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# CMS 101
# Content Management System Introduction

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servicenow®

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CMS Overview

Sites

Pages and Content

Menus, Lists, and iFrames

Q & A

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# Bring your instance to life with Content Management

- Create an attractive portal for users.
- Match the exact look and feel of your existing website and/or corporate branding.
- Leverage platform functions and content.
- Create multiple portals on one instance for different departments and business units.




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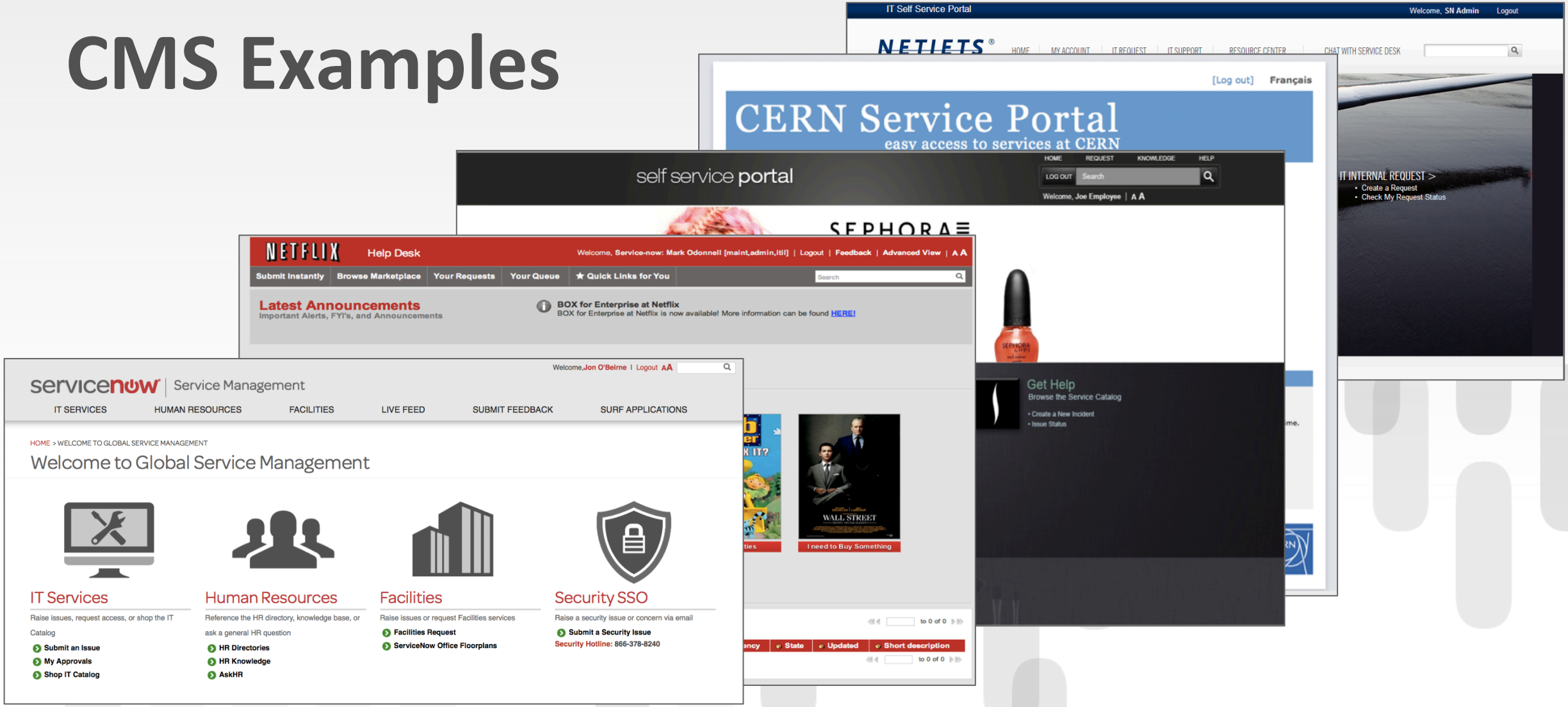
# What is CMS

**A Content Management System**, or **CMS**, is the set of processes and technologies that support the collection, managing, and publishing of information in any form or medium.




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# CMS Examples




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# CMS Architecture

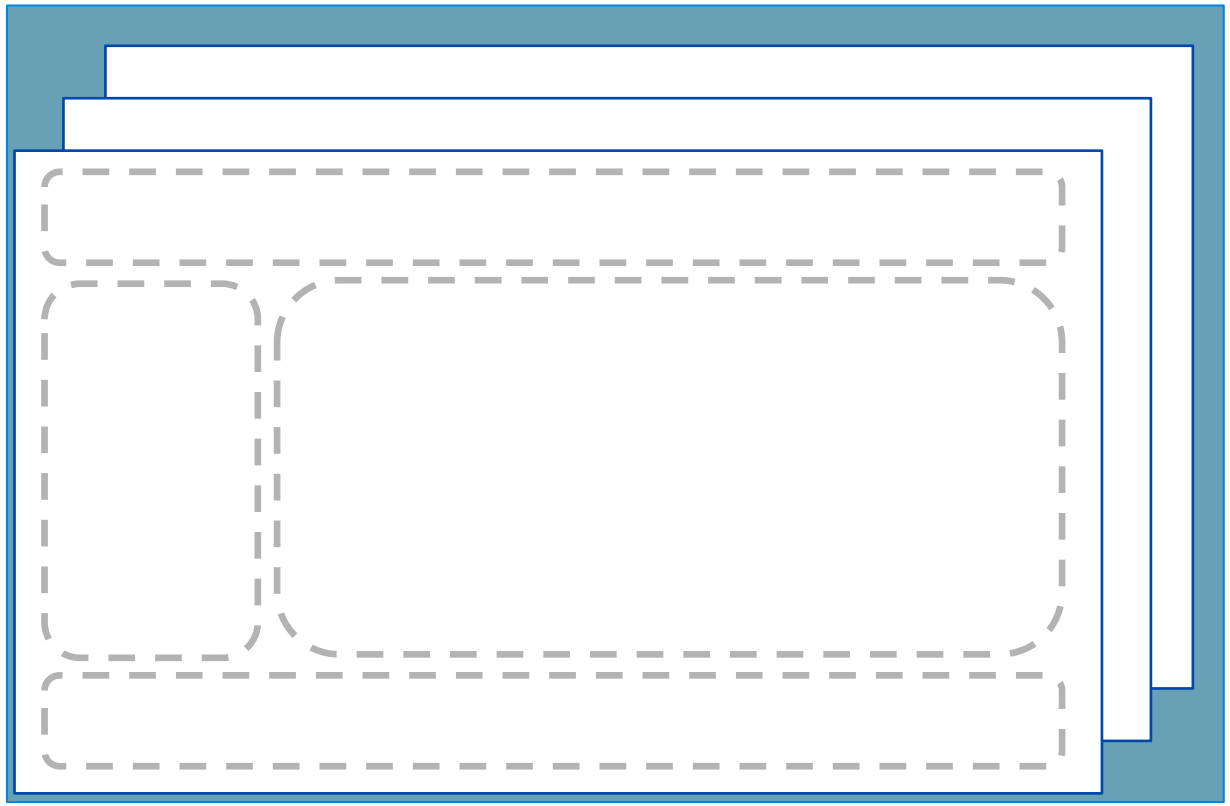
- Sites
  - One SN instance can host many sites
- Pages
  - Exist within their parent site record.
- Content Blocks
  - Make up the sites
  - Can be used by multiple pages
- Style Elements
  - Themes
  - Layouts
  - Images



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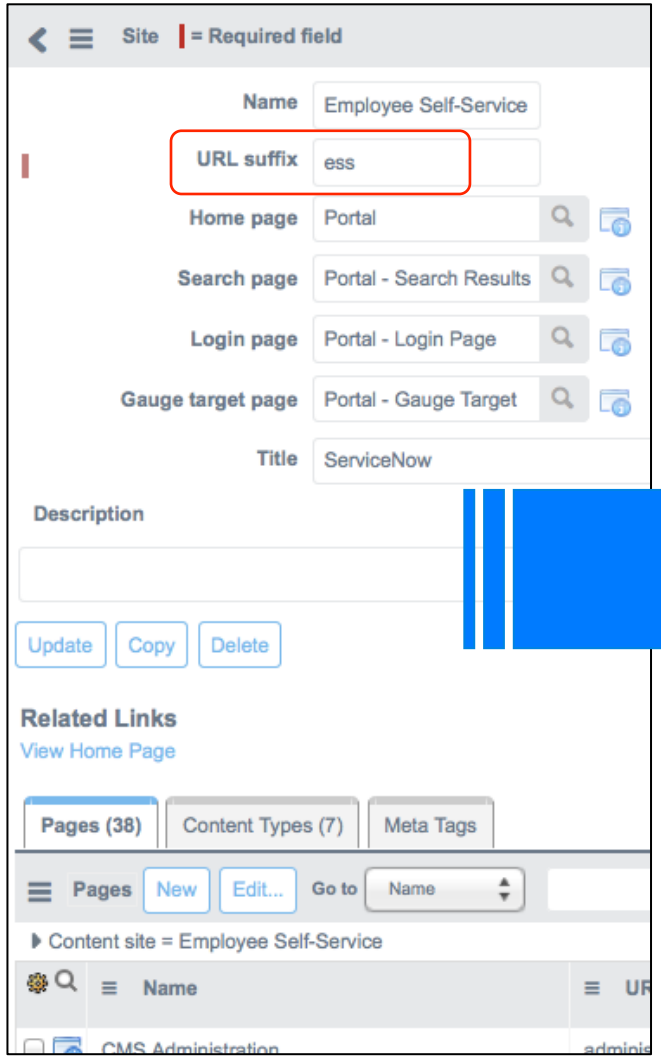
# CMS Architecture – Sites

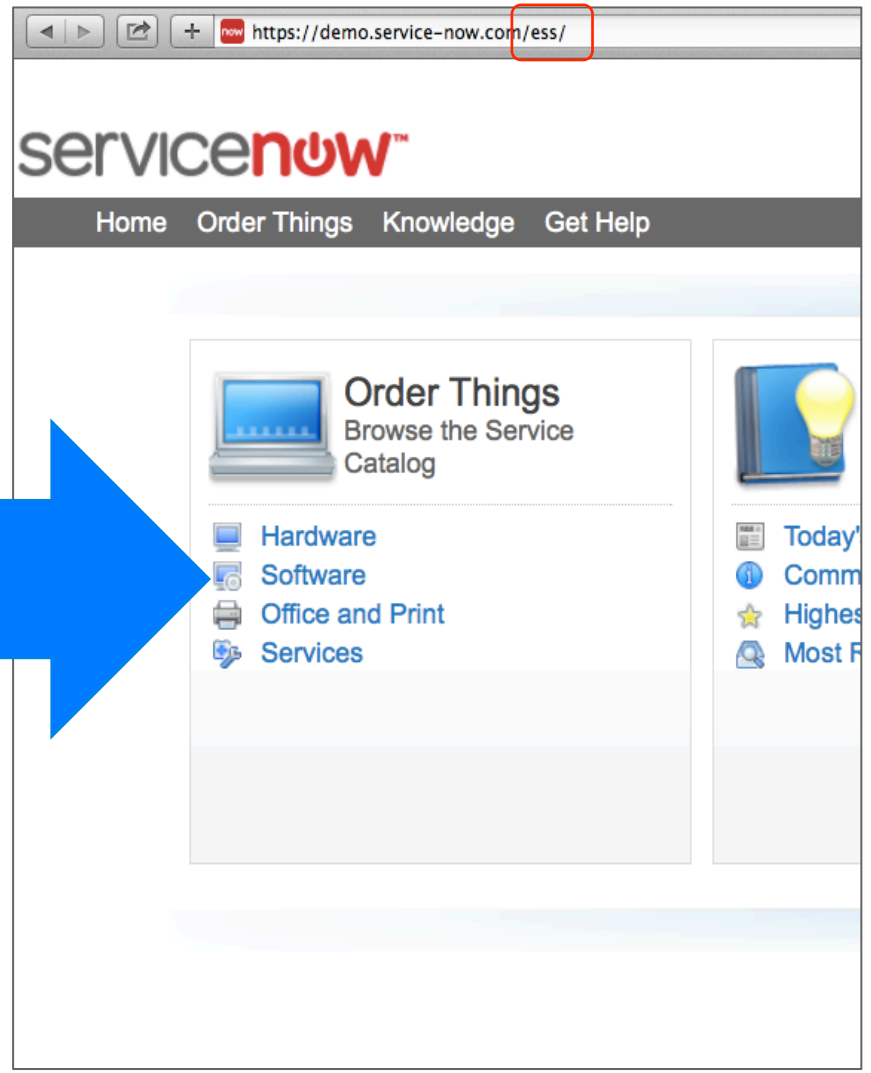
- Base URL / Suffix
- Base Pages
  - Home
  - Login
  - Search
- Default Layout
- Default Theme



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# Site Example

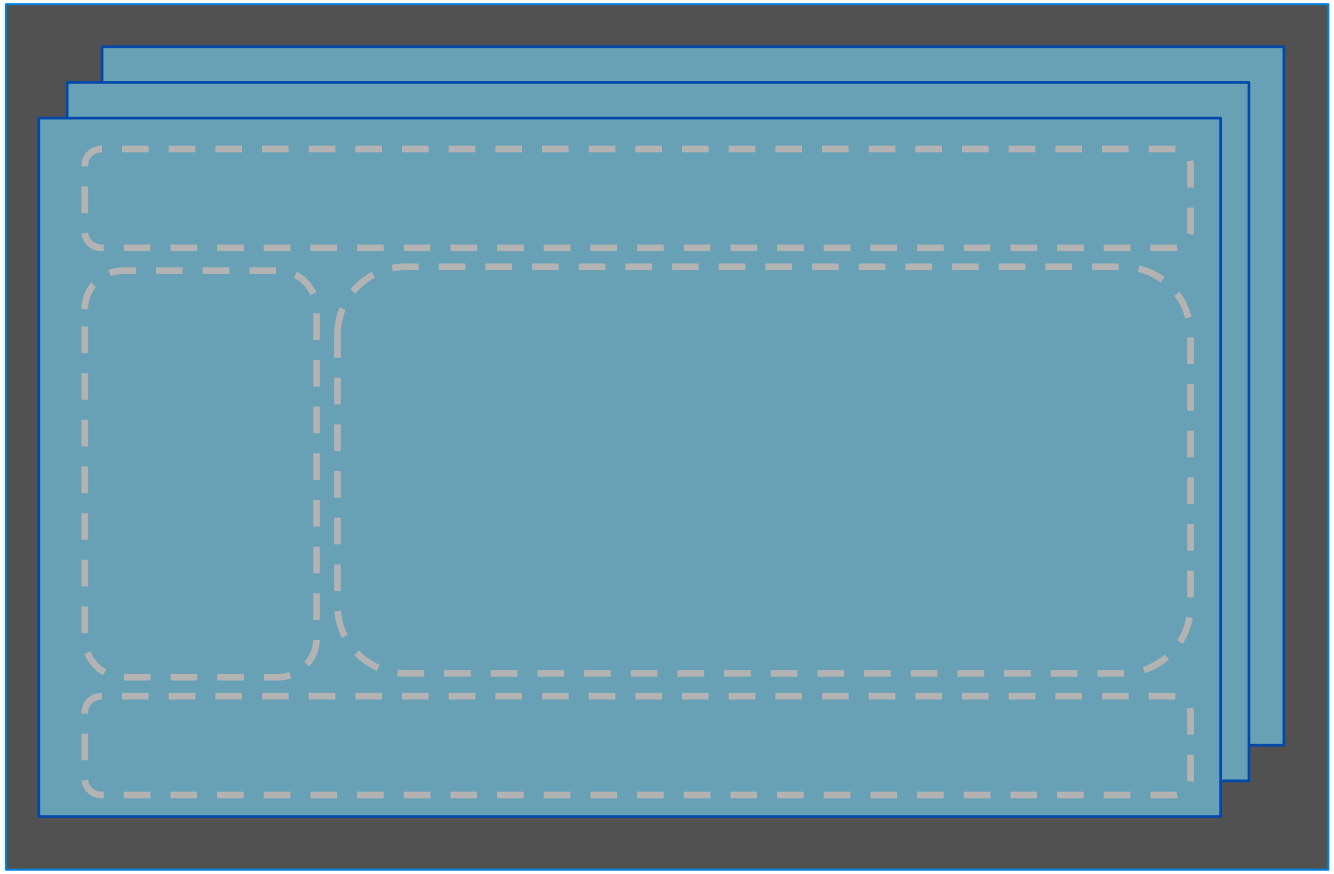



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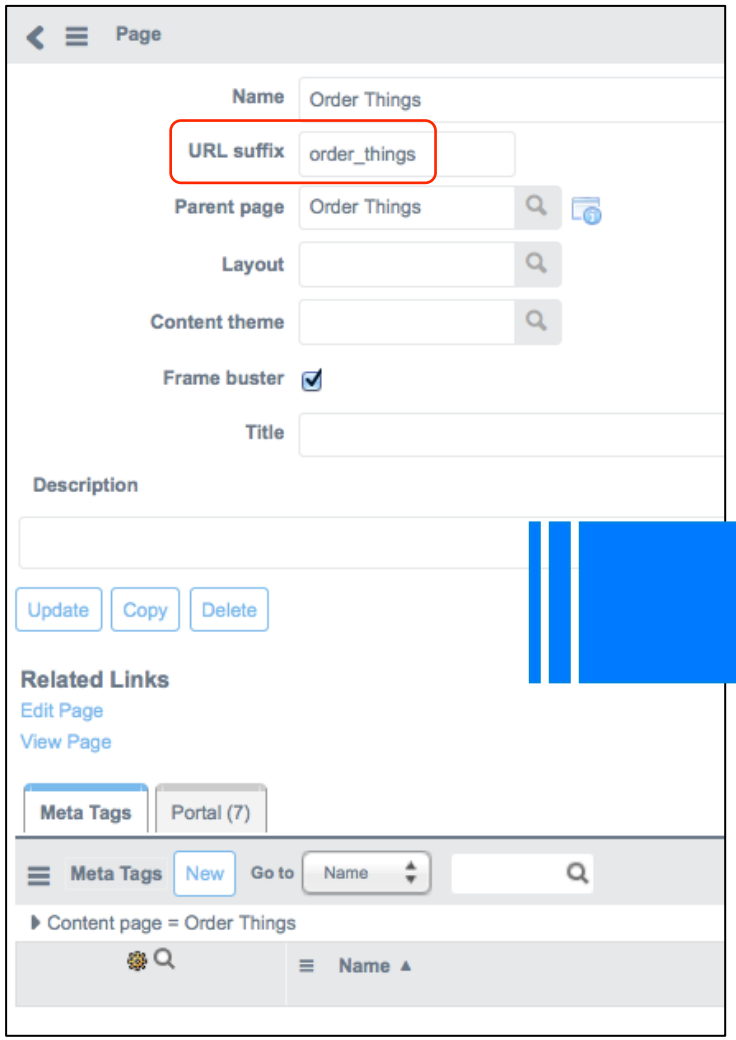
# CMS Architecture - Pages

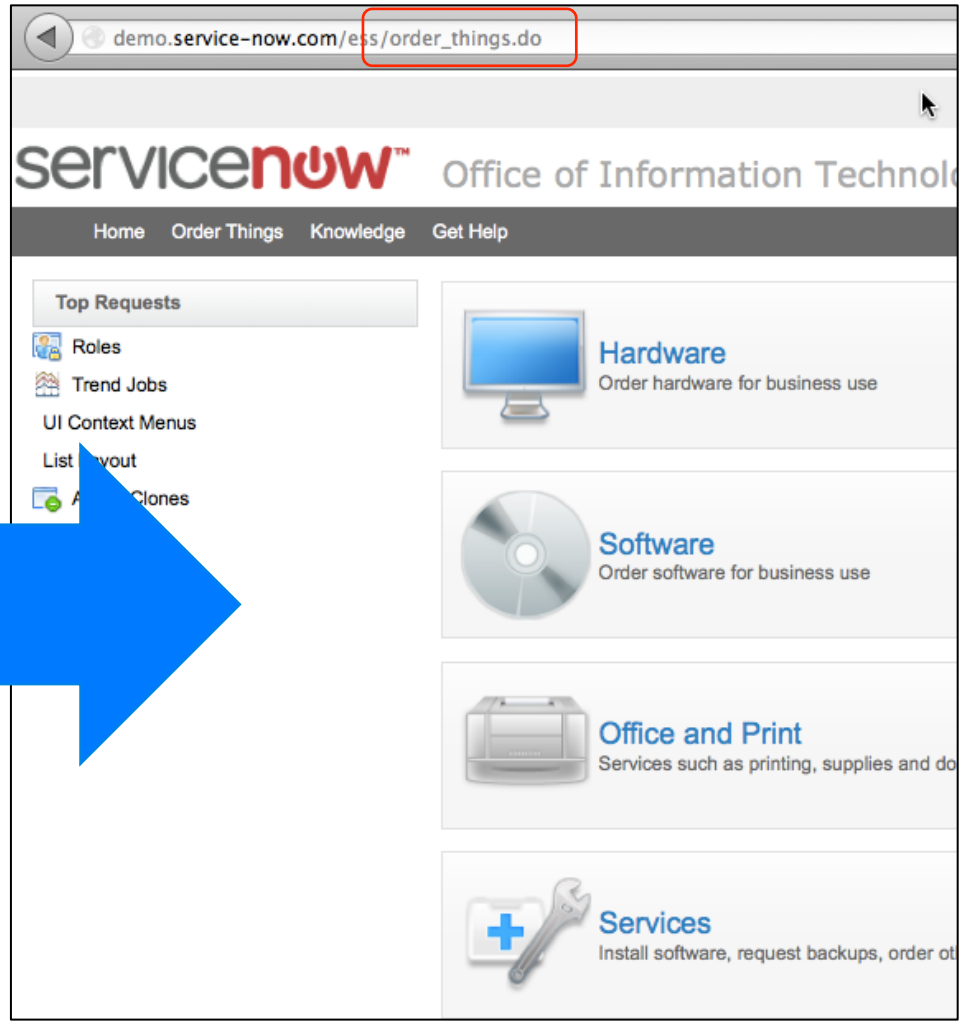
- Suffix
- Page Layout
- Page Theme
- Frame-based Configuration



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# Page Example

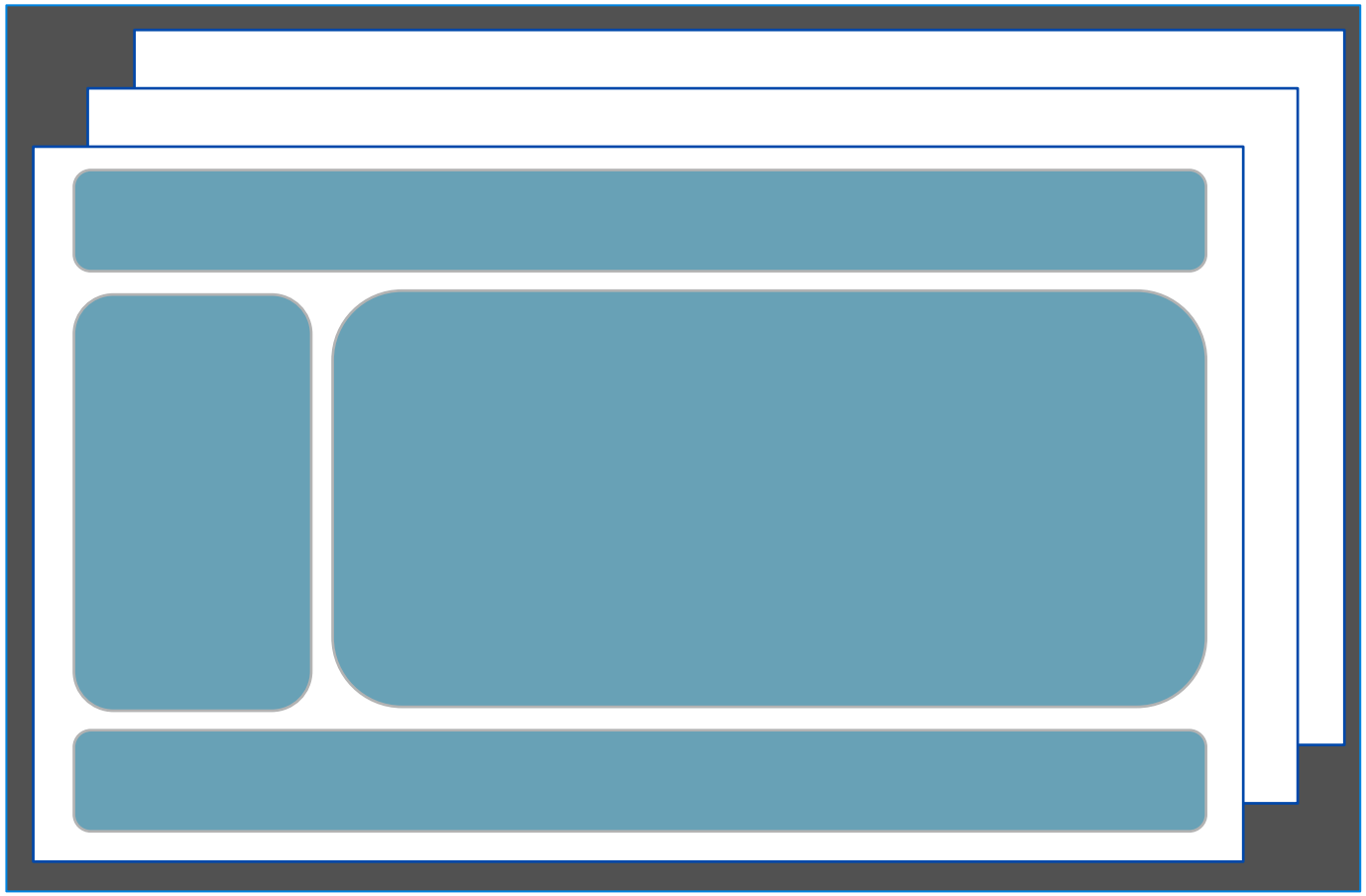



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# CMS Architecture – Content Blocks

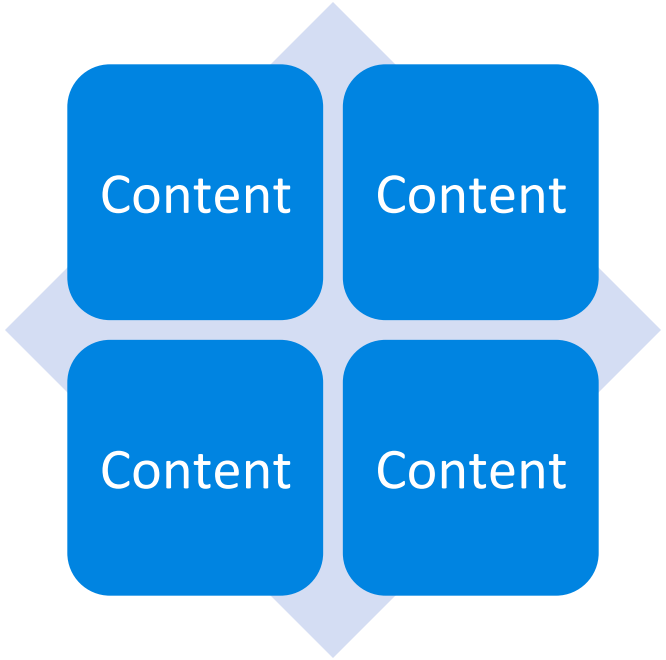
- Basic Types
- Headers / Footers
  - Menus
  - Lists
  - iFrames



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# Content Block – Header/ Footer

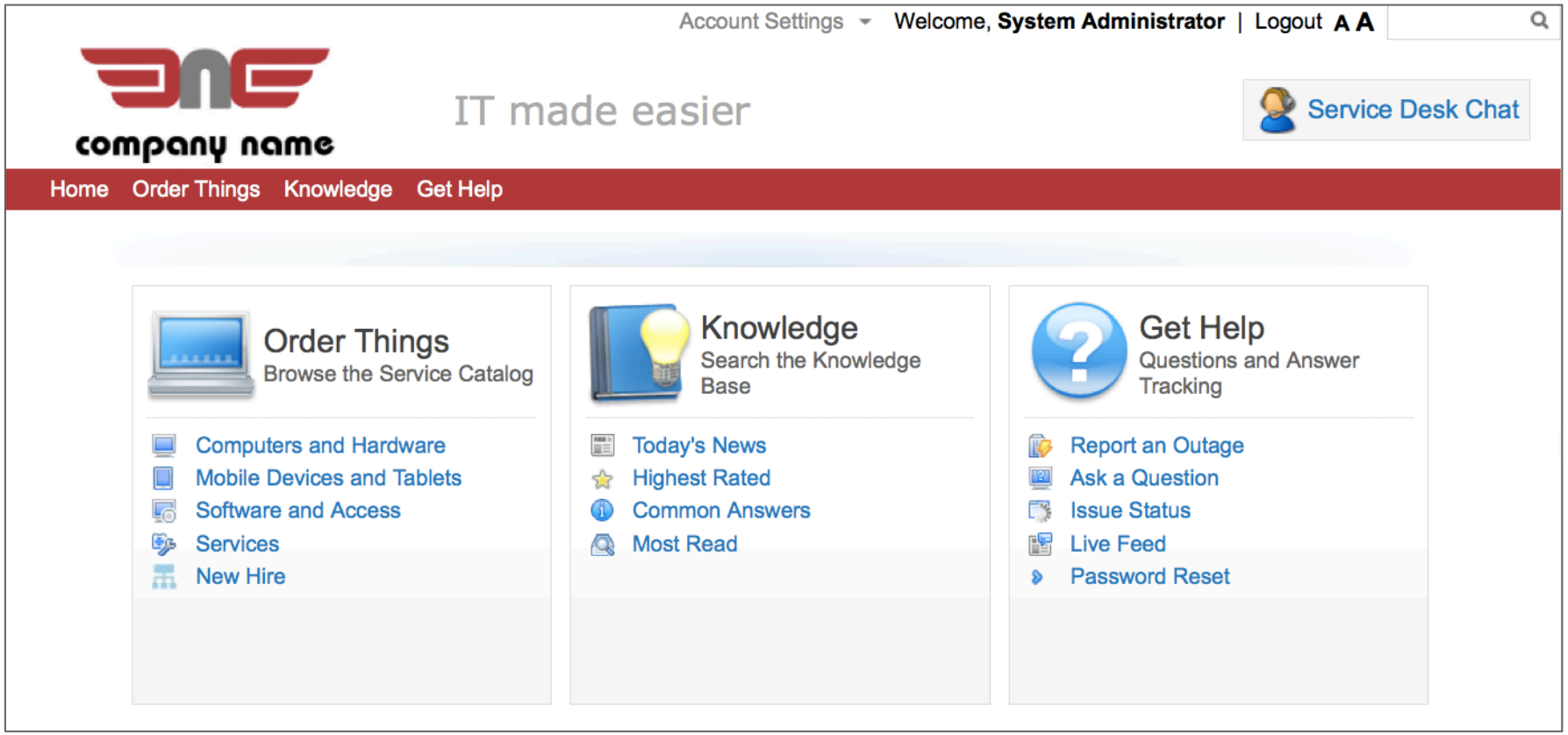



Service Portal powered by ServiceNow

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# Content Block – Header/ Footer




Insert Logo

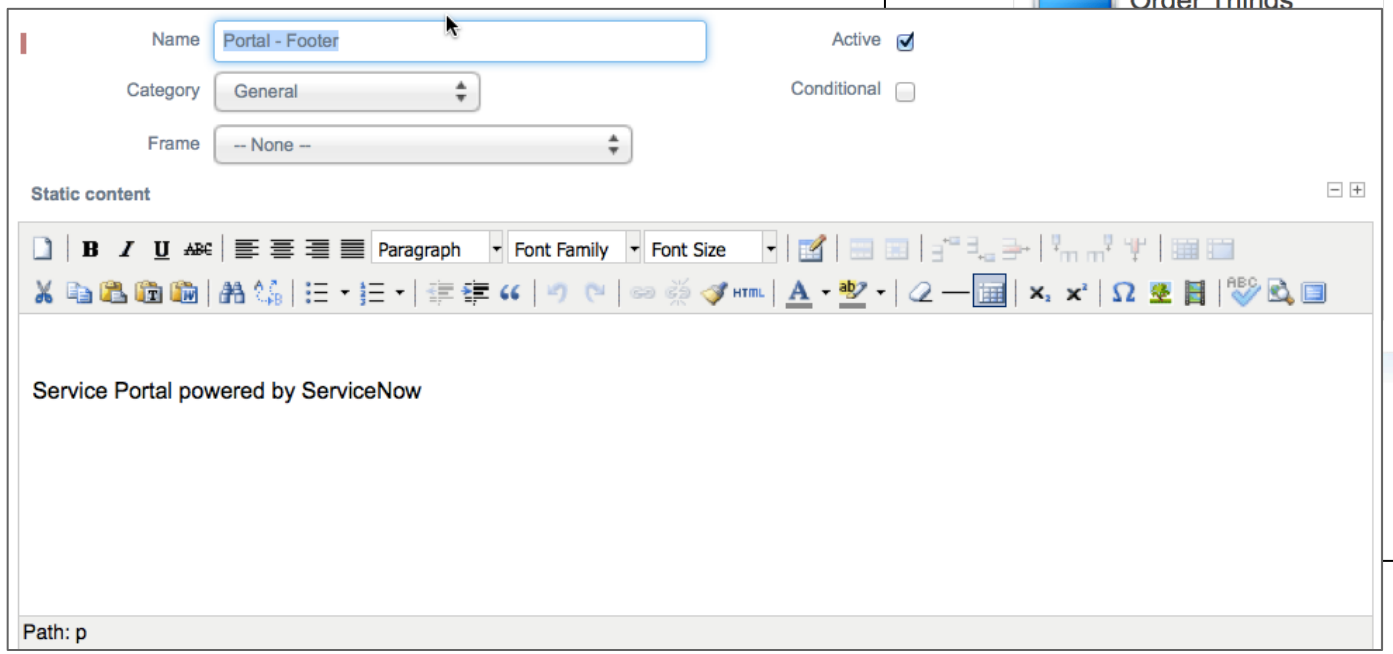
Change Bottom Banner Color

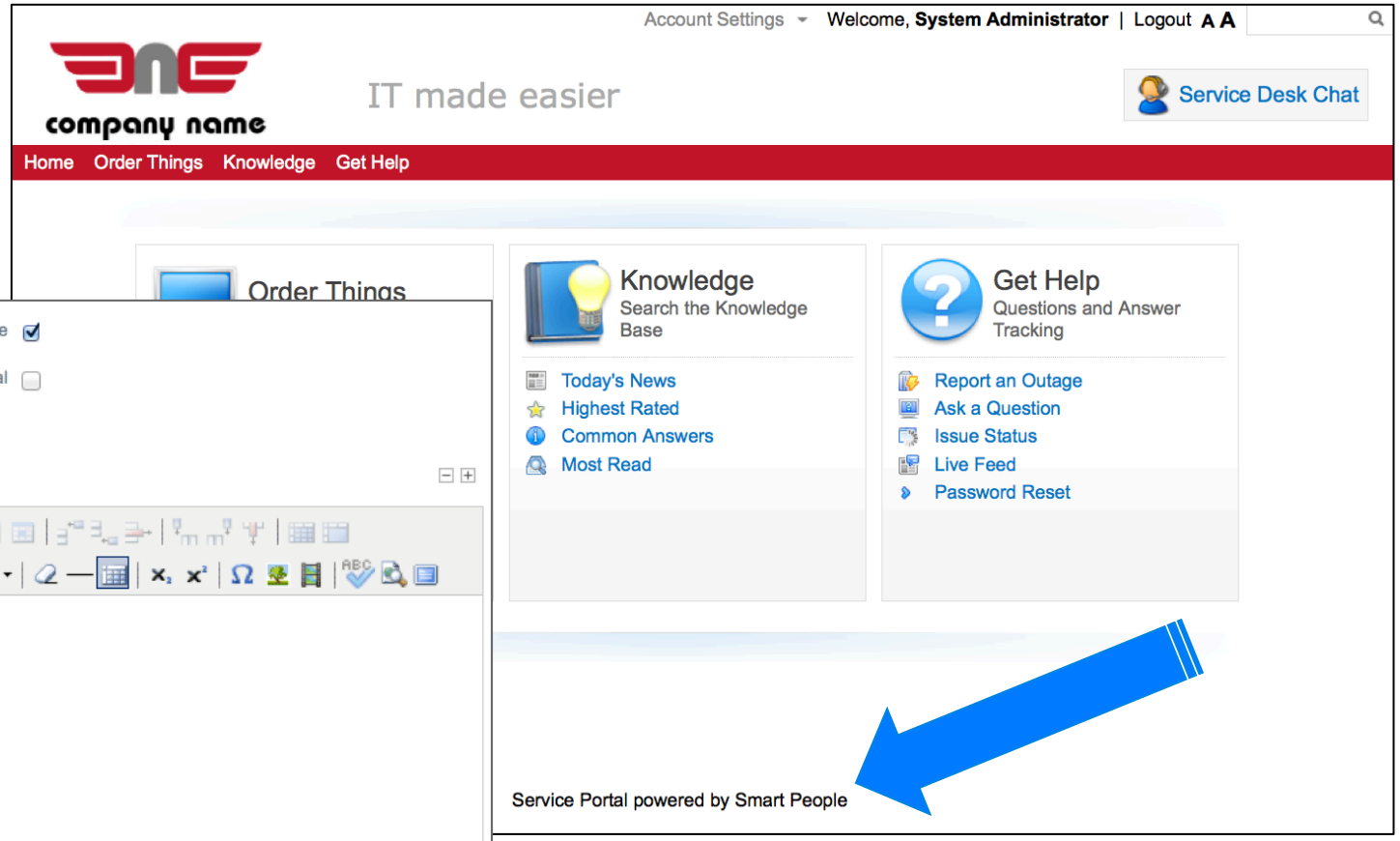
Set the site description text

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# Modify Footer

- Define Footer (Static HTML)
- Use WYSIWYG controls



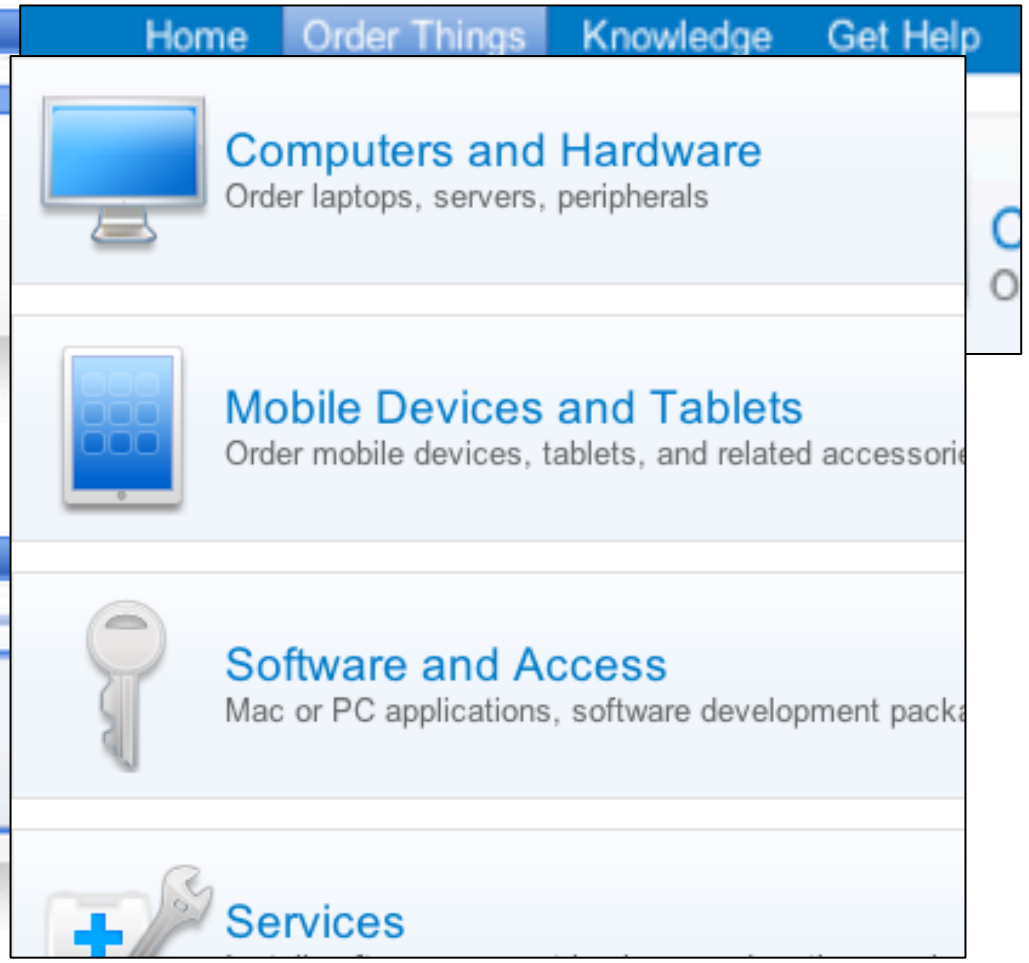

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# Content Block Menu

**Super Menu for Headers**



**Drop Down Menu for Headers**




**Tab Menu for Headers**



**Tab Content Menu**

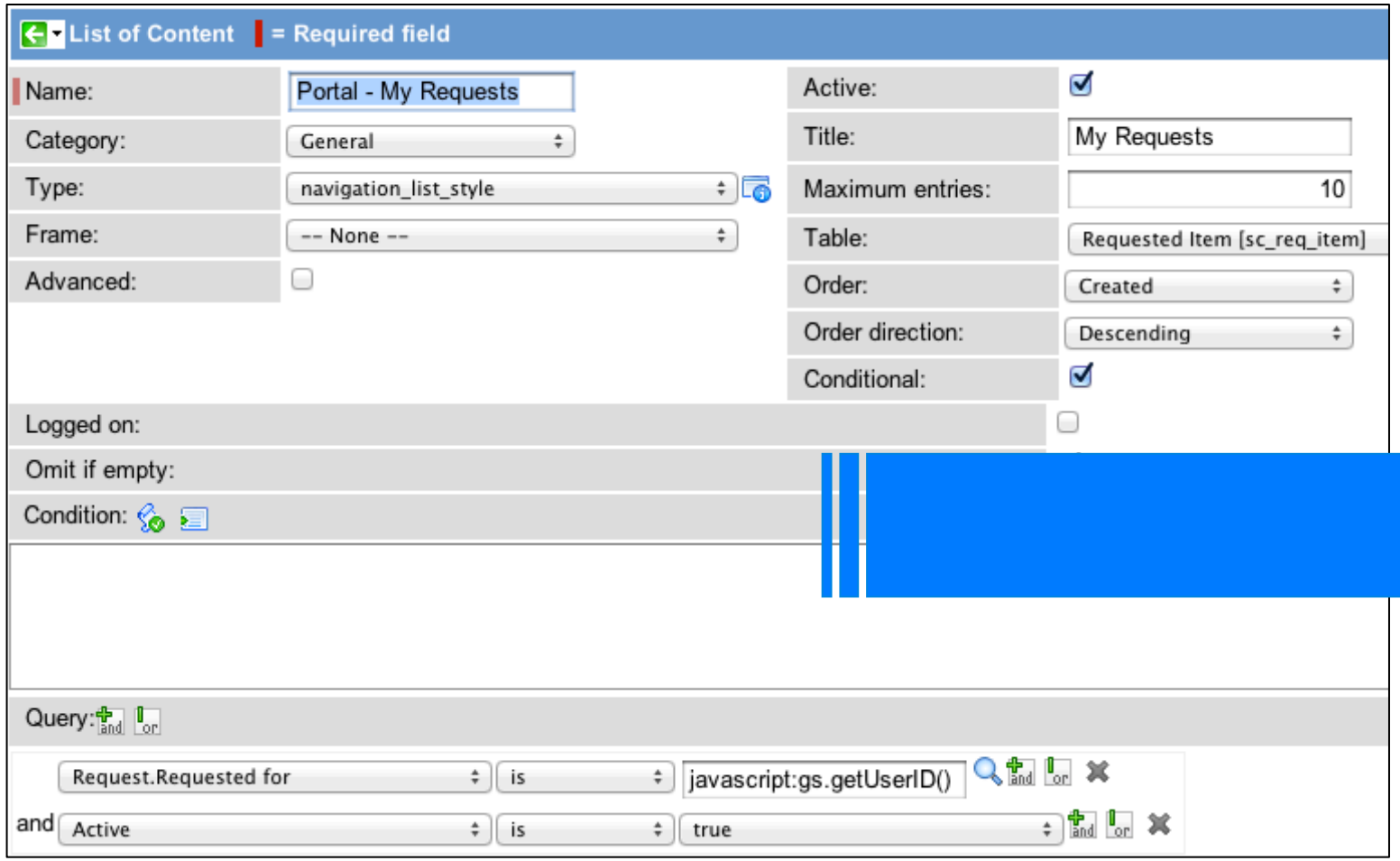


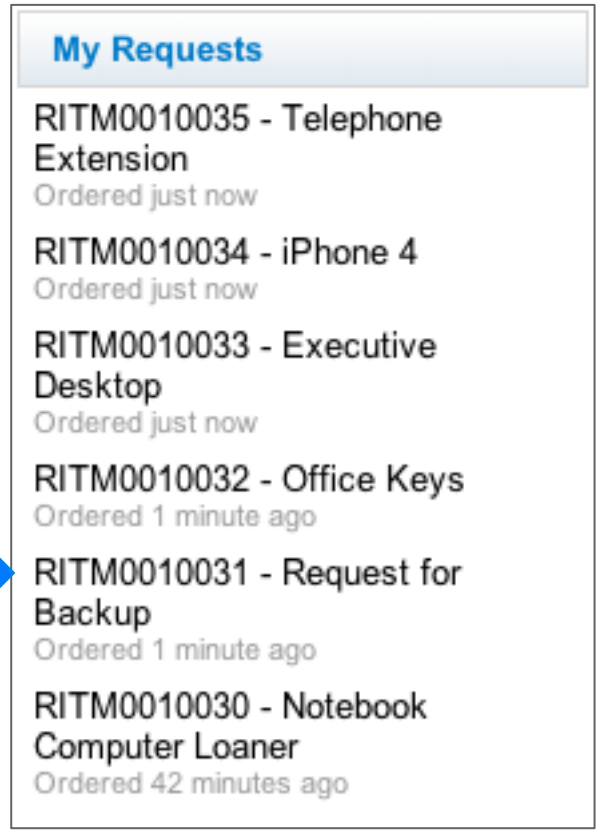
**Vertical List**



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# Content Block List




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# Content Block iFrame

IFrames | = Required field — Update | Delete

Name: Order Hardware

Sizing: Expand to fit content (internal content only)

Frame name: gsft_main

URL: com.glideapp.servicecatalog_category_view.do?sysparm_parent=d258b953c611227a0146101fb1be7c31&sysparm_view=

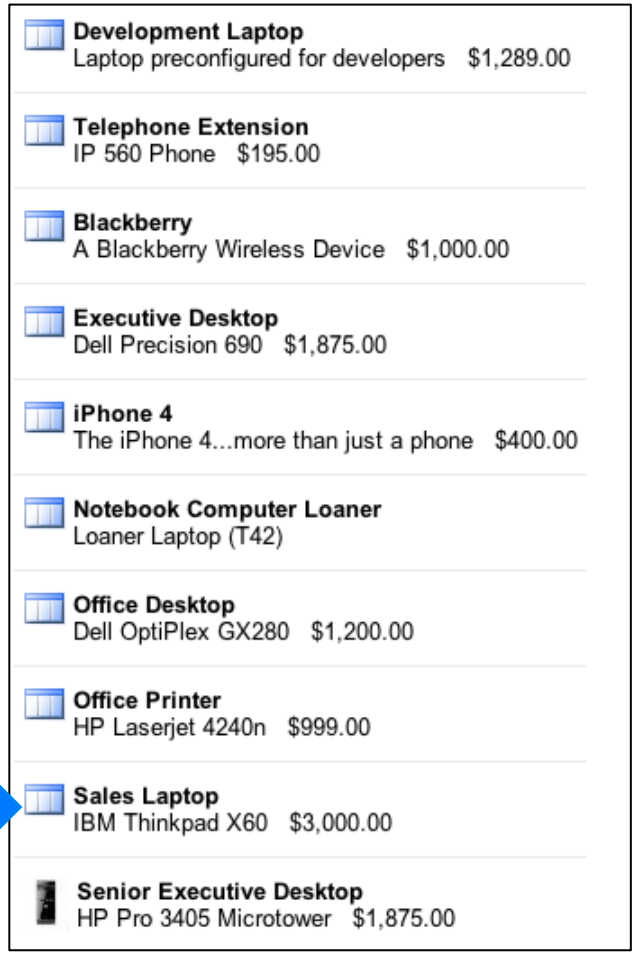
Update | Delete

Pages Using This Block | New | Go to Name | 1 to 2 of 2

Pages

| Name | URL suffix | Layout | Content site | Created | Created by |
|---|---|---|---|---|---|
| Portal - Order Hardware | order_hardware | | Employee Self-Service | 2010-08-10 12:11:32 | glide.james |
| Portal - Order Mobile | order_mobile | | Employee Self-Service | 2011-06-17 18:30:35 | mark.odonnell |

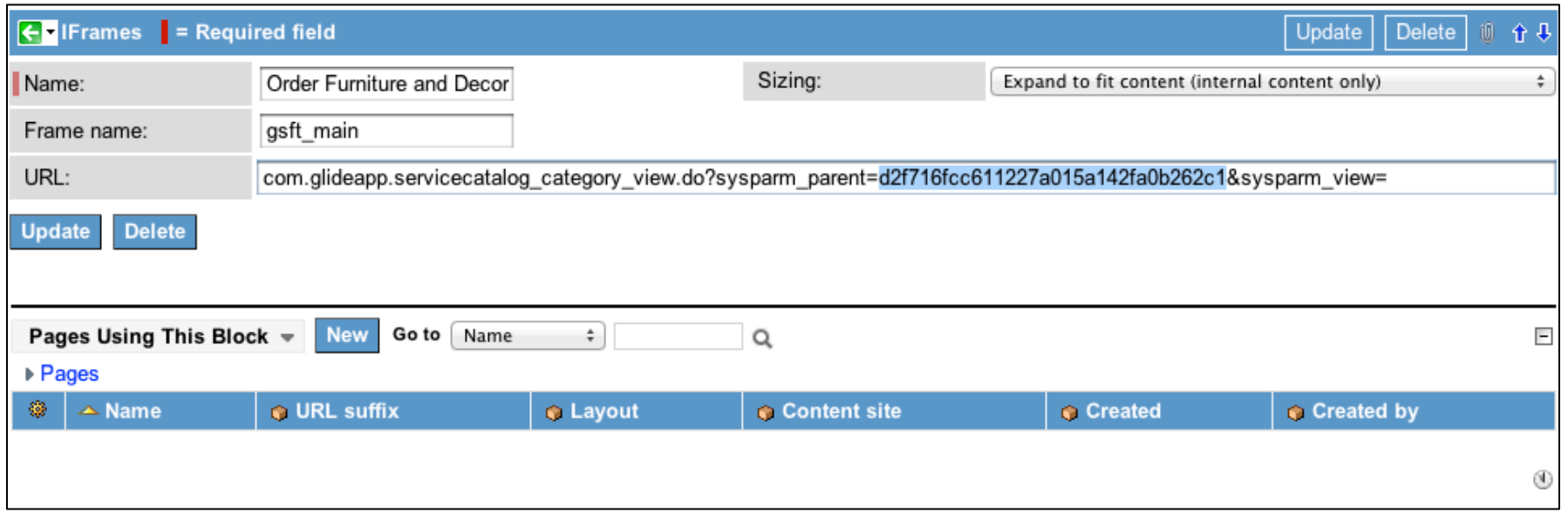
Actions on selected rows...




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# Create iFrame

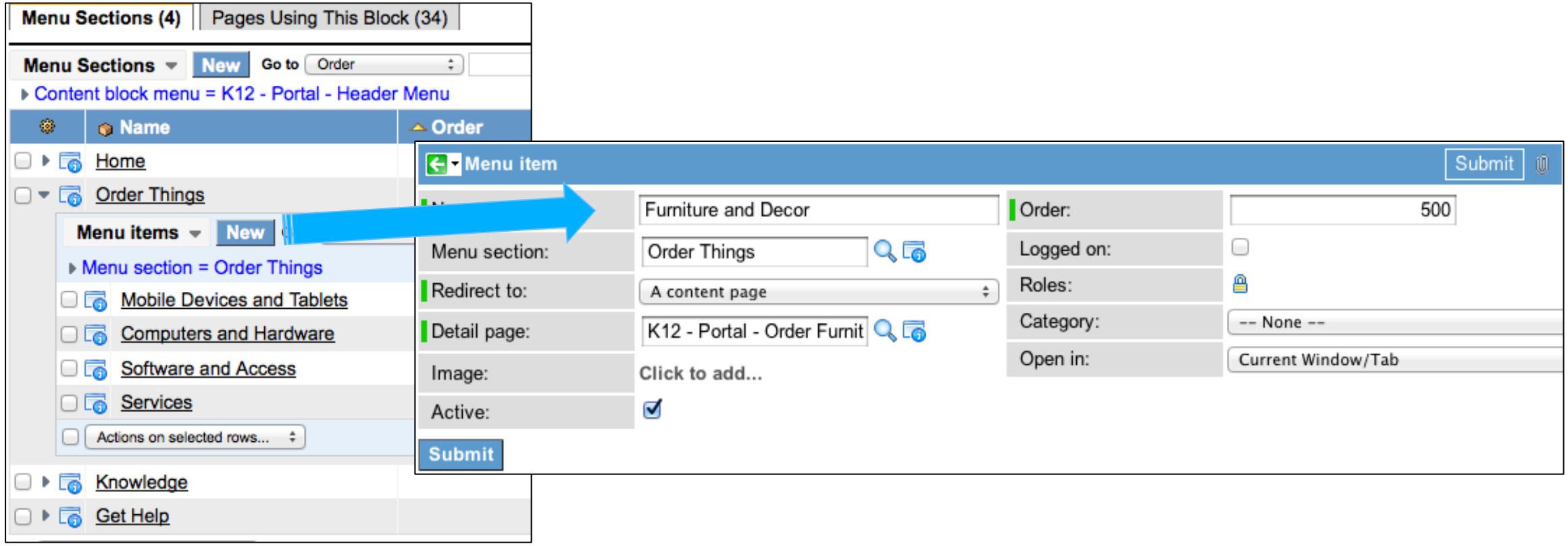
- Use the **Order Hardware** iFrame as reference
- Create an **Order Furniture and Decor** iFrame
- Use the GUID copied in the previous step




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# Create Menu Option

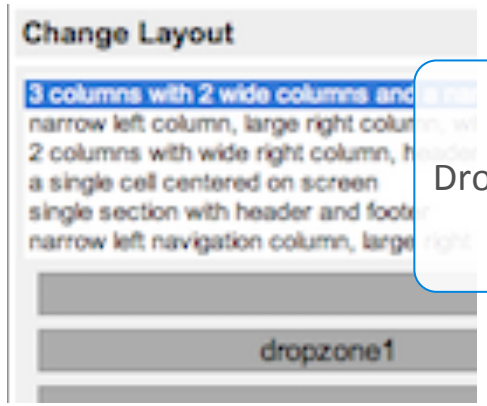
- Add Order Furniture and Decor to Order Things header menu




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# Style Elements

## Layouts




Dropzones

## Cascading Style Sheets (CSS)




Look and formatting

## Themes




Collections of CSS

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# CSS Resources

## www.codeacademy.com

- Learn HTML and CSS basics
- Some limited courses currently available
- Earn badges for completing lessons

## www.w3schools.com/css

- CSS tutorials
- CSS reference

## www.csszengarden.com

- Inspiration!
- What can you do with CSS alone?
- All designs based on one HTML file

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# Top Takeaways

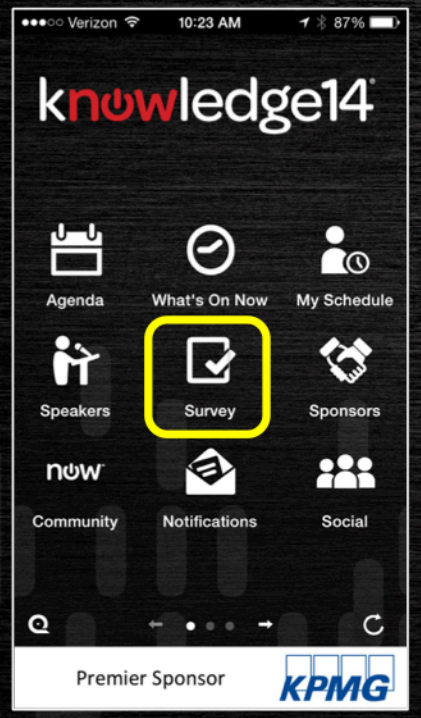
1 CMS is not that hard.

2 Remember. It's just parent/child relationships.

3 Create content once. Re-use it across your site.

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# Thank You

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