



devoteam

Opnå bedre visualisering af ServiceNow-data gennem **Portal Widgets**

TechTalk med Hans Erik Autzen



DevoTalks



VELKOMMEN

DIGITALE
indspark

FORSKELLIGE
emner

SKIFTENDE
oplægsholdere

20 + 10
minutter



Lidt praktik inden start



Har du spørgsmål
kan du stille dem i chat-
funktionen, og de vil blive
besvaret efter 'talk'en'



**Vil du gerne gense
slides**
bliver denne DevoTalk
optaget og gjort
tilgængelig på sitet
devotalks.dk



**Generer "video-
vinduet"**
af dagens taler i fht. at se
slides, kan du selv
drag'n'drop'e vinduet til
et passende sted

Agenda

Widgets

1. Calendar - Planner
2. Map
3. GDPR – "Forget me"
4. Comment/Work note edit
5. Duplicate data – Dashboard

Questions?



Map

Description:

The map Widget makes it possible to display map data on a Service Portal.

The Widget builds on open source software and it is easy to extend with other map functionalities.

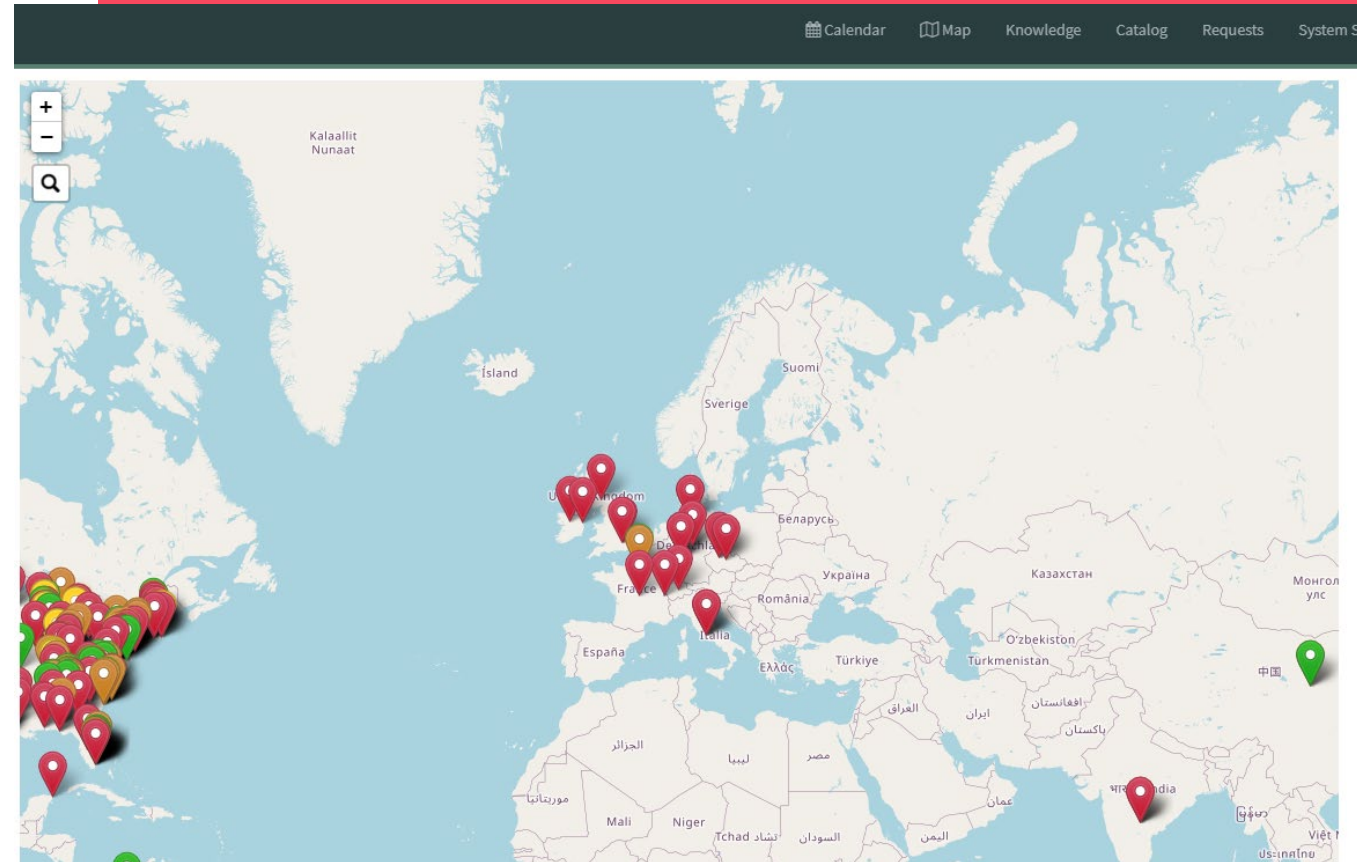
Possible use cases:

Location overview (you can choose to only show Denmark)

Current status overview based on location

Note:

While ServiceNow has some of the same functionality with Google maps that functionality requires a Google business account.



GDPR – Forget me

Description:

The GDPR – Forget me Widget makes it possible with few clicks to anonymise a user in both fields and in regular text fields.

Possible use cases:

Remove user information to ensure compliance with GDPR rules.

Forget User

Choose a user to forget:

Abraham Lincoln x ▾ **Forget**

User Details:

Name: <i>Abraham Lincoln</i>	Title:
Company:	Email: <i>abraham.lincoln@example.com</i>
Department: <i>HR</i>	Phone: <i>(555) 555-0004</i>

Forget Action Options:

Delete attachments and images ?
 Yes | No

Delete All attachments and images created by user ?
 Yes | No

Clear Live Profile ?
 Yes | No

Anonymise journal Fields (Activities) ?
 Yes | No

Anonymise journal Fields content (ex. work notes, additional comments) ?
 Yes | No

Anonymise Emails, reference to the User ?
 Yes | No

Delete Emails, reference to the User ?
 Yes | No

Anonymise records touched by the user ?
 Yes | No



Comment/Work note edit

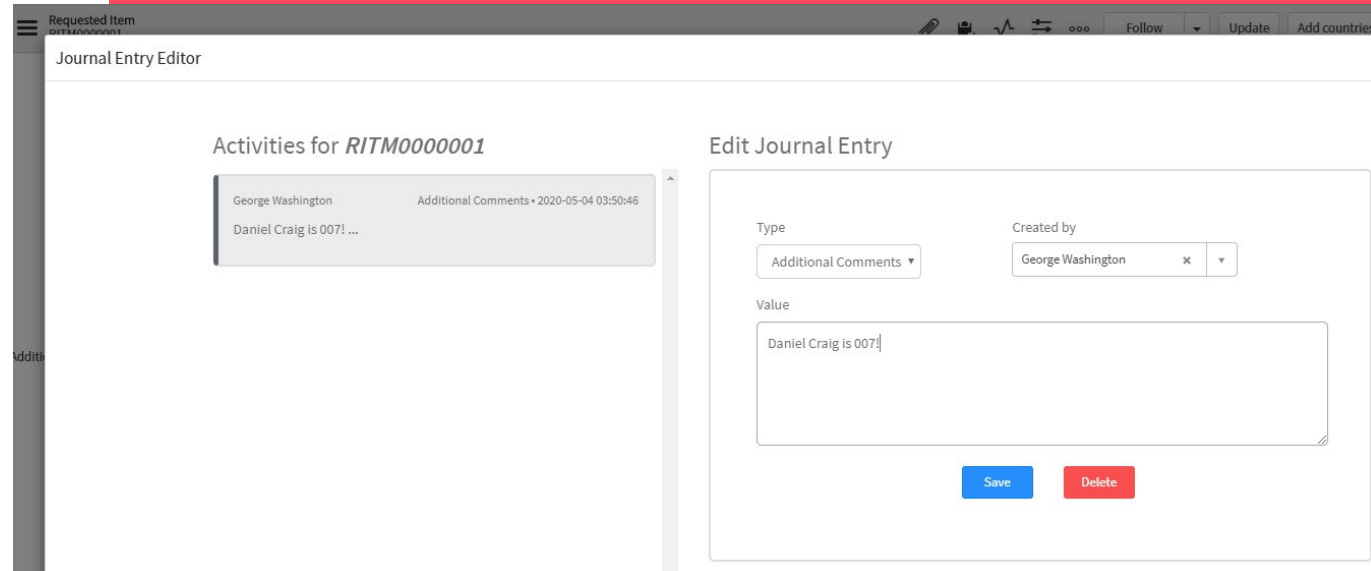
Description:

Makes it possible to edit a comment/work note

This Widget is used in the regular ServiceNow task view in order to show that widgets can be used anywhere in ServiceNow.

Possible use cases:

Especially useful when someone has put a personal information in a comment



Duplicate data

Description:

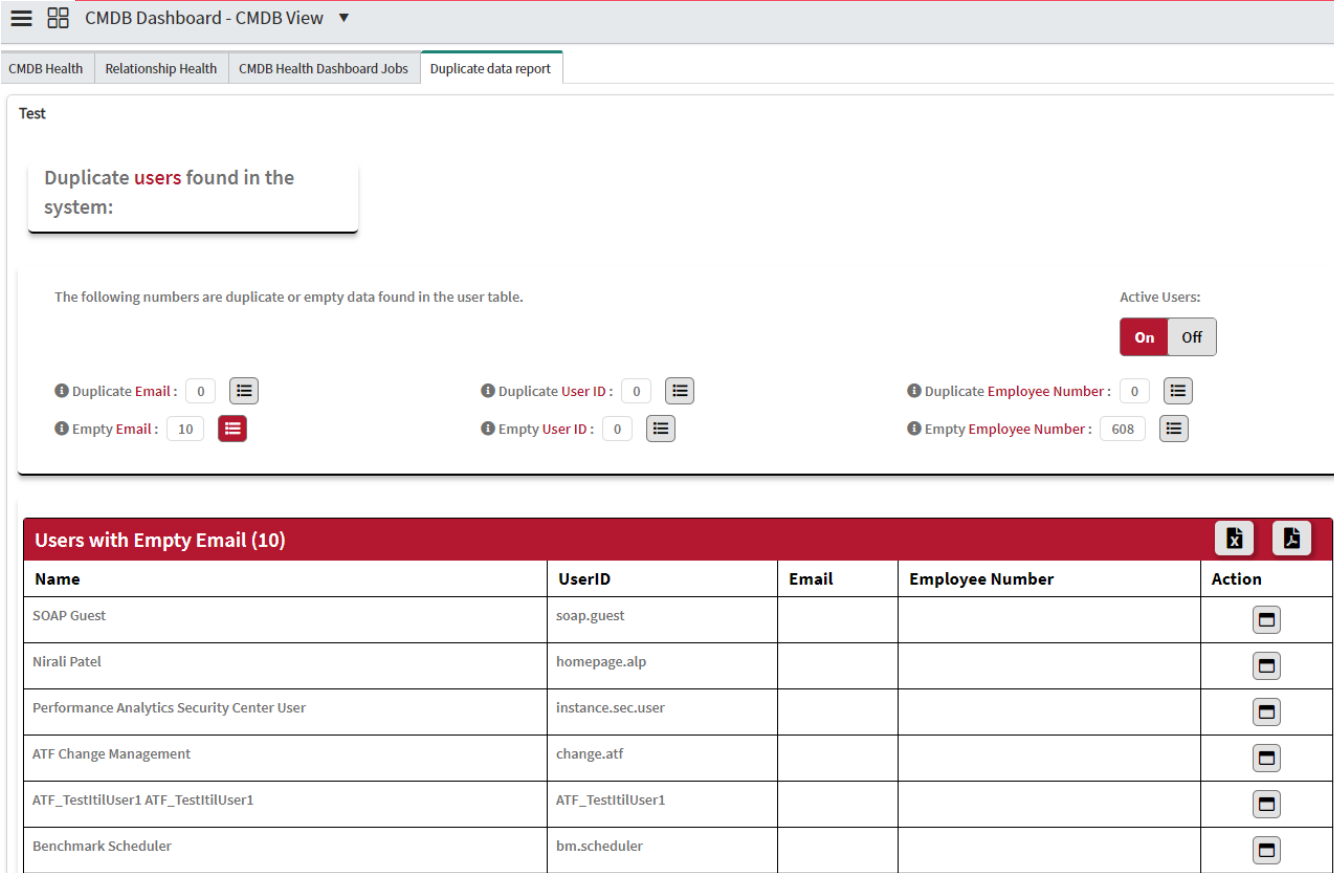
The Widget duplicate data-report makes it easy to get an overview of duplicate or data that needs to be validated.

It is easy to export the data as well as edit on the go.

This Widget is used on a dashboard in order to show that ServicePortal functionality can be used on dashboards.

Possible use cases:

The example is shown on users, but could easily be used to report on other ServiceNow data such as CIs. It is especially useful, if data has multiple sources or the



CMDB Dashboard - CMDB View

CMDB Health Relationship Health CMDB Health Dashboard Jobs Duplicate data report

Test

Duplicate **users** found in the system:

The following numbers are duplicate or empty data found in the user table.

Active Users: On Off

Duplicate Email: 0
Empty Email: 10
Duplicate User ID: 0
Empty User ID: 0
Duplicate Employee Number: 0
Empty Employee Number: 608

Users with Empty Email (10)				
Name	UserID	Email	Employee Number	Action
SOAP Guest	soap.guest			
Nirali Patel	homepage.alp			
Performance Analytics Security Center User	instance.sec.user			
ATF Change Management	change.atf			
ATF_TesttitilUser1 ATF_TesttitilUser1	ATF_TesttitilUser1			
Benchmark Scheduler	bm.scheduler			

Konklusioner



Tre hovedbudskaber

- ▶ Skab et visuelt overblik og spar tid med Widgets
- ▶ Simplificer funktionalitet med Widgets
- ▶ Udbyg ServiceNow med Widgets, ikke kun på portalen



Spørgsmål



Contact info

Feel free to contact us



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Please feel free to reach out to Casper if you have been inspired and what to discuss further about your possibilities in ServiceNow



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Feel free to contact Hans Erik if you have any questions regarding the presentation or have any technical questions