

Application Files

Exercise



Exercise: Create NeedIt Form

NOTE: Before you begin with this exercise, you **must** complete the exercise found on the last slides of the powerpoint #3 presented during the lecture.

Using your personal instance, open the *NeedIt* application in *ServiceNow Studio*.

1. In Studio, create a Form View for the ***NeedIt*** application called "<Your Name> **AppFiles Lab Exercise**" and configure the form to make it look exactly as Figures 1.1 and 1.2 shown in the ***Appendix I*** page.

To test the form:

- a. Go back to the ServiceNow main browser tab (*not Studio*).
- b. Open any *NeedIt* record. If you do not have any *NeedIt* records, click the **New** button on the *NeedIt* list.
- c. Click the **additional actions menu**.
- d. Under **View** select the recently created form view name.

Exercise: Create NeedIt Module

2. In Studio, create an application module for the **NeedIt** application menu to show records where the **Due date** field value is before the current day. See Figure #2 in the **Appendix II** page for reference.

Configure the module using these values:

Title: **Past Due**

Application Menu: **NeedIt**

Hint: **Show Past Due NeedIt records**

To test the module:

- a. After creating the module, go back to the ServiceNow browser window tab (*not Studio*).

b. Use the navigation filter **All** and search for “**NeedIt**” and click the **Past Due**

c. Refer to Figure #2 in the **Appendix II** page.

***Hint:** Check the **Order** field value of other modules to determine the order value of the newly created module in setting the sequence of the modules.

Exercise: Create NeedIt Module

3. In Studio, create an application module for the **NeedIt** application menu to categorize the **Past Due** module from other modules. See Figure #3 in the **Appendix II** page for reference.

Configure the module using these values:

Title: **<Your Name> AppFile Lab Exercise**

Application Menu: **NeedIt**

***Hint:** Check the **Order** value of other modules to determine the order value of the newly created module in setting the sequence of application modules.

Exercise: Create NeedIt Embedded Help

4. In Studio, Create **Embedded Help** for NeedIt Form to show help details when a user opens a NeedIt record.

a. Configure the Embedded Help page:

Name: **<Your Name> NeedIt Form**

Page: **leave this empty for now**

Mode: **Normal**

Version: **All**

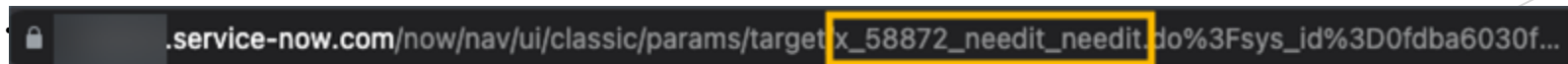
b. Get the value for the *Page* field.

i. Leave the Studio tab open and return to the main ServiceNow browser window tab.

ii. Use the *All* menu to open **NeedIt > All**.

iii. Open any *NeedIt* record. If you do not have any *NeedIt* records, click the **New** button on the *NeedIt* list.

iv. In the page URL, copy the **<table_name>** part of the URL



...service-now.com/now/nav/ui/classic/params/target/x_58872_needit_needit.do%3Fsys_id%3D0fdb6030f...

- v. Return to Studio and paste the URI fragment into the **Page** field on the *NeedIt Form - User Embedded Help* record.
- c. Configure the Embedded Help page to make it exactly the same as what is shown in figure 4.1 and figure 4.2 in the **Appendix III** page.

To test the Embedded help page:

a. Go back to the ServiceNow browser window tab (not studio) and navigate to

All > NeedIt > NeedIts, then click the help icon.

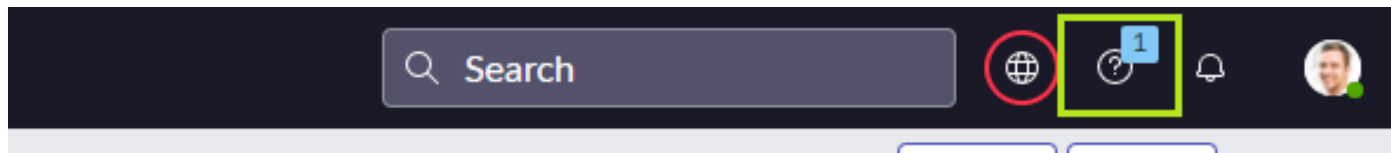


Exercise: Create NeedIt Embedded Help

5. In Studio, Create another **Embedded Help** application file to show help details when a user opens the NeedIt list.
 - a. Configure the Embedded Help page:
Name: **<Your Name> NeedIt List**
Mode: **Normal**
Version: **All**
 - b. Configure the Embedded Help page to make it exactly the same as what is shown in figure 5 in the **Appendix IV** page.

To test the Embedded help page:

- a. Go back to ServiceNow browser window tab (not studio) and navigate to **All > NeedIt > Needs**, then click the help icon .



Appendix I

now

All

Favorites

History

Workspaces

NeedIt - NEE0001003

Search

need

NeedIt

NeedIts

Past Due

NeedIt: NEE0001003 View: Jon Doe AppFiles Lab Exercise

UpdateDelete

Number: NEE0001003

Assigned to:

Configuration item:

Due date:

Approval: Not Yet Requested

Priority: 4 - Low

State: Open

Parent:

Approval history:

Short description:

Description:

Work notes:

Logs

Statistics

Work notes list:

Additional comments (Customer visible):

UpdateDelete

Protected with free version of Make Watermark. Full version doesn't put this mark.

Figure 1.1

now All

Favorites History Workspaces

NeedIt - NEE0001003 ☆

Search

need

NeedIt

NeedIts

Past Due

Number NEE0001003

Assigned to

Configuration Item

Due date

Approval Not Yet Requested

Priority 4 - Low

State Open

Parent

Approval history

Short description

Description

Work notes

Logs Statistics

Created 2022-08-04 01:35:48

Updated 2022-08-04 01:35:48

Opened 2022-08-04 01:35:42

Created by admin

Updated by admin

Opened by System Administrator

Update Delete

Protected with free version of Make Watermark. Full version doesn't put this mark.

Figure 1.2

Appendix II

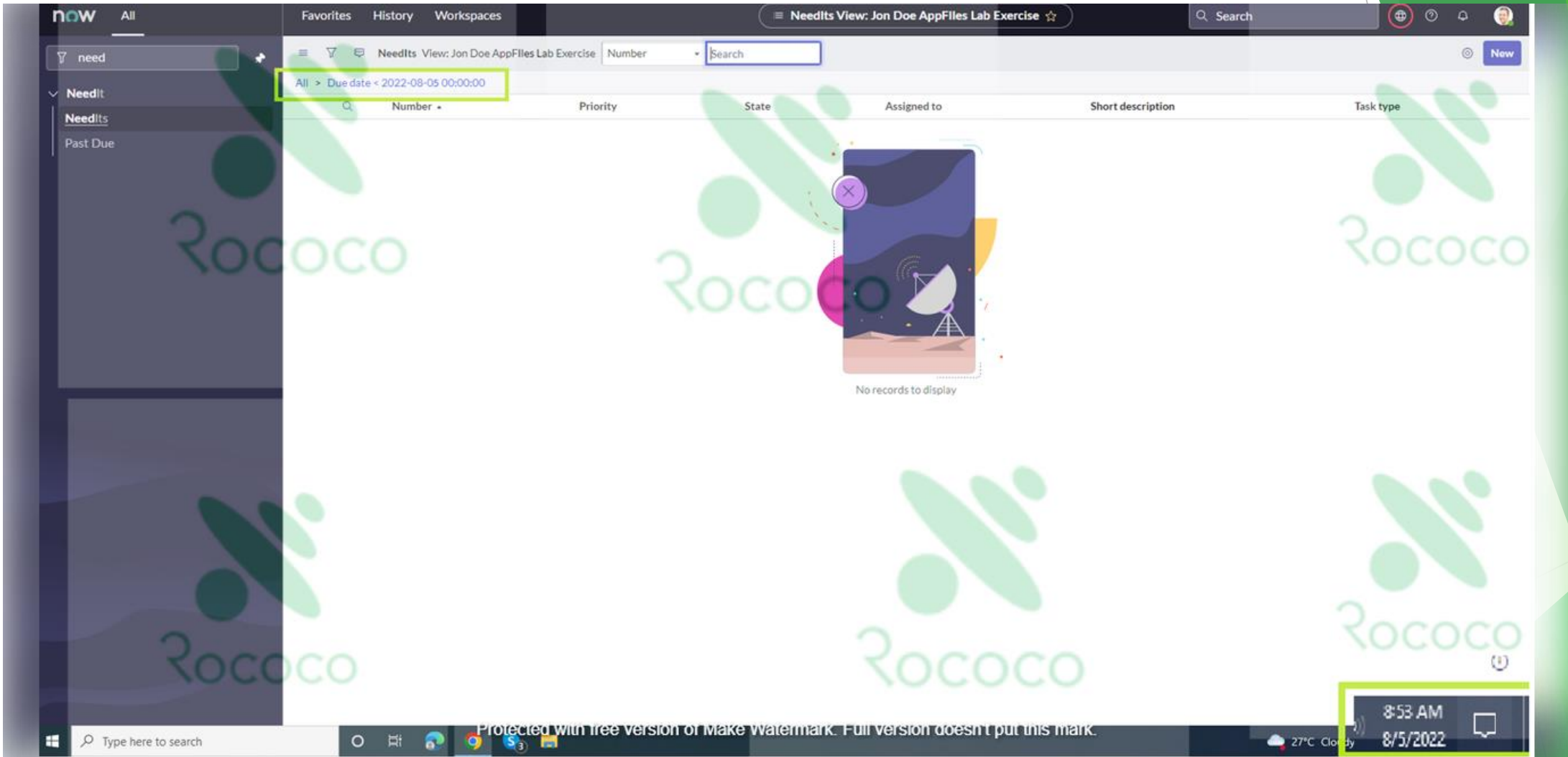


Figure 2

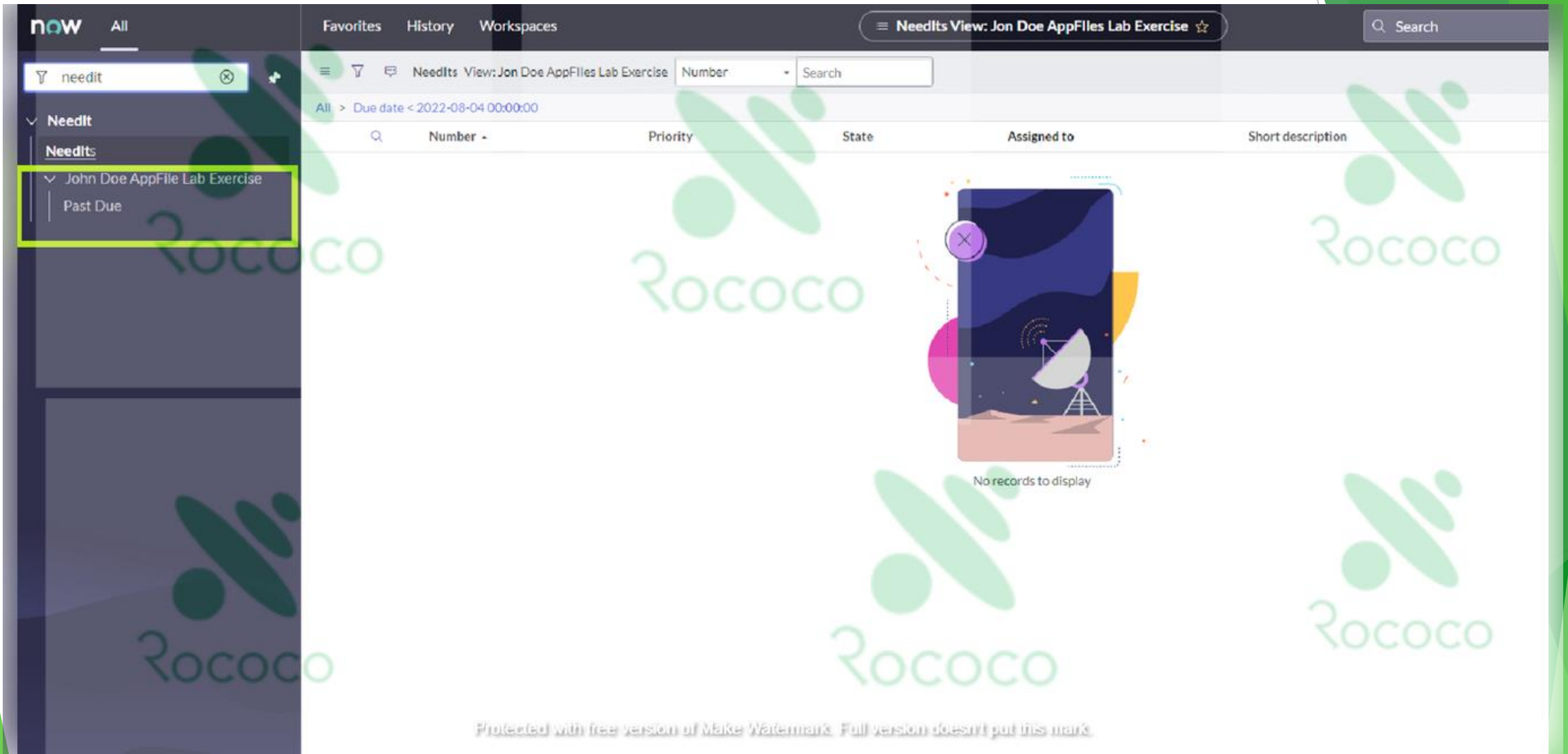


Figure 3

Appendix III

now All Favorites History Workspaces **NeedIt - NEE0001003** Search

need

NeedIt

NeedIts

John Doe AppFile Lab Exercise

Past Due

Number: NEE0001003

Assigned to: [Search]

Configuration Item: [Search]

Due date: [Calendar]

Approval: Not Yet Requested

Priority: 4 - Low

State: Open

Parent: [Search]

Approval history: [Table]

Short description: [Text Area]

Description: [Text Area]

Work notes: [Text Area]

Logs Statistics

Work notes list: [List]

Additional comments (Customer visible): [Text Area]

Update Delete

Protected with free version of Make Watermark. Full version doesn't put this mark.

Help

Using the needit Form

Use the needit application to request services and good from several departments.

- Legal
- Human Resources
- Facilities

Needit Form Fields

1. For new Needit records, the Requested for field is pre-populated with your name. If you are opening a Needit request for someone else, you can change the value in the Requested for field.
2. The Requested for email field is automatically populated if you change the user in the Requested for field. You can change the Requested for email field value.
3. The choices in the What needed field depend on the value in the Request type field.
4. If the value in the What needed field is Other, the Other field appears. Use the Other field to add a few words about your request.
5. Use the calendar picker in the When needed field to set the due date for the Needit request.
6. Use the Short description and Description fields to provide more information about your

1:29 PM

Figure 4.1

now

All

Favorites

History

Workspaces

Needit - NEE0001003

Search

need

Needit

Needits

John Doe AppFile Lab Exercise

Past Due

Needit

NEE0001003

View: Jon Doe AppFiles Lab Exercise

Number

NEE0001003

Assigned to

Configuration Item

Due date

Approval

Not Yet Requested

Priority

4 - Low

State

Open

Parent

Approval history

Short description

Description

Work notes

Logs

Statistics

Work notes list

Additional comments (Customer visible)

Update

Delete

Help

populated with your name. If you are opening a Needit request for someone else, you can change the value in the Requested for field.

2. The Requested for email field is automatically populated if you change the user in the Requested for field. You can change the Requested for email field value.

3. The choices in the What needed field depend on the value in the Request type field.

4. If the value in the What needed field is Other, the Other field appears. Use the Other field to add a few words about your request.

5. Use the calendar picker in the When needed field to set the due date for the Needit request.

6. Use the Short description and Description fields to provide more information about your request.

Note: When creating Needit requests, the When needed date cannot be today or in the past.

Need More Help?

You can learn about form fields on the ServiceNow docs site.

Figure 4.2

Appendix IV

now

All

Favorites

History

Workspaces

NeedIts View: Jon Doe AppFiles Lab Exercise

Search

need

NeedIt

NeedIts

John Doe AppFile Lab Exercise

Past Due

Number

Priority

State

Assigned to

Short description

NEE0001003

4 - Low

Open

(empty)

Help

Administiring the NeedIt Form

only members of the NeedIt application team can make changes to the Needit form. Do not make changes to the Needit form without an approved change request

Note: The Needit Application is brought to you by the bsweets and niedziel.

Protected with free version of Make Watermark. Full version doesn't put this mark

1 to 1 of 1

Figure 5