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Codeless Configuration: Tips and Tricks

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Introductions

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Summary

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Introductions

Your presenters

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Top Takeaways

1 Administration of ServiceNow is simple

2 The wiki has more documentation

3 Eureka has added to your toolbox

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Lab Overviews

A sneak peek in to your future

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Lab Environment

- Instance URL will be: https://codeless-<###>.lab.service-now.com
- Please raise your hand if you have difficulties logging into your instance
- Submit feedback via the application in your instance

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Lab 1 Add a Bookmark for All Users

- Introduces the new Edge
- Showcases ease of use for end users
- Introduces the Lab Management application
  - Please submit your feedback here

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Lab 2 Color Code Fields and Lists

- Highlights how to add or change color coding for fields
  - All puns are intentional
- Useful to draw attention to lists and list reports
- Know your audience
  - Do you have color blind users?

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Lab 3 Add Save and other Buttons

- Use case
- Save versus Update
- Insert
- Insert and Stay
- Other ways to accomplish the same thing

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Lab 4 Modify Text Search

- Use case
- The Big Disclaimer
- New search options in Eureka

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Lab 5 Create and Design a New Table

- When to create a new table
- When to extend an existing table
- Where to refer licensing questions to
- Try not to go below the recommended font sizes
- Example of highlighted text

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Lab 6 Configure Global Search

- How Global Search works
  - Text fields
  - Text fields in supported attachment types
    - Optional
- Use case
- Your performance may vary

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Lab 7 Using Dynamic Filters

- New functionality in Dublin
- Reduces the need for scripting
- Easier for users to create reports

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Lab 8 Email Notification

- Email Notifications are easy as of Calgary
- Why you might be interested in this example
- Transaction Log data
- Why you might get spammed
  - How to avoid it

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Lab 9 Create a Record Producer

- Use case
  - Service Catalog items are cool!
    - It's another excuse to show off Form Design
    - Other labs will cover the new catalog publisher capabilities
- Templates are your friend
- What's in a name (in Eureka)
- Many Catalogs, so little time

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Lab 10 Configure the Mobile UI

- Use case
  - Publish apps to the mobile UI
- Supported platforms
- Differences between Dublin and Eureka

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Lab 11 Create Access Control Rules

- There’s a whole lab for that
  - Insert shameless plug here
  - How to get that lab
- Use case
- What about the admin role

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Top Takeaways

1 Administration of ServiceNow is simple

2 The wiki has more documentation

3 Eureka has added to your toolbox

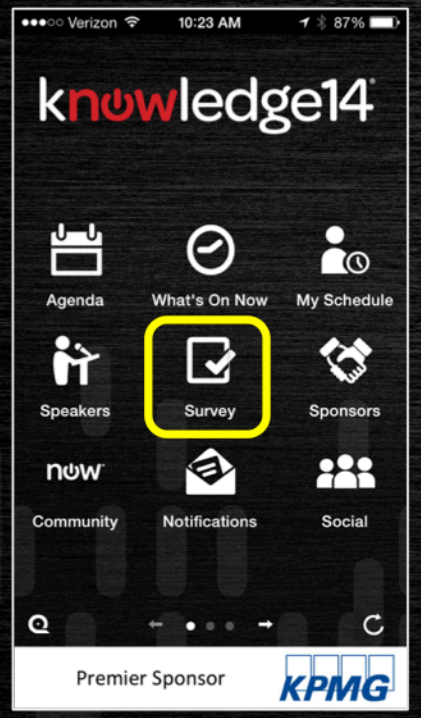
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For more information, please visit the wiki:

http://wiki.servicenow.com/index.php?title=Ways_to_Customize_Without_Scripting

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Thank You

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