knowledge17

http://clabs.link/lab131971

WORK at LIGHTSPEED

Shared Services: Deliver a True Platform for All Departments

Frank Schuster
Platform Architect
ServiceNow

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Advisory Solution Consultant
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servicenow

INSTANCE RESERVATION

- **RESERVATION URL: http://clabs.link/lab131971**
- Please be aware, that some instance links might not open with the link from the Reservation Instance. If that is the case please raise your hand and ask a Guru for the correct **port** of your lab instance.
- The admin password printed in your lab guide will not match the actual password for your instance, the following password will be your admin password (which can also be found on the instance reservation page):
  - **131971W224#K17**
- Please also download the following file beforehand:
  - **http://bit.ly/131971css** (CSS for Lab 1.2)

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Agenda

- Quick Introductions
- What will we do in this lab?
- Service Portal Concepts
- Best Practices
- Portal Strategy
- Building a Shared Services Portal – Lab time ☺
- Future Release Items (Service Portal)
- Q&A

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Speaker Introduction



Name: Frank Schuster

Title: Platform Architect

Function: Outbound Platform Product Management

Company: ServiceNow

Experience: 5+ years experience with ServiceNow (2 ½ years in Professional Services, 2 years in Solution Consulting, in Product Management since 04/2017), more than 10 years of experience in the Web-Development space (Enterprise CMS & Portals)

Expertise: Custom App Development, Service Portal (Widget Development = ❤)

Achievements: Probably the only true Germadian in ServiceNow (and proud of it!)

Current Projects: Widgets, Widgets, Widgets.. Uhm, Widgets! Evangelizing App Dev on ServiceNow and eradicating Lotus Notes across the Globe :)

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Speaker Introduction



Name: Jon Crane

Title: Advisory Solution Consultant

Function: Solution Consulting

Company: ServiceNow

Experience: 7.5 years experience with ServiceNow (3 at a customer, 2 at a partner and 2.5 with ServiceNow!)

Expertise: Platform, Integrations, IT Operations Management

Current Projects: Building a custom application to customer requirements for managing global Emergencies and events. Working with awesome customers and partners like you to spread the word about our Platform. Building cool integrations (Come check out my Alexa integration and Photo booth at the HackZone!)

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Lab Objectives

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Objectives and What You Will Learn

Objectives

- Discuss key Service Portal design and technology concepts
- Build a Service Portal to support a new line of business at your organization
- Understand the difference between a single and a multi-portal strategy
- Explore the art of the possible and see a true Shared Services portal in action, and discuss the components that make up that portal

What you will learn

- Key technology concepts and how they apply to Service Portal
- Service Portal best practices
- How to build a new Service Portal from scratch and what each component of Service Portals do (Pages, Themes, Widgets, etc.)
- What a true Shared Services portal could look like

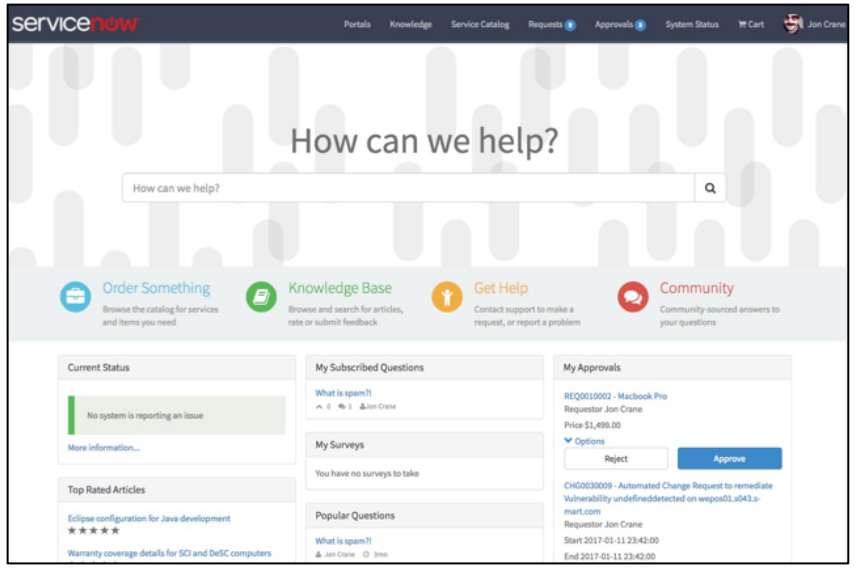
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Service Portal Concepts

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What is Service Portal?

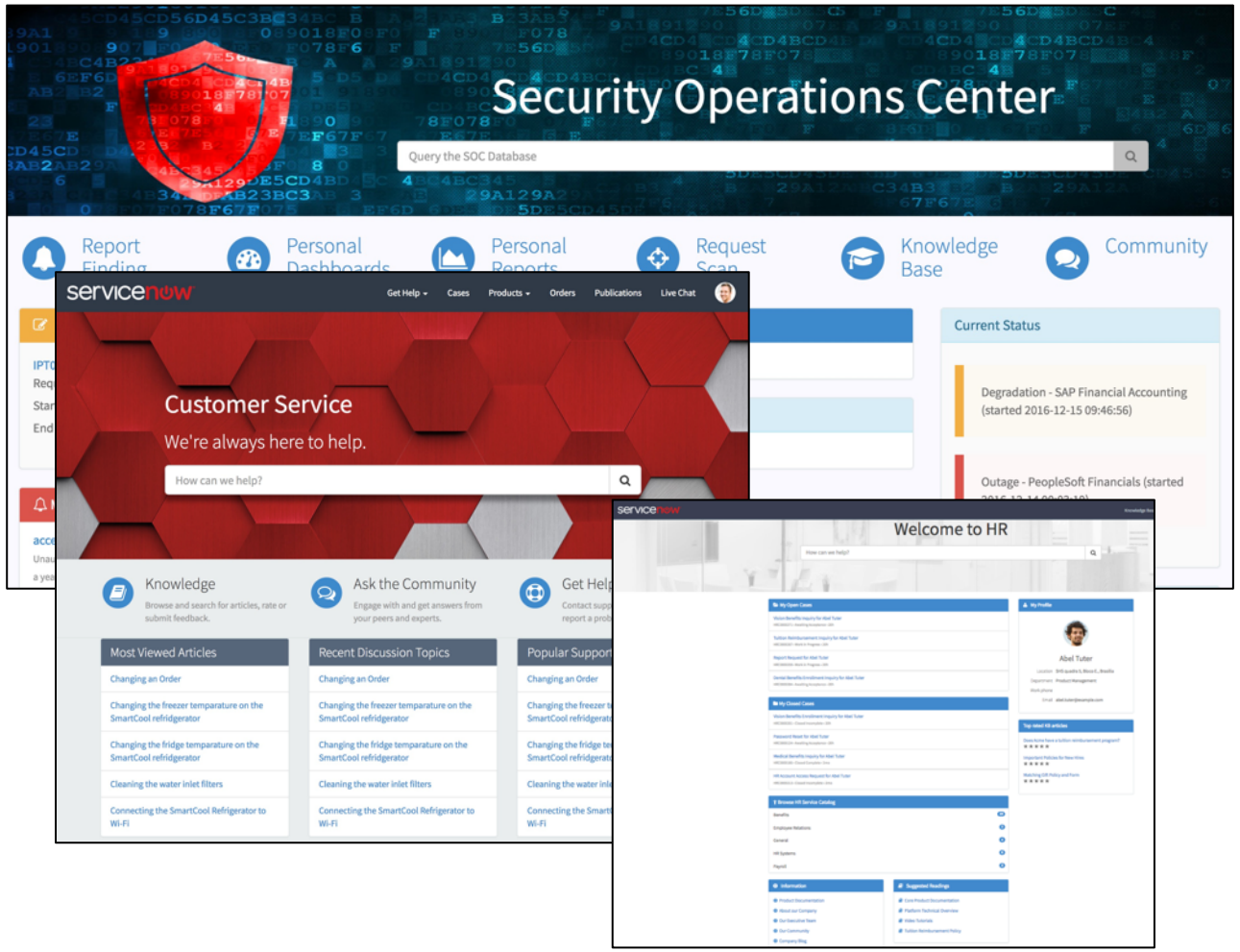
- Introduced in Helsinki, Service Portal provides a way to create modern, simple, user-friendly experiences built on the ServiceNow platform
- Service Portal allows users to interact with ServiceNow in a manor similar to most modern web experiences (e.g., Facebook, LinkedIn, Amazon)
- Service Portal is built from the ground up to support most modern web-design technologies and principles.



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Why Service Portal for Shared Services?

- Give your users a single experience for interacting with IT, HR, Legal, Finance, and any other shared service or support organization.
- Portal elements are reusable so building new portals can be a snap!
- Easy theming and styles allow users to feel right at home no matter where they've navigated.
- Mobility

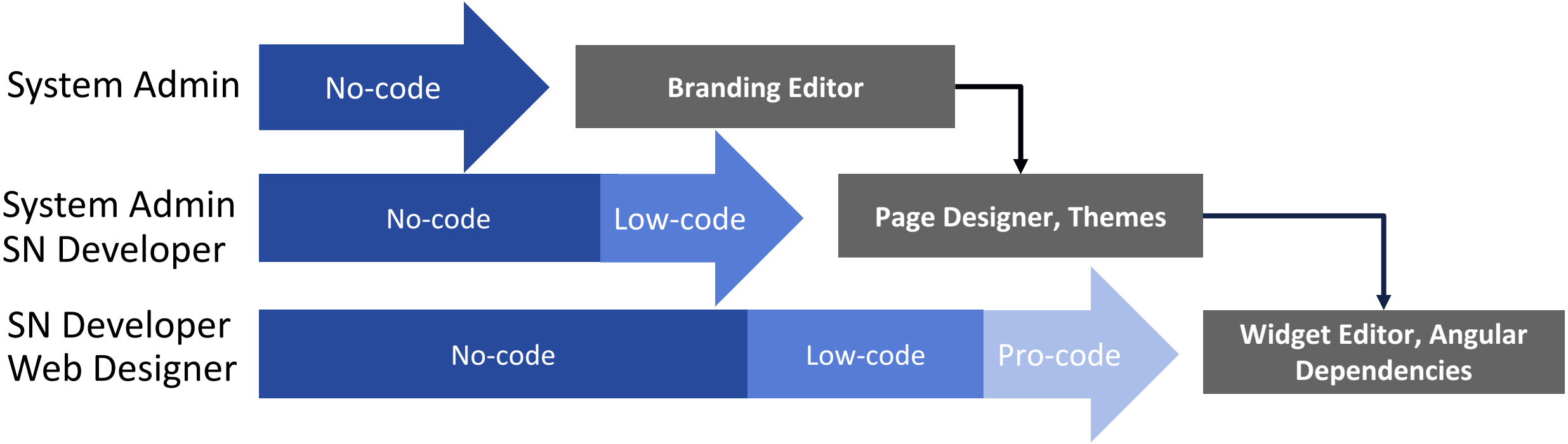


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Service Portal Skill Set

Who Can Use Service Portal Designer?

Just about anyone who needs to – but there are differences!

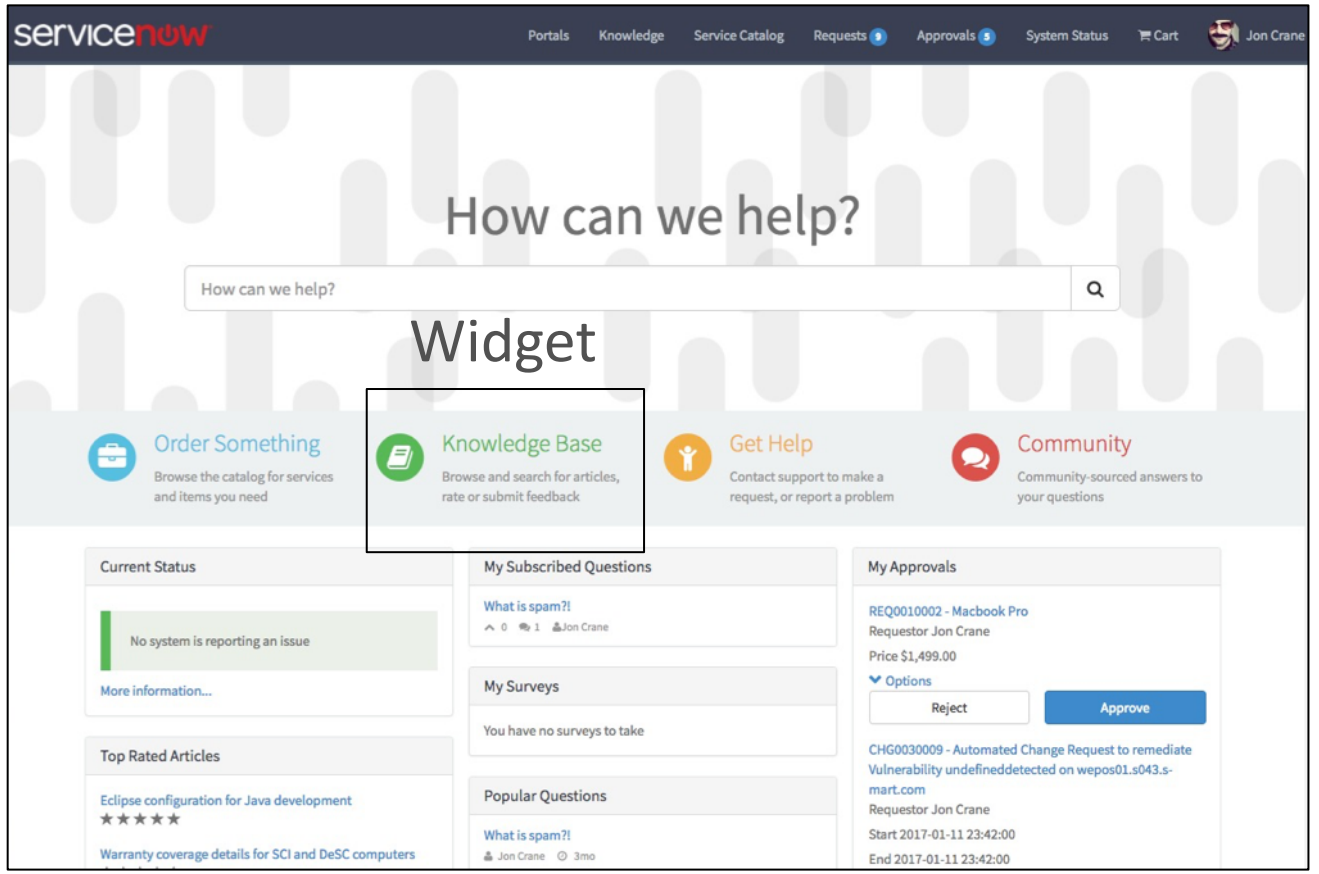


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Service Portal Building Blocks

Portal

Page



Theme

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The Technology Behind Service Portal



AngularJS — A JavaScript framework used for delivering dynamic web applications.



Bootstrap — A front-end design framework that contains form elements, navigation components, icons, and more.



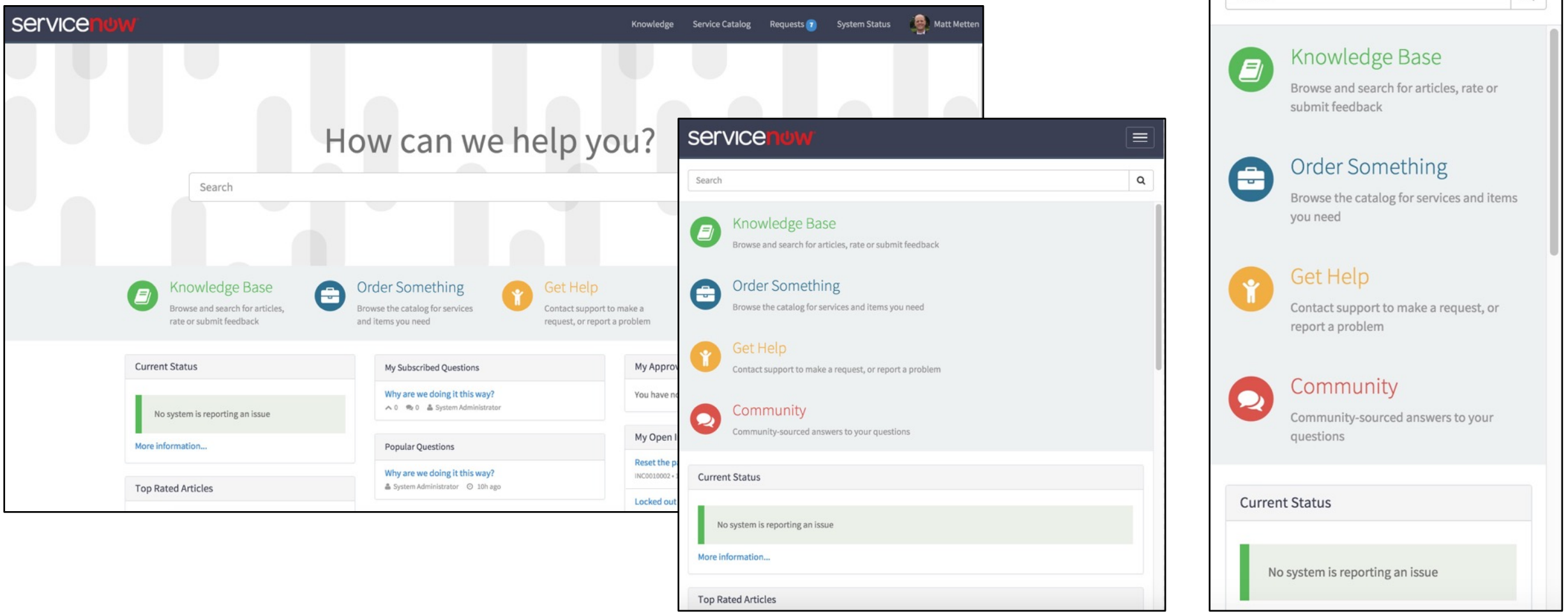
SASS — Introduce scripting to CSS! Use nesting, operators, mix-ins and more to create reusable, efficient CSS.

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Service Portal Best Practices

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Design for Mobility



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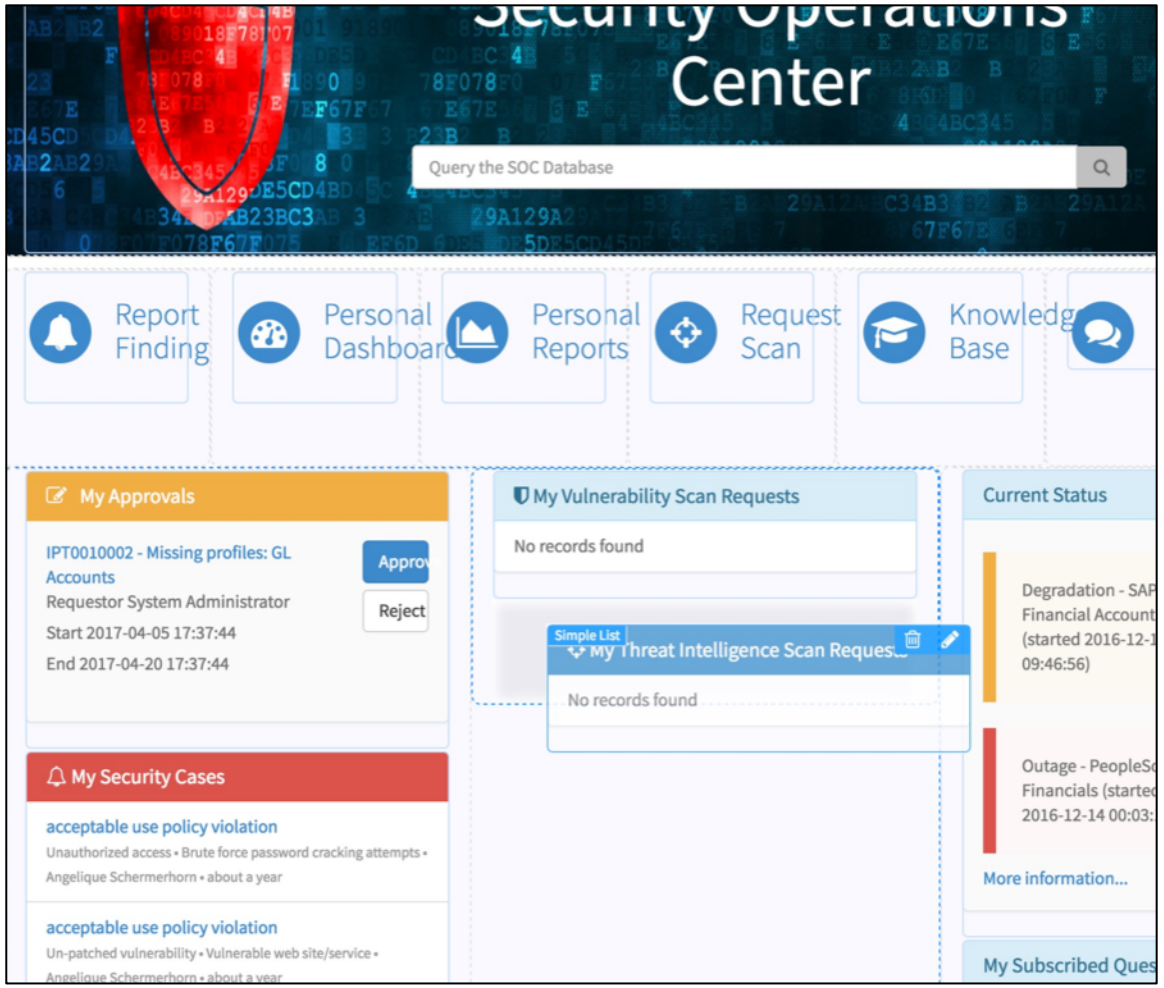
It’s (Almost) All About the Experience!

- Understand your audience and design with the business in mind.
  - Work with your users to design the most effective portal.
- Design for ease of use and familiarity, not just flashy features.
  - Your portal shouldn’t have to have a training manual.
- Consistency in design is key.
- A simple, user-friendly interface is necessary for increasing widespread adoption.

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Build for Reusability

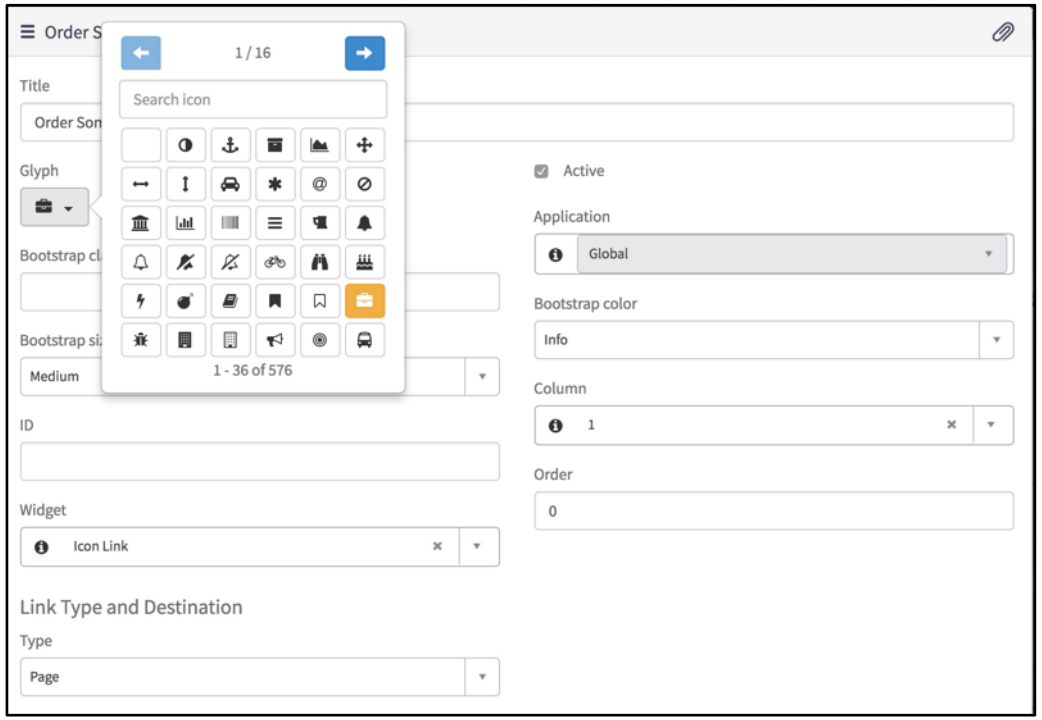
- Service Portal components are reusable! Build once and deploy everywhere.
- Both default and custom widgets can be styled, configured, and added to any Service Portal page.



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Make Your Widgets Configurable

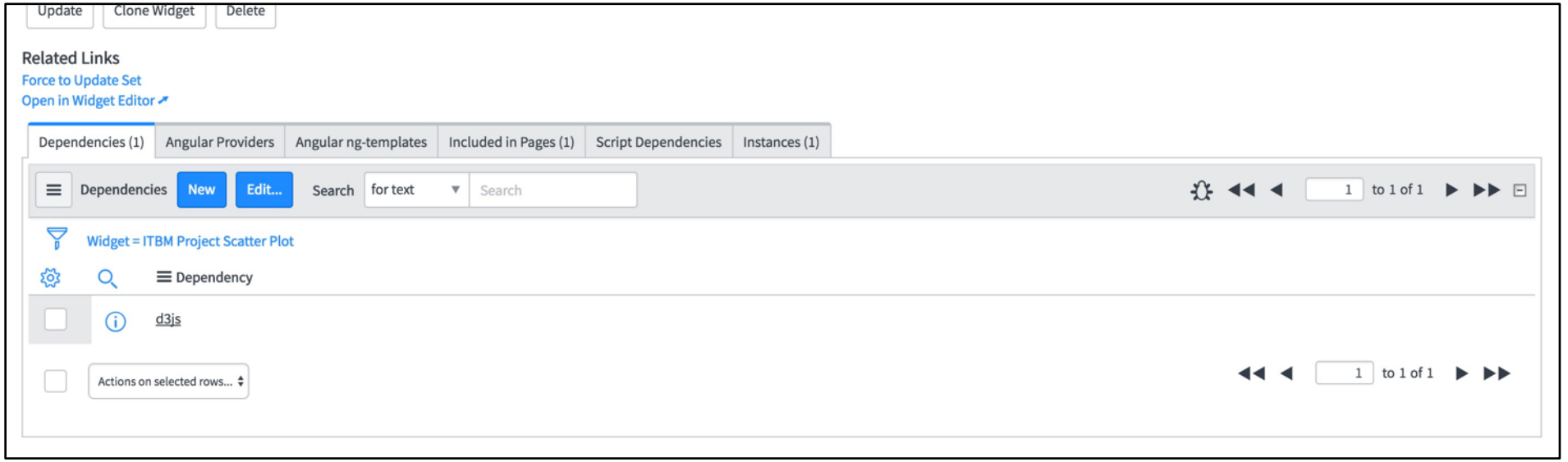
- Whether using a default or custom widget, use widget options to configure your widgets.
- A widget option schema can allow administrators to configure widgets when adding them to portal pages.



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Import Third-Party Libraries

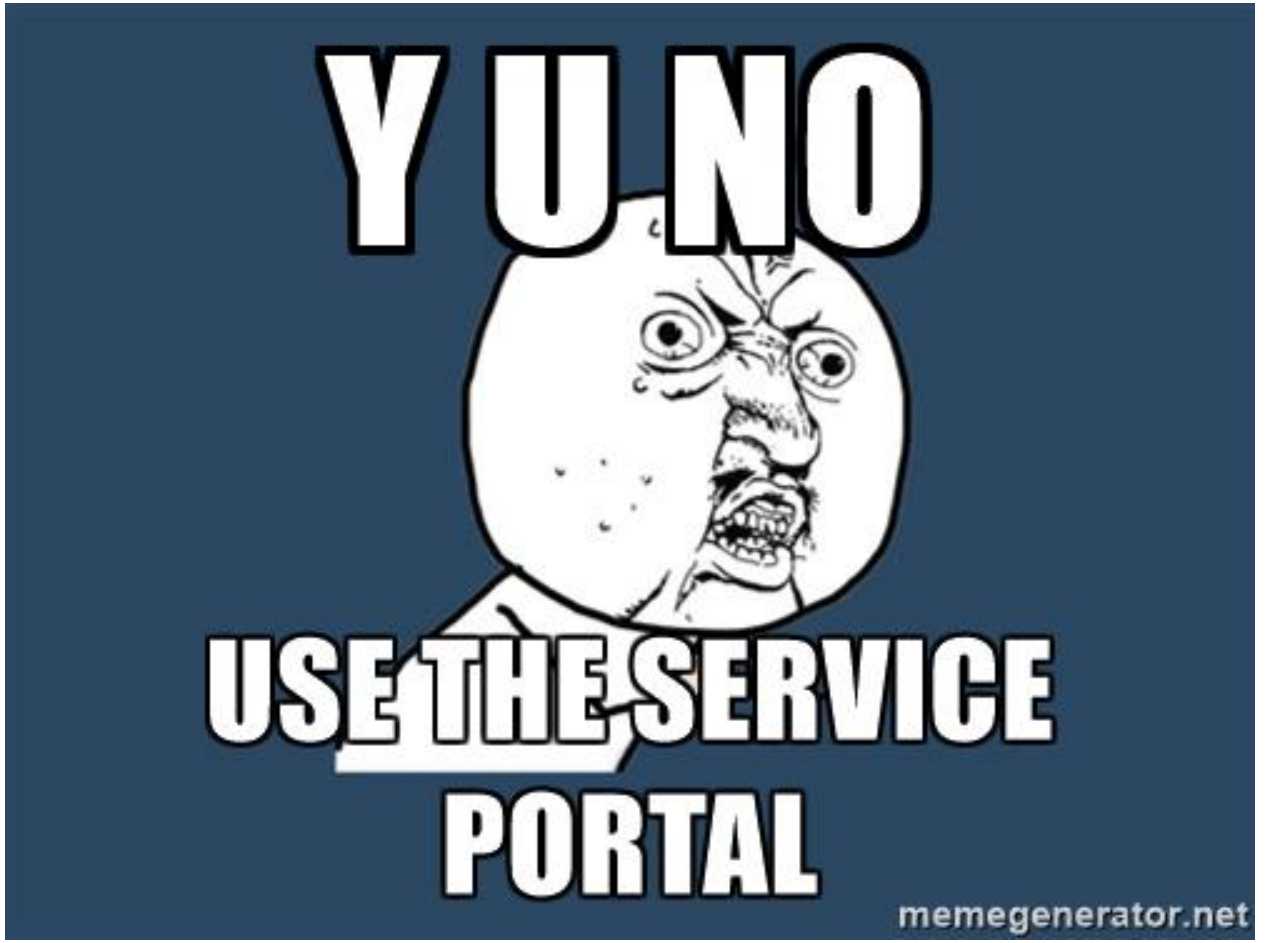
- Import third-party JavaScript libraries to add new functionality to your portal widgets.
- Import libraries such as Chart.js or jsPDF, or entirely new frameworks like D3 and Vue.
- Third-party libraries can be included easily in widgets via a simple related list.



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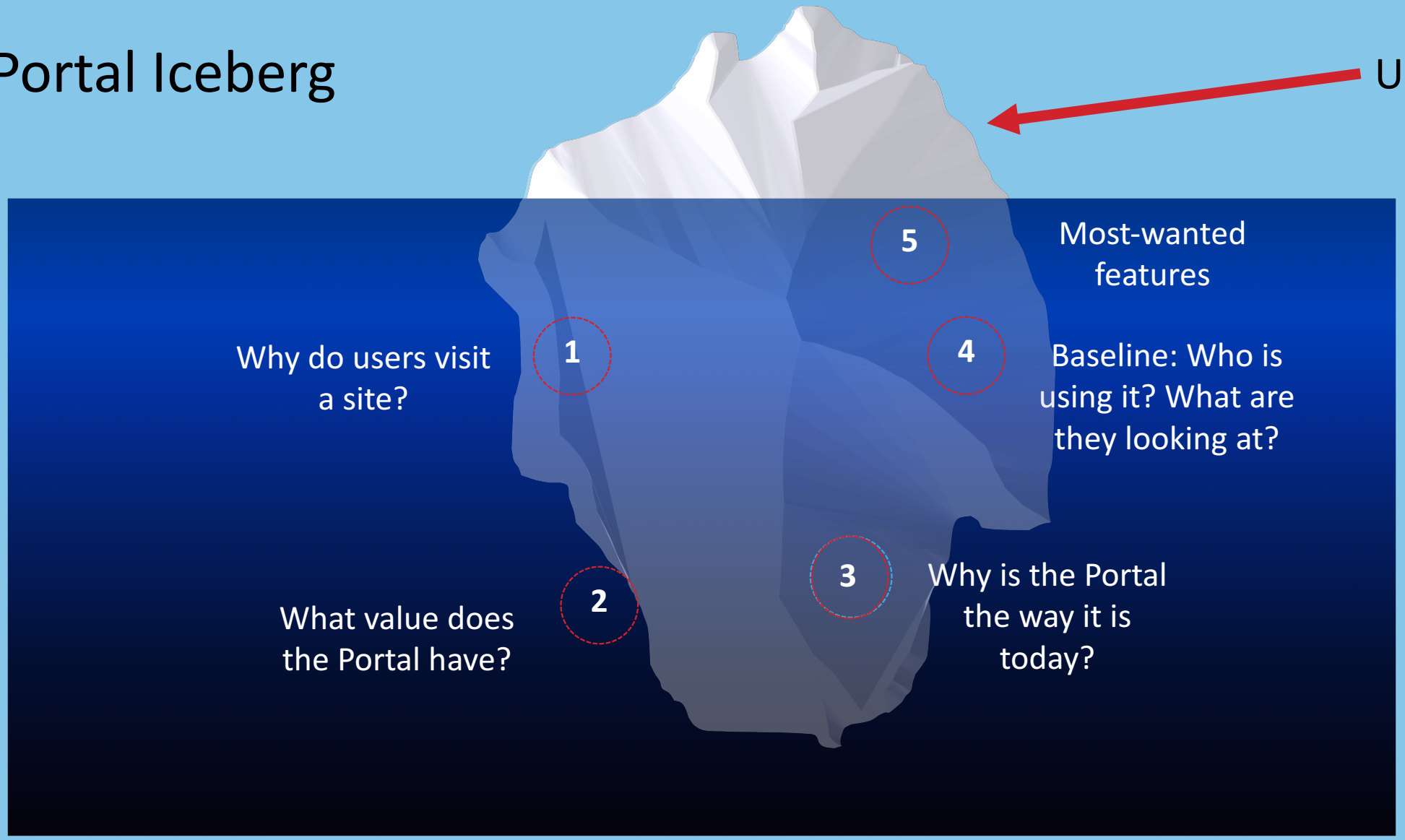
Portal Strategy

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The Portal Iceberg

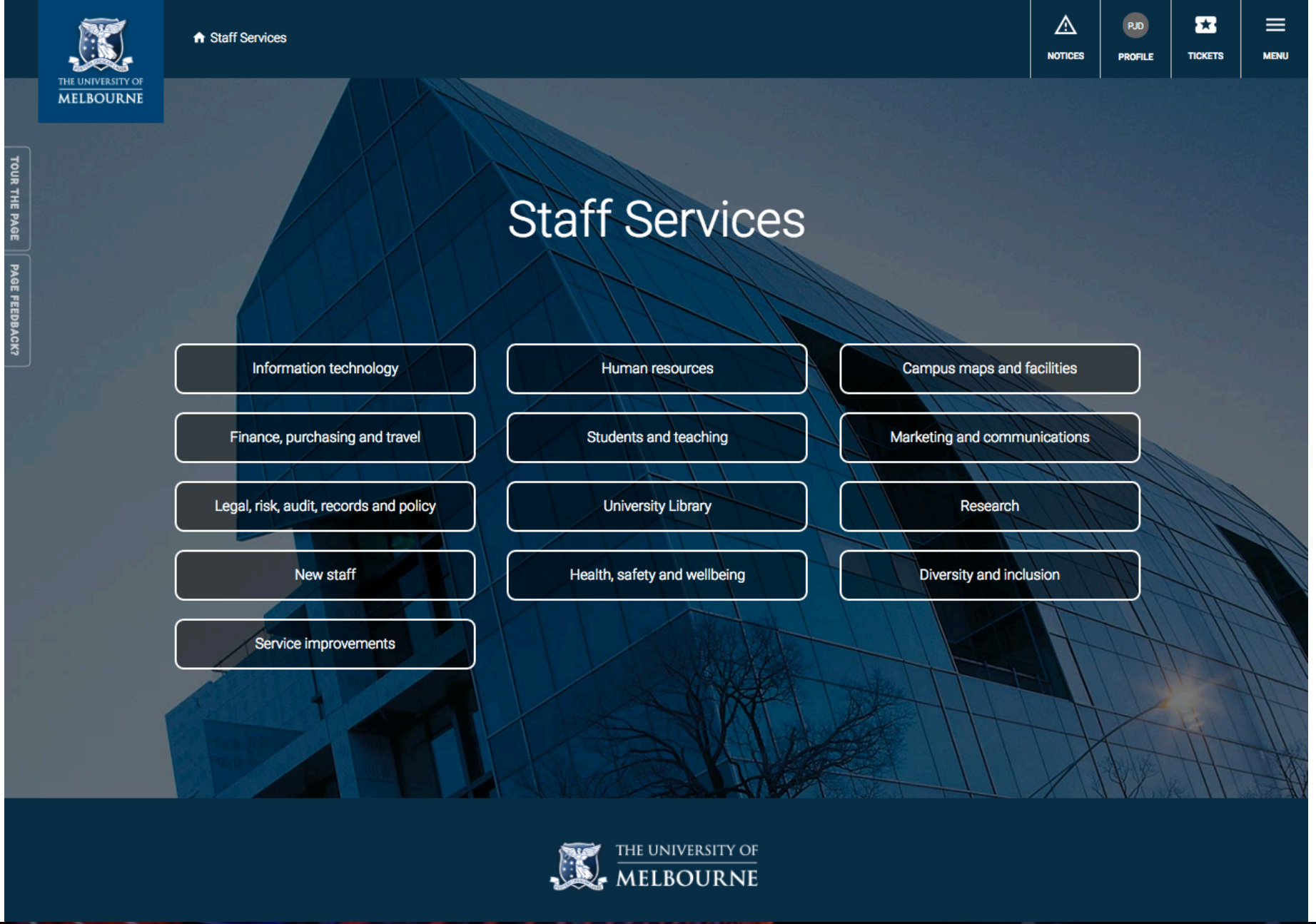


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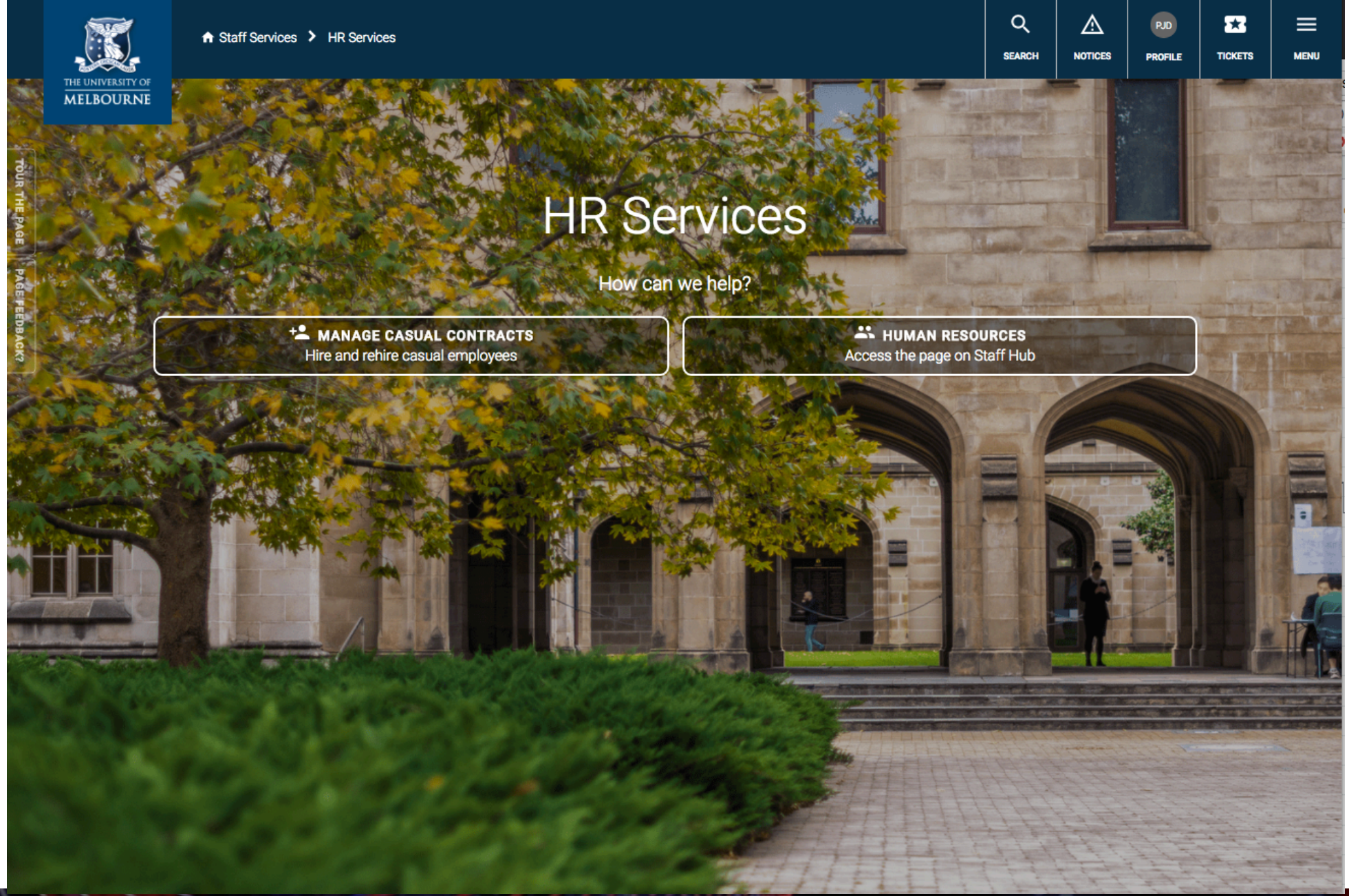
What defines an ESM / Shared Services Portal?

A Unified Experience!

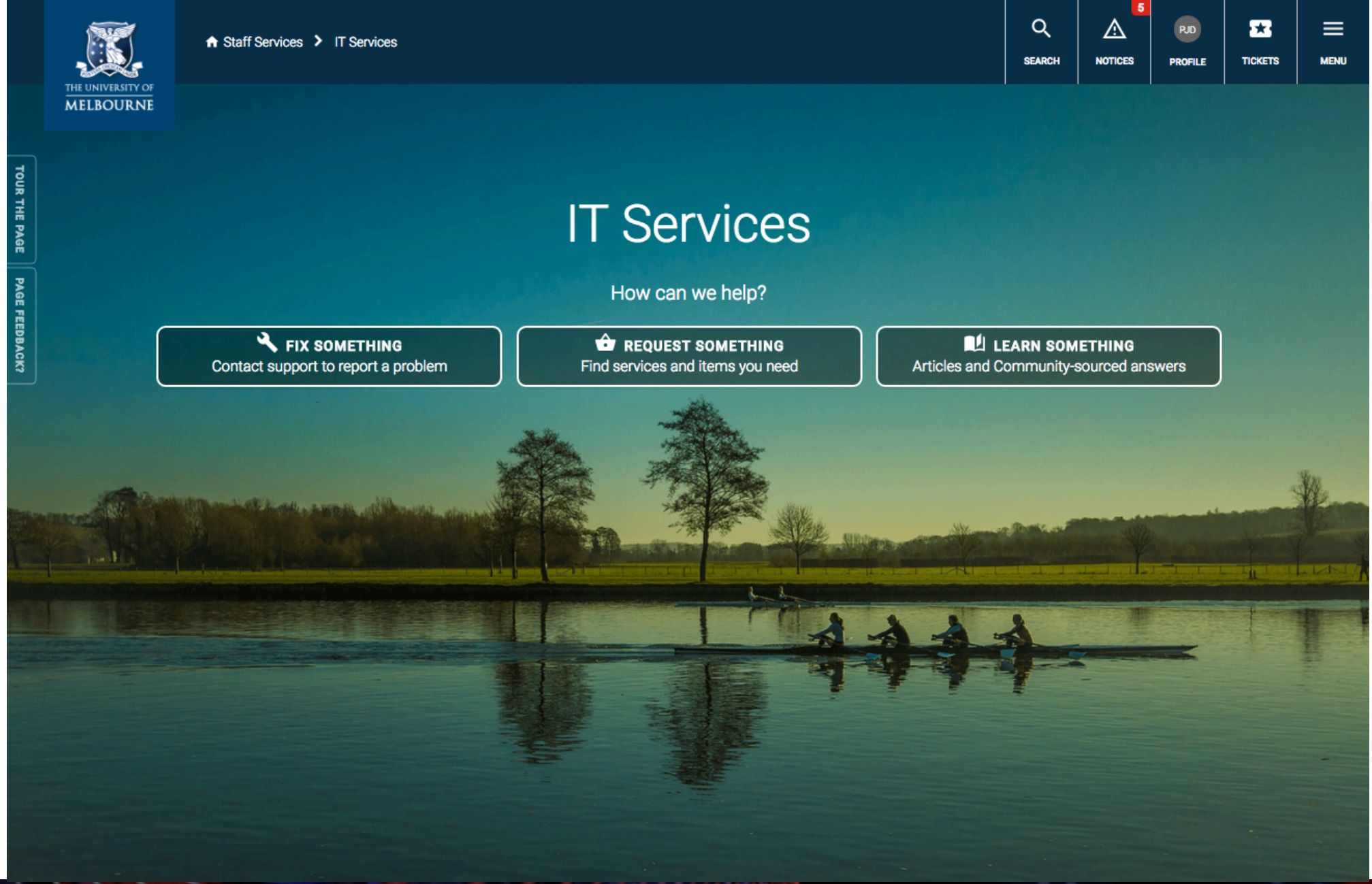
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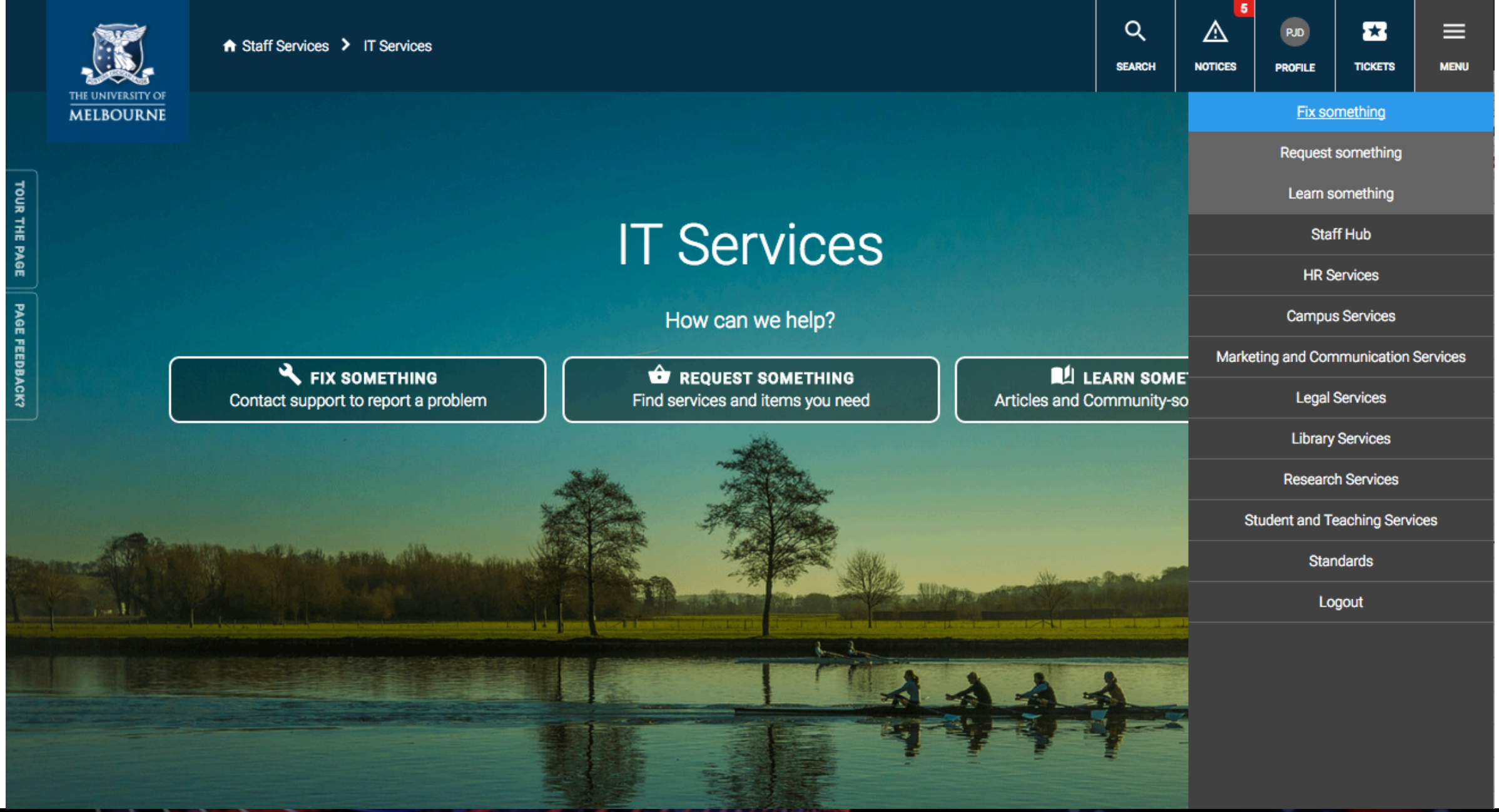
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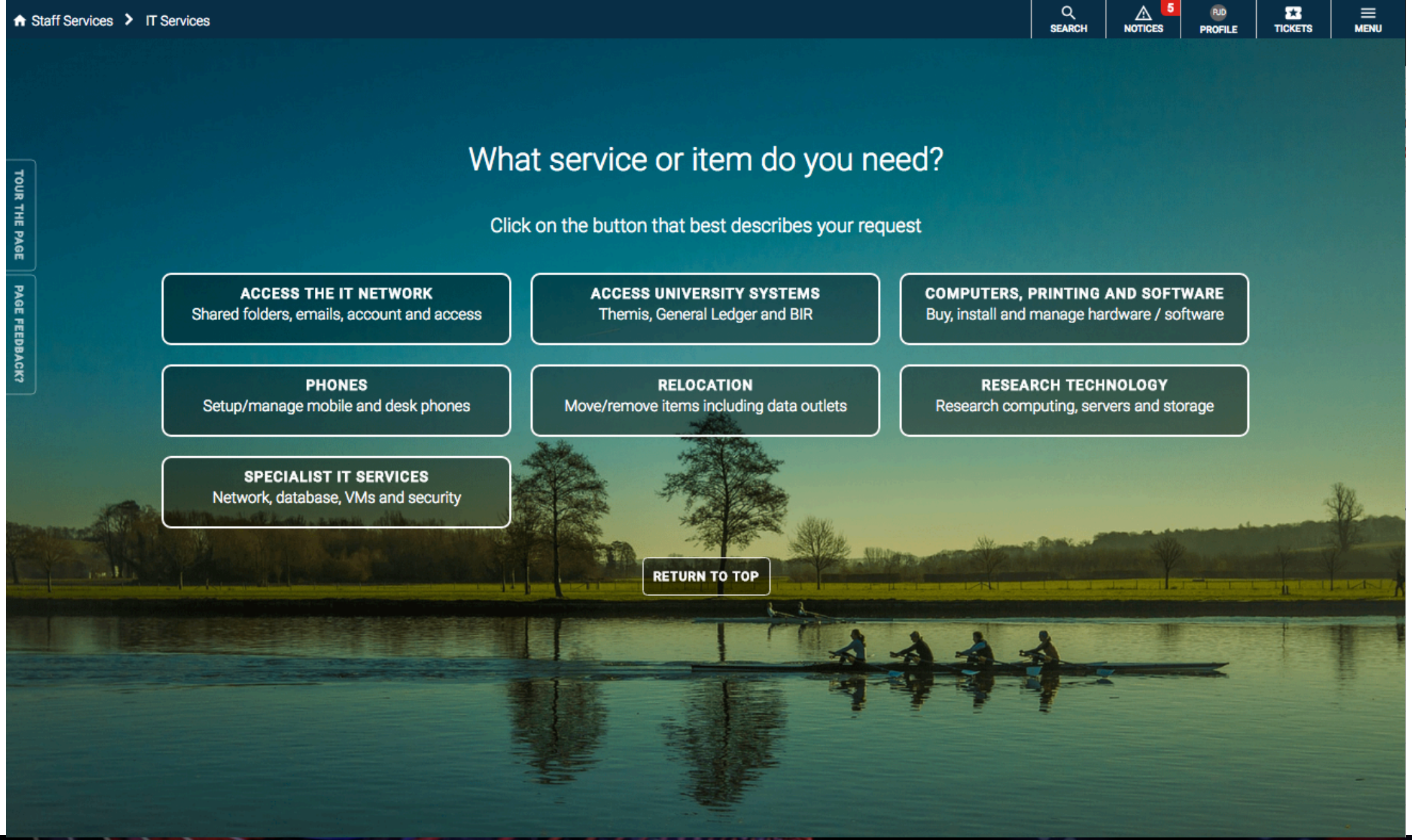
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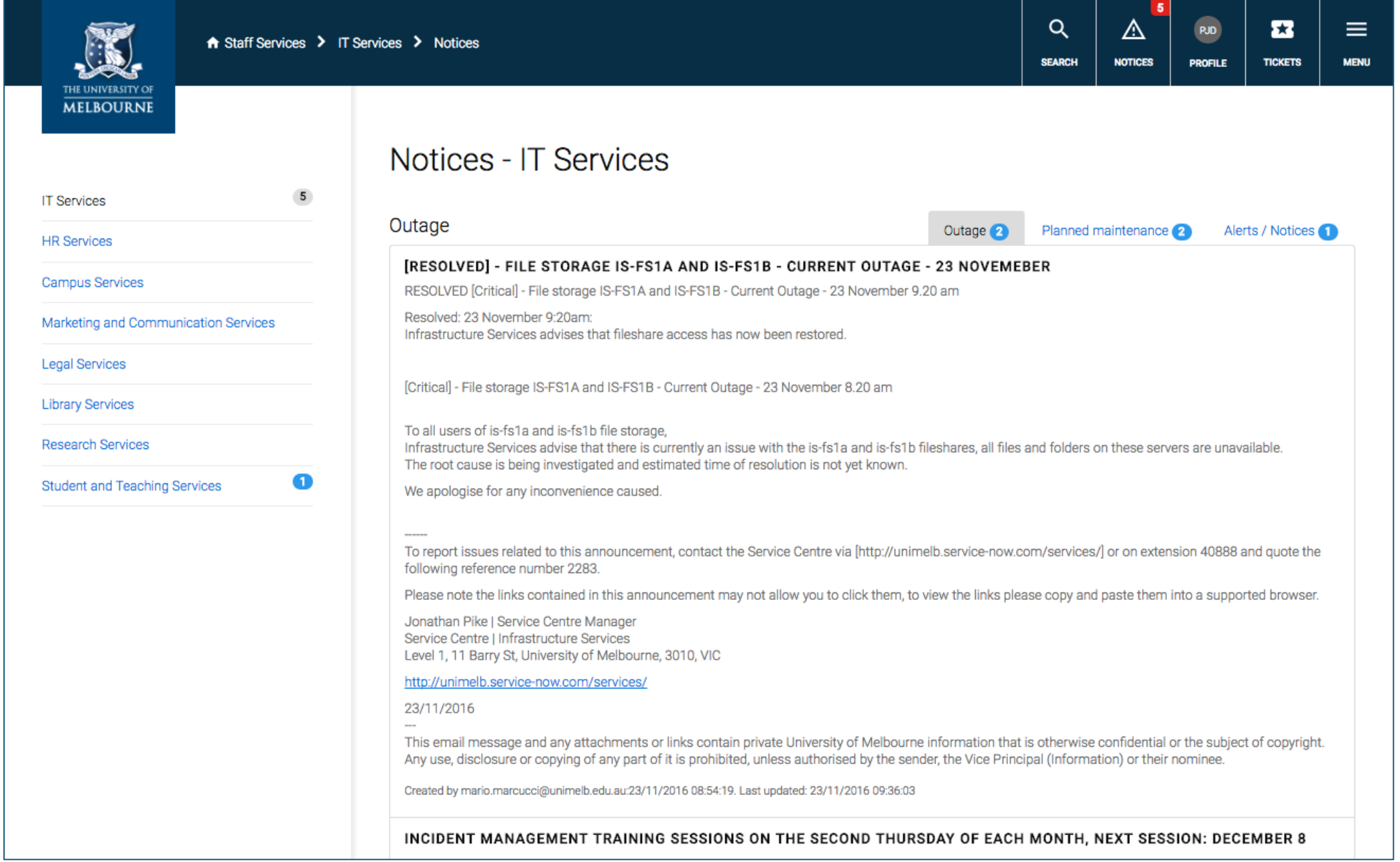
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Reasons for a Multi-Portal Strategy

- Theming/Branding:
  - Departments have
  - Not just a few colo
  - Separate portals = f
- Governance/Strateg
  - Multiple layers – us
  - IT Users != HR User
  - IT Admins != HR Ad
- Contextual Portals
  - Evaluation of all the



, Widget Instances)

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Lab Time!

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Lab Notes

- **Lab 1.2:**
  - theme-park-mgmt.main.css broken apart over two pages, full code here:
  - **http://bit.ly/131971css**
- **Lab 1.3**
  - In Step 16, “Choose the image downloaded from **Step 9**” – this should read: **Step 13**
- **Lab 1.6:**
  - The Secondary field mentioned in the lab is **not category**, but **kb_category**

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Top Takeaways

1

Know your users!
Focus on **Content**.

2

Plan ahead &
take your time.

3

Leverage the
Platform!

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Service Portal Outlook

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Safe Harbor



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This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix.

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Service Portal – Future Release Items

- User Criteria / Roles included with Widgets and Widget Instances (J)
- WCAG Level A (J)
- Contextual Search (J)
- Filter Builder (J)
- Multiple KB & Catalog portal OOB (K)
- Platform search updates (K)
- Report widgets (K)
- Page Templates (K)



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Q & A

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Thank You

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