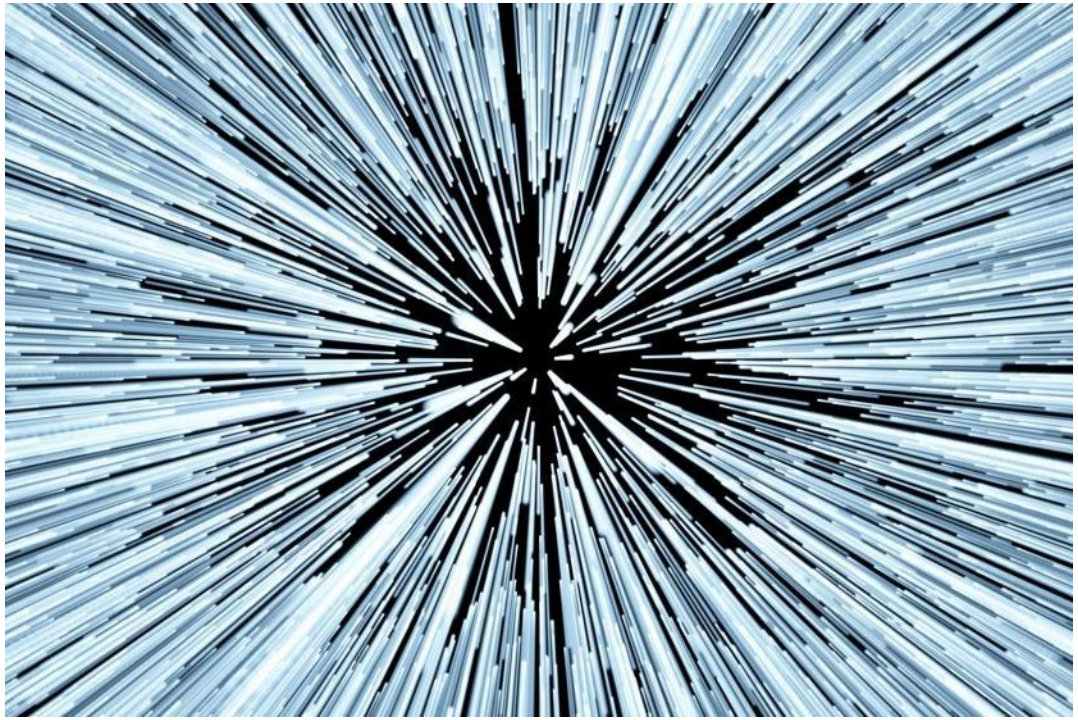


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Speed

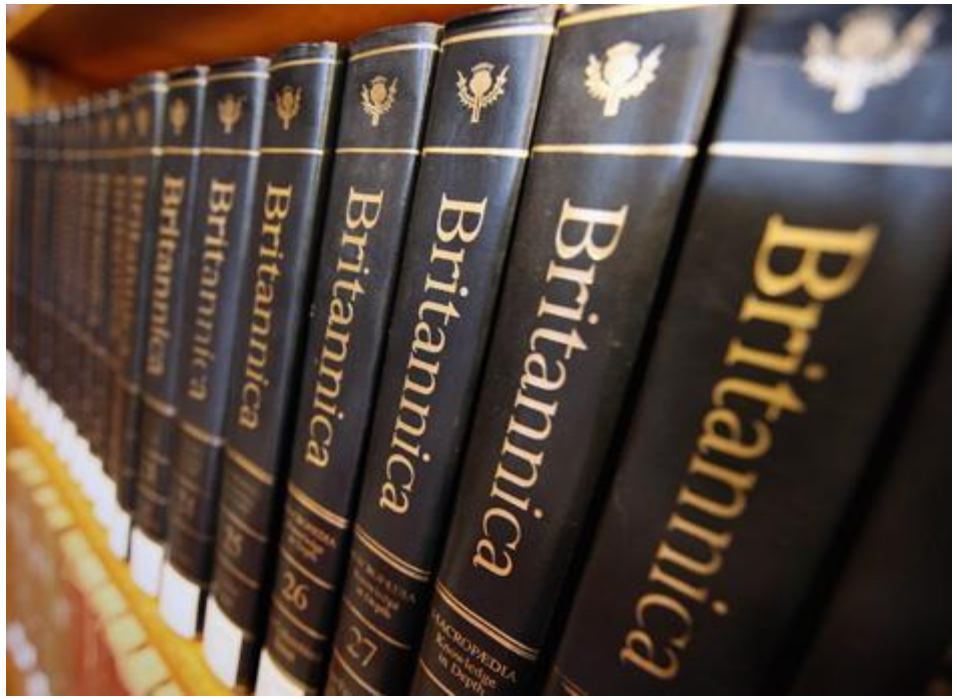
“When a service and its users interact at a pace that ensures that neither has to wait on the other, productivity soars, the cost of the work done on the service tumbles, customers get more satisfaction from their work, and quality improves.”

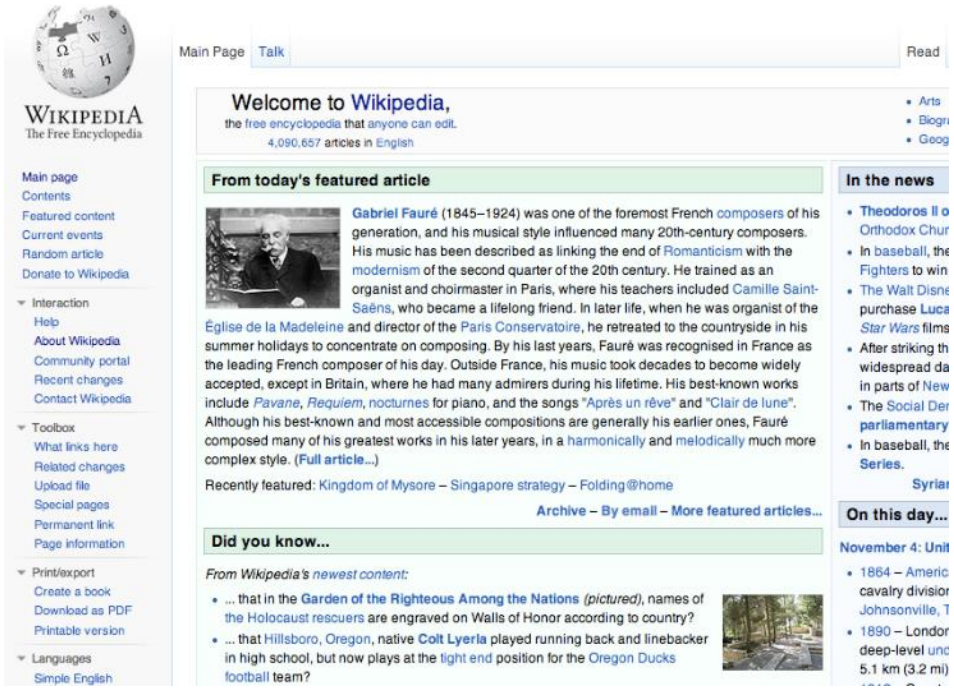
— W. Doherty



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Speed



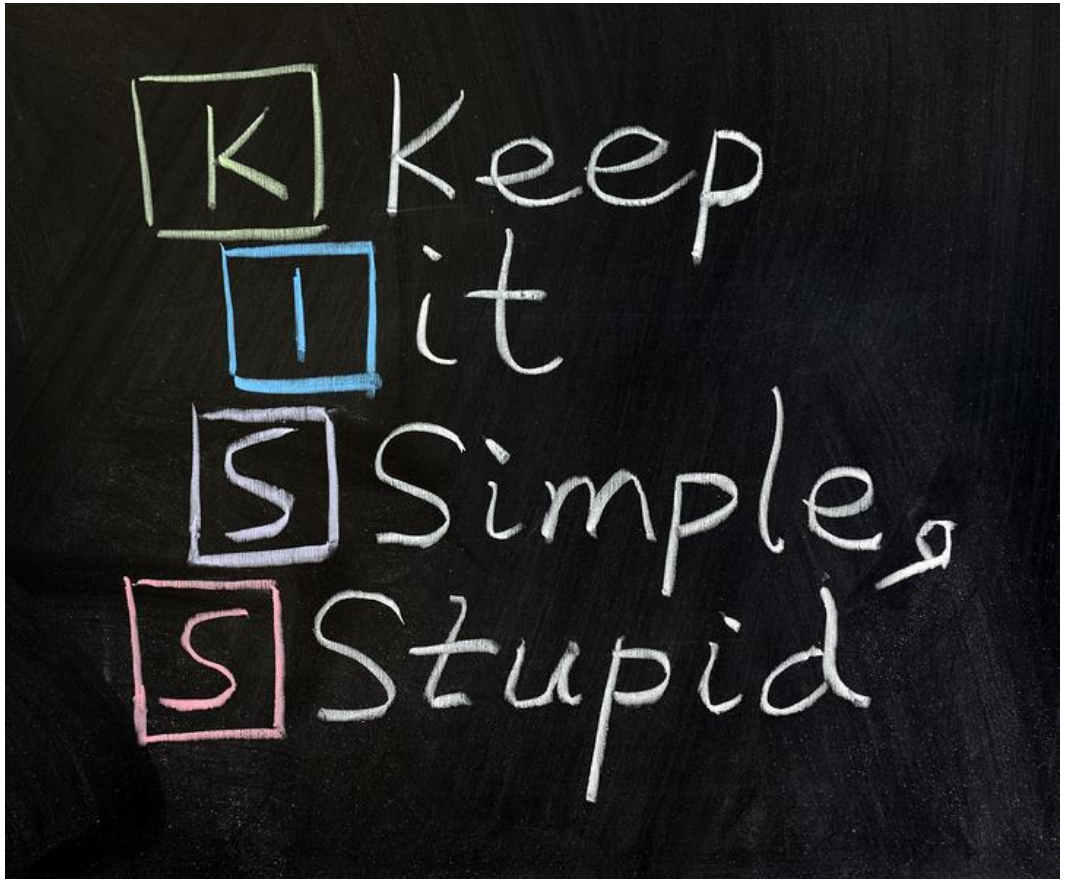


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Simplicity

“Any intelligent fool can make things bigger, more complex, and more violent. It takes a touch of genius — and a lot of courage to move in the opposite direction.”

— Ernst F. Schumacher



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Simplicity





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Convenience

“That which is convenient is that which is useful, and that which is useful is that which is valuable.”

— Michael Faraday



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Convenience

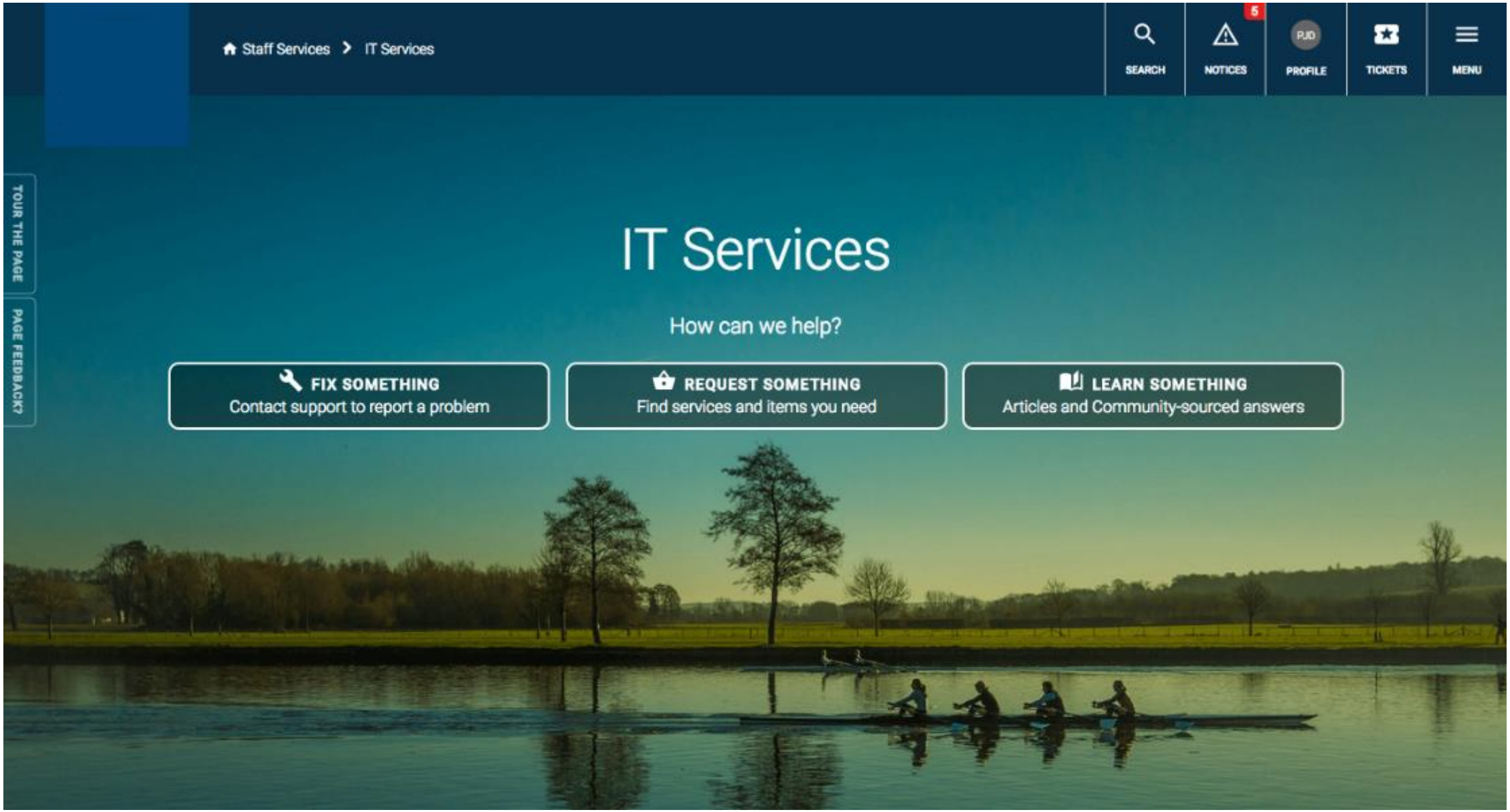




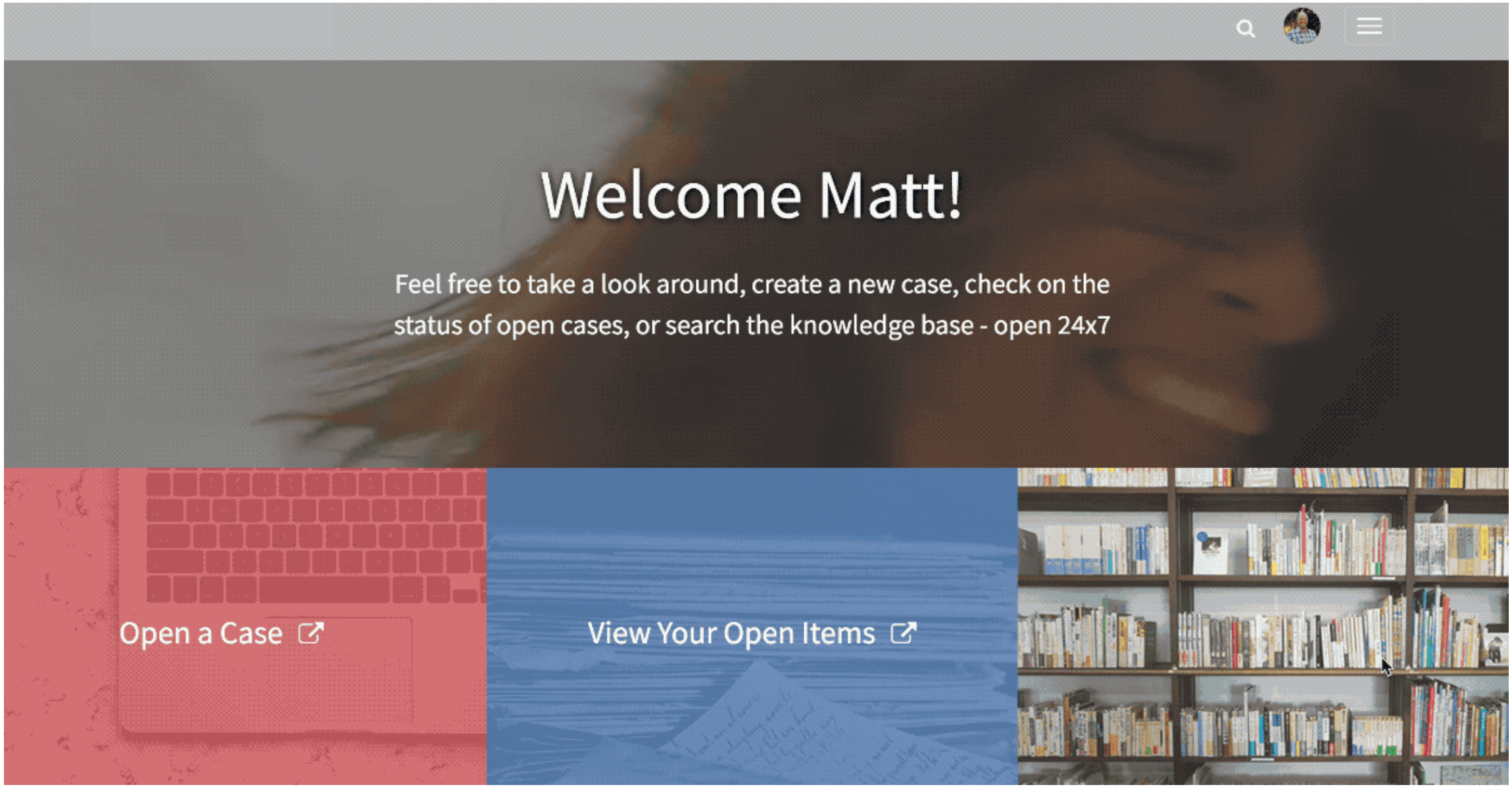
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Examples

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servicenow | ESM Portal

Enterprise Service Management

+ REQUEST SOMETHING | + REPORT AN IT ISSUE | Search All Departments

POPULAR ITEMS



Logitech Wireless Mouse

PC / Mac Compatible



Planar 24" LED Monitor

24" Widescreen LED, VGA &

EMPLOYEE DIRECTORY



View directory

Employee directory, departments & org charts

LIVE FEED



Live Feed

Join the conversation

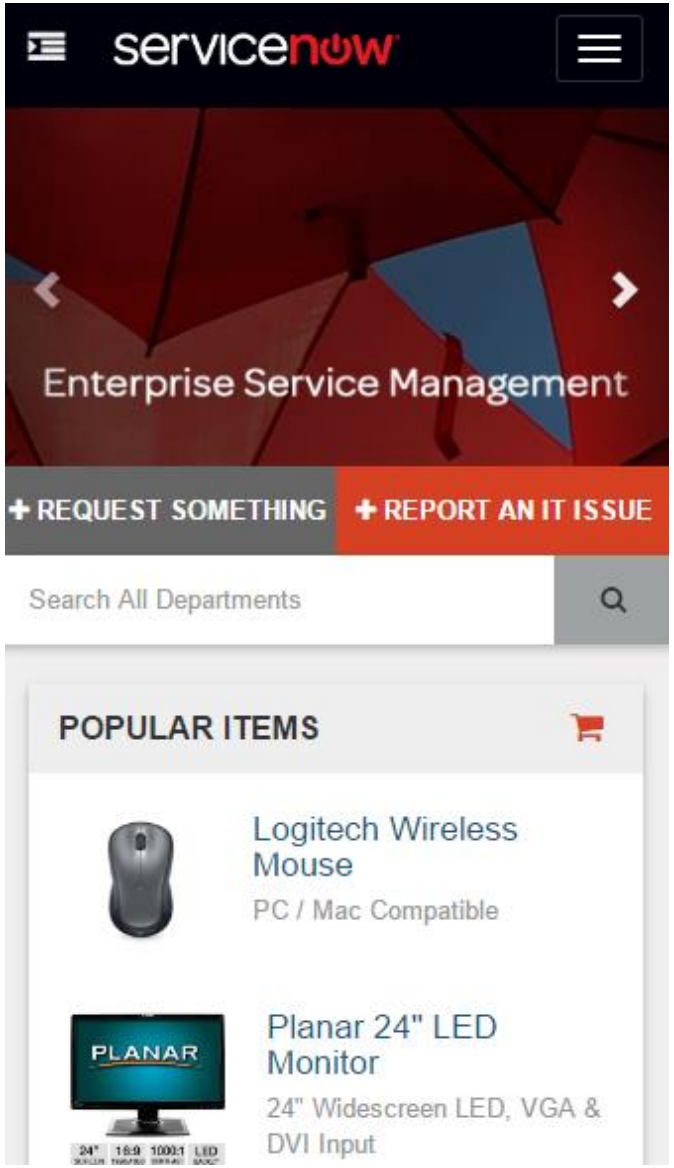
WHISTLEBLOWER

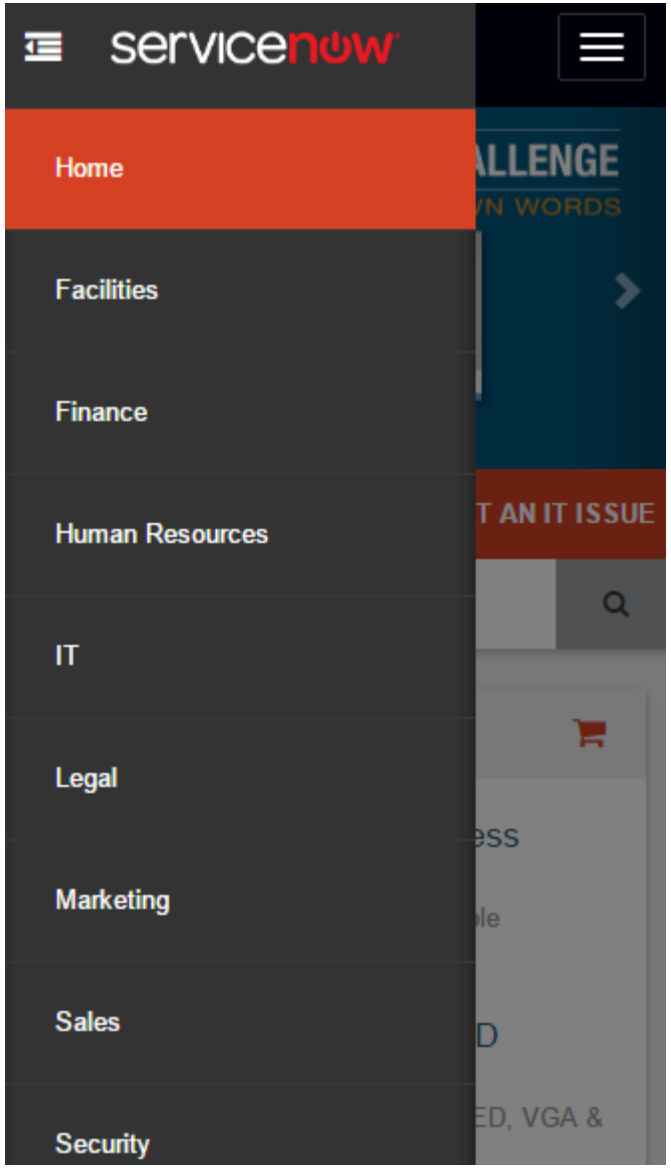


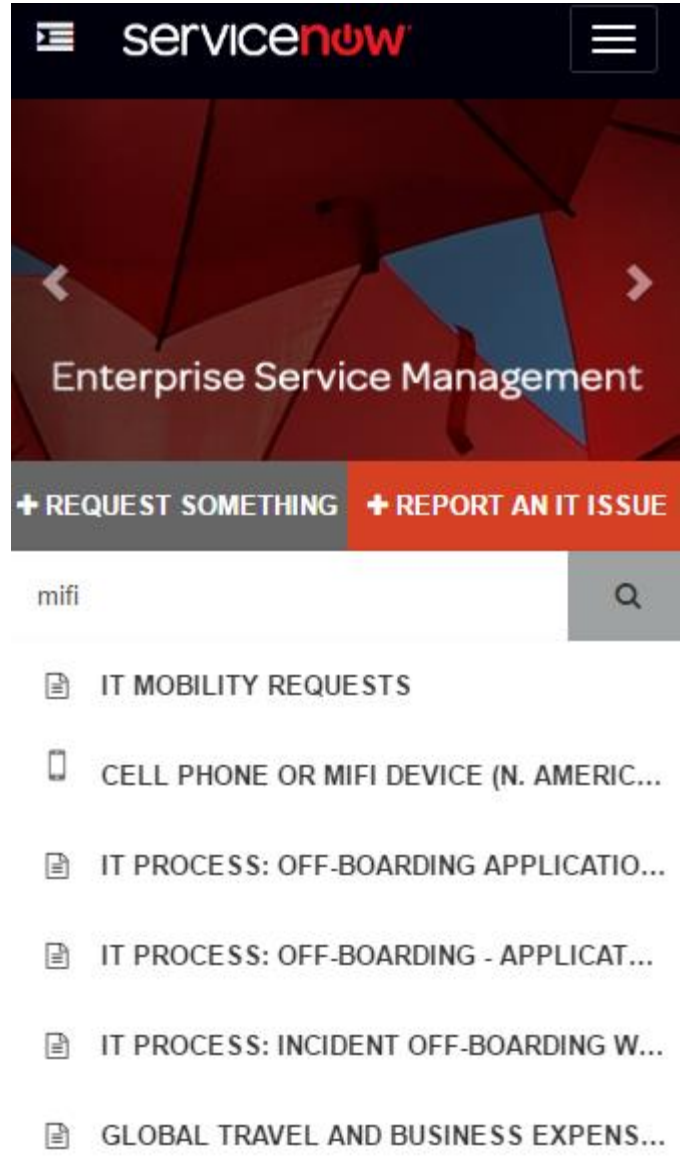
Whistleblower and Complaint Policy

Check out the forums on how you can report a violation

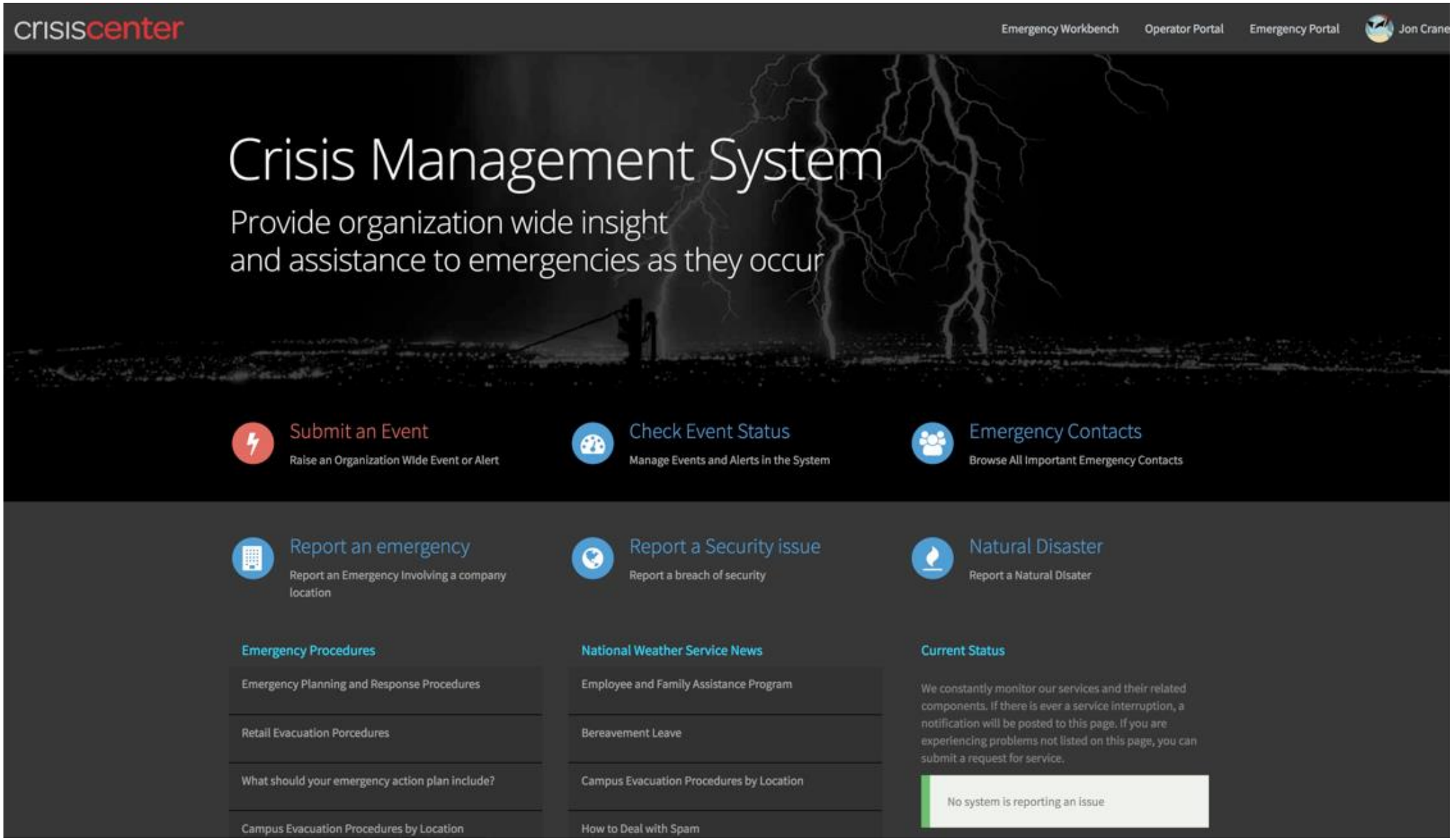
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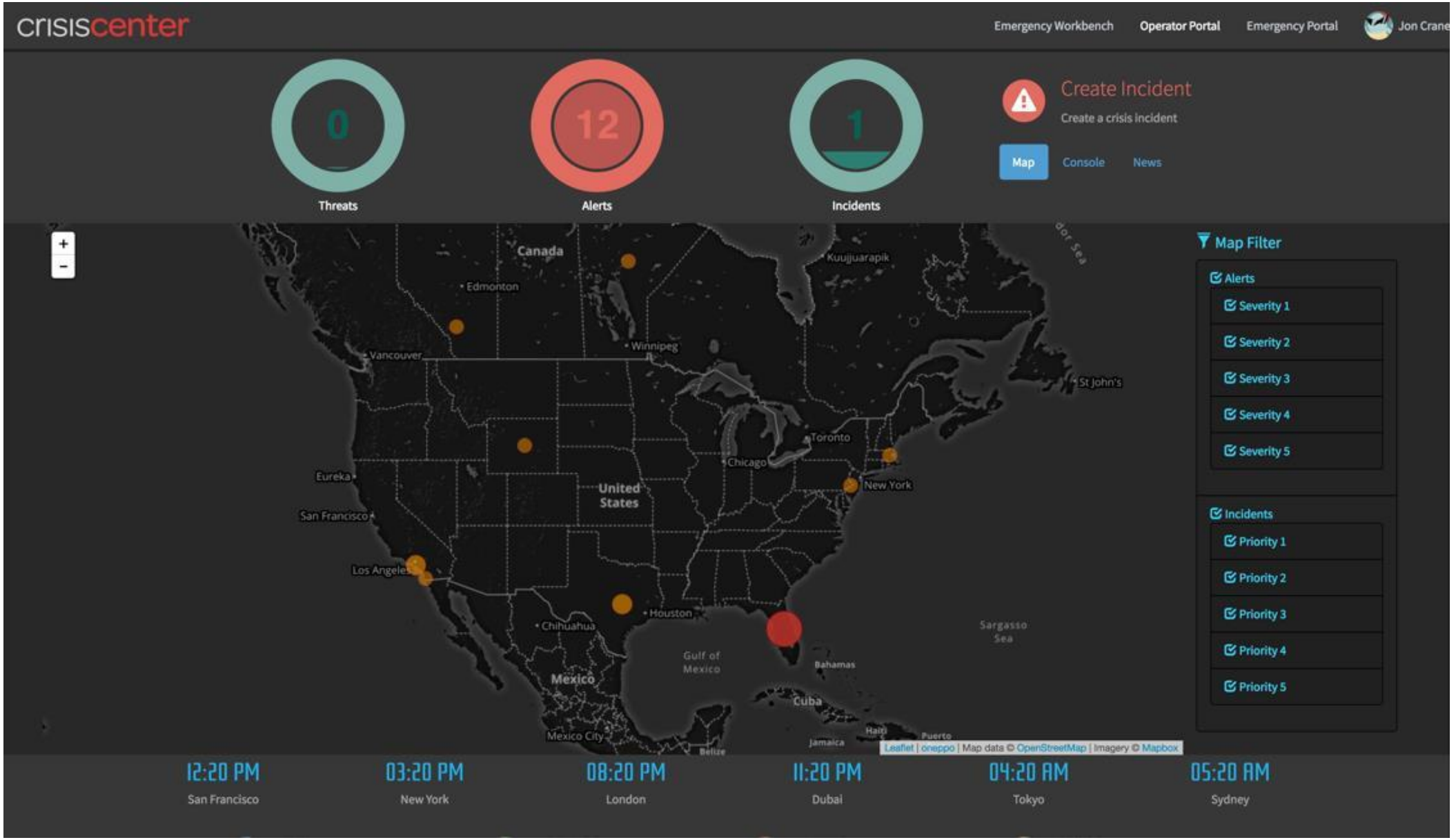




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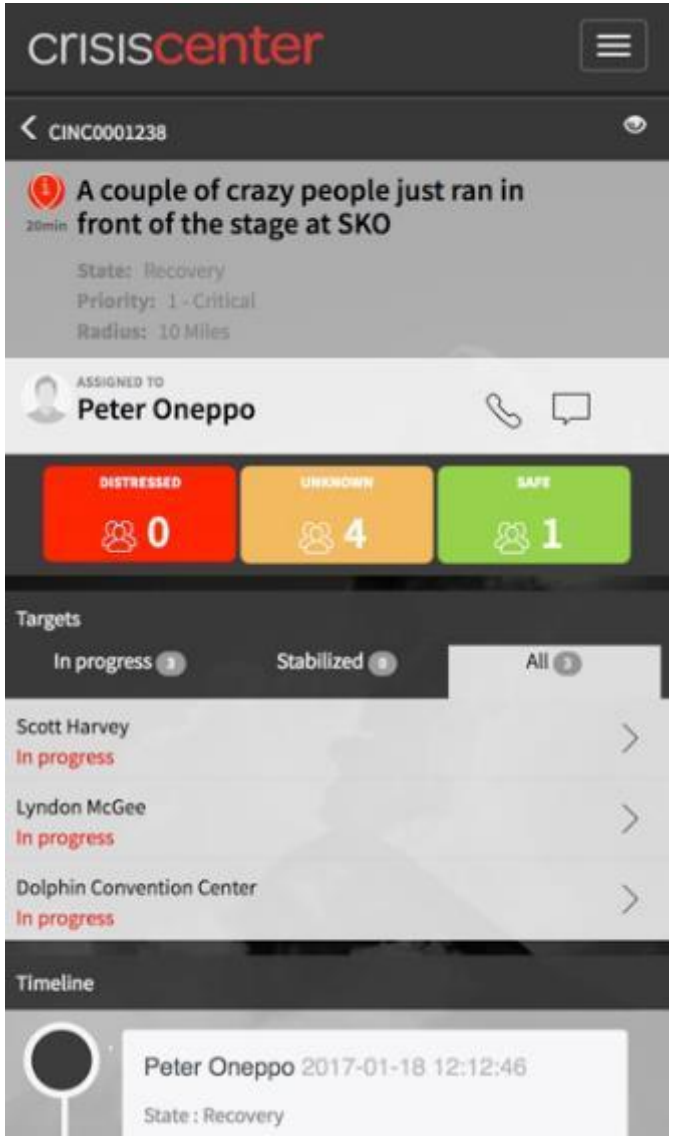


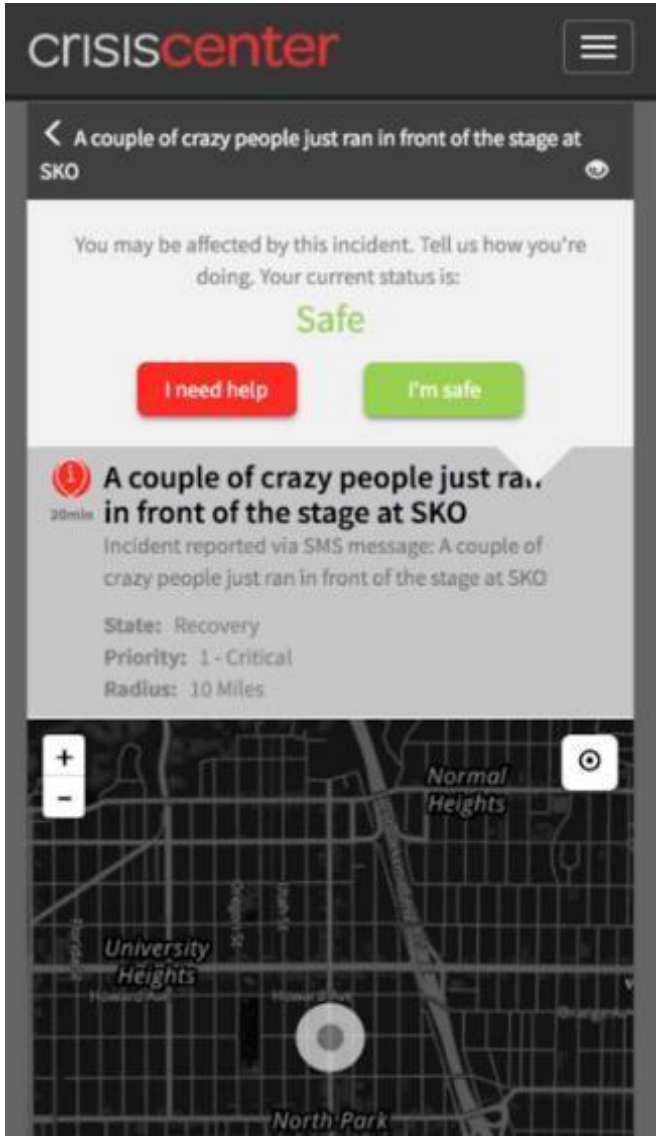
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Fundamentals of the Service Portal

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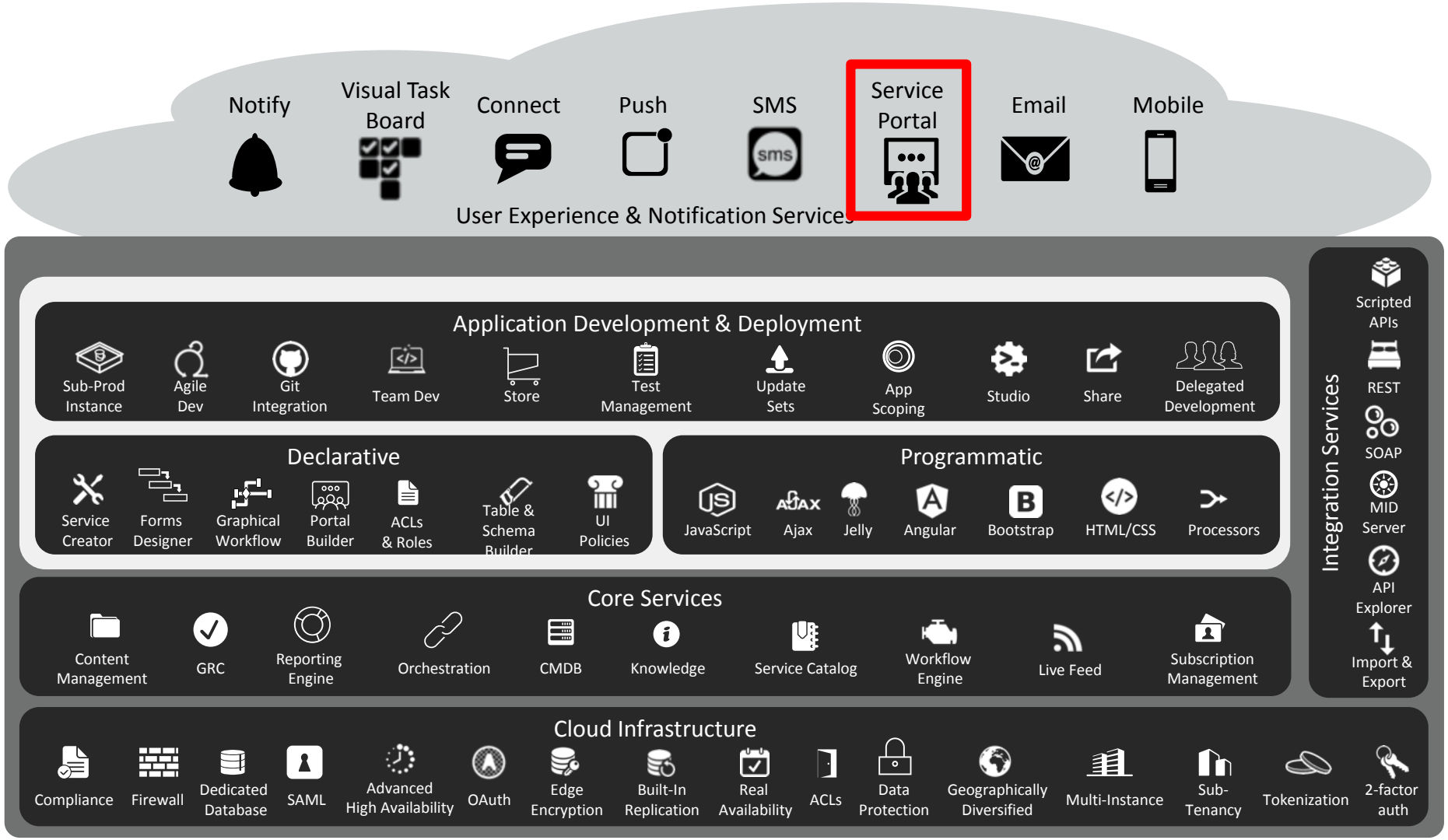
Technology of the Service Portal

- Industry standard code base
  - HTML, Angular, Bootstrap, Sass
- Complete control over pixel-perfect layout and brand
- Contextual / role-based experience
- Integrated with platform capabilities
- Separation of content (no code), configuration (low code) and development (pro code)
- Share services (build once, use many)
- 508 Compliant



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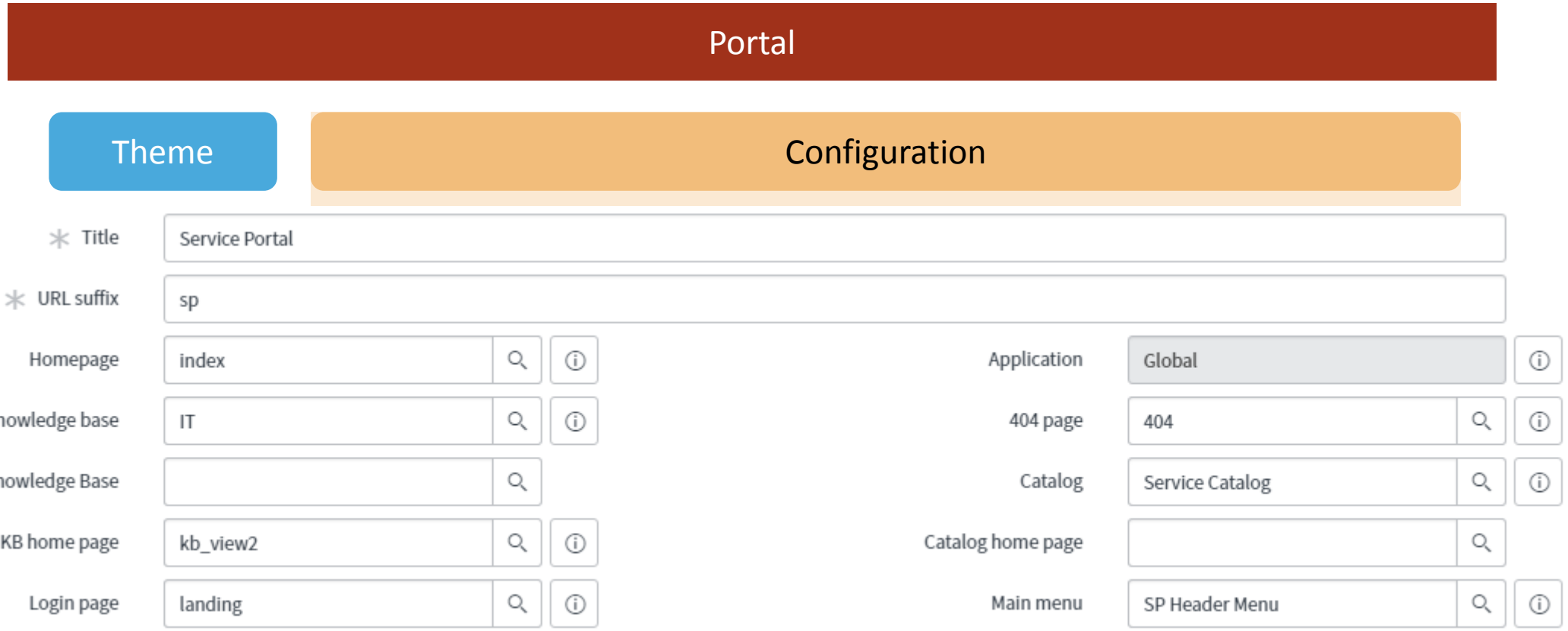
The ServiceNow Platform



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Service Portal Architecture

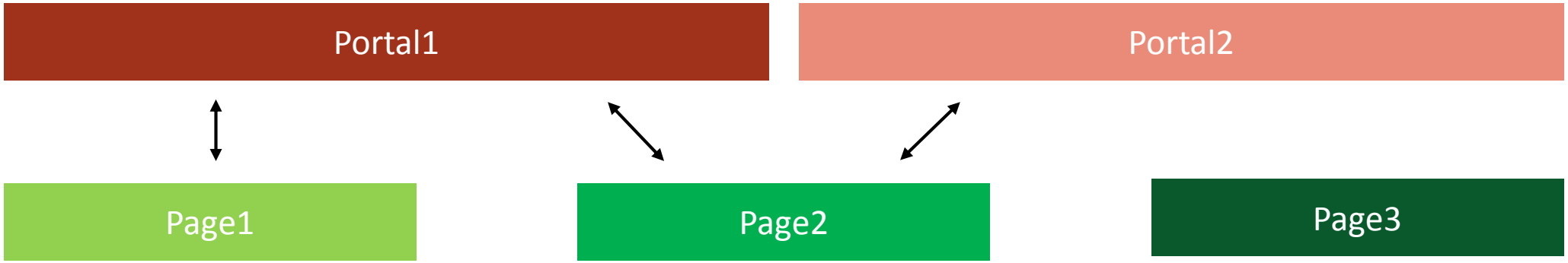
https://yourdomain.service-now.com/portal

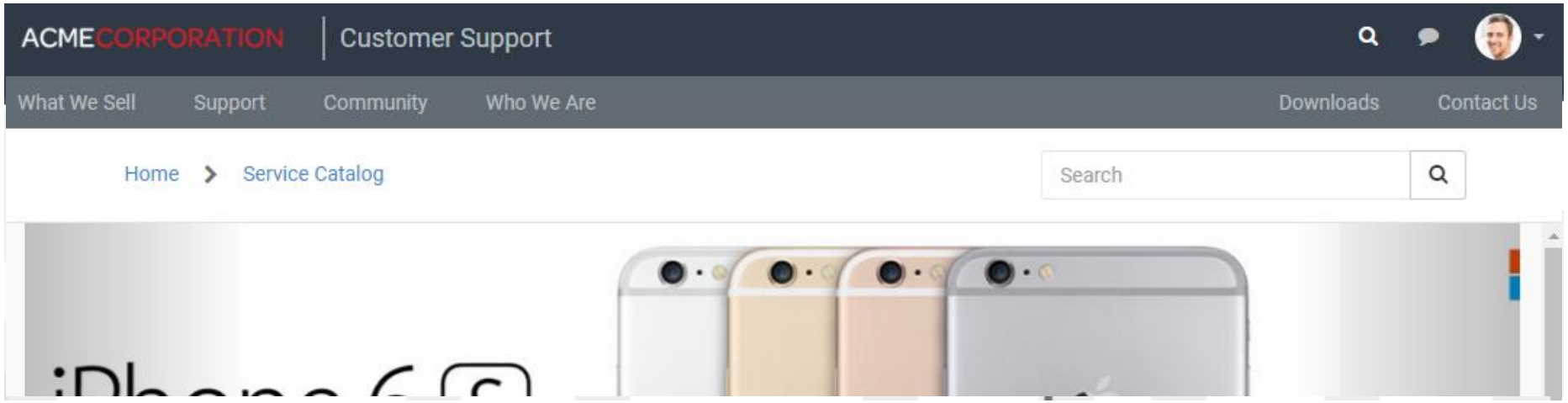


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Service Portal Architecture

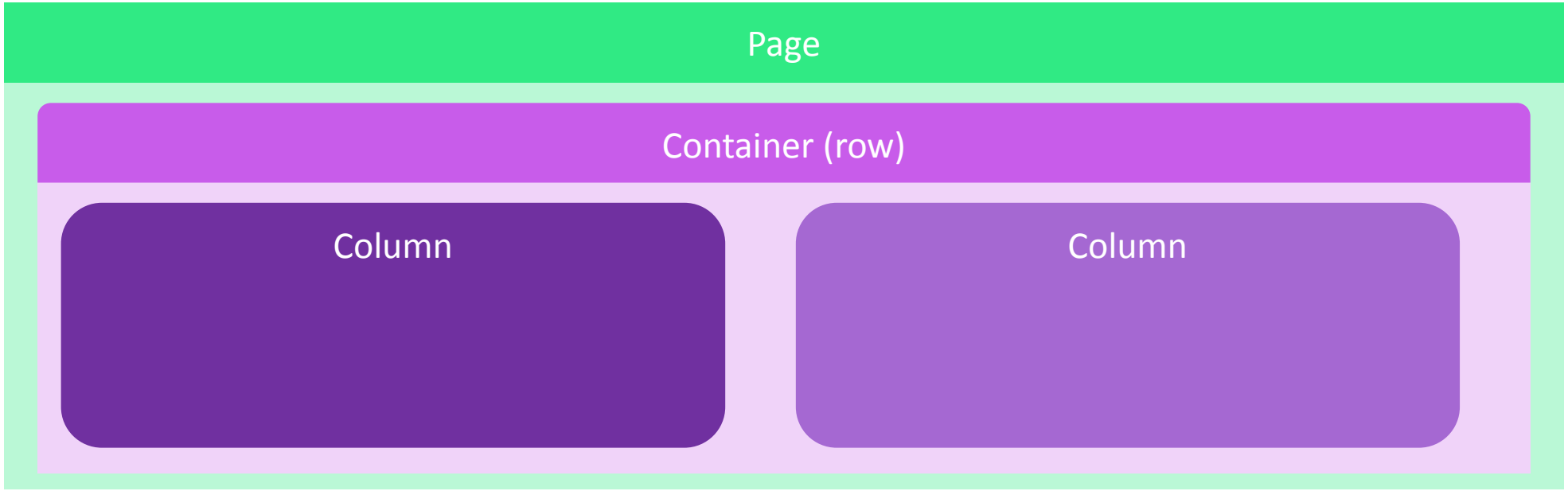
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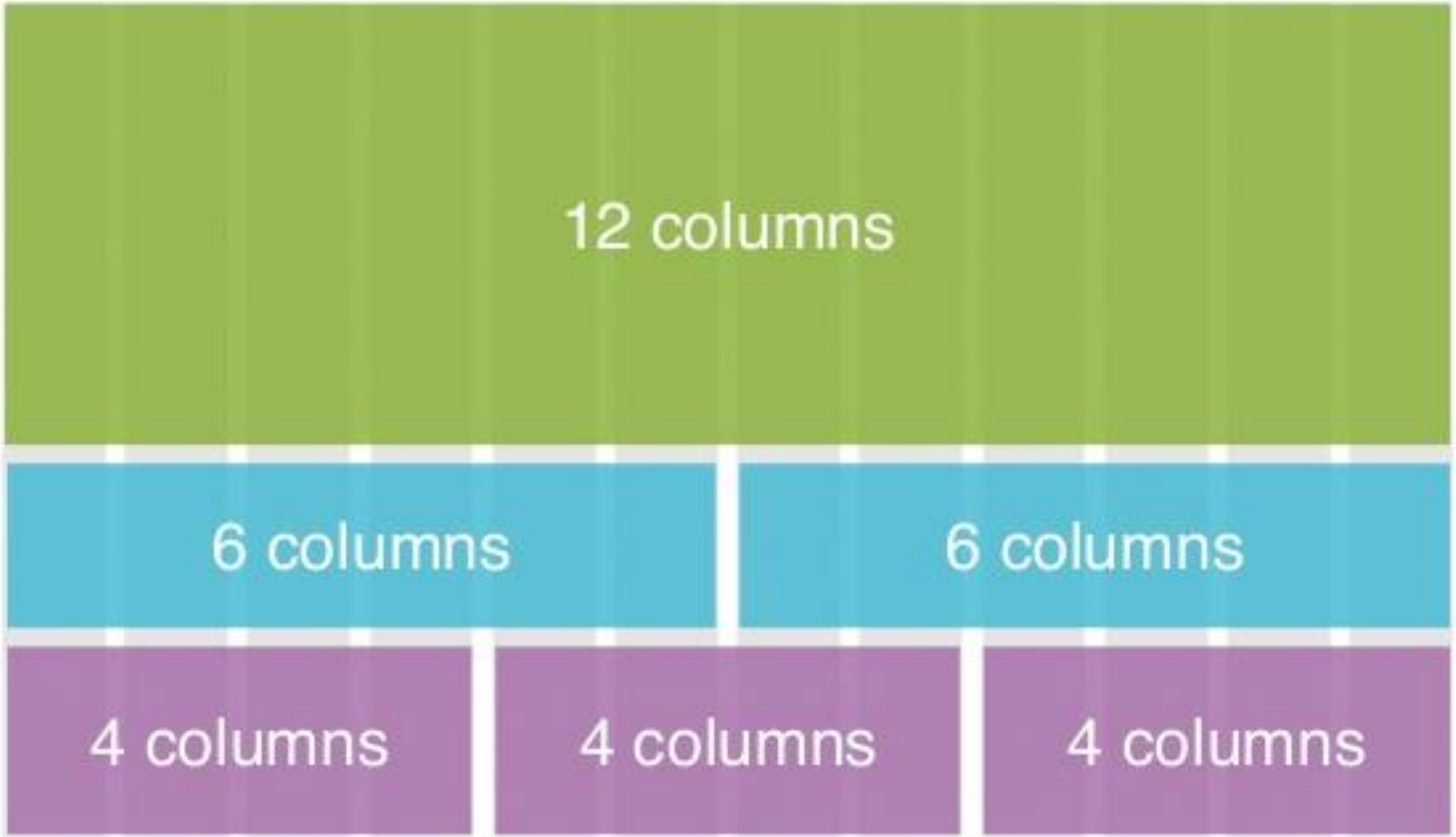
Page Architecture - Layout



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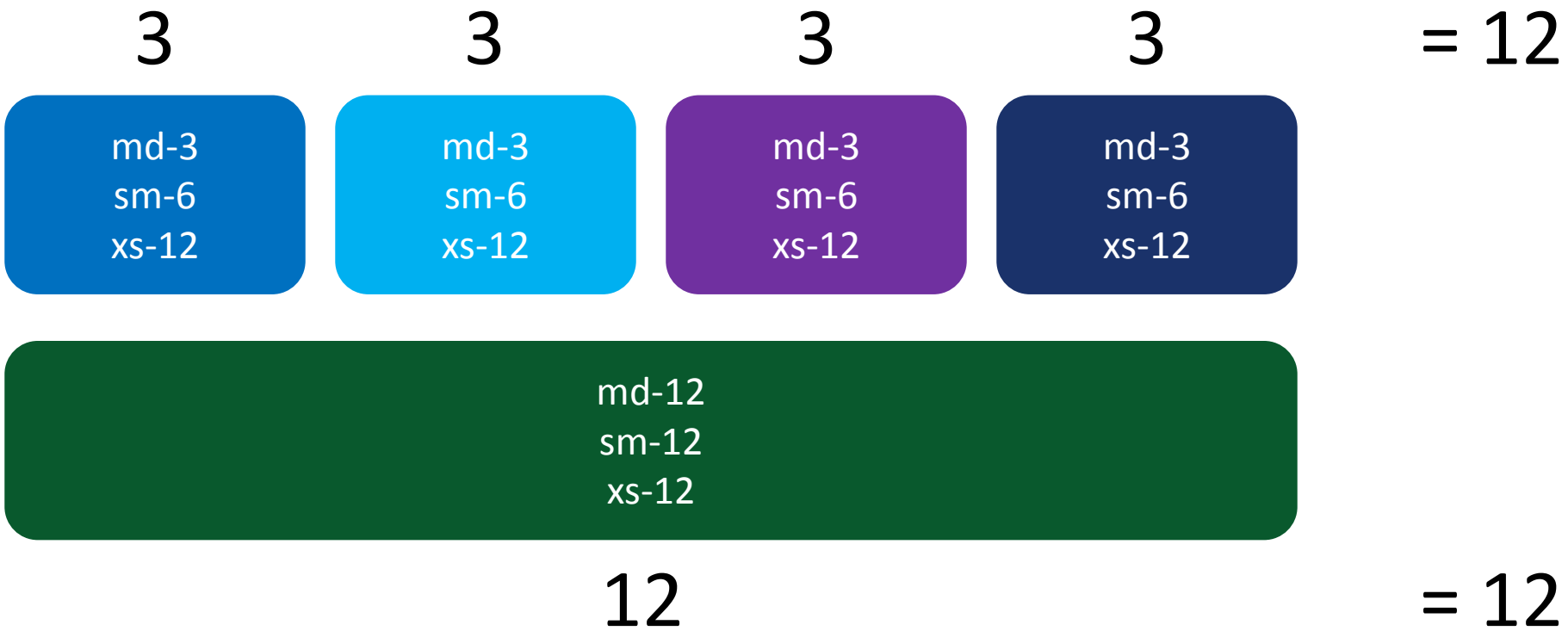
Bootstrap

- Framework developed by Twitter; thousands of sites utilize
- 12-grid layout
- 4 break points:
  - XS, SM, MD, LG
- Based on screen (viewport) size rather than device type



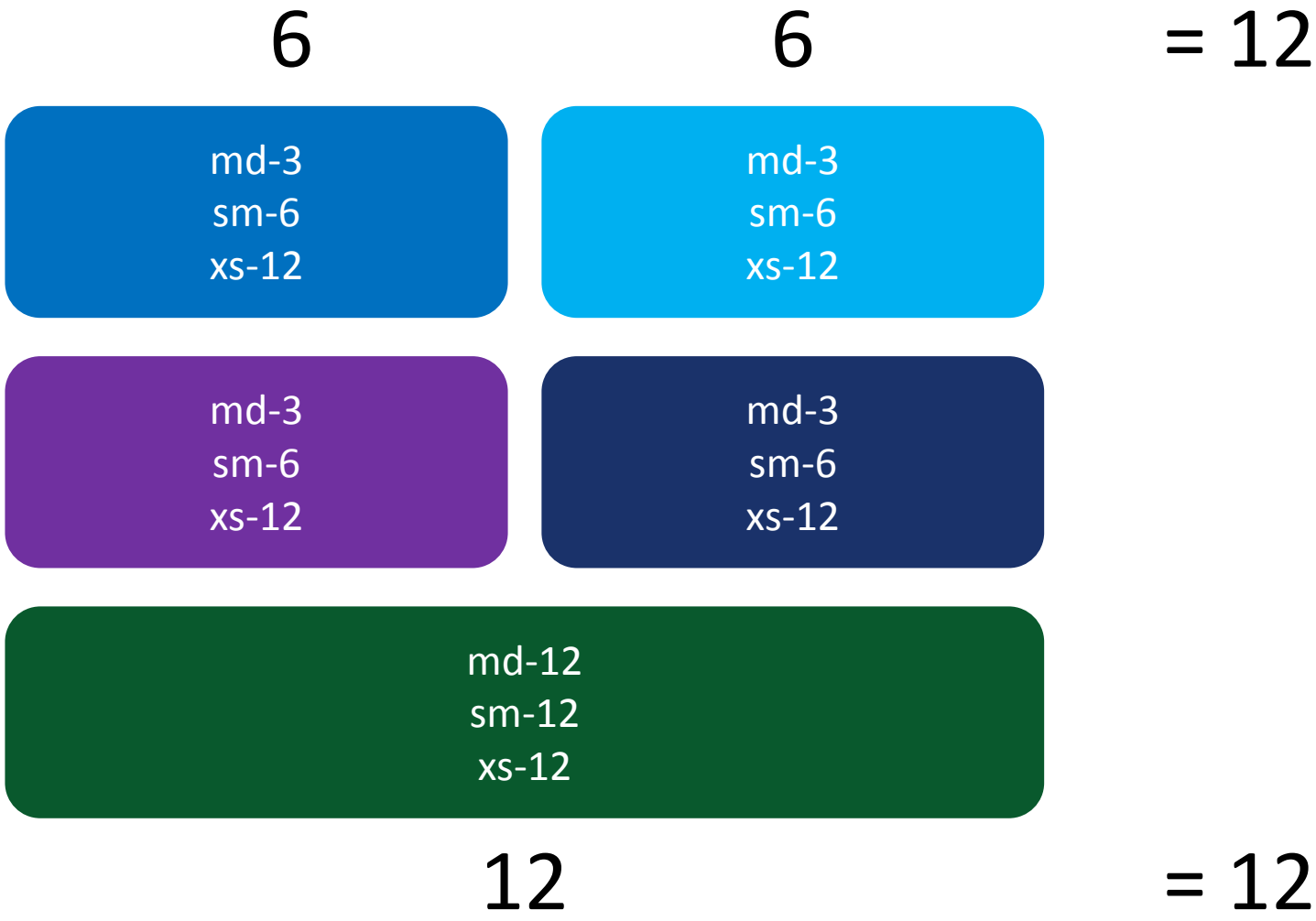
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Medium Layout - Desktop



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Small Layout - Tablet



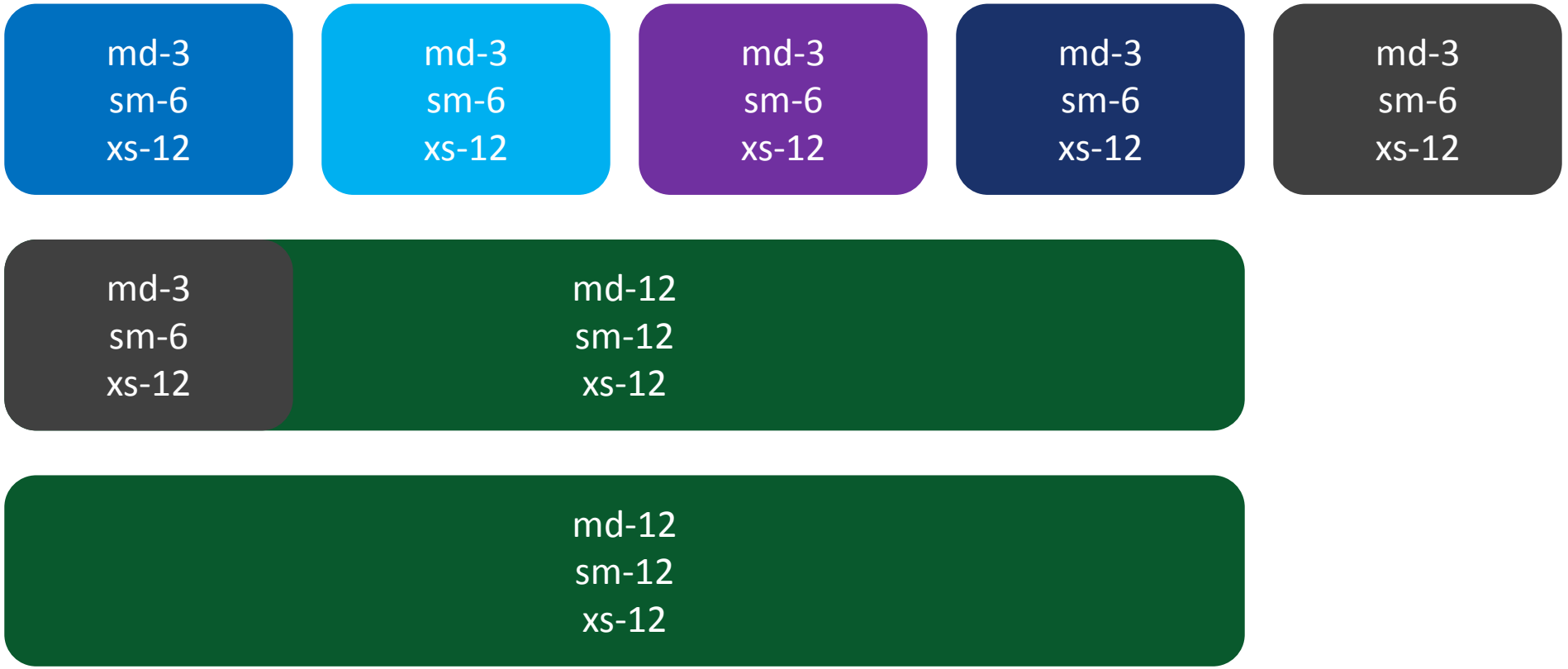
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Extra Small Layout - Mobile



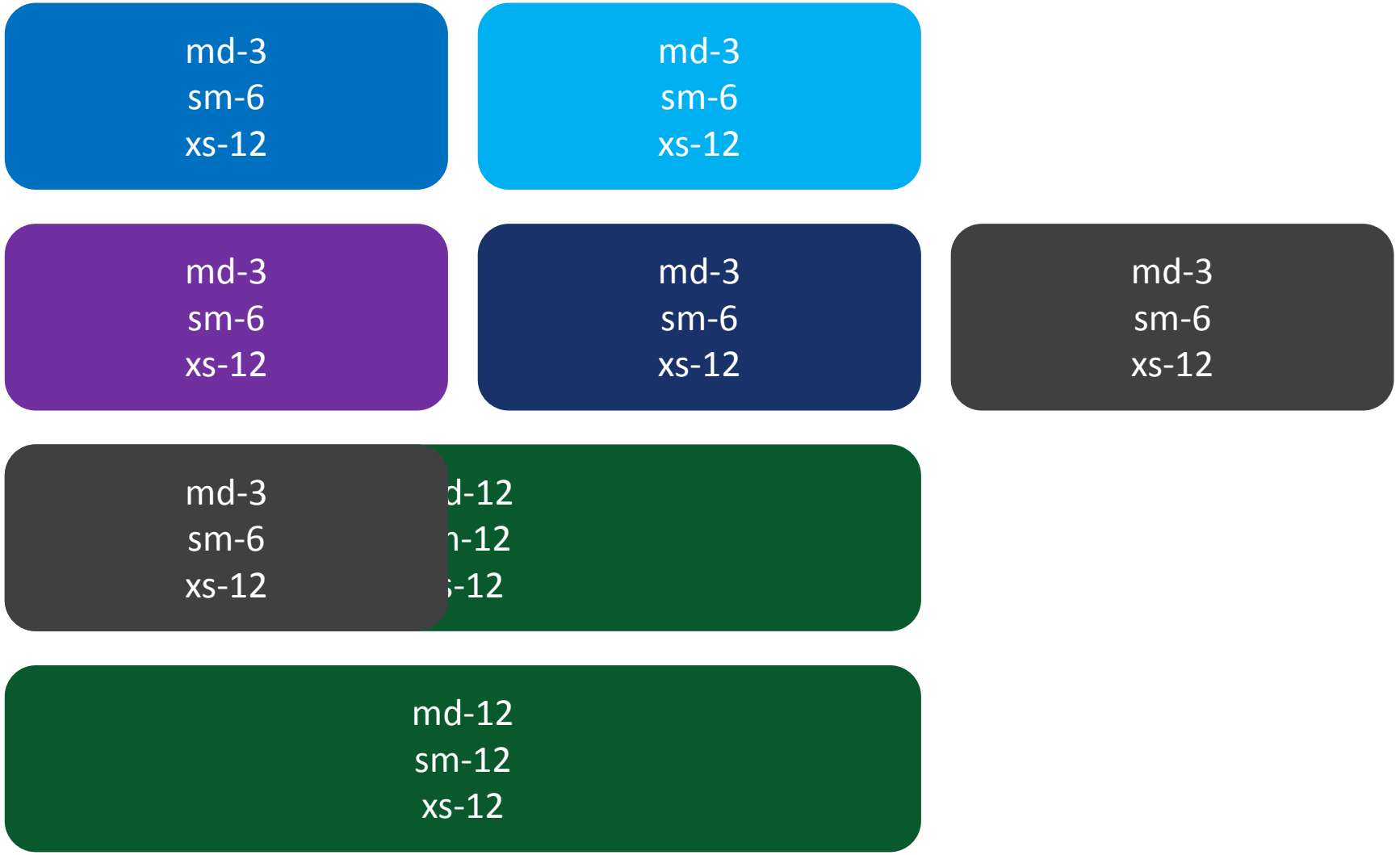
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Medium Layout - Desktop



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Small Layout - Tablet



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Bootstrap - Colors




```
<button type="button" class="btn btn-default">Default</button>
<button type="button" class="btn btn-primary">Primary</button>
<button type="button" class="btn btn-success">Success</button>
<button type="button" class="btn btn-info">Info</button>
<button type="button" class="btn btn-warning">Warning</button>
<button type="button" class="btn btn-danger">Danger</button>
<button type="button" class="btn btn-link">Link</button>
```


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Lab 1

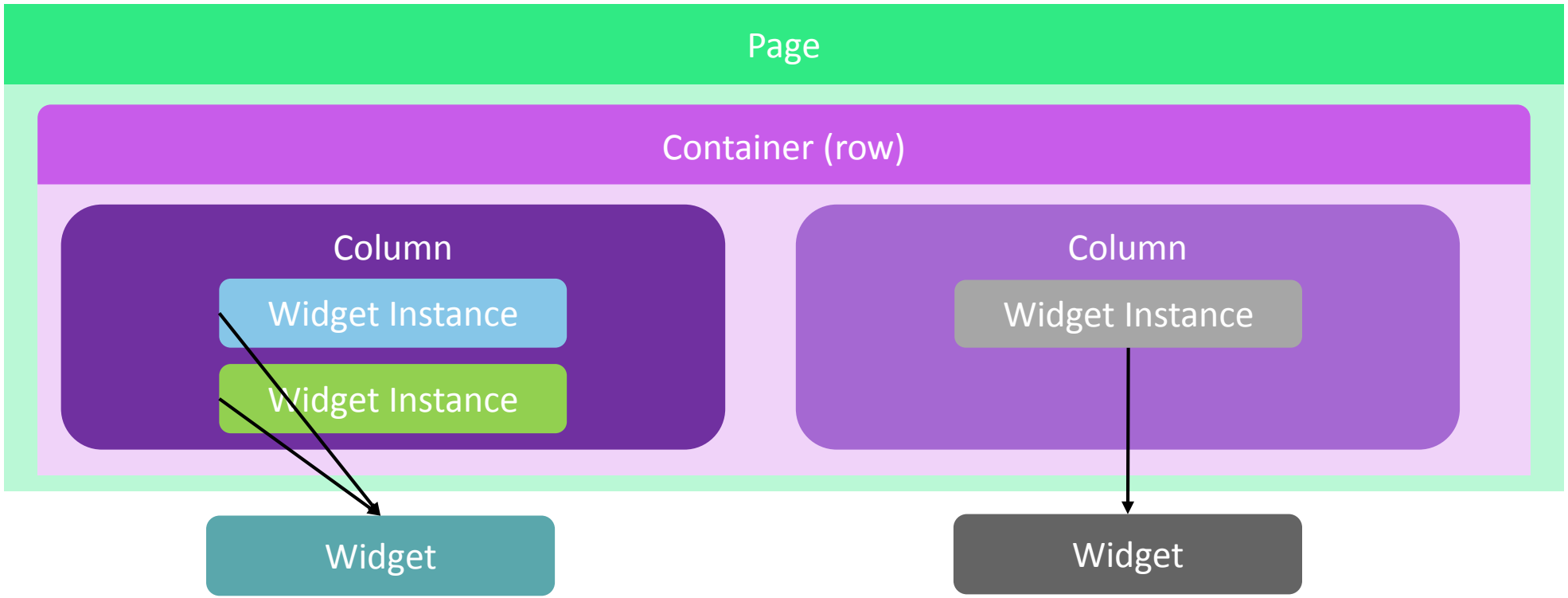
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Lessons Learned – Lab 1

1. How to create a new portal and page
2. How to configure a page using no-code and low-code techniques
3. How to brand your portal
4. How to add and modify menu items

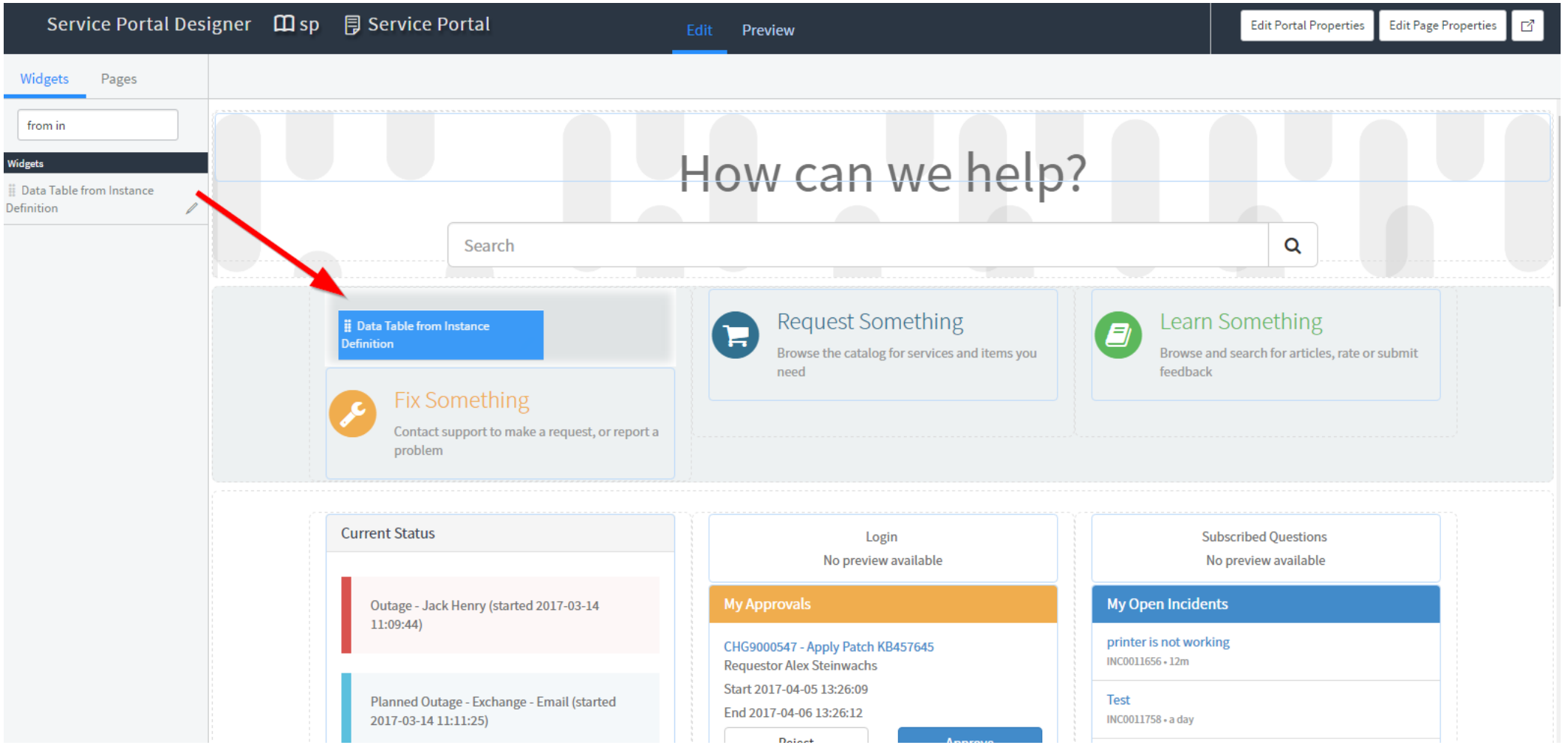
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Page Architecture - Widgets



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Widget Instances



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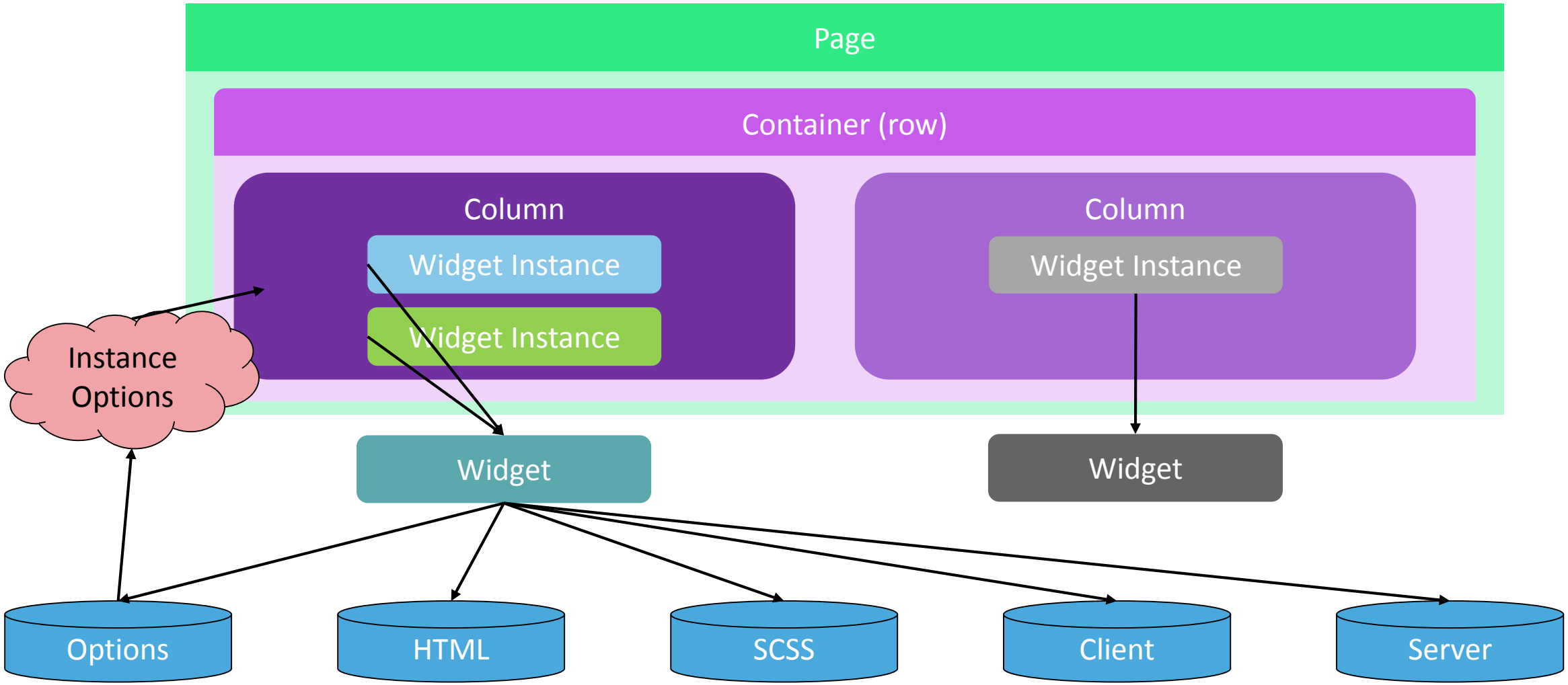
Page Editor



Page | Container | Column | Widget Instance | Widget

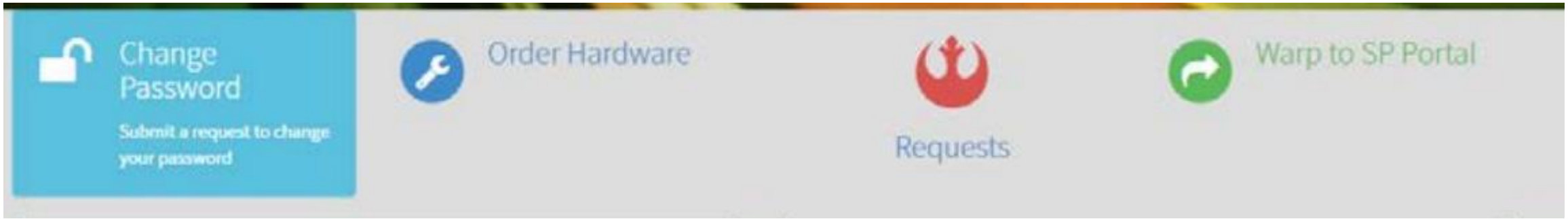
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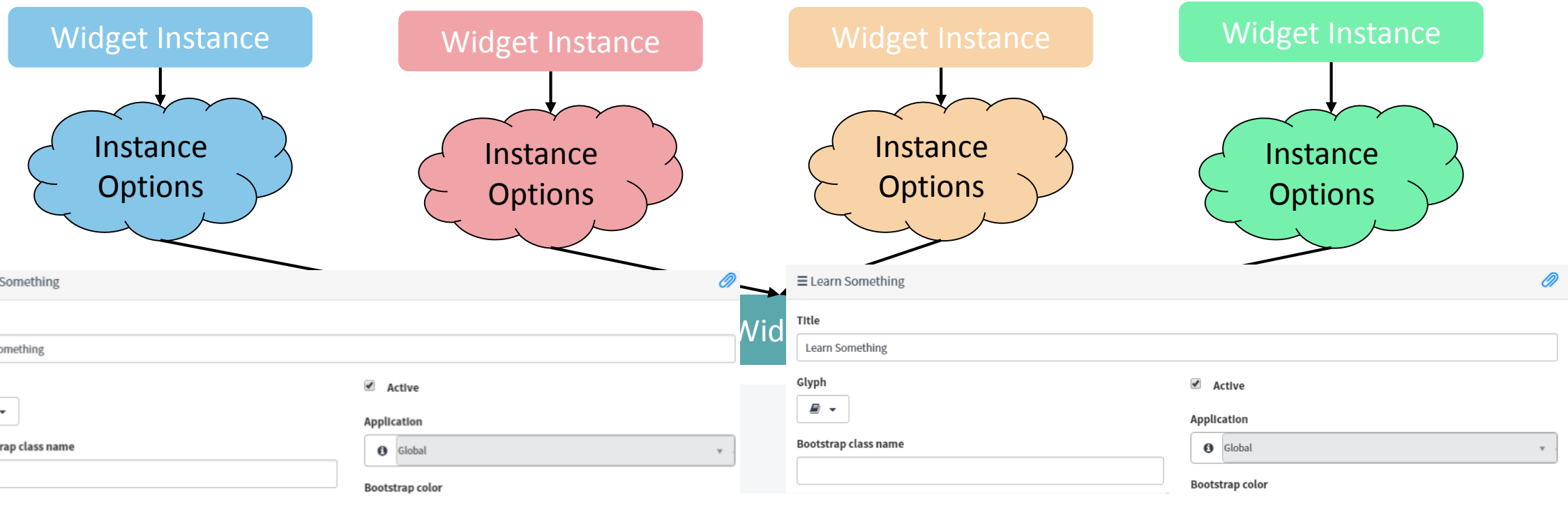
Service Portal Architecture



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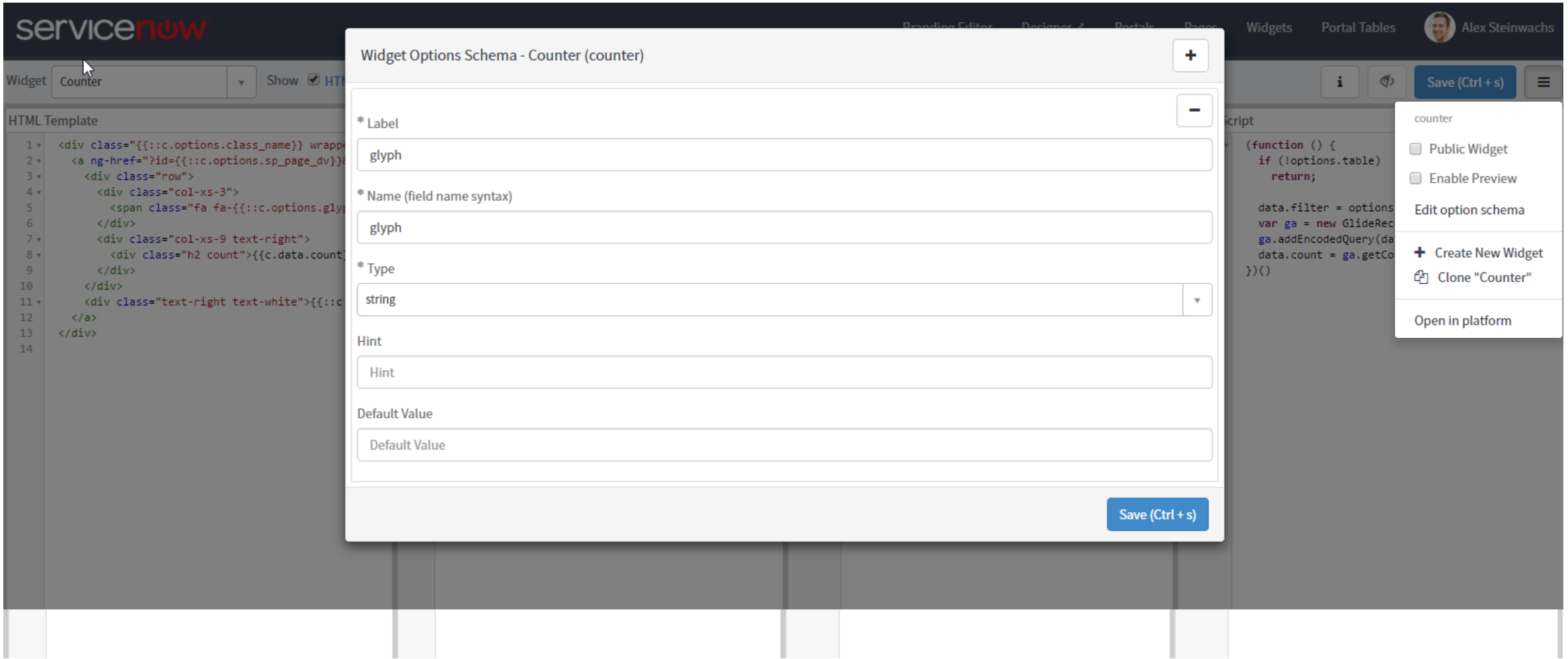
Widget Instance Options





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Widgets



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Lab 2
(If done early, complete Labs 3 & 4)

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Lessons Learned – Lab 2

1. How to add widgets to a page
2. How to configure widget instance options
3. How to dynamically show or hide widgets based on device

Lessons Learned – Labs 3 & 4 (Optional)

1. How to clone and modify an OOB widget
2. How to create a custom widget

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Top Takeaways

1

A great user experience sits between speed, convenience, and simplicity

2

Understand the fundamentals of the Service Portal architecture

3

Get hands on experience creating, configuring, and branding a Service Portal

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Thank You

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