SERVICENOW SERVICE PORTAL FUNDAMENTALS

Course Code: 821288

Learn how to use the Service Portal application to configure, customize, and extend components to create a Service Portal.

A Service Portal provides an alternative user experience to the standard platform interface. The Service Portal application offers the tools needed to configure, customize, and extend portal components to create an online experience similar to what your users are used to in other consumer products.

During this two-day interactive training course you learn how to use the Service Portal application to configure, customize, and extend components to create a Service Portal in your own student instance; a safe sandbox. Participants will:

- Explore all aspects of the Service Portal application
- Learn how to re-configure an existing portal
- Review the Service Portal framework
- Create new Service Portals, Themes, Pages, and Menus, and Search Sources
- Understand how to use and create Widgets
- Re-use existing Portal components
- Explore Service Portal search capabilities including Search Sources, Search Facets and Pagination
- Configure other aspects of the platform to enhance a Service Portal
- Create a Guided Tour within a Service Portal

These objectives are achieved through a combination of demos, lecture, and group discussions. Lab exercises woven throughout the class walk you through building your own Service Portal from scratch.

What You'll Learn

Upon completion of this course, learners are able to:

- Create a new Service Portal.
- Use the Branding Editor to configure titles, logos, and the Theme of an existing Service Portal.
- Create new Themes, Pages and Widgets.
- Develop a new Header Menu and Footer, then add them to a Theme.
- Include a custom font within a Theme.

- Clone existing Pages and Widgets for reuse.
- Configure search capabilities by creating Search Sources to define data sources to utilize and Search Facets to enhance filtering on the Search Page.
- Report on Service Portal user transactions and be familiar with the baseline Usage Overview dashboard.
- Redirect users to a specific Service Portal.
- Define a Guided Tour to highlight functionality within a Service Portal.

Who Needs to Attend

This course is designed for low-code System Administrators and Web Designers/Developers who want to learn how to create Service Portals that offer users a consistent, intuitive, and delightful experience when accessing their organization's services online.

Prerequisites

Completion of the ServiceNow Fundamentals course with 6-plus months of hands-on administration experience.

Although all scripts are provided for lab exercises, participants will find them easier to interpret and read if they have a basic understanding of:

- Scripting in ServiceNow
- AngularJS
- Bootstrap
- CSS
- HTML

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CLASSROOM LIVE	$1,900 USD	2 Day

Classroom Live Outline

Module 1: Service Portal Review

- This module covers the foundations of Service Portals in ServiceNow.

Objectives:

- Define Service Portal
- Discuss reasons for building a Service Portal
- Review Service Portal administration and development duties
- Explore the Branding Editor
- Examine where to get Service Portal help

Labs:

- Lab 1.1 – Explore Your Student Instance
- Lab 1.2 – Use the Branding Editor

Module 2: Create a Service Portal

- Learn how to create a new Theme, a new Portal, and a new Page.

Objectives:

- Review the Service Portal framework
- Create a new Theme
- Create a new Service Portal
- Create a new Page
- Review the Bootstrap framework
- Explore baseline Page

Labs:

- Lab 2.1 – Create a New Theme and Portal
- Lab 2.2 – Include a Custom Font
- Lab 2.3 – Create a New Page

- Lab 2.4 – Explore and Incorporate Existing Pages

Module 3: Widgets

- Learn how to use Widgets on a Page to provide your content. This module also includes a low-code overview on how to create a new Widget.

Objectives:

- Define Widgets and explore the baseline elements
- Learn how to use Widgets
- Clone existing Widgets
- Develop new Widgets
- Widget debugging

Labs:

- Lab 3.1 – Add Widgets to a Page
- Lab 3.2 – Clone an Existing Widget
- Lab 3.3 – Develop a Custom Footer Widget
- Lab 3.4 – Develop a Custom Widget with Options
- Lab 3.5 – Develop a Modal Widget

Module 4: Header Menus

- Learn how to create a new Menu and how to include it in a Service Portal.

Objectives:

- Define a Header Menu
- Explore Menu Items
- Discuss nested Menu Items
- Review testing Menu functionality

Labs:

- Lab 4.1 – Create a Header Menu
- Lab 4.2 – Service Portal Surveys (Optional)

Module 5: Search Sources

- Learn about the sources for Portal searches.

Objectives:

- Define Contextual Search
- Define Search Sources
- Learn how to set Portal Search Sources
- Learn about Pagination and Search Facets
- Review creating new Search Sources
- Explore external Search Sources

Labs:

- Lab 5.1 – Create a Search Source

Module 6: Service Portal Extras

- Learn about Announcements, the Service Portal Log Entries table, the Usage Overview dashboard, using User Criteria records to control user access within

a portal, and Guided Tours.

Objectives:

- Learn about the Announcements Widget
- Explore Page Route Maps
- Review Service Portal transaction logging and reporting
- Discuss use of User Criteria records to control user access in a portal
- Explore Guided Tours for Service Portals

Labs:

- Lab 6.1 – Announcements
- Lab 6.2 – Service Portal Reporting
- Lab 6.3 – Create a Dashboard Page
- Lab 6.4 – Create a Guided Tour

Module 7: Redirecting in Service Portal

- Learn a variety of options you can configure to redirect users to a Service Portal and to specific pages. .

Objectives:

- Review available features that enable redirecting within a Service Portal
- Page Route Maps
- Login, redirect, and SSO

Labs:

- Lab 7.1 – Clone the Landing Page
- Lab 7.2 – Page Route Maps
- Lab 7.3 – Redirect users to a Service Portal

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VIRTUAL CLASSROOM LIVE	$1,900 USD	2 Day

Virtual Classroom Live Outline

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Objectives:

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- Discuss reasons for building a Service Portal
- Review Service Portal administration and development duties
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- Examine where to get Service Portal help

Labs:

- Lab 1.1 – Explore Your Student Instance
- Lab 1.2 – Use the Branding Editor

Module 2: Create a Service Portal

- Learn how to create a new Theme, a new Portal, and a new Page.

Objectives:

- Review the Service Portal framework
- Create a new Theme
- Create a new Service Portal
- Create a new Page
- Review the Bootstrap framework
- Explore baseline Page

Labs:

- Lab 2.1 – Create a New Theme and Portal
- Lab 2.2 – Include a Custom Font
- Lab 2.3 – Create a New Page

- Lab 2.4 – Explore and Incorporate Existing Pages

Module 3: Widgets

- Learn how to use Widgets on a Page to provide your content. This module also includes a low-code overview on how to create a new Widget.

Objectives:

- Define Widgets and explore the baseline elements
- Learn how to use Widgets
- Clone existing Widgets
- Develop new Widgets
- Widget debugging

Labs:

- Lab 3.1 – Add Widgets to a Page
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- Lab 3.4 – Develop a Custom Widget with Options
- Lab 3.5 – Develop a Modal Widget

Module 4: Header Menus

- Learn how to create a new Menu and how to include it in a Service Portal.

Objectives:

- Define a Header Menu
- Explore Menu Items
- Discuss nested Menu Items
- Review testing Menu functionality

Labs:

- Lab 4.1 – Create a Header Menu
- Lab 4.2 – Service Portal Surveys (Optional)

Module 5: Search Sources

- Learn about the sources for Portal searches.

Objectives:

- Define Contextual Search
- Define Search Sources
- Learn how to set Portal Search Sources
- Learn about Pagination and Search Facets
- Review creating new Search Sources
- Explore external Search Sources

Labs:

- Lab 5.1 – Create a Search Source

Module 6: Service Portal Extras

- Learn about Announcements, the Service Portal Log Entries table, the Usage Overview dashboard, using User Criteria records to control user access within

a portal, and Guided Tours.

Objectives:

- Learn about the Announcements Widget
- Explore Page Route Maps
- Review Service Portal transaction logging and reporting
- Discuss use of User Criteria records to control user access in a portal
- Explore Guided Tours for Service Portals

Labs:

- Lab 6.1 – Announcements
- Lab 6.2 – Service Portal Reporting
- Lab 6.3 – Create a Dashboard Page
- Lab 6.4 – Create a Guided Tour

Module 7: Redirecting in Service Portal

- Learn a variety of options you can configure to redirect users to a Service Portal and to specific pages. .

Objectives:

- Review available features that enable redirecting within a Service Portal
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Labs:

- Lab 7.1 – Clone the Landing Page
- Lab 7.2 – Page Route Maps
- Lab 7.3 – Redirect users to a Service Portal

Feb 19 - 20, 2026 | 9:00 AM - 5:00 PM CST

Apr 1 - 2, 2026 | 9:00 AM - 5:00 PM CDT

May 21 - 22, 2026 | 9:00 AM - 5:00 PM CDT

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ON-DEMAND	$0 USD

On-Demand Outline

Course Introduction

- Requesting and Using a Lab Instance
- Welcome to Service Portal Fundamentals

Module 1: Service Portal Overview

- Service Portal Overview
- Service Portal Development and Administration
- Employee Center Portal
- Service Portal Help and The Branding Editor
- Knowledge Check: Module 1

Module 2: Create a Service Portal

- Create a New Service Portal
- Create a Theme
- Create a New Page
- Knowledge Check: Module 2

Module 3: Widgets

- Widgets
- Widget Instances
- Develop Widgets
- Widget Debugging
- Knowledge Check: Module 3

Module 4: Header Menus

- Header Menus
- Knowledge Check: Module 4

Module 5: AI Search

- What is AI Search and Using AI Search
- Configuring AI Search
- Analytics and Reporting
- Knowledge Check: Module 5

Module 6: Service Portal Extras

- User Experience Analytics
- Announcements
- User Criteria
- Guided Tours
- Knowledge Check: Module 6

Module 7: Redirecting in Service Portal

- Page Route Maps, Login, Redirect and SSO
- Knowledge Check: Module 7

On-Demand Labs

- **Module 1 Labs**
  - ⬚ Demo of Lab 1.1: Explore the Student Instance
  - ⬚ Demo of Lab 1.2: Employee Center Setup
  - ⬚ Demo of Lab 1.3: Enable AI Search
  - ⬚ Demo of Lab 1.4: Use the Branding Editor
- **Module 2 Labs**
  - ⬚ Demo of Lab 2.1: Create a New Theme and Portal
  - ⬚ Demo of Lab 2.2: Include a Custom Font
  - ⬚ Demo of Lab 2.3: Create a New Page
  - ⬚ Demo of Lab 2.4: Explore and Incorporate Existing Pages
- **Module 3 Labs**
  - ⬚ Demo of Lab 3.1: Add Widgets to a Page
  - ⬚ Demo of Lab 3.2: Clone an Existing Widget
  - ⬚ Demo of Lab 3.3: Develop a Custom Footer Widget
  - ⬚ Demo of Lab 3.4: Develop a Custom Widget with Options
  - ⬚ Demo of Lab 3.5: Develop a Modal Widget
- **Module 4 Lab**
  - ⬚ Demo of Lab 4.1: Create a Header Menu
- **Module 5 Lab**
  - ⬚ Demo of Lab 5.1: Configure AI Search
- **Module 6 Labs**
  - ⬚ Demo of Lab 6.1: Announcements
  - ⬚ Demo of Lab 6.2: Create a Dashboard Page
  - ⬚ Demo of Lab 6.3: Create a Guided Tour
- **Module 7 Labs**
  - ⬚ Demo of Lab 7.1: Clone the Landing Page
  - ⬚ Demo of Lab 7.2: Page Route Maps
  - ⬚ Demo of Lab 7.3: Redirect Users to a Service Portal

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PRIVATE GROUP TRAINING	2 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.