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Catalog 301

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Agenda

Discuss Catalog Design and Implementation

Real Stories – Some examples of Service Catalog Difficulties

Lab 1.1 - Cleaning Up The Catalog

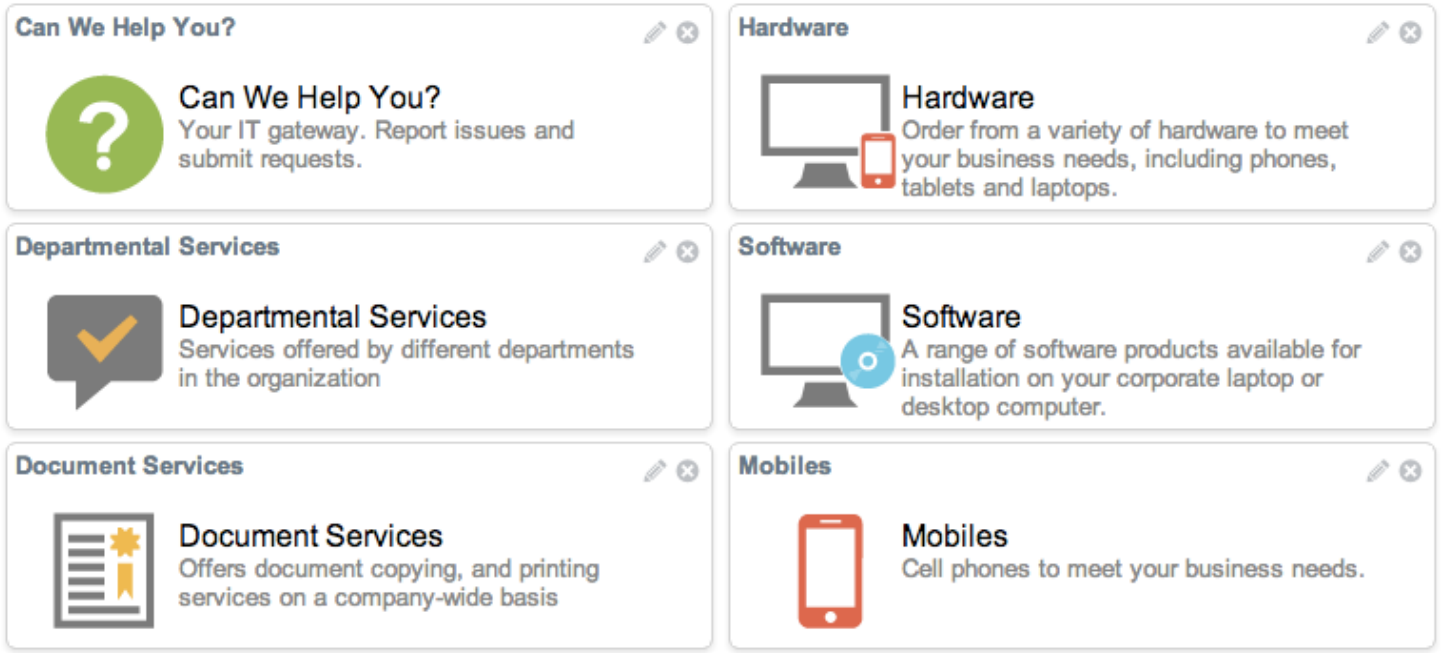
Lab 1.2 - Advanced Entitlement Scripting

Lab 1.3 - Web Services and Catalog

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Principles of Good Design

- Keeping It Simple
  - Simple for users is NOT always simple for designers
  - Simple for administrators is NOT always, well simple
- Clean Design



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Implementation: Scripting

Client Side Scripting:

- Client Scripting is a useful tool for reducing the amount of time it takes to complete a form. Be advised that improperly implemented client scripts can significantly slow down form load times. The following information describes best practices in Client Scripting.
  - http://wiki.servicenow.com/index.php?title=Client_Script_Best_Practice

Business Rules:

- A business rule is a piece of JavaScript that runs when records are displayed, inserted, updated, or deleted, or when a table is queried. Follow these guidelines to ensure that business rules work efficiently and to prevent unpredictable results and performance issues.
  - http://wiki.servicenow.com/index.php?title=Business_Rules_Best_Practices

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Implementation: Logs and Queues & Commenting Code

Logs and Queues:

- Reviewing queues and logs during development can help identify any issues that may not be immediately apparent. Uncorrected issues can cause performance problems and unexpected results. The goal is to achieve zero error and warning log entries to ensure the highest quality development.
- See Viewing System Logs for an overview of available logs and where to find them. This page focuses on what to look for in various logs to reduce the risk of issues.
- http://wiki.servicenow.com/index.php?title=Logs_and_Queues_Best_Practices

Commenting Code:

- When you write scripts, include comments with information that will be useful to anyone who needs to update the script later. What may seem obvious today may not be clear in the future, especially on a complicated section of code. The comments should be well-written and clear, just like the code they are annotating.
- https://wiki.servicenow.com/index.php?title=Commenting_Your_Work

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Real Stories



- **Who has an example of difficulties they have run into while implementing/ maintaining a Service Catalog?**

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Lab 1.1 - Cleaning Up The Catalog

Break into teams, take a look at a “broken” example

- Identify areas of opportunities as we go through an example
- Use the lab form to document
  - Broken Item
  - Nature of the break
  - Suggested Improvements



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Lab 1.2 – Advanced Entitlement Scripting

Lab 1.2 is all about 'who' can see an item; entitlements.

Entitlements can be one of the most important and complex pieces of a catalog.

The level of importance varies largely based on your company's catalog policies. For instant if you have an 'open' catalog design where everyone can see everything and the approvers are the way requests are validated then entitlements may not be a priority for you. However what we are seeing in the field is that the majority of company's want to limit the items someone can see to a specific subset of items. This can help eliminate the burden on users to know what they are suppose to order and also lessens the number of unwanted requests submitted. There are many ways to do entailments out of the box. Some of these include Roles, Group, Company, Location, etc.

Wiki Link: http://wiki.servicenow.com/index.php?title=Service_Catalog_Access_Controls

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Lab 1.3 - Web Services and Catalog

Lab 1.3 is designed to explore the world beyond a single instance.

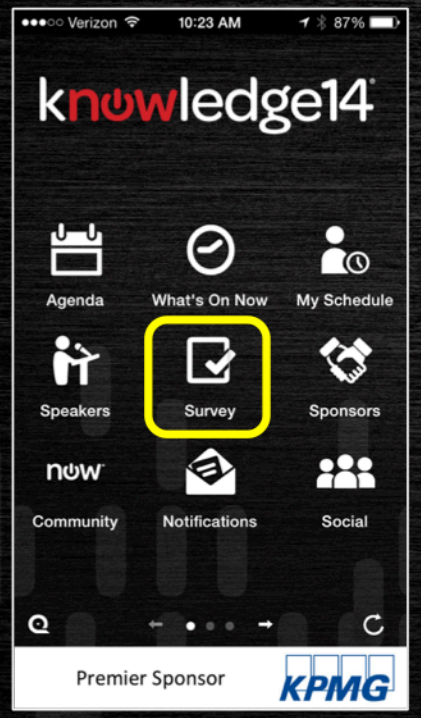
A lot of what you have seen in this and other catalog labs is all self contained in a single instance, which is likely the majority of your day to day work, but if you want to take your catalog to the next level you will want to get familiar with web services.

In Lab 1.3 we will be using one instance to generate a request in another instance. Now in the lab we are using 2 ServiceNow instance but the real value will come in integrating with other services you have outside of ServiceNow.

Wiki Link: http://wiki.servicenow.com/index.php?title=Web_Services

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