ServiceNow Service Portal Advanced

Duración: 2 Días   Código del Curso: SNSPA

Temario:

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.

Dirigido a:

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.

Objetivos:

■ 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.

Prerequisitos:

■ SNF - ServiceNow Fundamentals
■ SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
■ SNSPF - ServiceNow Service Portal Fundamentals

Contenido:

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

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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