knowledge17

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Student Instance admin password: 131999W110#K17

WORK at LIGHTSPEED

Building Effective IT Service Portals

Simon DeJonghe
Sr. Solution Consultant
ServiceNow

Hendrik-Jan De Jong
Advisory Solution Consultant
ServiceNow

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servicenow

Speaker Introduction



Name: Simon DeJonghe

Title: Sr. Solution Consultant

Function: Sales

Company: ServiceNow

Experience: 9 months @ ServiceNow; before that I was a consultant for 8 years

Expertise: Customer Service Management, HR Service Management

Achievements: Madeira Island Ultra Trail – 85km (53mi) Trail Running

Current Projects: Recovery!

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Speaker Introduction



Name: Hendrik-Jan de Jong

Title: Advisory Solution Consultant

Function: Sales

Company: ServiceNow

Experience: 1,5 years @ ServiceNow; before that I was IT Manager, Project and Program Manager

Expertise: IT Management, Project & Program Management, Customer Service Management, Integration

Achievements: Father of 4 beautiful children, Played World Championships Volleyball for Military Teams

Current Projects: Raising my kids

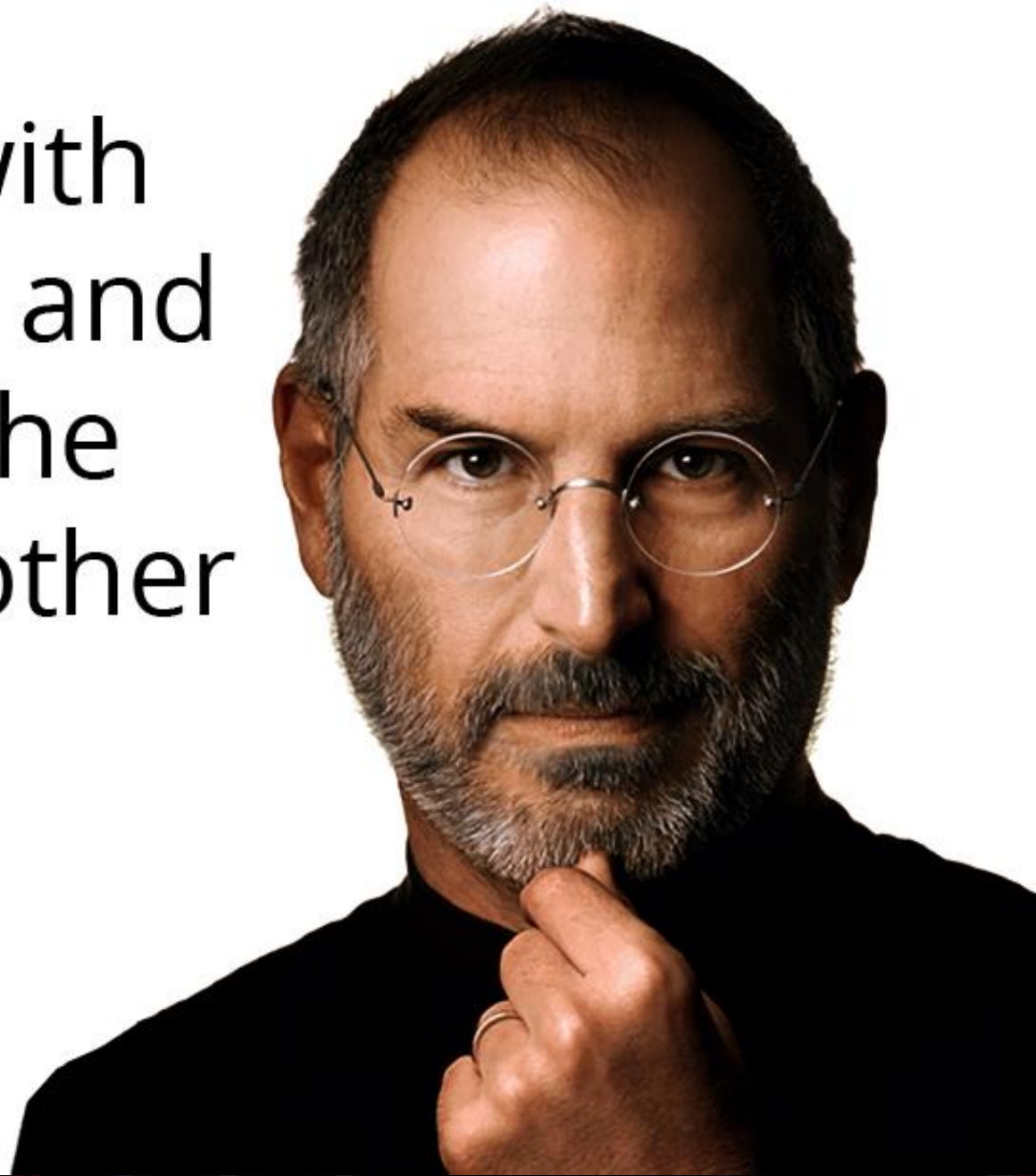
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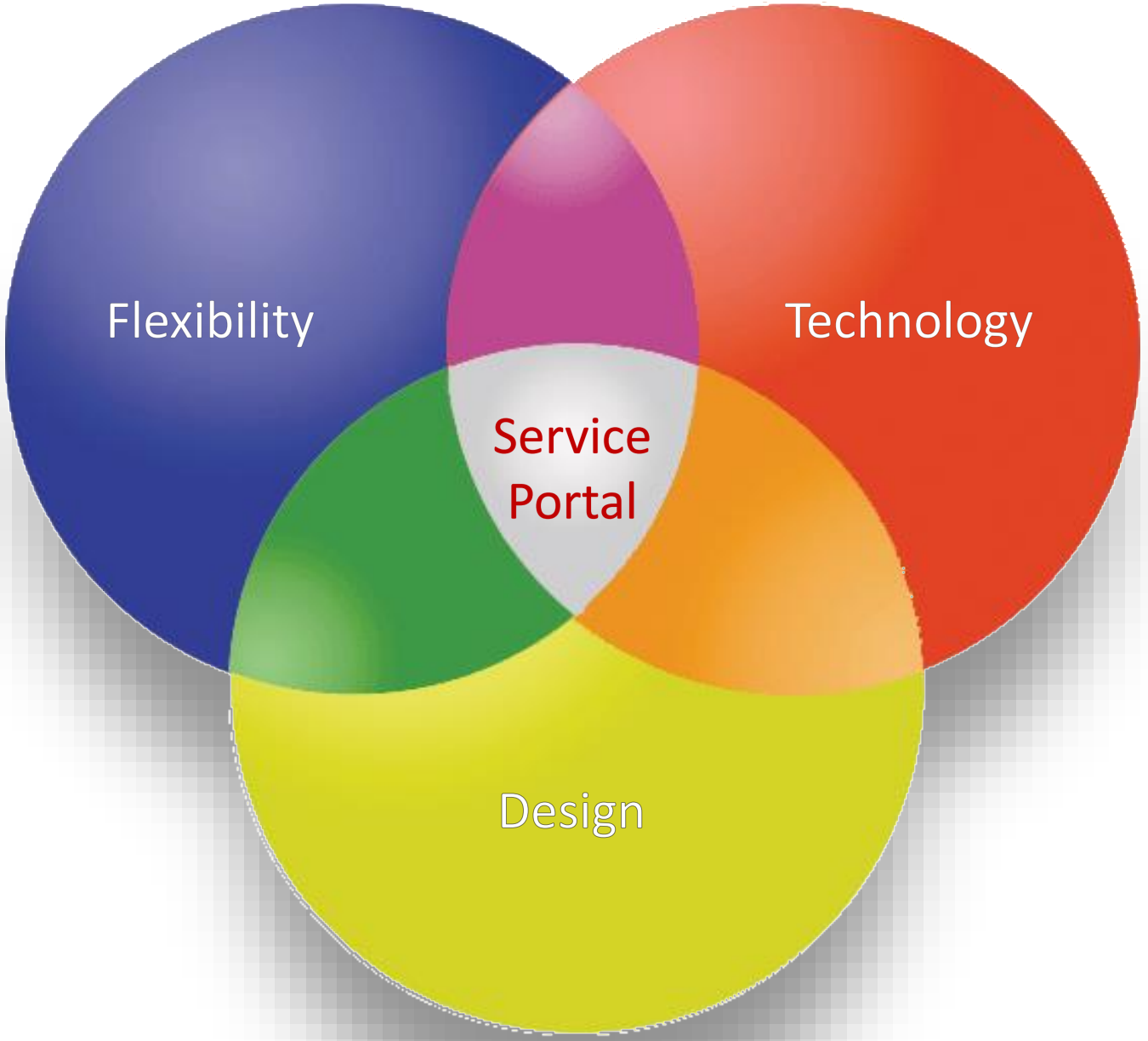
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Your Guru’s!

You've got to start with customer experience and work back toward the technology - not the other way around.

- Steve Jobs

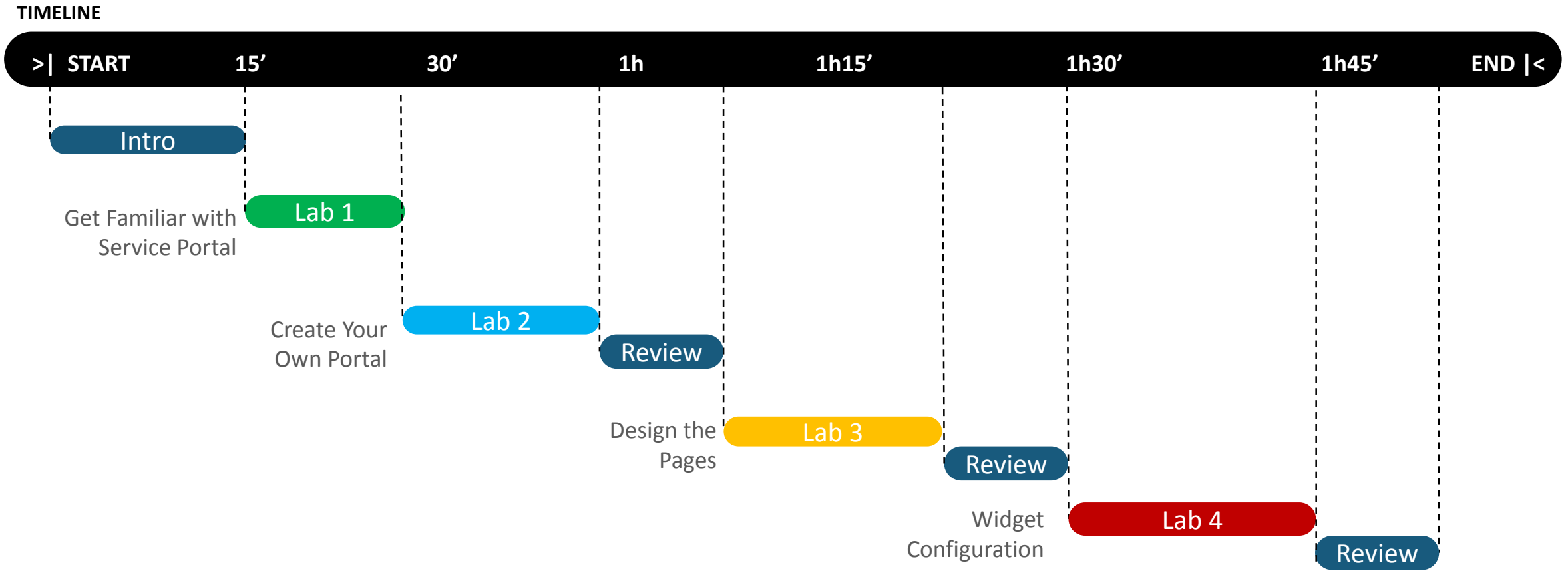




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Lab Timeline



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Image download



logo.png

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background.png

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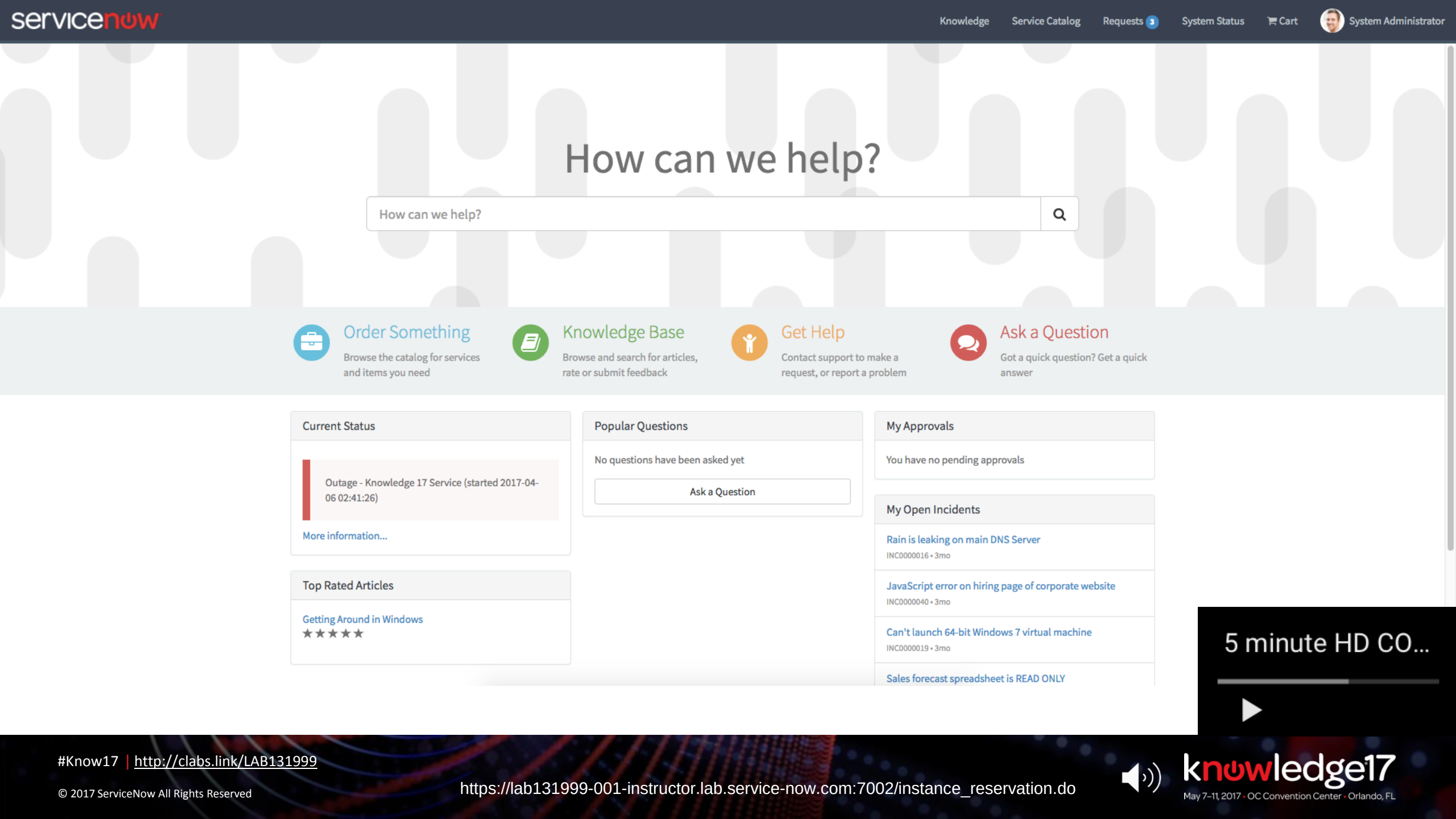


- Discover the Service Portal
- Request/Order Items via the Service Portal

Lab 1.0 Get Familiar with Service Portal

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MARKET SHARE
TEAMWORK
DATA
01
02
03
04
05

- Cloning a Page
- Configure basic elements of the Service Portal
- Brand your Service Portal

Lab 2.0
Create Your Own Portal

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Service Portal Object

Branding | Look&Feel | Menu | . . .

Pages


index


login


404


Knowledge Base

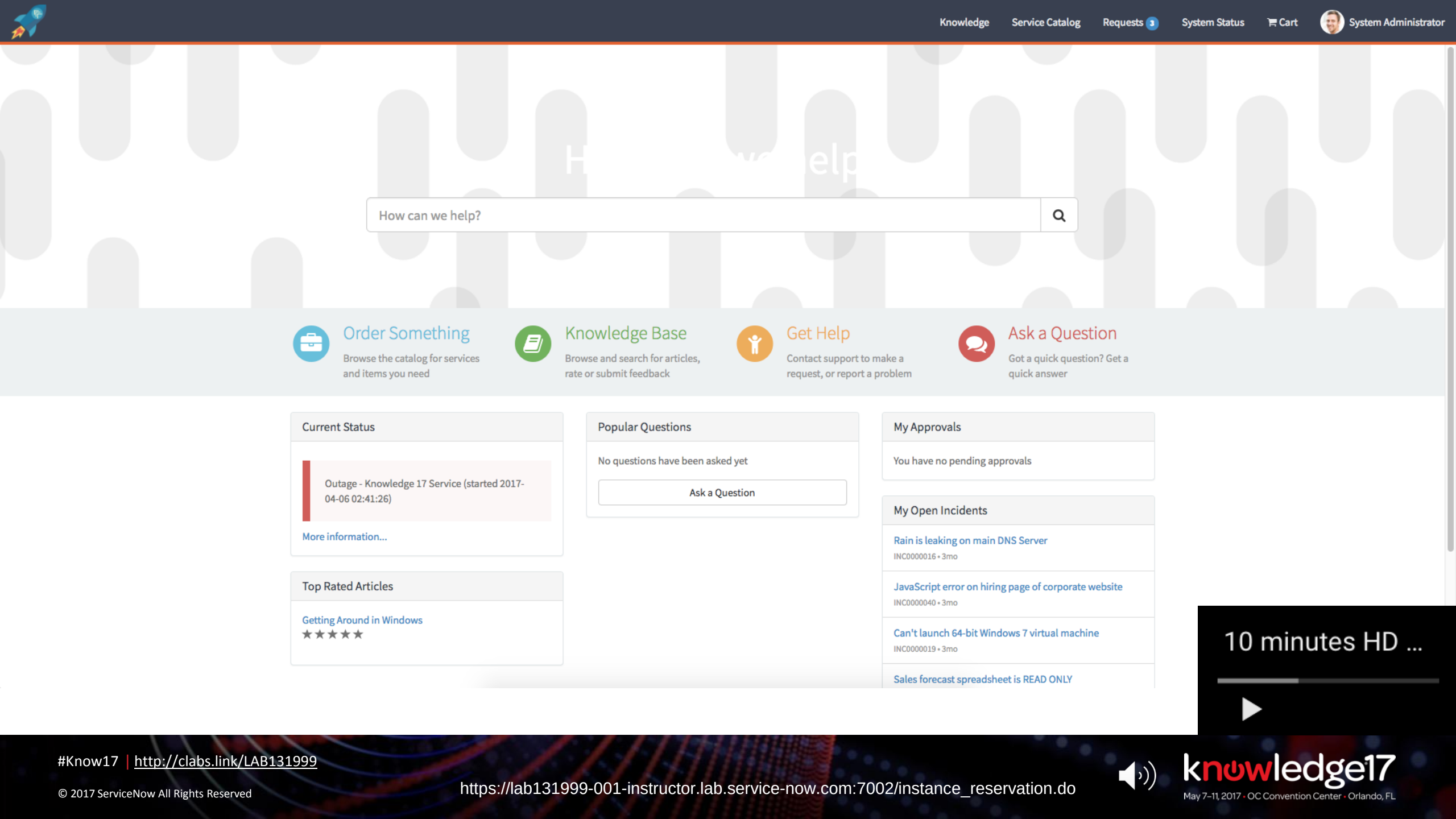

sc_home

Catalogs


IT


HR


Facilities



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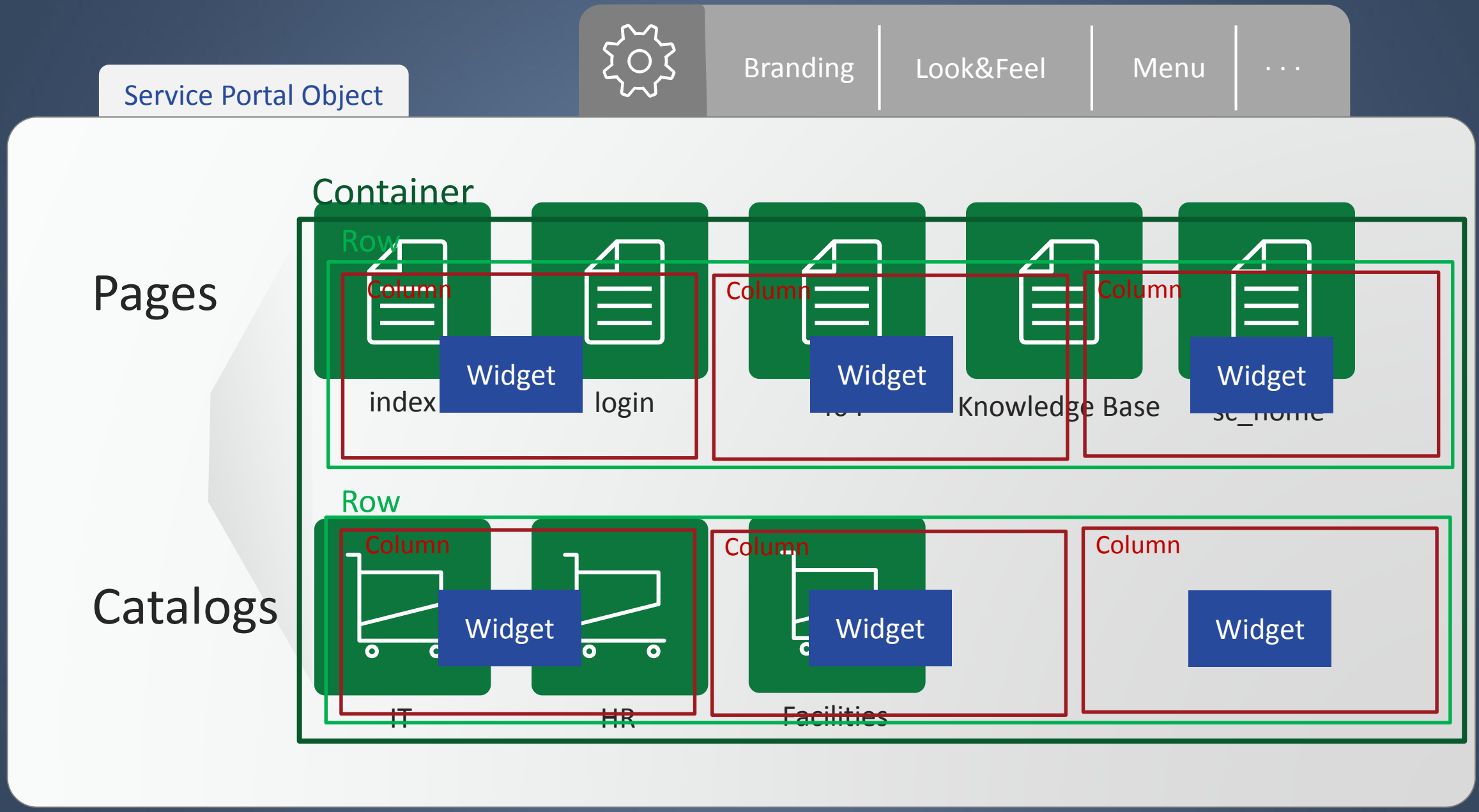


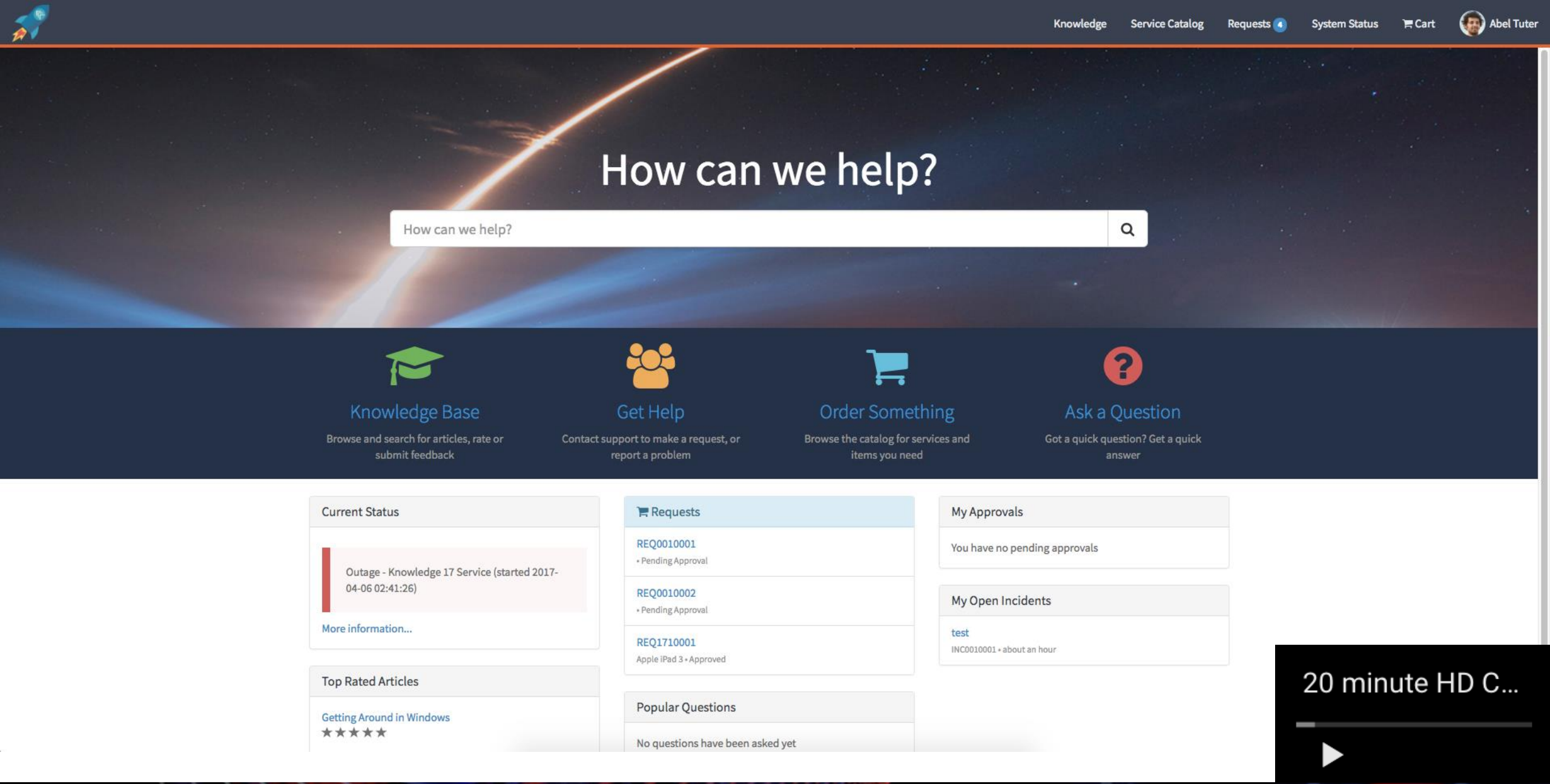
- **Design your Portal**
  - **Containers**
  - **Rows**
  - **Columns**
  - **Widgets**
- **Change the Widget Properties**
- **Publish data in the Service Portal**

Lab 3.0 Design the Pages

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Service Portal Object
Branding
Look&Feel
Menu
. . .
Container
Pages
Row
Column
Widget
index
login
Knowledge Base
Catalogs
Row
Column
Widget
IT
HR
Facilities



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- **Make a widget device responsive**
  - Work with the Page Editor
- **Personalize the User Experience**
  - Widget visibility by Roles
- **Create your own Widget**
  - Copy Existing Widget
  - Replace the Widget
  - Extend the Widget

Lab 4.0 Widget Configuration

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Widget



HTML



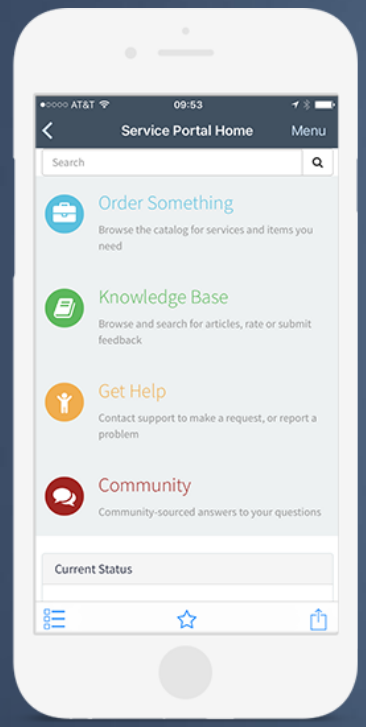
Client Script



Server Script

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HTML

Client Script

Capture Input

Execute

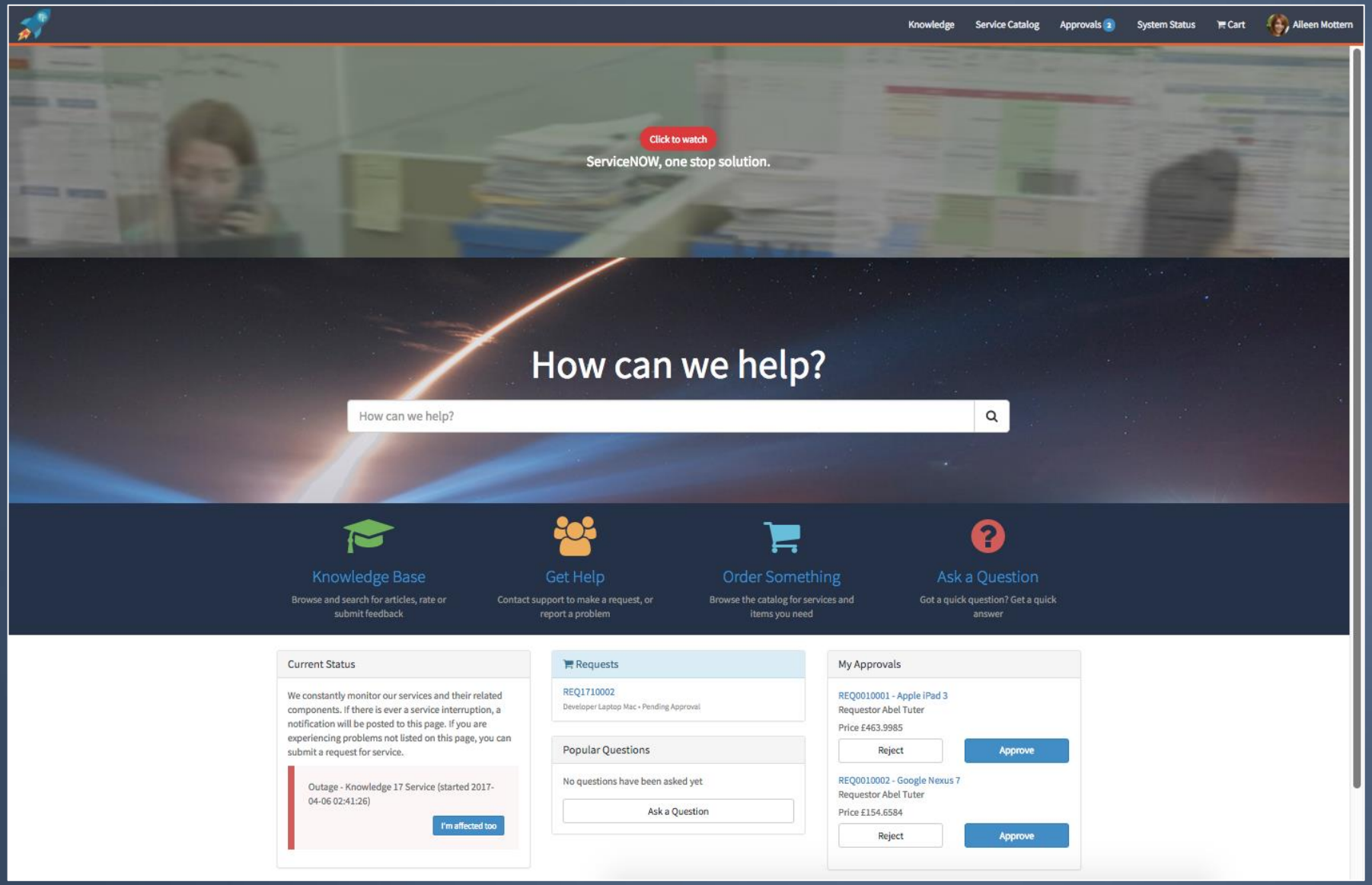
Server Script

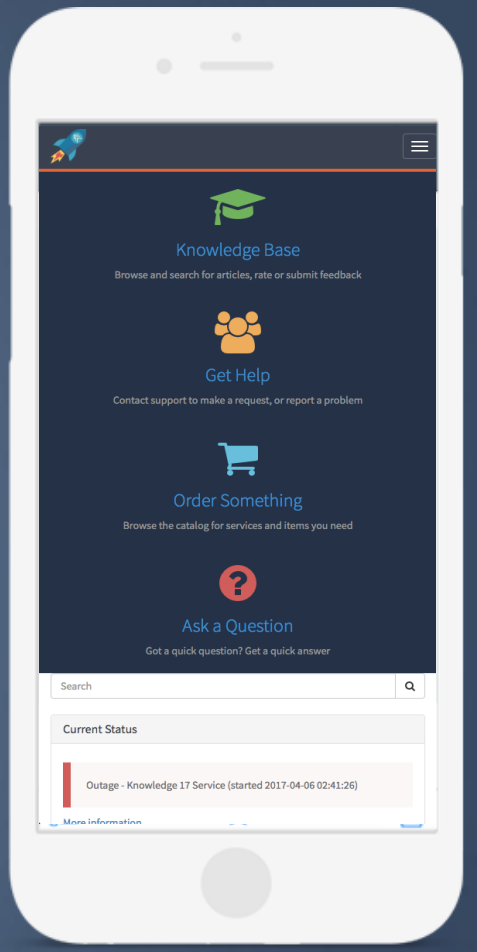
Data Object

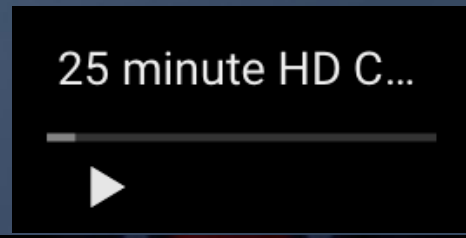
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HTML



Client Script



Server Script

HTML Template

```
<div ng-if="!data.service || data.outages.length > 0" class="panel panel-{{optio
  <div class="panel-heading">
    <h4 class="panel-title">${Current Status}<span ng-if="data.serviceDisplay">
  </div>

  <div class="panel-body">

    <div ng-if="data.response" class="alert alert-success"><a href='{{::data.resp

    <div ng-if="!standalone && !data.service" class="hidden-xs">${We constantly

    <div ng-if="data.outages.length == 0" class="col-xs-12 bs-callout bs-callout
      <div ng-if="!data.service">${No system is reporting an issue}</div>
    </div>
    <div ng-if="data.outages.length > 0" ng-repeat="outage in data.outages" clas
      <a ng-if="!data.service" style="color:inherit" ng-href="?id=service_status
        <p/>
        <button ng-if="!outage.incident_sys_id" type="button" class="btn btn-pri
        <button ng-if="outage.incident_sys_id" type="button" class="btn btn-prim
        <div ng-if="options.show_outage_details == 'true' && outage.details" ng-
      </a>
      <span ng-if="data.service" style="color:inherit">{{outage.typeDisplay}} -
        <div ng-if="options.show_outage_details == 'true' && outage.details" ng-
      </span>
    </div>
    <div ng-if="::standalone"><a href="?id=services_status">${More information..
  </div>
</div>
```

Client Script

```
function ($scope, spUtil, snRecordWatcher, $rootScope) {

  var c = this;

  $scope.standalone = $scope.options.standalone == 'true' || $scope.options.st
  var q = "cmdb_ci.sys_class_name=cmdb_ci_service";
  if ($scope.data.outageIDs != "")
    q += "^NQ" + $scope.data.outageIDs;

  snRecordWatcher.initList("cmdb_ci_outage", q);

  function get() {
    $rootScope.$broadcast("sp.outage.updated");
    spUtil.update($scope);
  }

  $scope.$on('record.updated', get);

  c.createIncident = function(outage, $event) {
    $event.preventDefault();
    $event.stopPropagation();
    c.data.action = 'create_incident';
    c.data.outage = outage;
    c.server.update().then(function() {
      c.data.action = '';
      c.data.outage = '';
    })
  }

  c.showIncident = function(outage, $event) {
    $event.preventDefault();
    $event.stopPropagation();
    window.location = 'sp?view=sp&id=ticket&table=incident&sys_id=' + outage.i
  }
}
```

Server Script

```
// populate the 'data' object
// e.g., data.table = $sp.getValue('table');

// Create incident for user
if (input && input.action == 'create_incident') {

  var incidentGr = new GlideRecord('incident');
  incidentGr.short_description = "I'm affected by outage: " + input.outage.t
  incidentGr.caller_id = gs.getUserID();
  var incidentSysId = incidentGr.insert();

  data.incident_number = incidentGr.getValue('number');

  var taskOutageGr = new GlideRecord('task_outage');
  taskOutageGr.task = incidentSysId;
  taskOutageGr.outage = input.outage.sys_id;
  taskOutageGr.insert();

  data.response = gs.getMessage('Incident ' + incidentGr.getValue("number")
  data.response_link = 'sp?view=sp&id=ticket&table=incident&sys_id=' + incid

  data.action = '';
  data.outage = '';
}

var outage = new GlideRecord("cmdb_ci_outage");
outage.addQuery("cmdb_ci.sys_class_name", "cmdb_ci_service");
outage.addQuery("begin", "<=", gs.nowNoTZ());
outage.addQuery("end", ">=", gs.nowNoTZ()).addOrCondition("end", "=", "NULL"
data.service = (input && input.service) || $sp.getParameter("service");
if (!GlideStringUtil.nil(data.service)) {
  outage.addQuery("cmdb_ci", data.service);
  var serviceGR = new GlideRecord("cmdb_ci_service");
  if (serviceGR.get(data.service))
    data.serviceDisplay = serviceGR.getDisplayValue();
}
outage.query();
data.outages = [];
data.outageIDs = "";
while (outage.next()) {
  var out = {};
  out.sys_id = outage.getUniqueValue();
  out.typeDisplay = outage.type.getDisplayValue();
```


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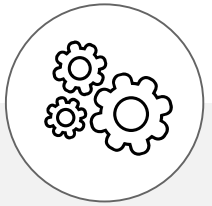
Service Portal Takeaways



Boost the **Personalized** User Experience



Anyone can create a Service Portal (No Code, Low Code, Pro Code)



Powerful Web Development **Framework**

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Thank You

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