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## ServiceNow Service Portal Advanced

**Duration: 2 Days     Course Code: SNSPA     Delivery Method: Virtual Learning**

### Overview:

This two-day interactive course takes attendees on a Service Portal and Widget development deep-dive. Participants learn how to use their existing AngularJS, Bootstrap, CSS, HTML, and ServiceNow API (JavaScript) skills to create custom Widgets and advanced Search Sources.

**Attendees will:**Review the Widget Editor.Discuss Widget development strategies.Learn how to use built-in AngularJS directives, services and ServiceNow's Service Portal APIs.Explore Widget properties.Develop their own custom Widgets.Learn which 3rd party libraries and resources are installed in the platform.Develop re-usable Widget Dependencies, Angular Providers, and Angular ngtemplates.Discuss how to embed a Widget in another Widget.Review different ways for Widgets to communicate with one another.Explore how Widgets send/receive information.

These objectives are achieved through a combination of demos, lecture, and group discussions. Lab exercises woven throughout the class walk students through practicing every technique discussed.

### Target Audience:

This course is designed for pro-code System Administrators and Application Developers who want to learn how to develop advanced Service Portals components. You will be expected to script.

### Objectives:

- Develop their own custom Widgets.

- Learn how to script using built-in AngularJS directives, services and ServiceNow's Service Portal APIs.

- Use Widget debugging techniques.

- Understand how a Widget transfers data between the server and the client.

- Identify the external libraries installed in the platform.

- Bring in 3rd party directives.

- Develop their own custom directives (Dependencies).

- Create re-usable client-side scripts (Angular Providers).

- Write and call HTML stored in a separate record (Angular ng-templates).

- Embed a Widget within another Widget.

- Instruct Widgets to publish, listen for, and respond to events.

- Integrate Widgets with components and services outside of the Service Portal.

### Prerequisites:

- SNF - ServiceNow Fundamentals + Exam
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
- SNSPF - ServiceNow Service Portal Fundamentals

## Content:

**Module 1: Service Portal Review**

This module is a high-level review of the components from the Service Portal Fundamentals course that are relevant for this class.

**Objectives for module 1:**

- Define a Service Portal.
- Review the fundamentals.

**Labs for module 1:**

- Lab 1.1 – Create a Service Portal

**Module 2: Widget Development 100**

Learn how to develop Widgets using the fields accessible via the Widget Editor.

**Objectives for module 2:**

- Introduce a Widget development strategy.
- Understand how a Widget transfers data between the server and the client.
- Learn how to use built-in AngularJS directives, services and ServiceNow's Service Portal APIs.
- Discuss Widget debugging strategies.

**Labs for module 2:**

- Lab 2.1 – Load Initial Data from the Server
- Lab 2.2 – Display Initial Data to the User
- Lab 2.3 – Accept and Process User Input

**Module 3: Widget Development 200**

Review the remaining fields in the Widget record (accessed via the Form view in the Platform UI).

**Objectives for module 3:**

- Explore AngularJS expressions.
- Review how to apply style to Widgets.
- Discover how to add and use Widget Options.
- Learn how to manipulate the DOM using a Link Function.

**Labs for module 3:**

- Lab 3.1 – Using Expressions
- Lab 3.2 – Sorting Lists and Using recordWatch()
- Lab 3.3 – Widget Options
- Lab 3.4 – Custom Widget Options (Optional)
- Lab 3.5 – Write a Link Function

**Module 4: Widget Development 300**

Focuses on reviewing each of the Widget record's Related Lists.

**Objectives for module 4:**

- Explore additionally installed external libraries.
- Discuss Widget Dependencies.
- Learn about Angular Providers.
- Review Angular ng-templates.

**Labs for module 4:**

- Lab 4.1 – Explore AngularJS and UI Bootstrap Directives
- Lab 4.2 – Dependencies and 3rd Party Directives
- Lab 4.3 – Create a Custom Directive
- Lab 4.4 – Create a Custom Service

**Module 5: Widgets Working Together**

Focuses on how Widgets can be embedded and communicate internally and externally.

**Objectives for module 5:**

- Discuss how Widgets can be embedded within another Widget.
- Review how Widgets Communicate.
- Explore how Widgets send/receive information.

**Labs for module 5:**

- Lab 5.1 – Embed the 'form' Widget in a Modal
- Lab 5.2 – Communication Between Widgets

Lab 5.3 – Make a REST API Call

## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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