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WORK at LIGHTSPEED

Building a No Code App from Scratch

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Agenda-at-a-Glance

- Introductions
- What are Apps?
- Why build an app?
- Pre-Lab

- Self-Paced Lab
  - Start the initial application
  - Create a Request template
  - Enable requests through Service Catalog
  - Collaboration

- Self-Paced Lab (continued)
  - Use built-in email for notifications
  - Reporting and dashboards
  - Secure the application
  - Enable catalog item for mobile devices

- Wrap Up
- Questions

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Speaker Introduction



Name: Edwin van den Heuvel

Title: Advisory Solution Consultant

Function: Sales

Company: ServiceNow

Experience: Almost 5 years at ServiceNow. More than 17 years experiences in Service Management.

Expertise: Field SC – jack of all trades. Focus on Enterprise Service Management, Cloud Management and DevOps transitions.

Achievements: Radio host (25+ years), former dance teacher and father of 2 kids.

Current Projects: Building strategic roadmaps with customers and expand ServiceNow footprint in the Finance industry.

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Speaker Introduction



Name: Martijn Kruijt

Title: Sr. Solution Consultant

Function: Sales

Company: ServiceNow

Experience: Delivery, professional services and development management. Started at ServiceNow in 2015.

Expertise: Field SC – jack of all trades. Focus on Platform ITOM.

Achievements: Field hockey coach and father of 3 kids.

Current Projects: Government proof of values and field work.

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What is an App?

- Piece of customized functionality
- Adds to the system (forms, logic, data)
- Helps customers replace archaic manual process with modern workflows

When can an App be useful?

- To get control of manual or archaic processes
- To sunset legacy applications (old platforms or standalone apps)
- …



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Benefits

- Developers benefit from
  - Configurable OOB functionality for rapid development
  - Standard web programming languages
- End-users benefit from consumerization in the enterprise
  - Self-service
  - Visibility to their stuff
- Leadership benefit from visibility to
  - Metrics
  - Trends
- Uses the rich services that the ServiceNow platform delivers
  - Catalogs, Workflows, Knowledge, Mobile, Notification, Reports, Entitlements, etc.



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Platform Overview

Functionality	Benefit	Outcome
Extensible platform for common application elements like forms, lists, reports, notifications, integrations, and more.	• Many features are simple configurations (no code) • When coding is required, we use standard web programming languages	• Faster time to value for applications • Easier/quicker support of existing apps
Service Creator & Delegated Development	• Enable citizen developers (non-IT) to create and manage their own processes, without giving away the "keys to the castle"	• Mitigates IT becoming a development bottleneck for solutions
Single source of record. All ServiceNow data is in one customer database.	• No integrations required to ServiceNow data	• Richer reporting with interactive and drill-down capabilities
Advanced developer capabilities (AngularJS/Bootstrap)	• Create custom user experiences	• Leverage existing web developer talent • Improved end-user experience • Organizational branding
Native mobile applications	• The data comes to the end-users and fulfillers	• Create a delightful experience

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What Does the ServiceNow Platform Do?

- Allows customers to create applications to rapidly automate unstructured processes
- Provides self-service capabilities to end-users
- Consolidate legacy applications into a single source of record
- Enables non-programmers, IT, and application developers to deliver consistent and reliable applications faster



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What Does the ServiceNow Platform NOT Do?

- Serve big data or streaming content
- High computational or simulation applications
- Unstructured data such as NoSQL
- Release you from the duty to “look before you leap”



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The Lab

- The Lab will focus on creating a simple app that uses some platform services
- First version of the app is generated using a template
- It is self-paced and walk through the steps needed
- Use the I'm done option after finishing the labs

- Lab Gurus and Instructors are here to help – if you have questions, please ask

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Let’s Start!

- Lab Instance: **http://klabs.link/vtb**
- Start with labs 1, 2, and 3.

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The Next Labs

- The next labs are 4, 5, and 6

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The Next Labs

- The next labs are 7 and 8

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Final Steps

- Export the app so far
- Quick look at Studio (time permitting)

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Top Takeaways

1

Apps are a fast way to build a robust service management application, but you still need to look before you leap.

2

Once your custom app is “live,” consider placing it on your Service Portal.

3

Most common customizations don’t require scripting/complex logic.

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Thank You

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