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## ServiceNow Service Portal Advanced

Varighed: 2 Days    Kursus Kode: SNSPA    Leveringsmetode: Virtuel deltagelse

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### Beskrivelse:

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.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Målgruppe:

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.

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### Agenda:

- 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.
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### Forudsætninger:

- SNSAF - ServiceNow Administration Fundamentals
  - SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
  - SNSPF - ServiceNow Service Portal Fundamentals
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## Indhold:

### 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

## Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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