A Starbucks coffee cup with a white lid and a brown sleeve featuring the Siren logo is placed on a wooden desk. In the background, a smartphone and a notebook are visible, all slightly out of focus. The entire scene is framed by a dark green border.

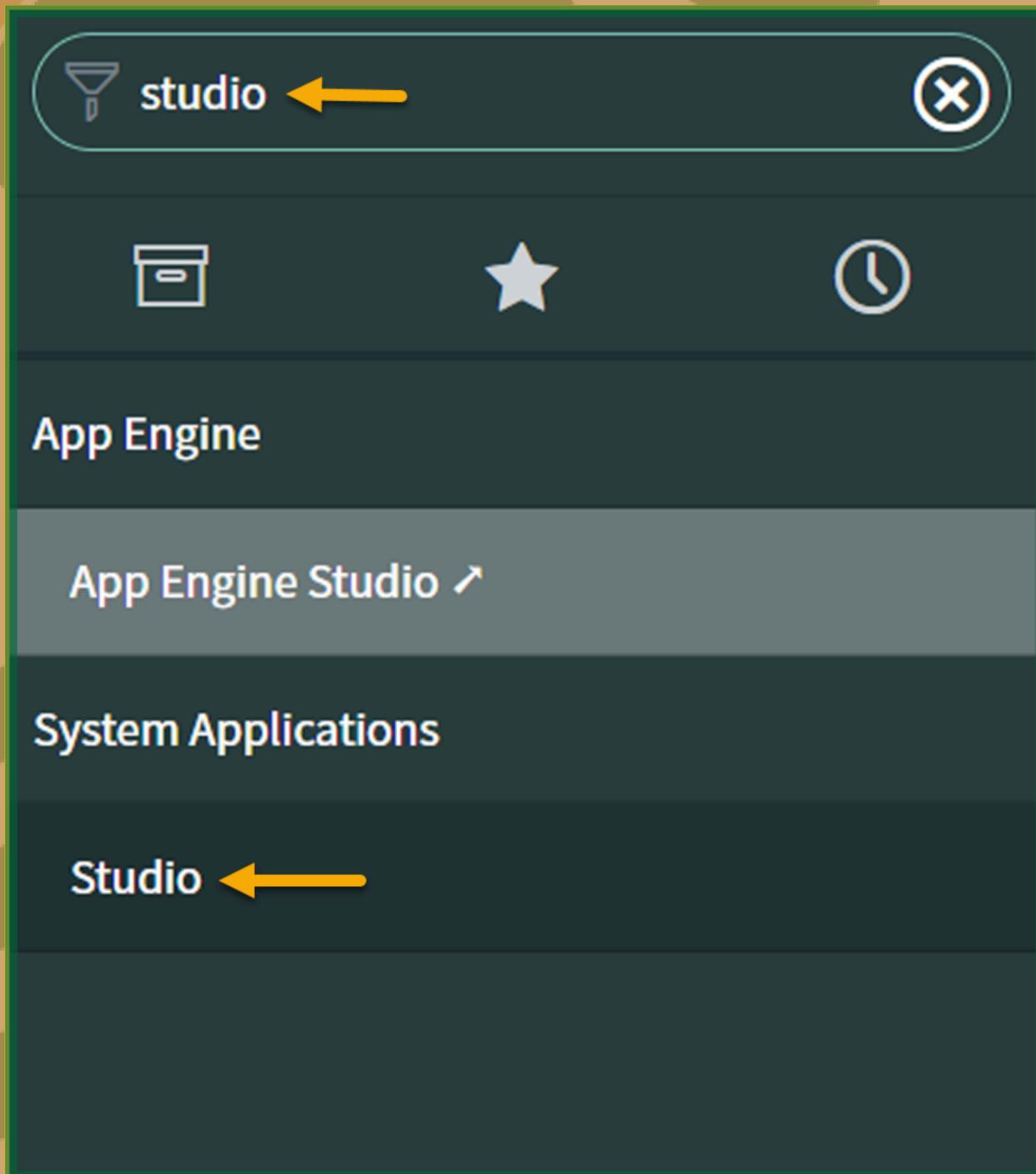
HOW TO GUIDE

SERVICENOW STARBUCKS MANAGEMENT

FOR SYSTEM
ADMINISTRATORS

By SaDesia Giles

Creating an Application



Type **studio** in the filter navigation, then click **Studio** located under **System Applications**.

Creating an Application

Select Application

New

[Create Application](#) [Import From Source Control](#) [Select Store App to Customize](#)

Click **Create Application**.

Creating an Application

Name ⓘ ←

Starbucks Management

Description ⓘ ←

Starbucks Management App for Users

→ Scoped ⓘ Global ⓘ

Scope

x_787352_starbucks

Cancel Create



Type in **Name** and **Description**. Add an **image**, and select **Scoped**. Then click **Create**.

Creating an Application: Roles

Let's create some roles for this app

You can search for existing roles or select "Create new role" to add new ones.

Roles (i)

Search roles 

+ Create new role



Click **+ Create new
role.**

Creating an Application: Roles

You can search for existing roles or select "Create New Role"

New role name

+ Create new role

Roles (j)

Type in first role (**User**),
then click **Create**.
Repeat for the second
role (**Barista**). After
roles are created, click
Continue.

Creating an Application: Formats

Which formats do you want to use for this app?

If you aren't sure, you can start with Classic and add another one later. [Learn More](#)

2 of 2 selected



Mobile

User-friendly experiences for people on-the-go. ⓘ



Classic

The standard experience for lists and forms. ⓘ

Back

Continue

Click on the **Mobile**
and **Classic** formats
and then click
Continue.

T.M.

Creating an Application: Tables

Which data tables do you want to use for this app?

If you need a new table, use the "Create new table" button below.

Tables ⓘ

Search existing data tables



Create new table

Done with tables

Click **Create new table.**

Creating an Application: Tables

OK. Let's create a table for this app

If you want to create more than one, we'll do them one at a time. [Learn More](#)



Upload spreadsheet



Extend a table



Create table from scratch

Click **Create table from scratch** and then click **Continue**.

Creating an Application: Tables

Great! Let's get going on defining your new table

Make sure you update any necessary field info before we keep going.

+ Add a new field

Click **+ Add a new
field.**

TM

Creating an Application: Tables

Great! Let's get going on defining your new table

Make sure you update any necessary field info before we keep going.

+ Add a new field

Field Label ⓘ

Short Description

Field name ⓘ

short_description

Field type ⓘ

String

Character limit

100

Back

Continue

Fill out the **Field Label**,
Field name, **Field type**,
and **Character limit** for
each item. Then click
Continue.

Creating an Application: Tables

OK. Let's get more info about your new table

Once you define the properties and permissions we can keep going. [Learn More](#)

Table label ⓘ

Starbucks drink

Table name ⓘ

x_787352_starbucks_starbucks_drir

Make extensible ⓘ

Auto-number ⓘ

Manage access ⓘ ▾

Back

Continue

Label the table. **DO NOT** make extensible. Click **Continue.**

Creating an Application: Tables

Success! Your table is ready



SCRATCH



TABLE CREATED

Starbucks Drink

FIELDS CREATED

14



Continue

Can I add more data later?

Click Continue.

TM

Creating an Application: Tables

Which data tables do you want to use for this app?

If you need a new table, use the "Create new table" button below.

Tables ⓘ

Starbucks Drink ✕



io (Advanced)

Create new table

Done with tables

Click **Done with tables.**

Creating an Application: Design

OK. Let's customize the design of your Classic App

We already added some of the details you told us earlier. You can edit this info or leave it as-is.

Name ⓘ

Starbucks Management

Description ⓘ

Starbucks App for Users

Tables ⓘ

Starbucks Drink X

Roles ⓘ

x_787352_starbucks.starbucks_user X

x_787352_starbucks.starbucks_barista X



Back

Create

Enter **Description**
and then click
Create. Repeat step
for Mobile format.

Creating an Application: Design

General Info — Data — Design

Nice! Here are the apps you've designed so far



MOBILE	APPLICATION NAME	STATUS	
	Starbucks Management	Ready	<input type="button" value="Start"/>
CLASSIC	APPLICATION NAME	STATUS	
	Starbucks Management	Ready	<input type="button" value="Start"/>

Can I add more apps later?

An orange arrow points from the 'Done with apps' button in the table to the 'Done with apps' button at the bottom of the screen.

Click **Done with apps.**

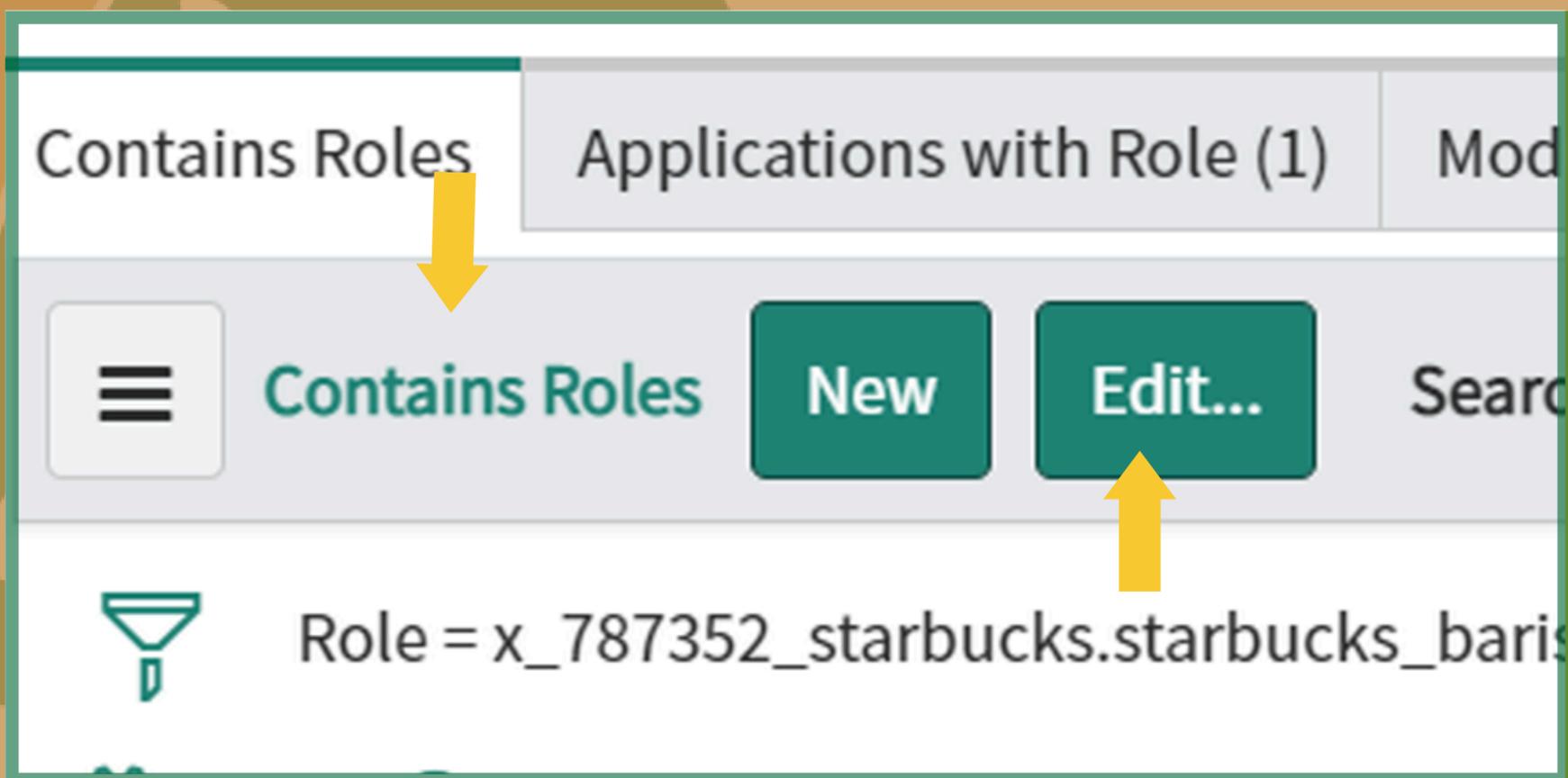
Containing Roles

The screenshot shows a user administration interface. On the left, a filter navigator contains a search bar with 'user administration' and a 'Roles' menu item. The main content area displays a table of roles. The table has columns for 'Name' and 'Description'. The roles listed are:

Name	Description
suggestion_exempt	Users with this role can read search results of their searches.
taxonomy_admin	Users with this role will be able to manage taxonomy and topic table names.
text_search_admin	
uxframework_designer	Has write access to UX Page and Component reference field on
uxframework_user	May browse and select from the Component reference field on
x_787352_starbucks.starbucks_barista	
x_787352_starbucks.starbucks_user	

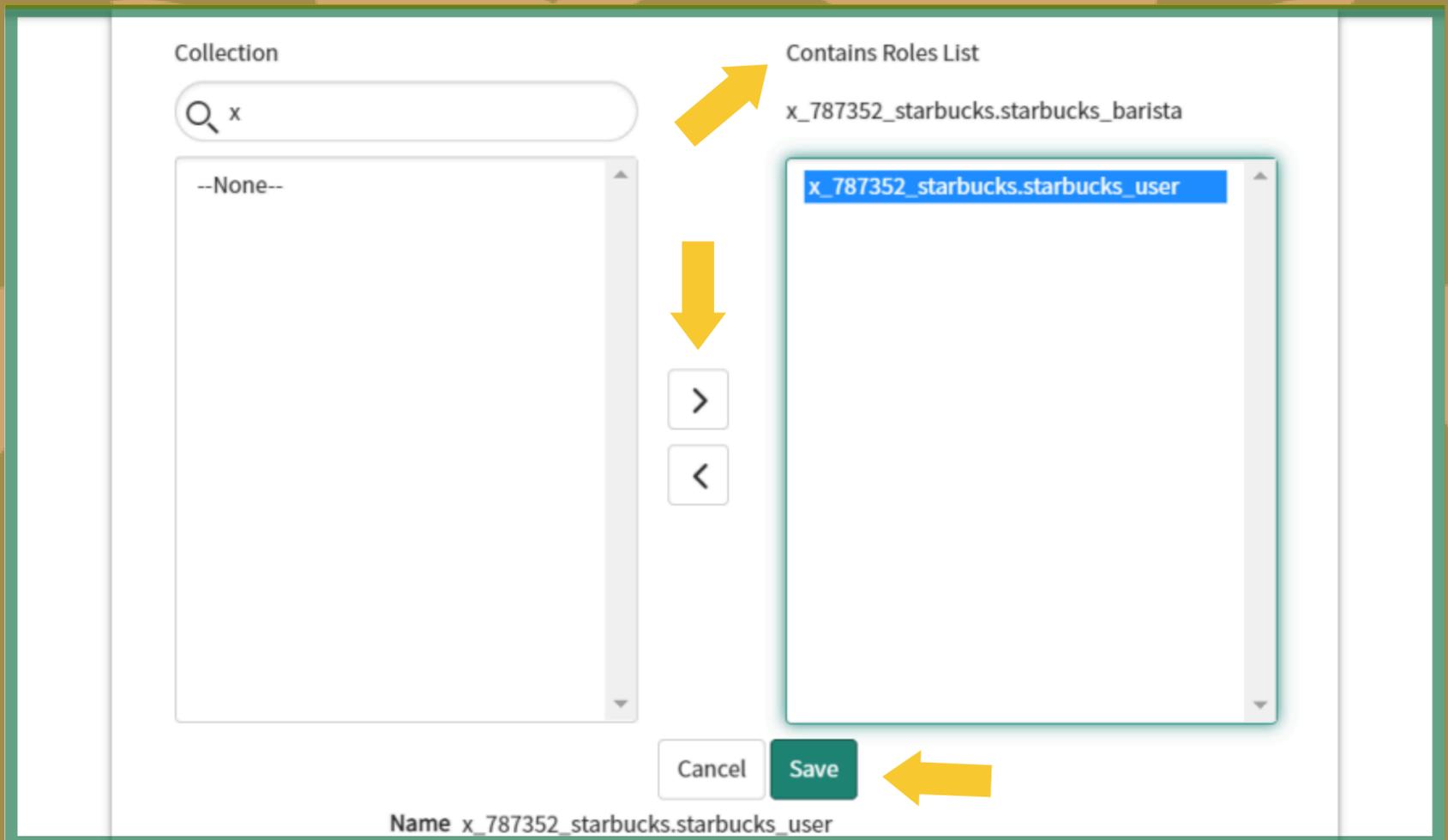
In the filter navigator, type **user administration**. Select **Roles** Module, then chose created roles from the list.

Containing Roles



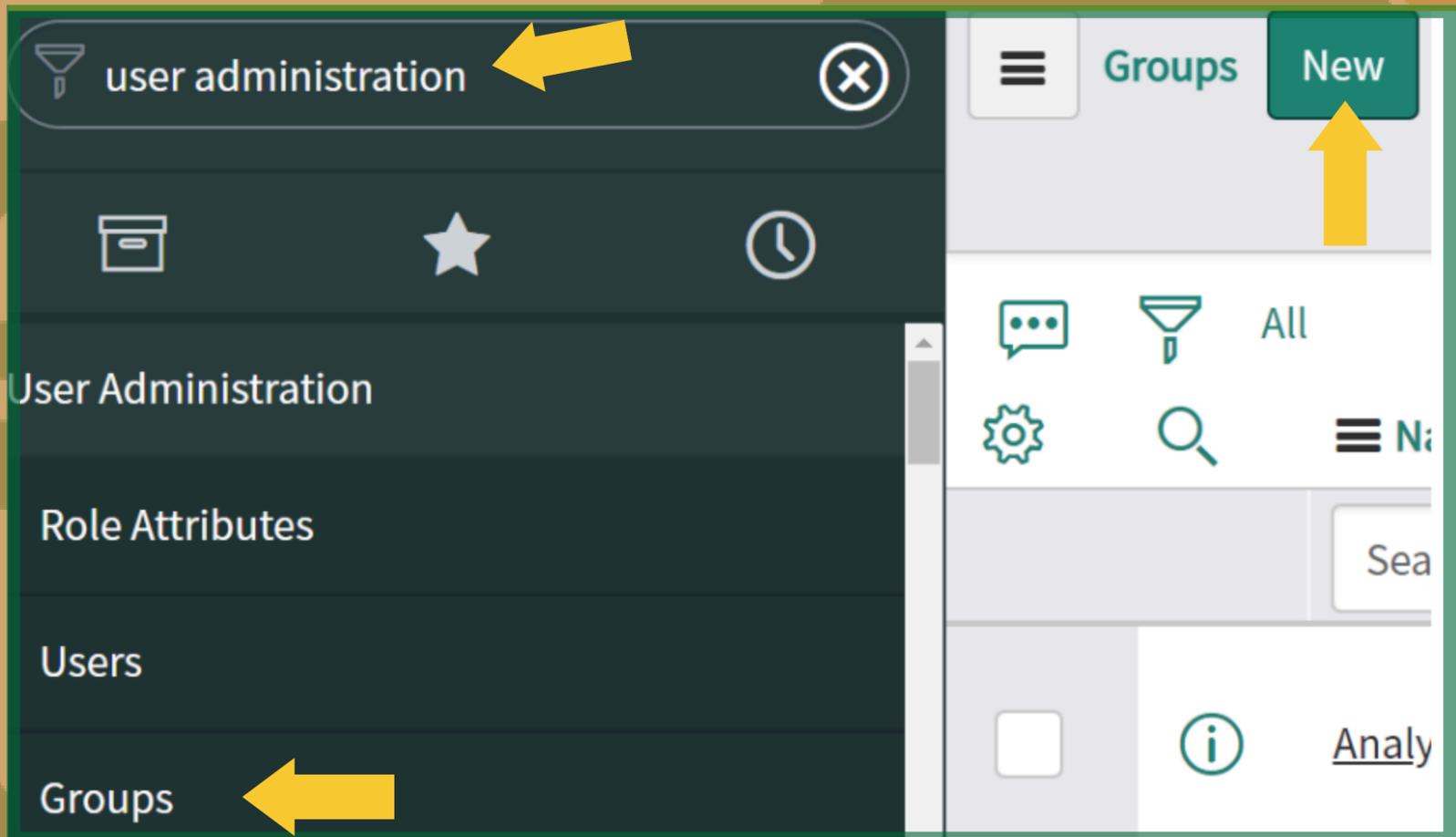
Go to the **Contains Roles** tab. Click **Edit**.

Containing Roles



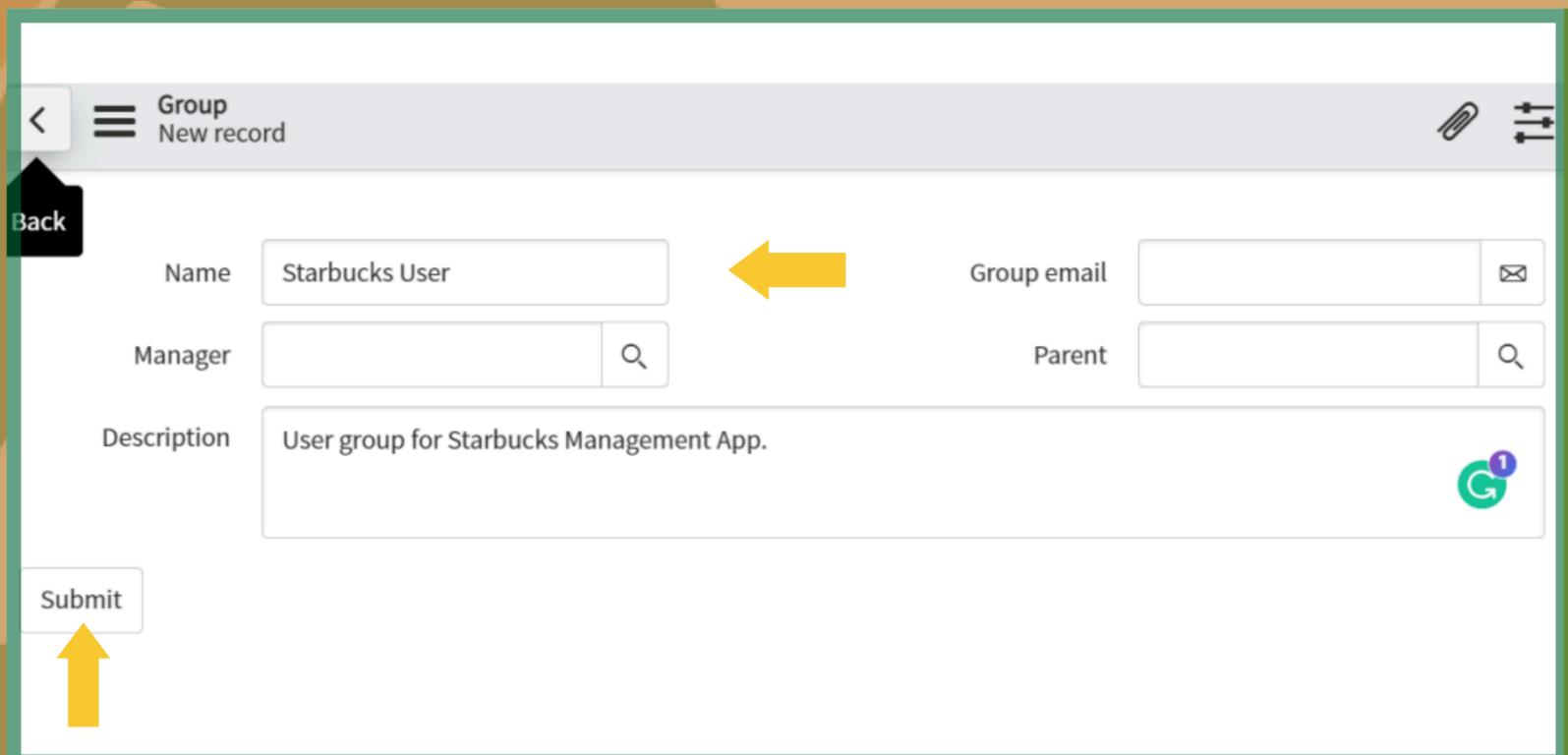
Select **User** from the **Collection** list, and add it (>) to the **Contains Role List**. Then click **Save**.

Creating a Group



In the filter navigator, type in **user administration**. Click on the **Group** module, and then click **New**.

Creating a Group



The screenshot shows a mobile application interface for creating a new group record. The title bar at the top reads "Group New record". Below the title bar, there is a "Back" button on the left and a "Submit" button at the bottom left. The main form contains several fields: "Name" with the value "Starbucks User", "Group email" (empty), "Manager" (empty with a search icon), and "Parent" (empty with a search icon). The "Description" field contains the text "User group for Starbucks Management App." and has a refresh icon with a notification badge. A yellow arrow points to the "Name" field, and another yellow arrow points to the "Submit" button.

Group
New record

Back

Name Starbucks User

Group email

Manager

Parent

Description User group for Starbucks Management App.

Submit

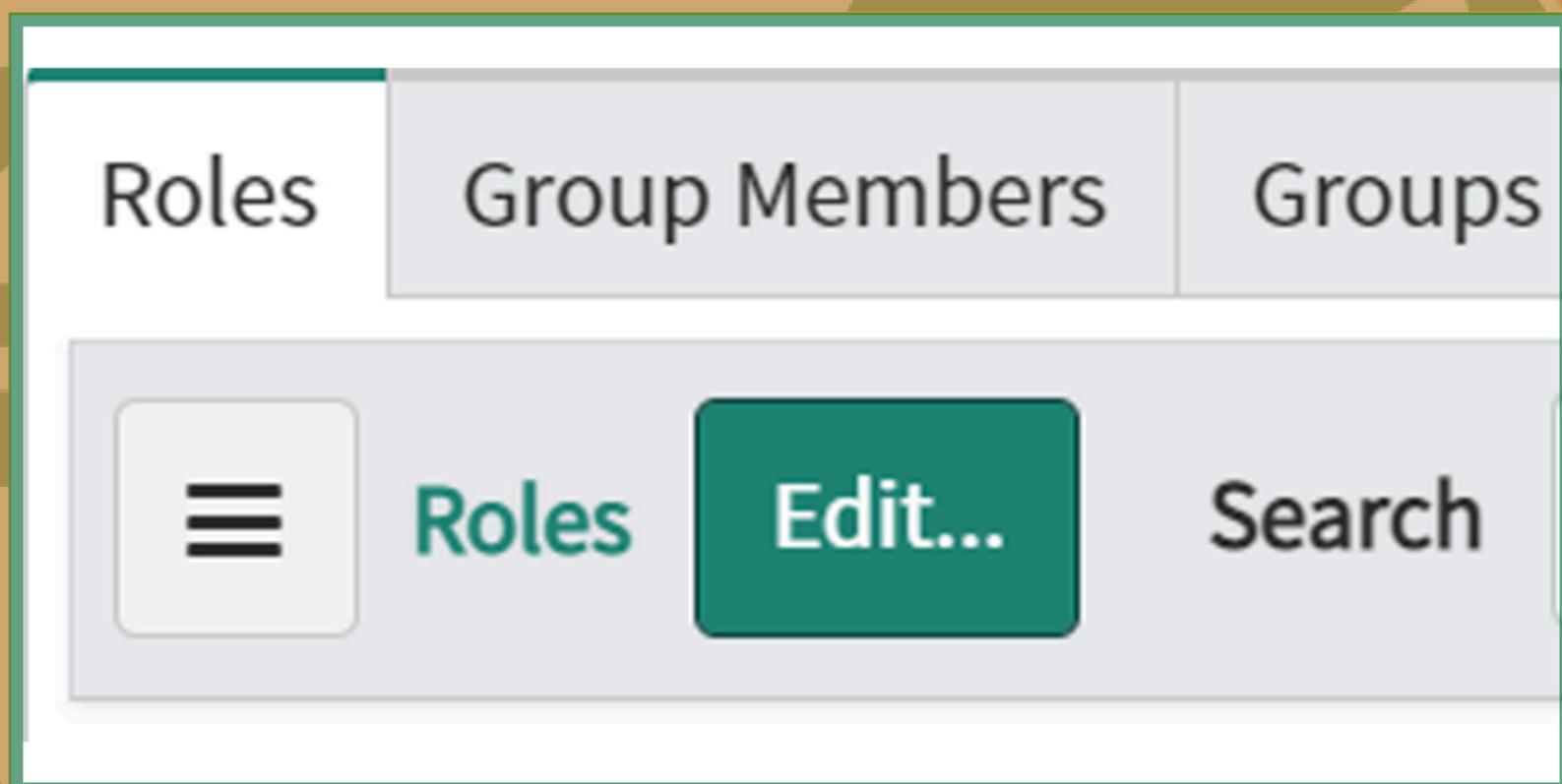
Type in **Name**,
Email, etc. Then
click **Submit**.

Adding Roles to Groups

	star	Search
<input type="checkbox"/>	 <u>Starbucks Barista</u>	Barista Group for Starbucks Management
<input type="checkbox"/>	 <u>Starbucks User</u>	User group for Starbucks Management

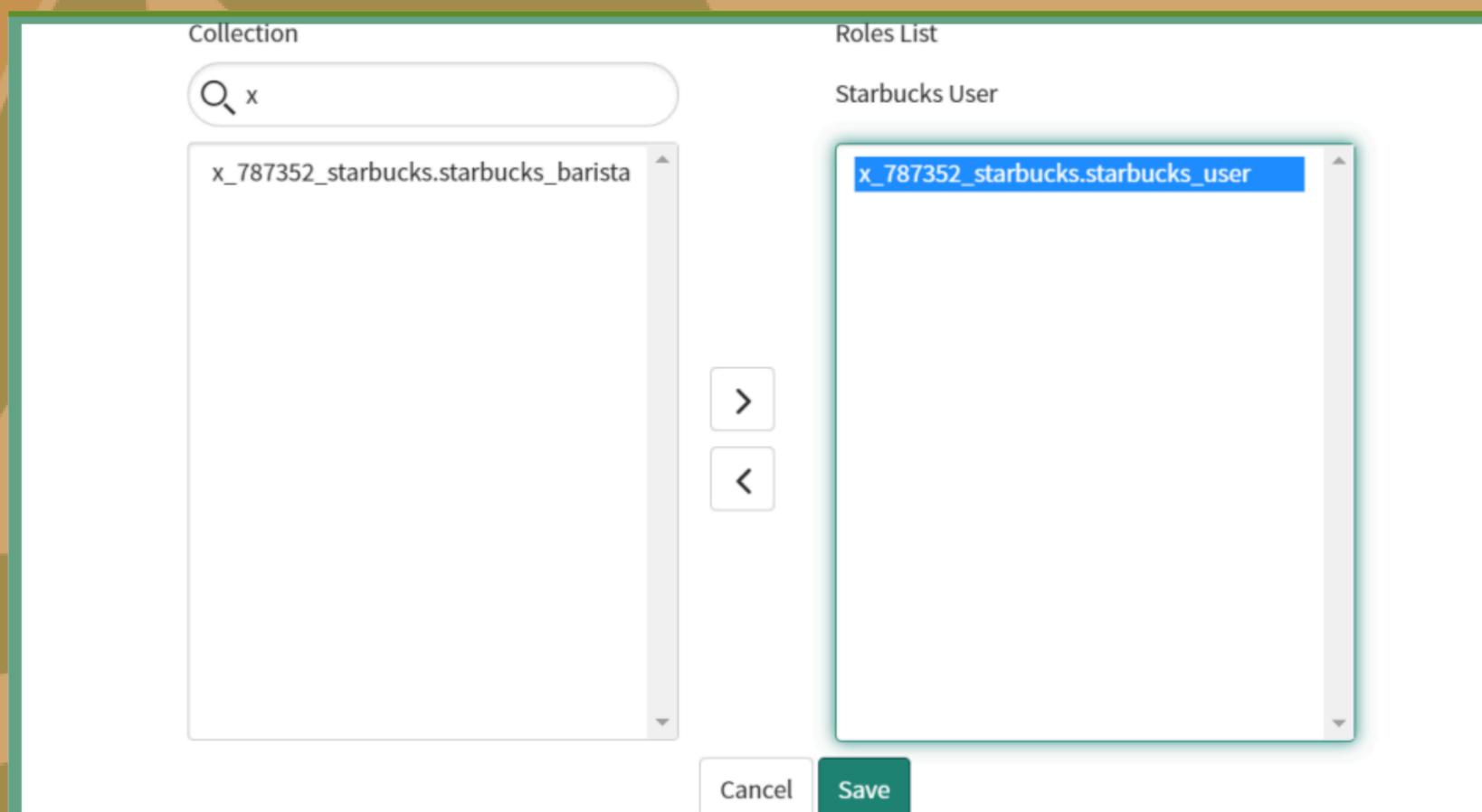
Click on the **User Group** created.

Adding Roles to Groups



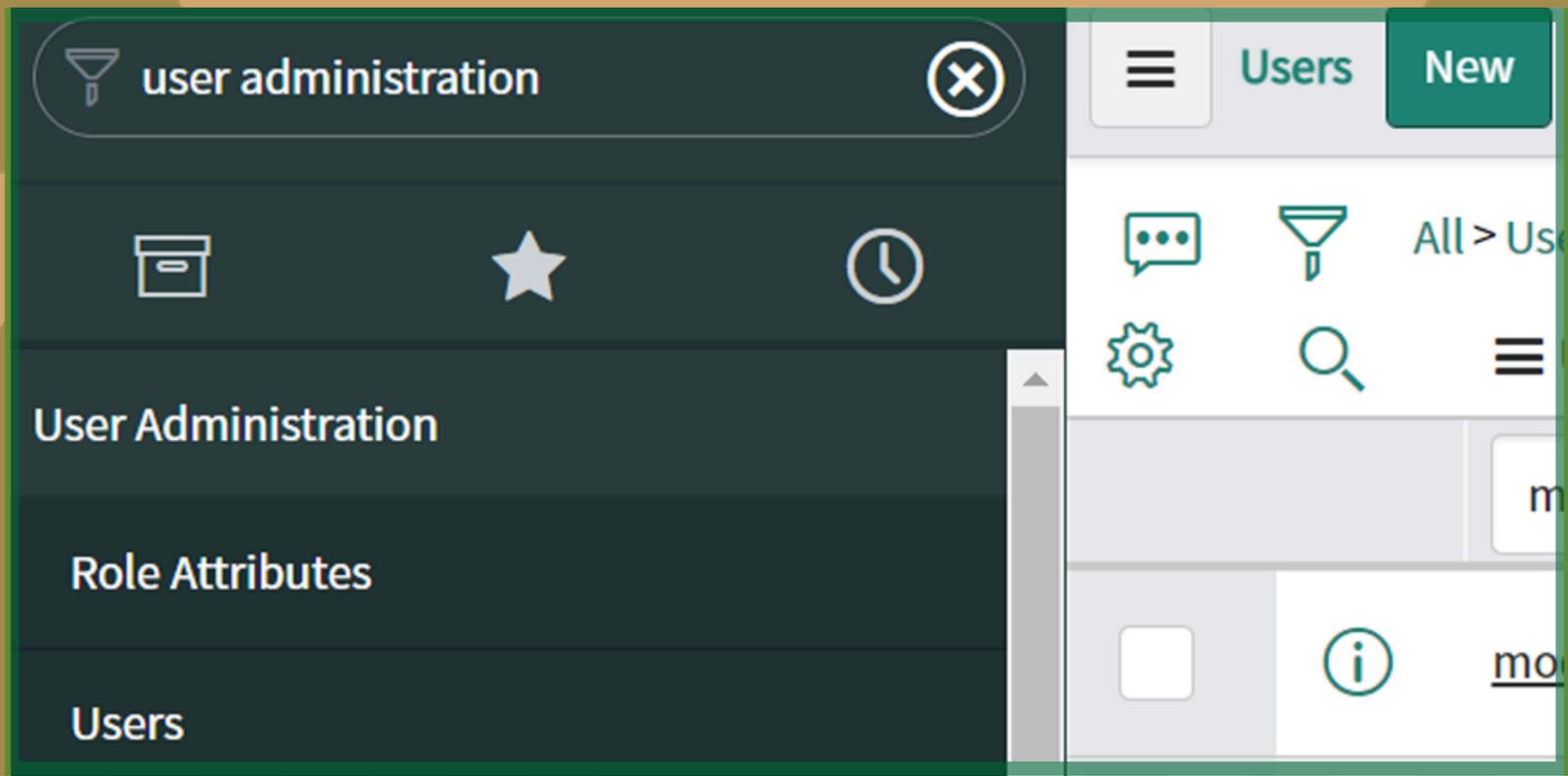
Scroll down to the **Roles** tab and click **Edit**.

Adding Roles to Groups



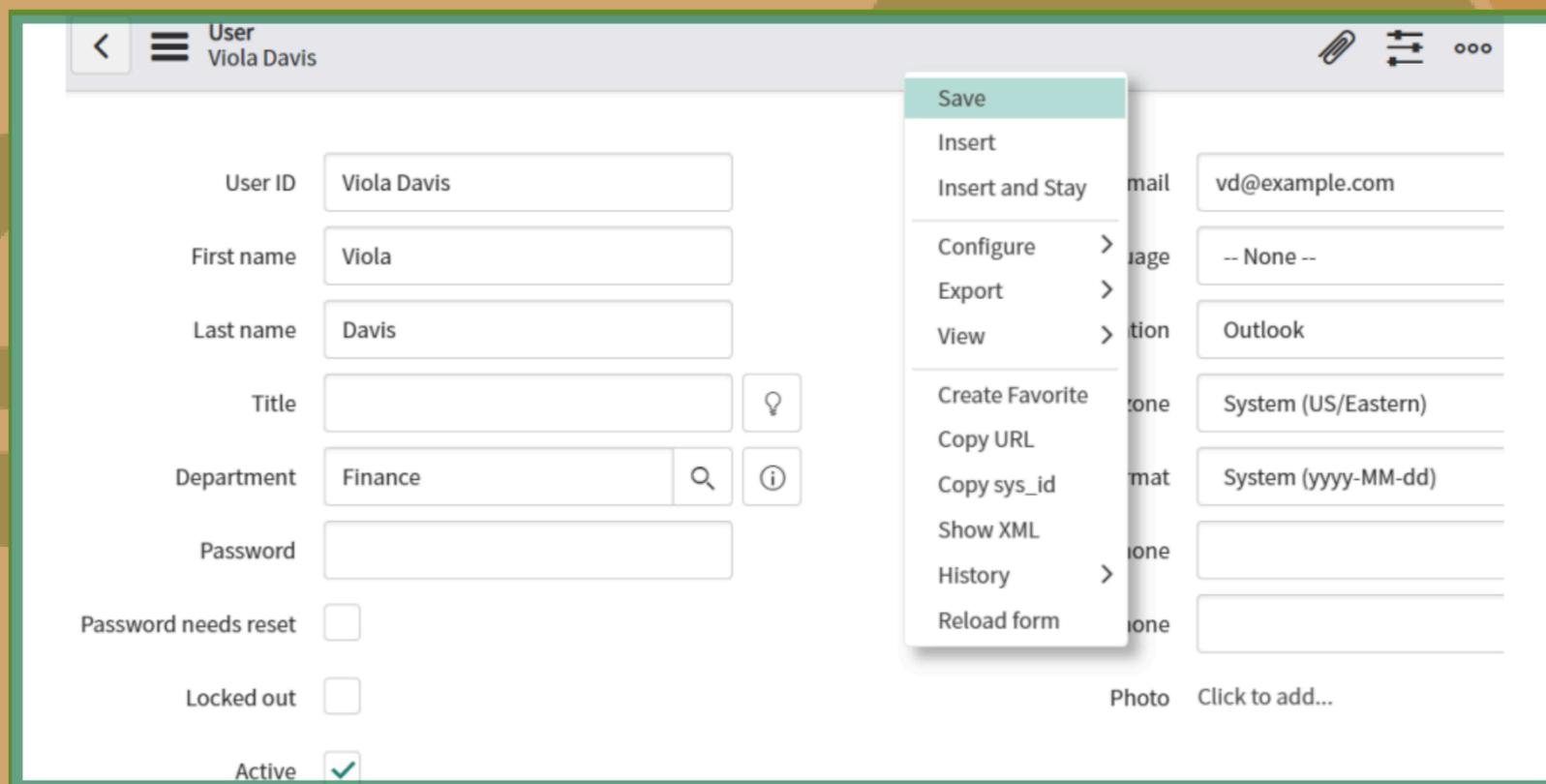
Add **User Role** to the **Roles List**, then click **Save**. Repeat steps for **Barista Group**.

Creating Users to Add to Groups



In the filter navigator, type in **user administration**. click on the **User** module, then click **New**

Creating Users to Add to Groups



The screenshot shows a web application interface for creating a user. The form is titled "User Viola Davis" and includes the following fields and options:

- User ID: Viola Davis
- First name: Viola
- Last name: Davis
- Title: (empty)
- Department: Finance
- Password: (empty)
- Password needs reset:
- Locked out:
- Active:

On the right side of the form, there are several dropdown menus and input fields, including:

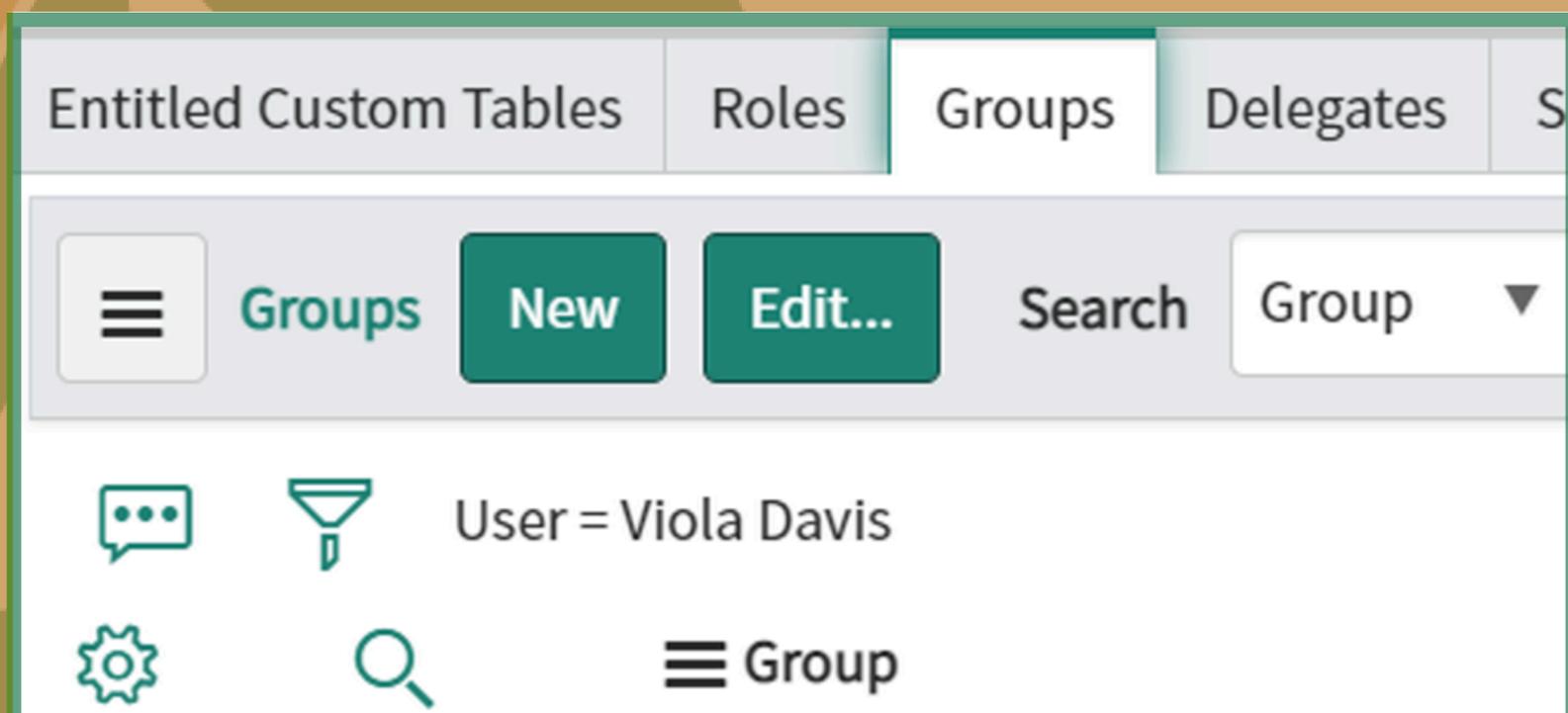
- Email: vd@example.com
- Page: -- None --
- Location: Outlook
- Time zone: System (US/Eastern)
- Format: System (yyyy-MM-dd)
- Phone: (empty)
- Photo: Click to add...

A context menu is open over the form, listing the following actions:

- Save
- Insert
- Insert and Stay
- Configure >
- Export >
- View >
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History >
- Reload form

Fill out necessary information. Right click on the gray header and then click **Save**.

Creating Users to Add to Groups



Scroll to the bottom and click on the **Group** tab. Click **Edit.**

Creating Users to Add to Groups

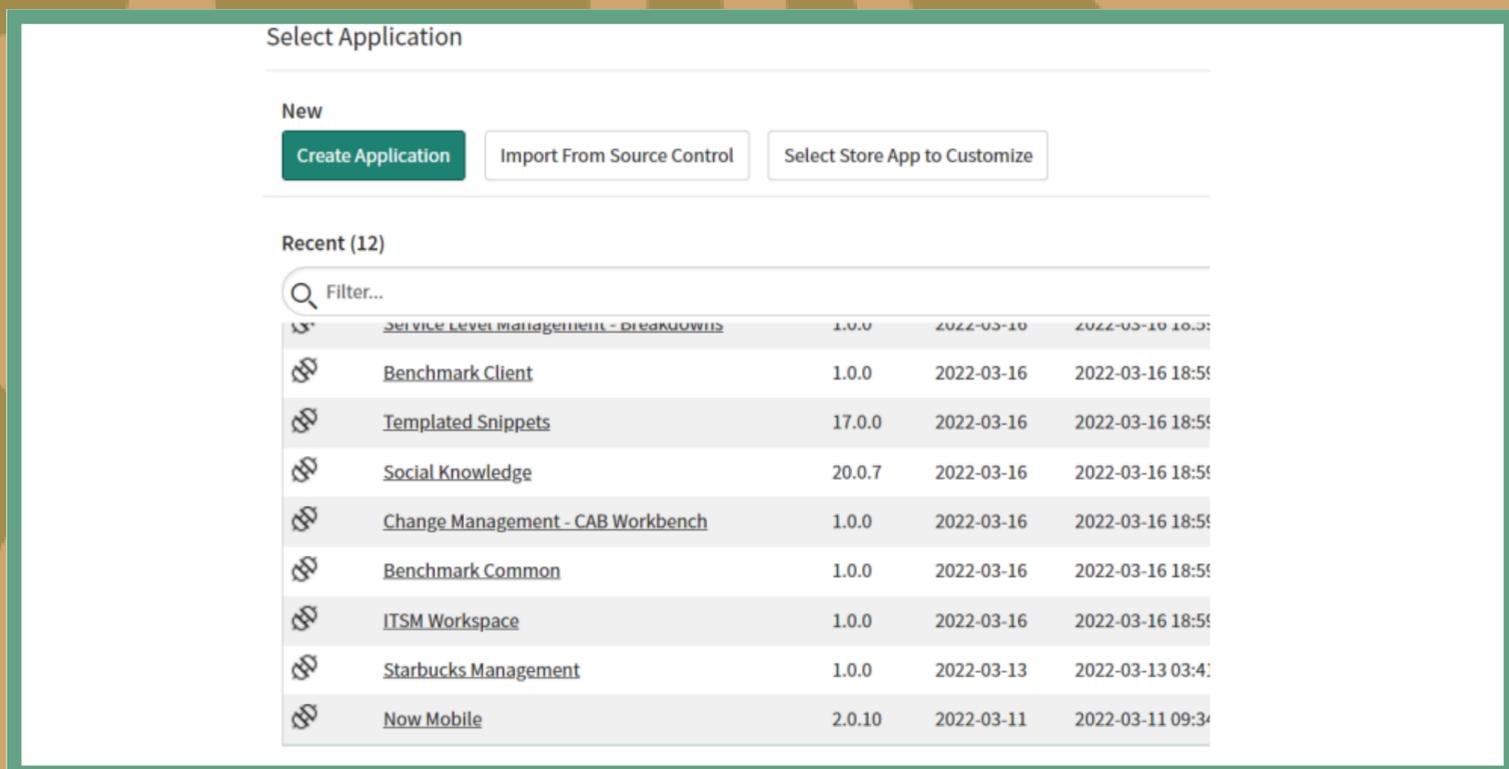
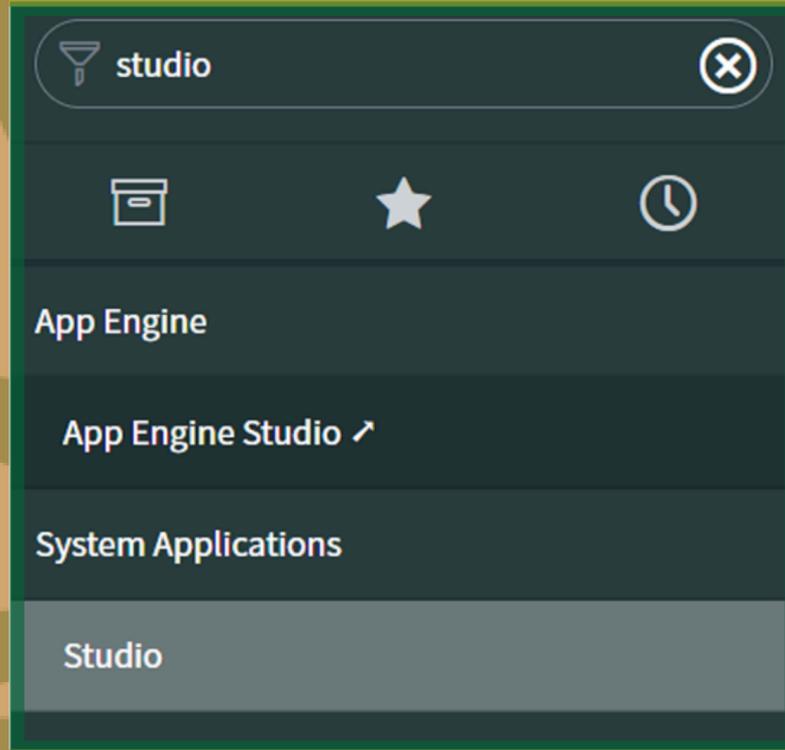
The screenshot displays a user management interface with two main sections: "Collection" and "Groups List".

- Collection:** Features a search bar with the text "star" and a list containing "Starbucks Barista".
- Groups List:** Shows the name "Viola Davis" and a list containing "Starbucks User".

Between the two lists are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). Below these lists are "Cancel" and "Save" buttons. At the bottom of the interface, the text "Name Starbucks User" is visible.

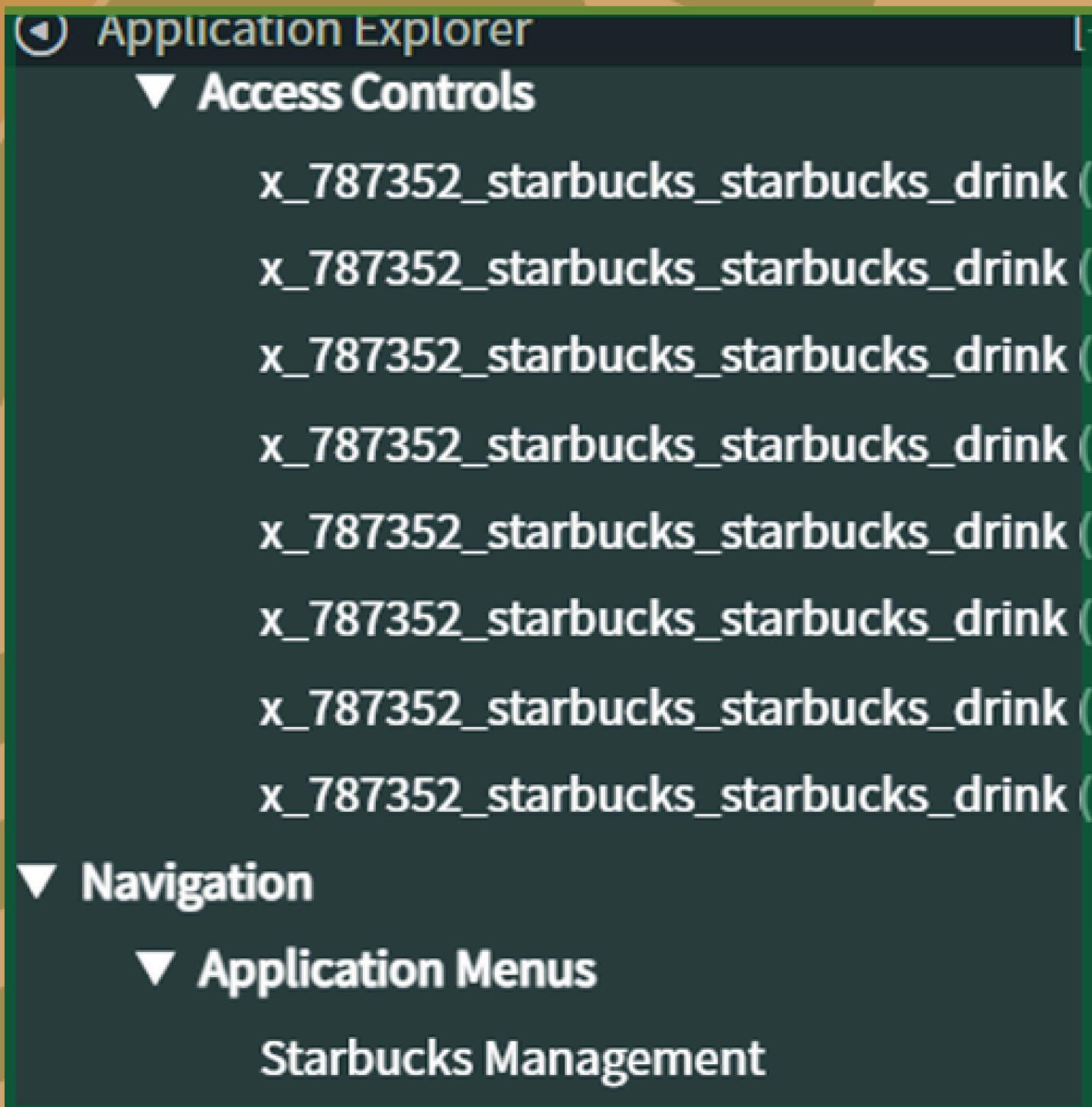
Add **Group** to **User**,
then click **Save**.
Repeat steps for
second user/group.

Editing Roles Field for Application



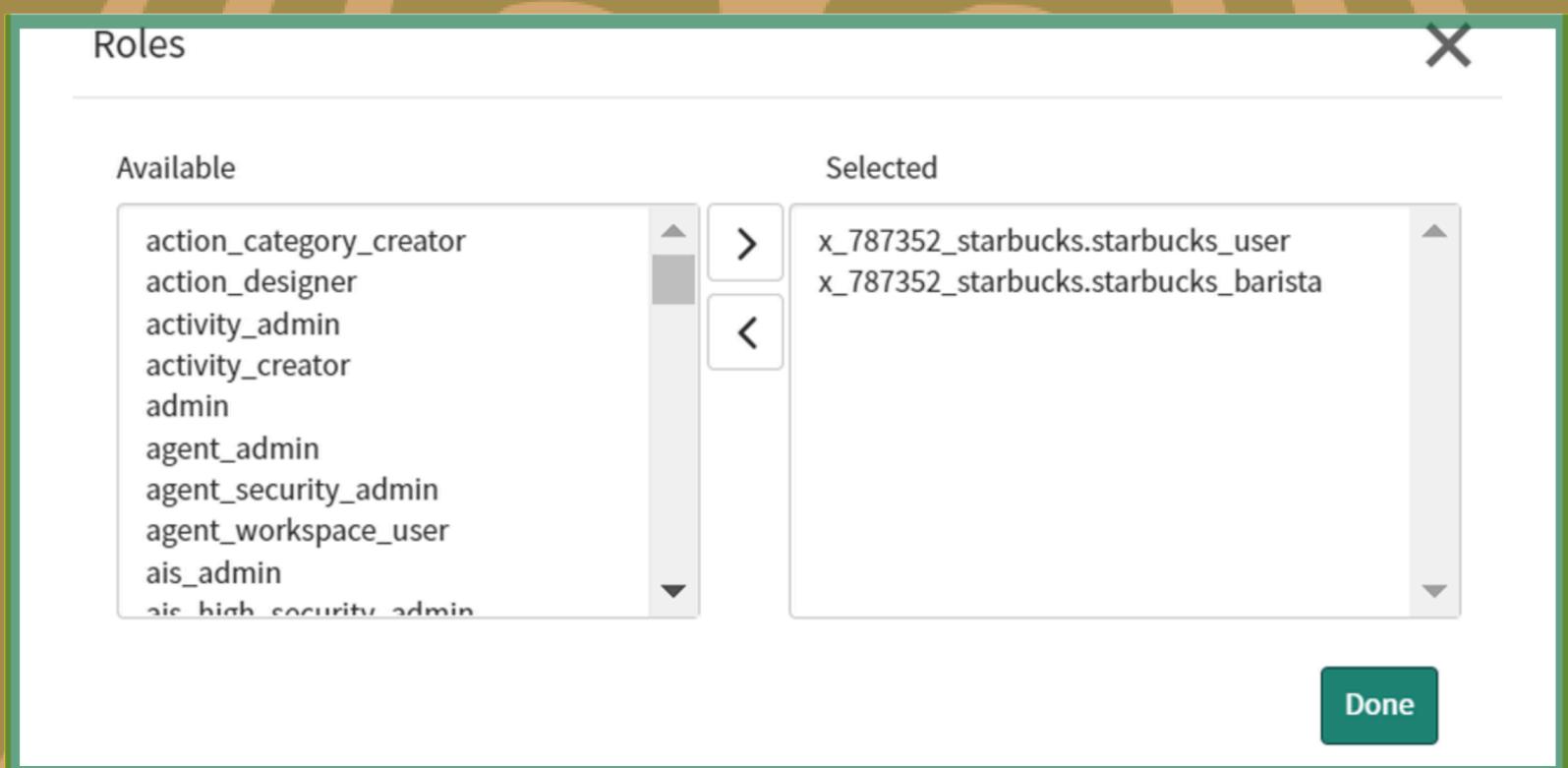
In the filter navigator, type in **Studio**, then select the **Starbucks Management** application.

Editing Roles Field for Application



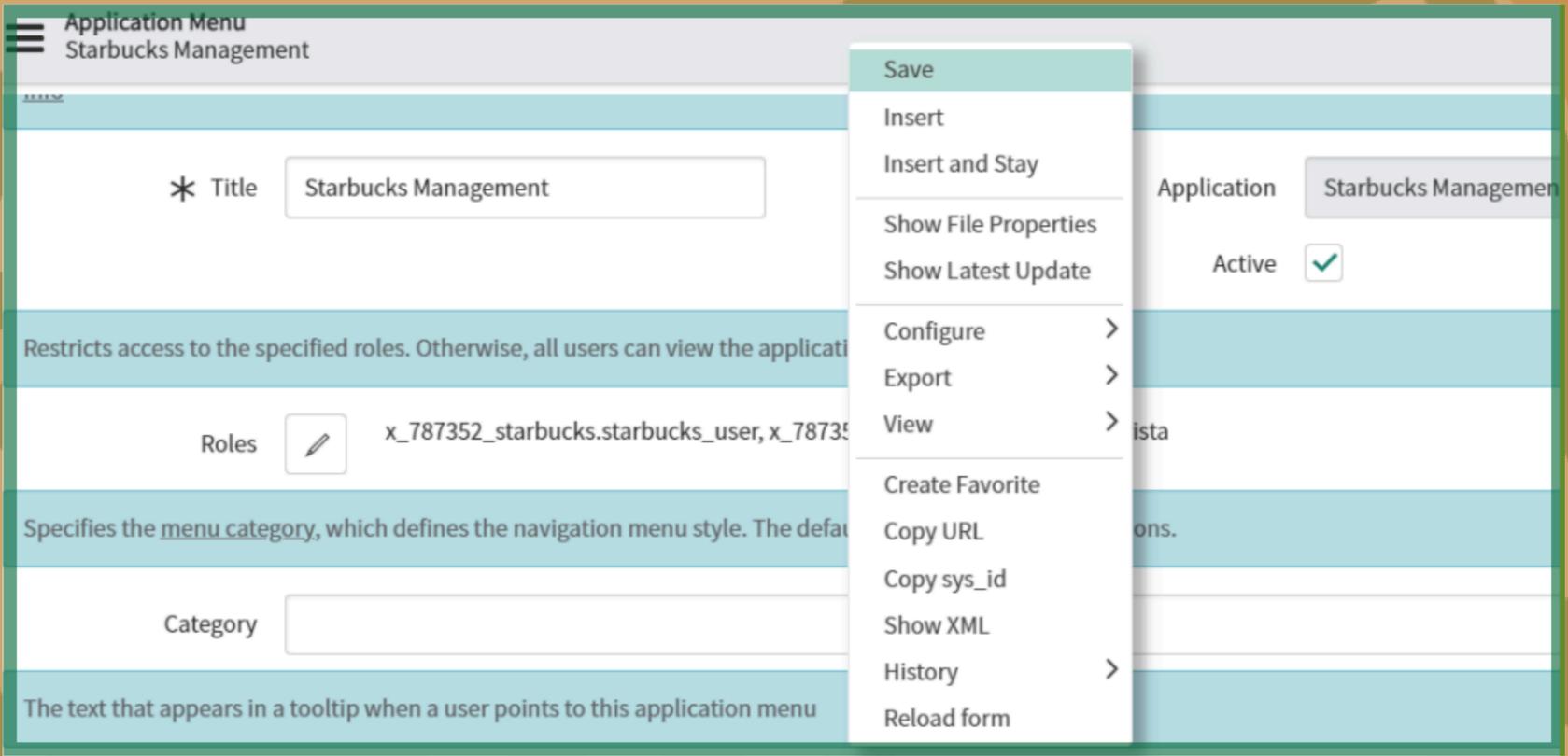
In the Application Explorer, go to the **Application Menus** module. Click on the **Starbucks Management** application.

Editing Roles Field for Application



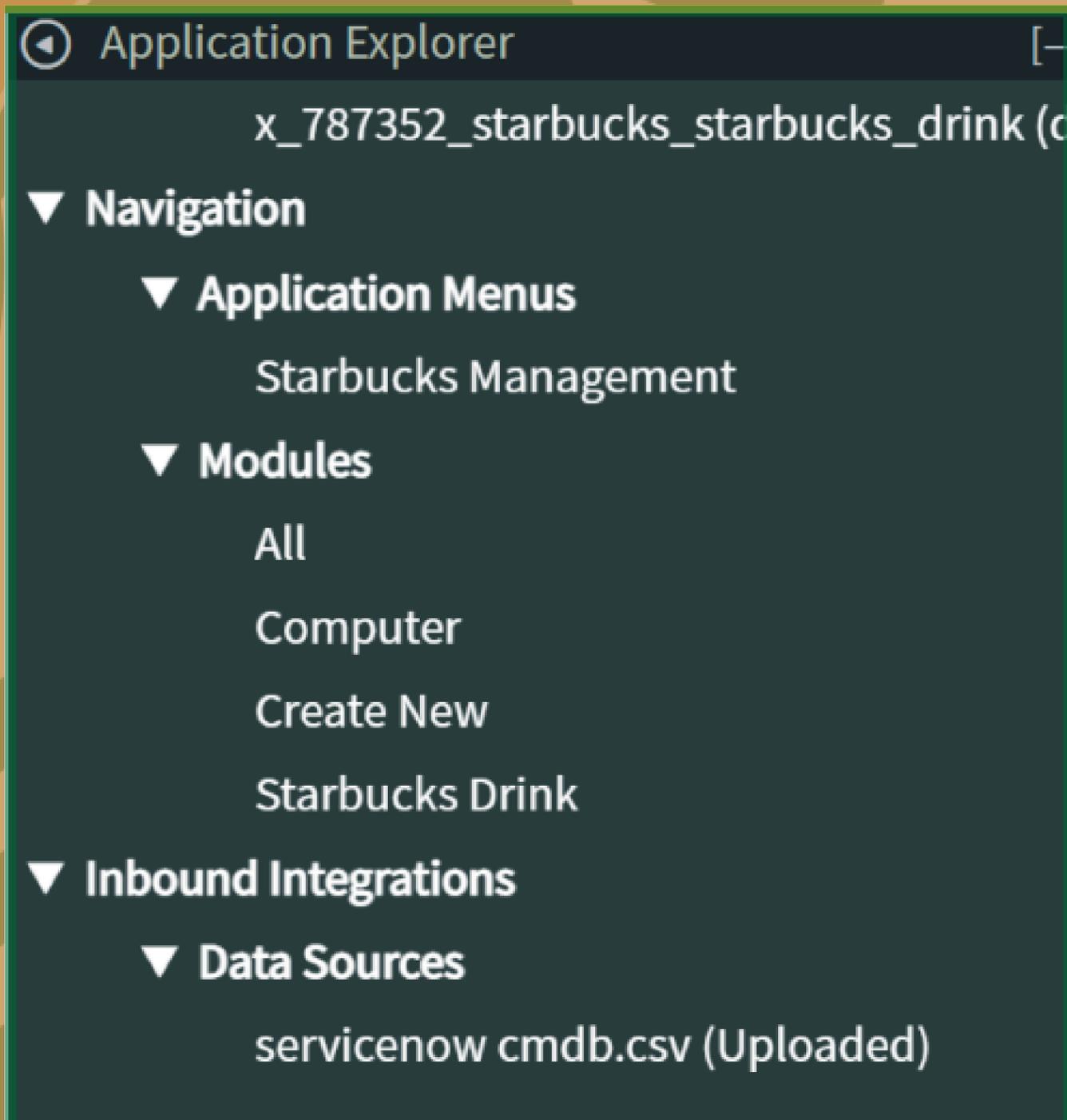
Go to **Roles**, and click on the **pencil icon** to **edit**. Add available roles to the **Selected** roles list. Then click **Done**.

Editing Roles Field for Application



Right click on the application menu header and click **Save.**

Renaming Module and Setting Roles



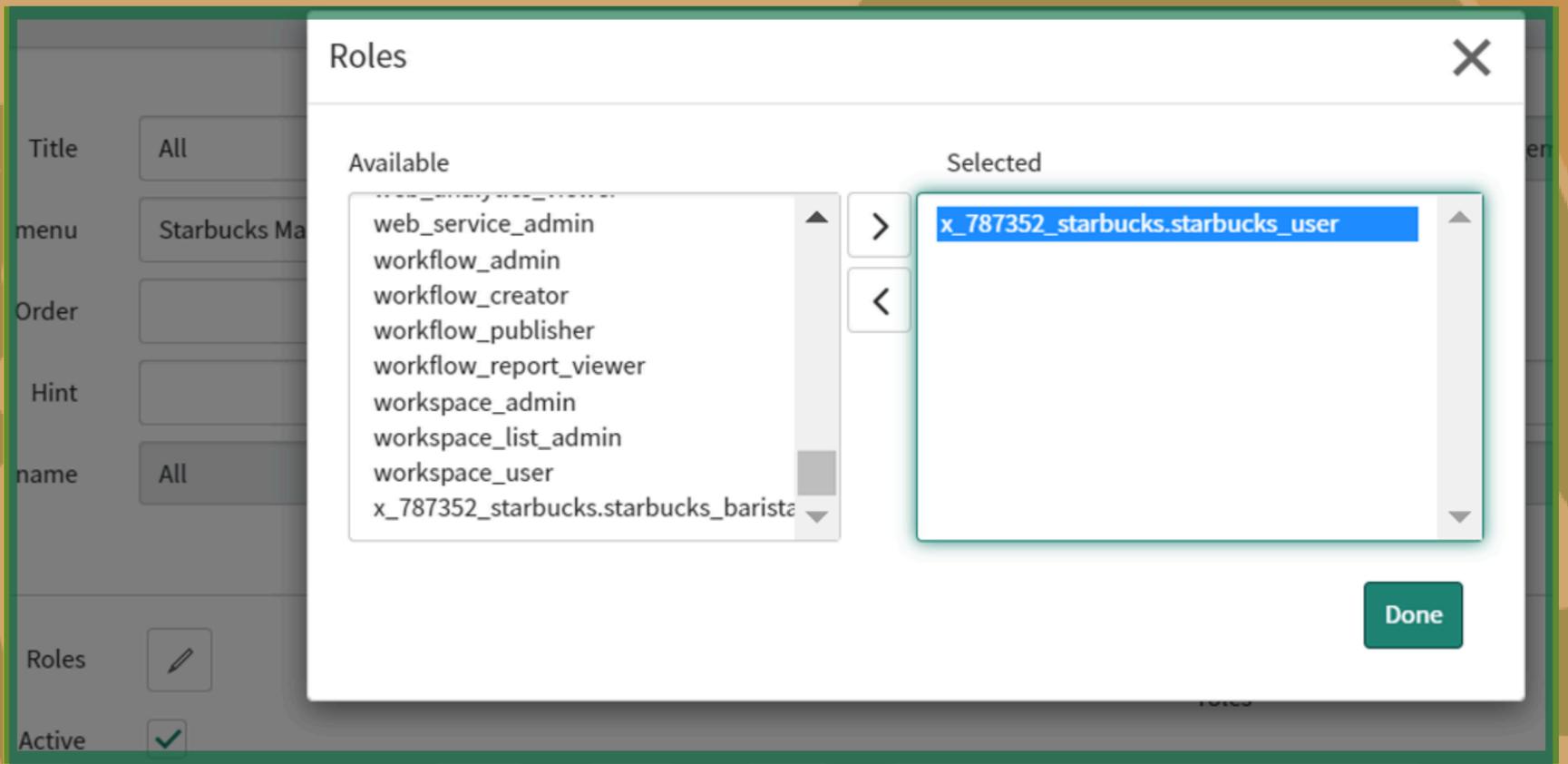
In the application navigator, scroll down to the **Modules**. Click **All**.

Renaming Module and Setting Roles

Title	<input type="text" value="All Drinks"/>
Application menu	<input type="text" value="Starbucks Management"/> <input type="button" value="🔍"/> <input type="button" value="ℹ"/>
Order	<input type="text" value="230"/>

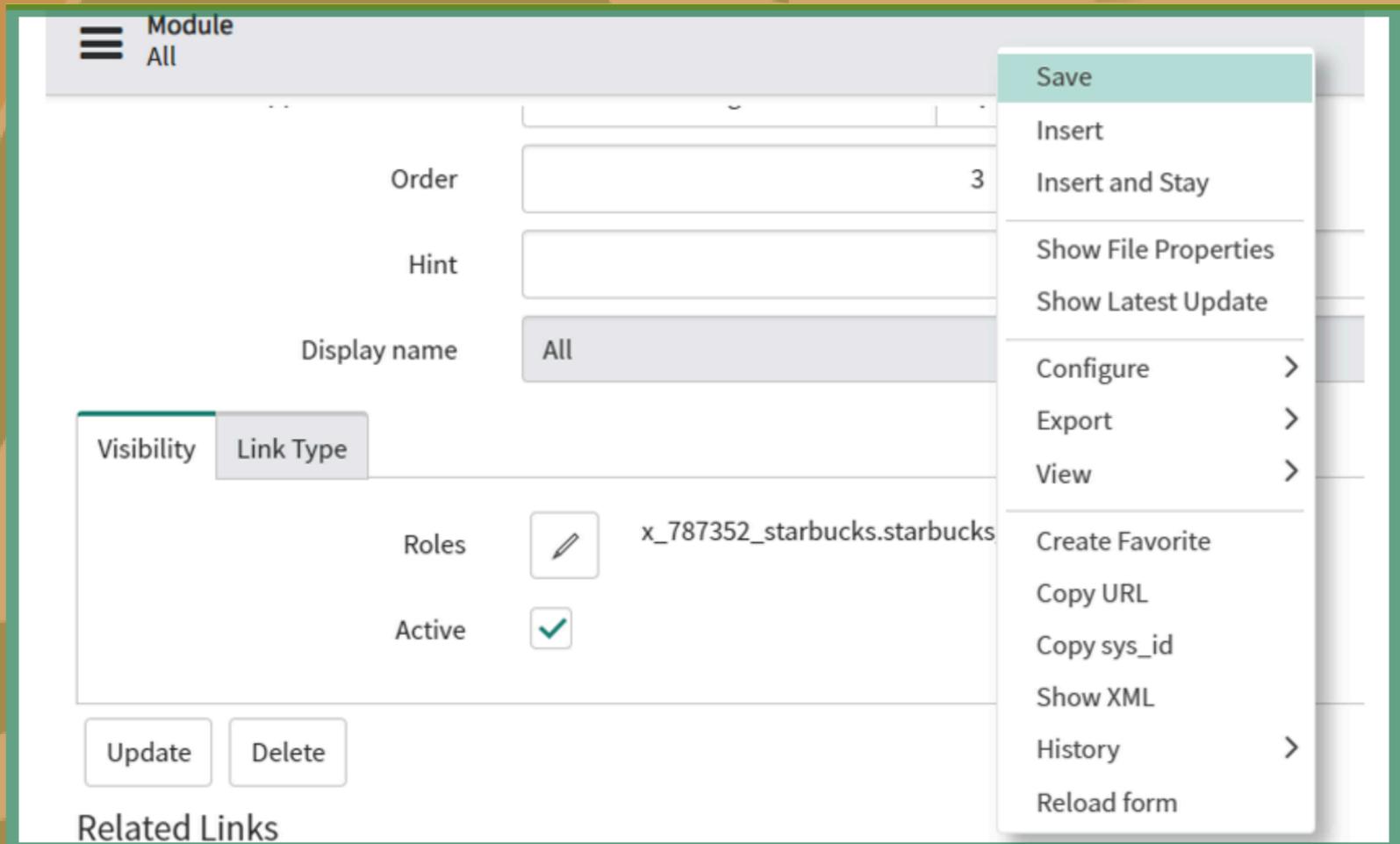
Rename the title **All Drinks**, and change the order number to **230**.

Renaming Module and Setting Roles



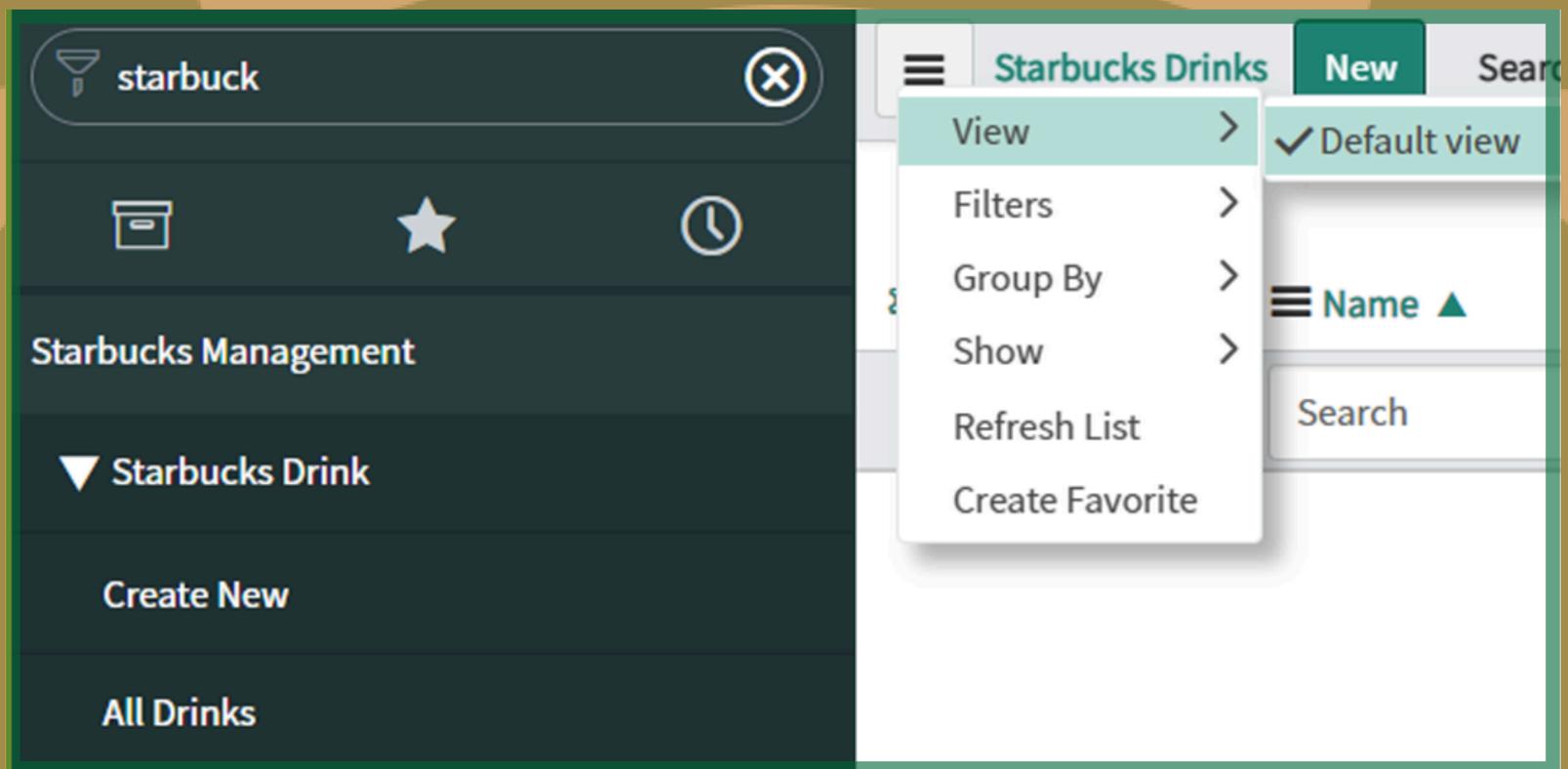
Under **Roles**, click on the **pencil icon** to edit. Move the role to the **Selected** list and then click done.

Renaming Module and Setting Roles



Under the Module heading, right click, and then click save.

Adjusting Default List View



In the filter navigator, type in starbucks. Under the starbucks drink heading, click on all drinks. Beside the starbucks drink heading, click on the menu. highlight view, then click on default view.

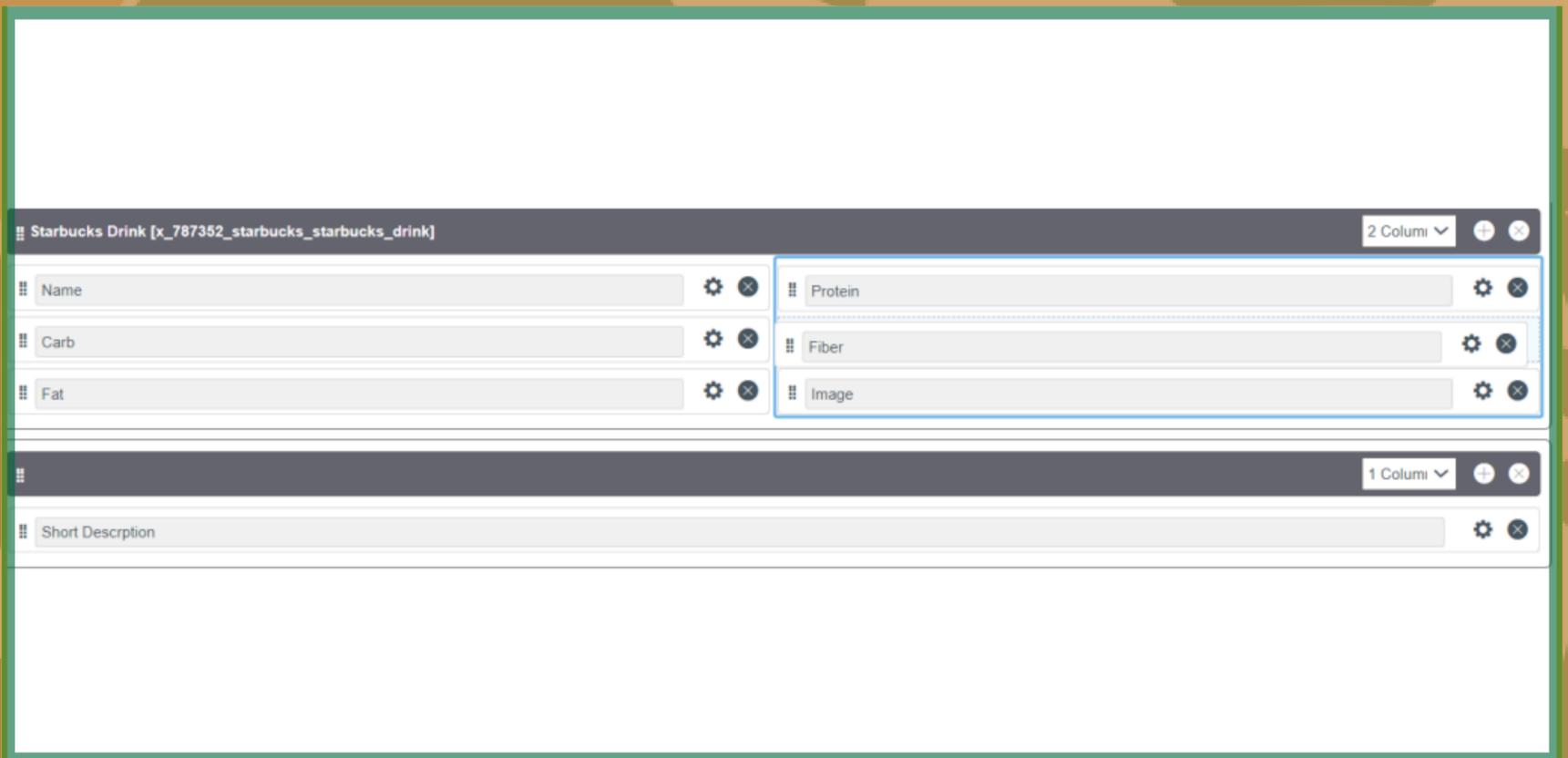
Adjusting Default List View

The screenshot shows a form titled 'Starbucks Drink' with a subtitle 'New record'. The form contains the following fields: 'Name' with the value 'test', 'Fiber' with the value '3', 'Carb' with the value '2', 'Protein' with the value '7', 'Image' with an unchecked checkbox, and 'Fat' with the value '8'. A 'Short Description' field contains the value 'test'. A 'Submit' button is located at the bottom left.

The screenshot shows the same 'Starbucks Drink' form, but now with a context menu open over the 'Starbucks Drink' heading. The menu options are: Save, Insert, Insert and Stay, Configure (highlighted), Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, and Reload form. A secondary menu is open over 'Configure', listing: Form Design (highlighted), Form Layout, Related Lists, All, Table, Security Rules, Business Rules, Client Scripts, UI Policies, Data Policies, UI Actions, Notifications, and Dictionary. The form fields and buttons ('Update', 'Delete') are visible in the background.

Fill out data. Right click on the **Starbucks Drink** heading and save. Right click again and highlight **Configure**. Click on **Form Design**.

Adjusting Default List View



Arrange the list,
then click save.

Adjusting Form View

The screenshot shows a web application interface for editing a 'Starbucks Drink' record. The form contains the following fields:

- Name: test
- Carb: 2
- Fat: 8
- Short Description: test

Below the form are two buttons: 'Update' and 'Delete'. A context menu is open over the form, with the following options:

- Save
- Insert
- Insert and Stay
- Configure >
- Export >
- View >
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History >
- Reload form

The 'Configure' option is selected, and a sub-menu is open with the following options:

- Form Design
- Form Layout
- Related Lists
- All
- Table
- Security Rules
- Business Rules
- Client Scripts
- UI Policies
- Data Policies
- UI Actions
- Notifications
- Dictionary

Go back to the module, and right click on the heading. Select **Configure**, then select **Form Layout**.

Adjusting Form View

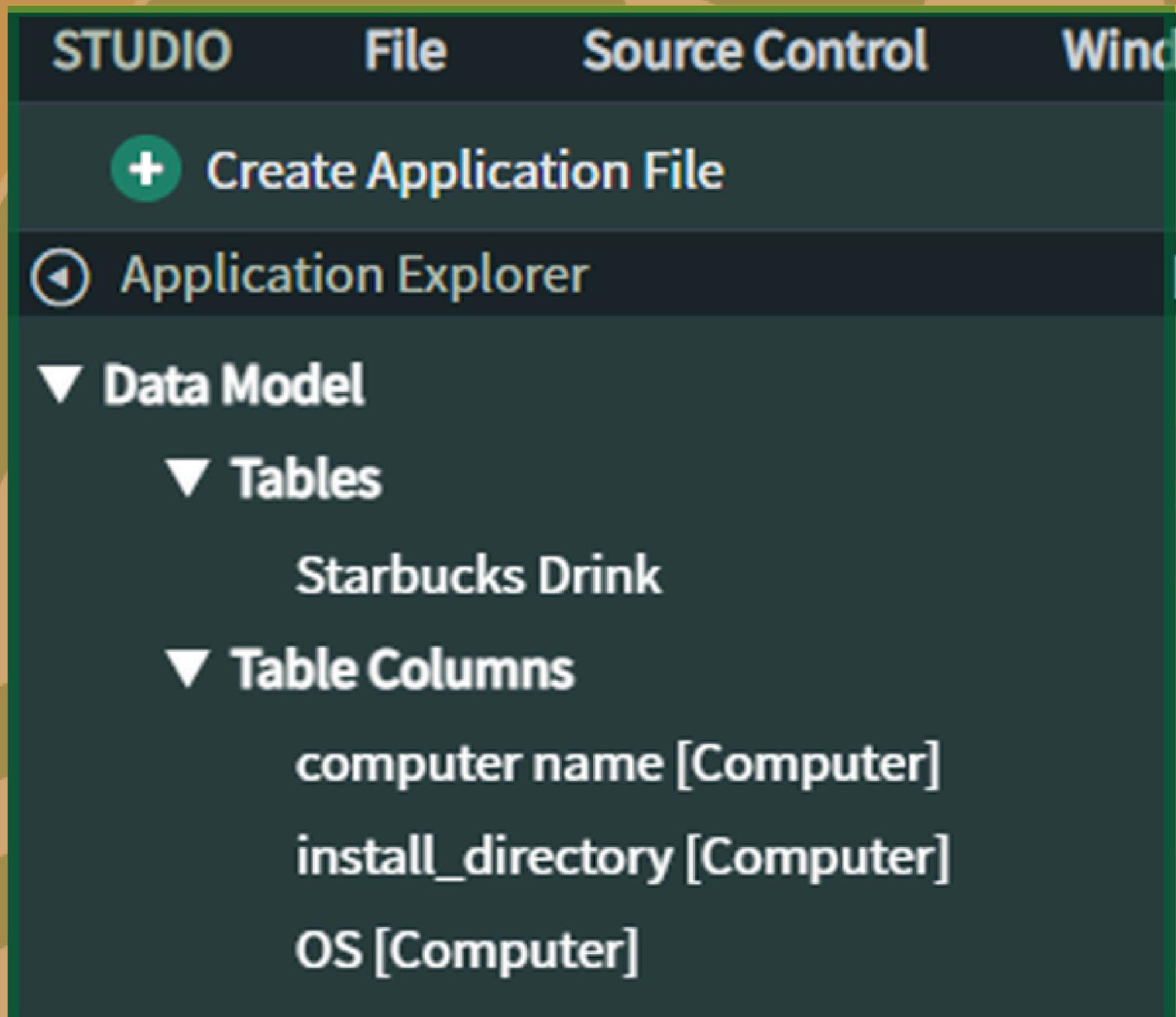
The screenshot displays a configuration interface for adjusting a form view. It is divided into several sections:

- Available:** A list of fields that can be added to the form view, including 'Created', 'Created by', 'Updated', 'Updated by', 'Updates', and various split and annotation fields.
- Selected:** A list of fields currently included in the form view, such as 'Name', 'Image', 'Carb', 'Fat', 'Fiber', 'Protein', and 'Short Description'. The 'Fiber' field is currently selected.
- Form view and section:** A section for configuring the view itself, with 'View name' set to 'Default view' and 'Section' set to 'Starbucks Drink'.
- Create new field:** A section for adding new fields, with 'Name' set to 'Calories', 'Type' set to 'String', and 'Field length' set to 'Small (40)'.

Buttons for 'Cancel', 'Save', and 'Add' are visible at the bottom of the interface.

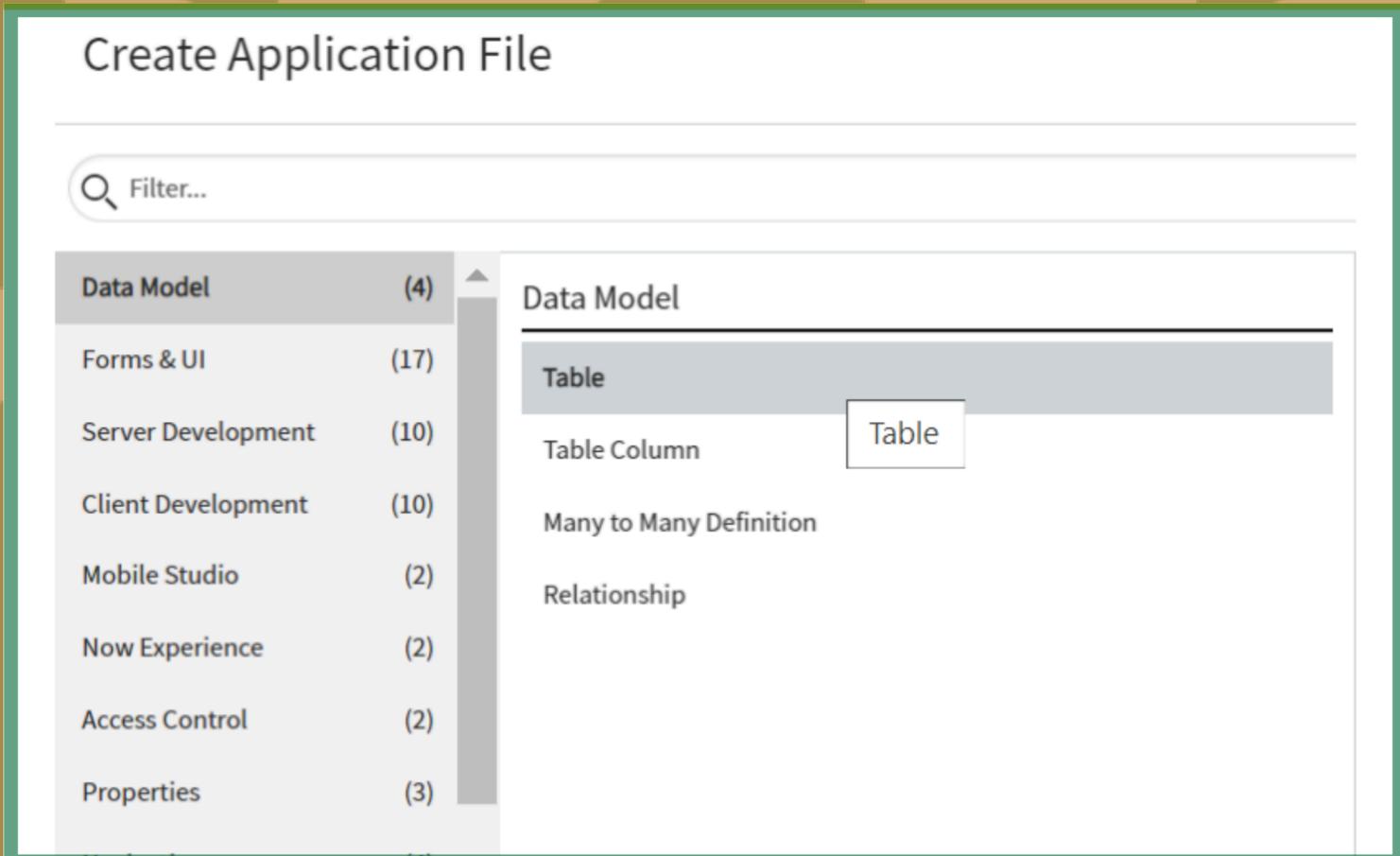
Arrange the list, and create new fields as necessary. Then click **Save**.

Extending Task In a Table



Go back into **Studio**. Click on **Create Application File**.

Extending Task In a Table



In the **Data Model Filter**, click **Table**.

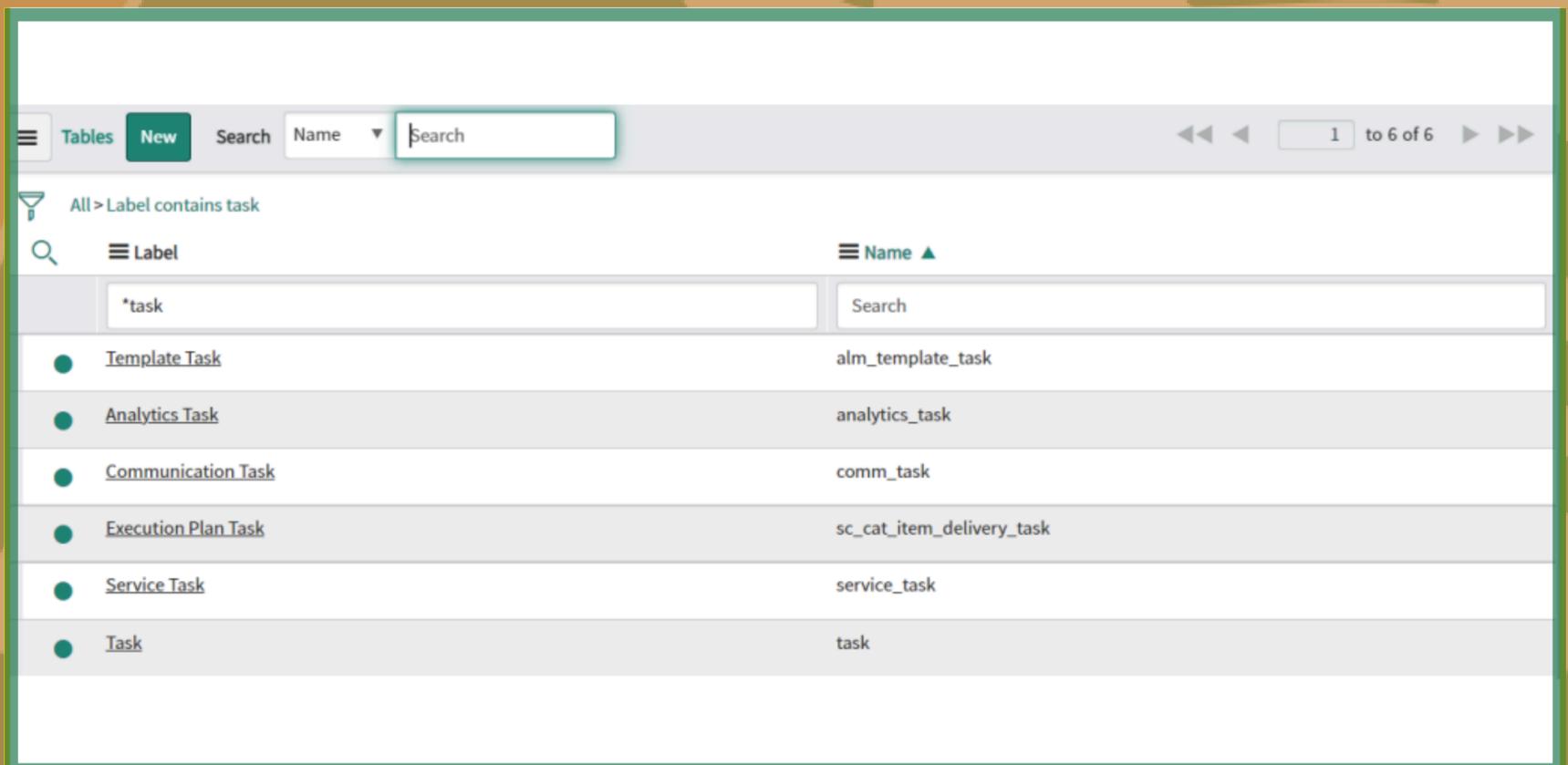
Extending Task In a Table

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to store data and processes. [More Info](#)

* Label	<input type="text" value="Starbucks"/>	Application	<input type="text" value="Starbucks Management"/> ⓘ
* Name	<input type="text" value="x_787352_starbucks_starb"/> Lookup using list	Create module	<input checked="" type="checkbox"/>
Extends table	<input type="text"/> 🔍	Create mobile module	<input checked="" type="checkbox"/>
		Add module to menu	<input type="text" value="-- Create new --"/> ▼
		New menu name	<input type="text" value="Starbucks"/>

Type name for **Label** and check mark module boxes. Click on the **magnifying glass** under the **Extends Table** heading.

Extending Task In a Table

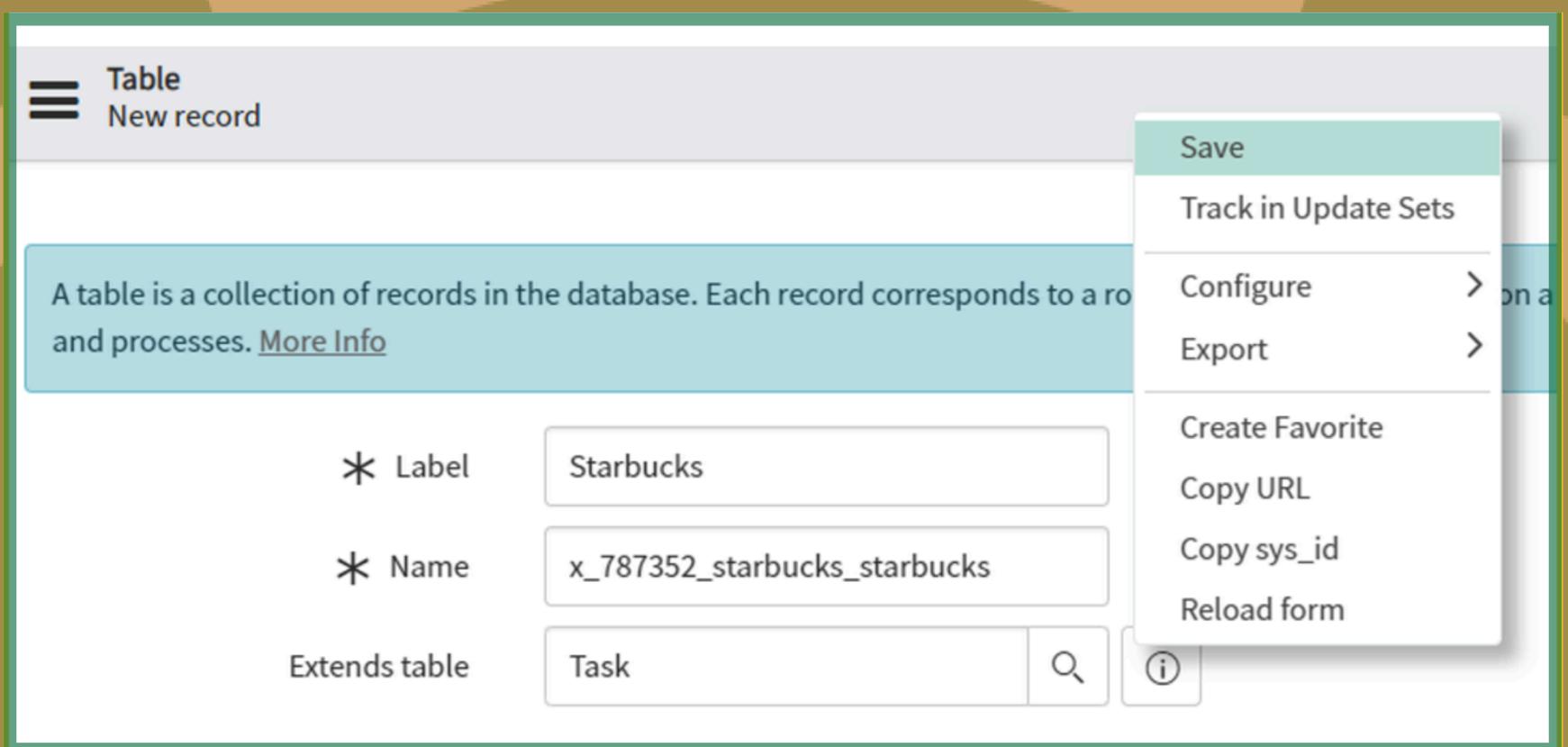


The screenshot shows a software interface with a search bar at the top. The search bar contains the text '*task'. Below the search bar, there is a table with two columns: 'Label' and 'Name'. The table lists several labels and their corresponding names.

Label	Name
Template Task	alm_template_task
Analytics Task	analytics_task
Communication Task	comm_task
Execution Plan Task	sc_cat_item_delivery_task
Service Task	service_task
Task	task

In the table, type ***task** in the search bar. Under the **Label** list, click **Task**.

Extending Task In a Table



The screenshot shows a software interface for configuring a table. At the top left, there is a header area with a hamburger menu icon, the text "Table", and "New record". Below this is a light blue informational box containing the text: "A table is a collection of records in the database. Each record corresponds to a row and processes. [More Info](#)".

The main form contains the following fields:

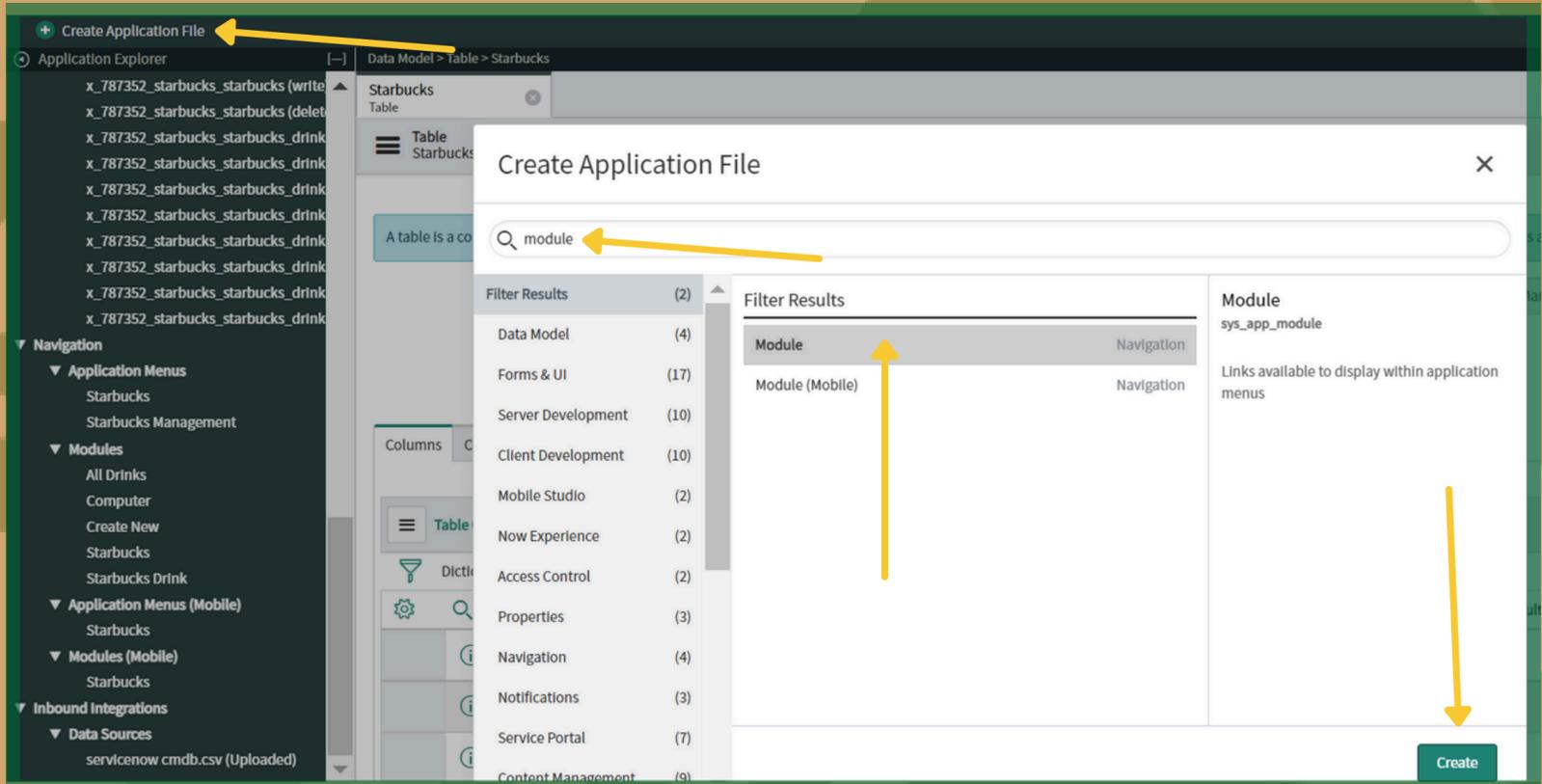
- "* Label" with a text input field containing "Starbucks".
- "* Name" with a text input field containing "x_787352_starbucks_starbucks".
- "Extends table" with a text input field containing "Task", a search icon, and an information icon.

A context menu is open over the "Table" heading, listing the following options:

- Save
- Track in Update Sets
- Configure >
- Export >
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

Right click on the
Table heading.
Click **Save**.

Renaming Modules



In the filter navigator, click on **Create Application File**. Type **module** in the search bar. Select the **Module Navigator**, then click **Create**.

Renaming Modules

The screenshot shows a form titled "Module New record" with the following fields and values:

Field	Value
Title	All open orders
Application menu	st
Order	Standard Ticket
Hint	Starbucks Management
Display name	

The "Application menu" field is currently open to a search dropdown menu. The search results are:

- Showing 1 through 4 of 4
- Standard Ticket
- Starbucks
- Starbucks Management
- State Management

Type **All open orders** in the **Title** section, then select **Starbucks Management** from the menu in the **Application Menu** section.

Renaming Modules

Title	<input type="text" value="All open orders"/>
Application menu	<input type="text" value="Starbucks Management"/> <input type="button" value="Q"/> <input type="button" value="i"/>
Order	<input type="text" value="150"/>

Module
New record

Title	<input type="text" value="All open orders"/>
Application menu	<input type="text" value="Starbucks Management"/>
Order	<input type="text" value="150"/>
Hint	<input type="text"/>
Display name	<input type="text"/>

Visibility Link Type*

Roles

Active

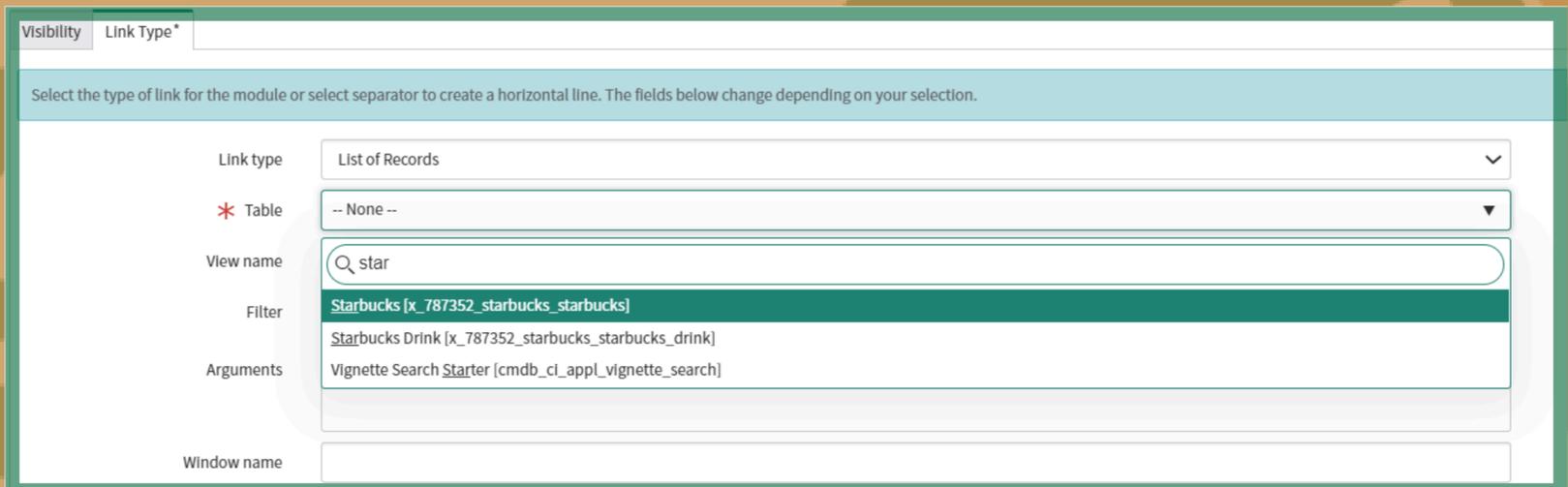
Roles

Available		Selected
web_analytics_viewer	>	x_787352_starbucks.starbucks_user
web_service_admin	<	
workflow_admin		
workflow_creator		
workflow_publisher		
workflow_report_viewer		
workspace_admin		
workspace_list_admin		
workspace_user		
x_787352_starbucks.starbucks_barist		

Done

Type **150** in the **Order section**. Under the **Visibility** tab, click on the **pencil icon** beside the **Roles** header. In the menu, select the **Starbucks User** role and add it to the **Selected** list. Then click **Done**.

Renaming Modules



Visibility Link Type*

Select the type of link for the module or select separator to create a horizontal line. The fields below change depending on your selection.

Link type List of Records

* Table -- None --

View name Q star

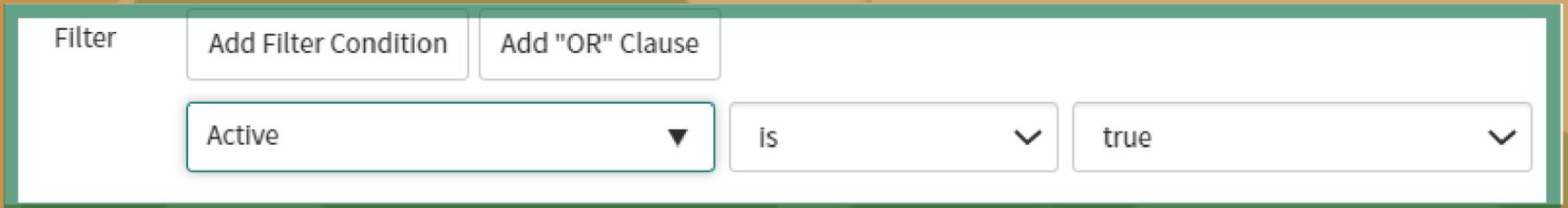
Filter Starbucks [x_787352_starbucks_starbucks]

Arguments Starbucks Drink [x_787352_starbucks_starbucks_drink]
Vignette Search Starter [cmdb_ci_appl_vignette_search]

Window name

Click on the the **Link Type** tab. Under the **Table section**, select the **Starbucks Table** from the menu.

Renaming Modules

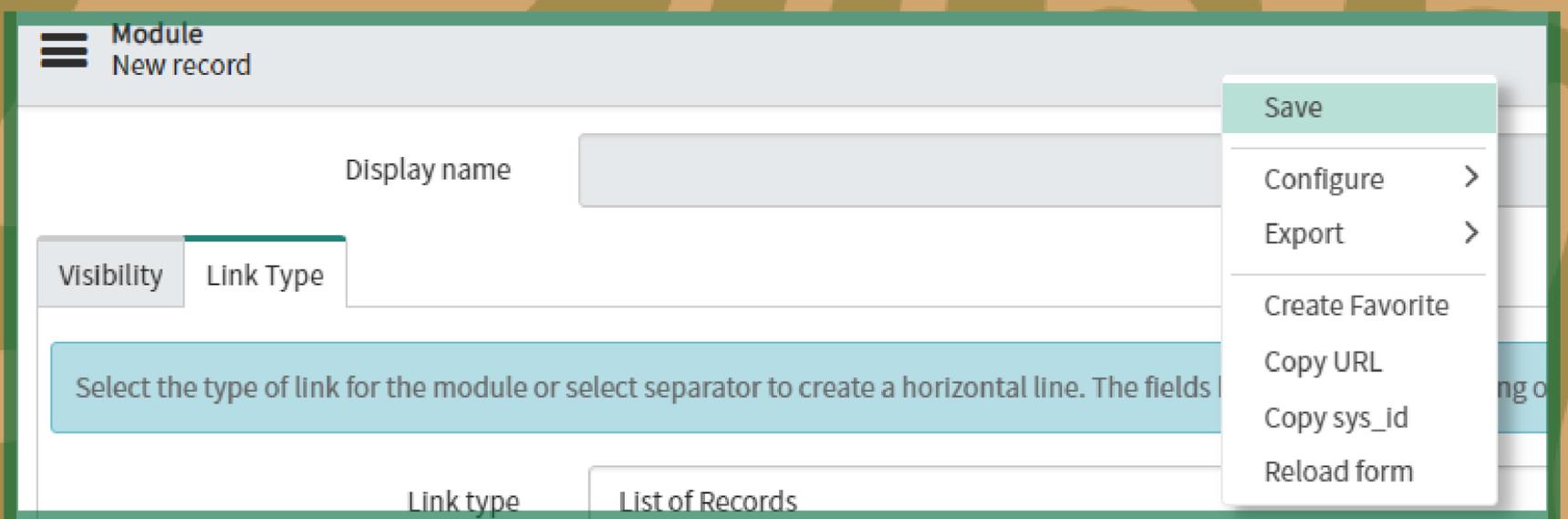


Filter

Add Filter Condition Add "OR" Clause

Active is true

This screenshot shows a filter configuration interface. It includes a 'Filter' label, two buttons for 'Add Filter Condition' and 'Add "OR" Clause', and three dropdown menus. The first dropdown is set to 'Active', the second to 'is', and the third to 'true'.



Module
New record

Display name

Visibility Link Type

Select the type of link for the module or select separator to create a horizontal line. The fields

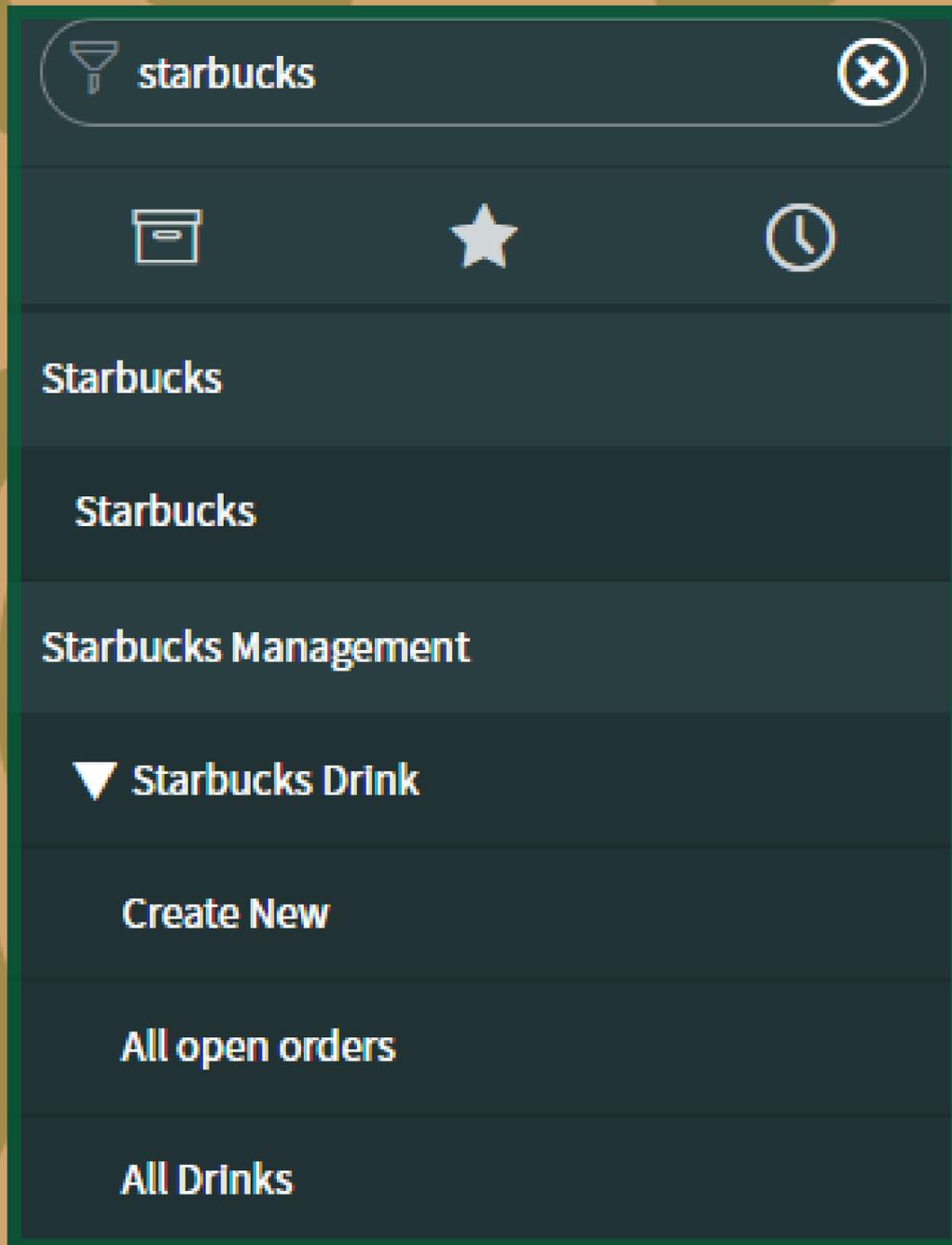
Link type List of Records

- Save
- Configure >
- Export >
- Create Favorite
- Copy URL
- Copy sys_id
- Reload form

This screenshot shows the configuration page for a 'Module'. The page has a header with a menu icon and the text 'Module New record'. Below this is a 'Display name' field. There are two tabs: 'Visibility' and 'Link Type'. A blue instruction box says 'Select the type of link for the module or select separator to create a horizontal line. The fields'. At the bottom, there are labels for 'Link type' and 'List of Records'. A context menu is open over the 'Module' heading, listing options: 'Save', 'Configure >', 'Export >', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'.

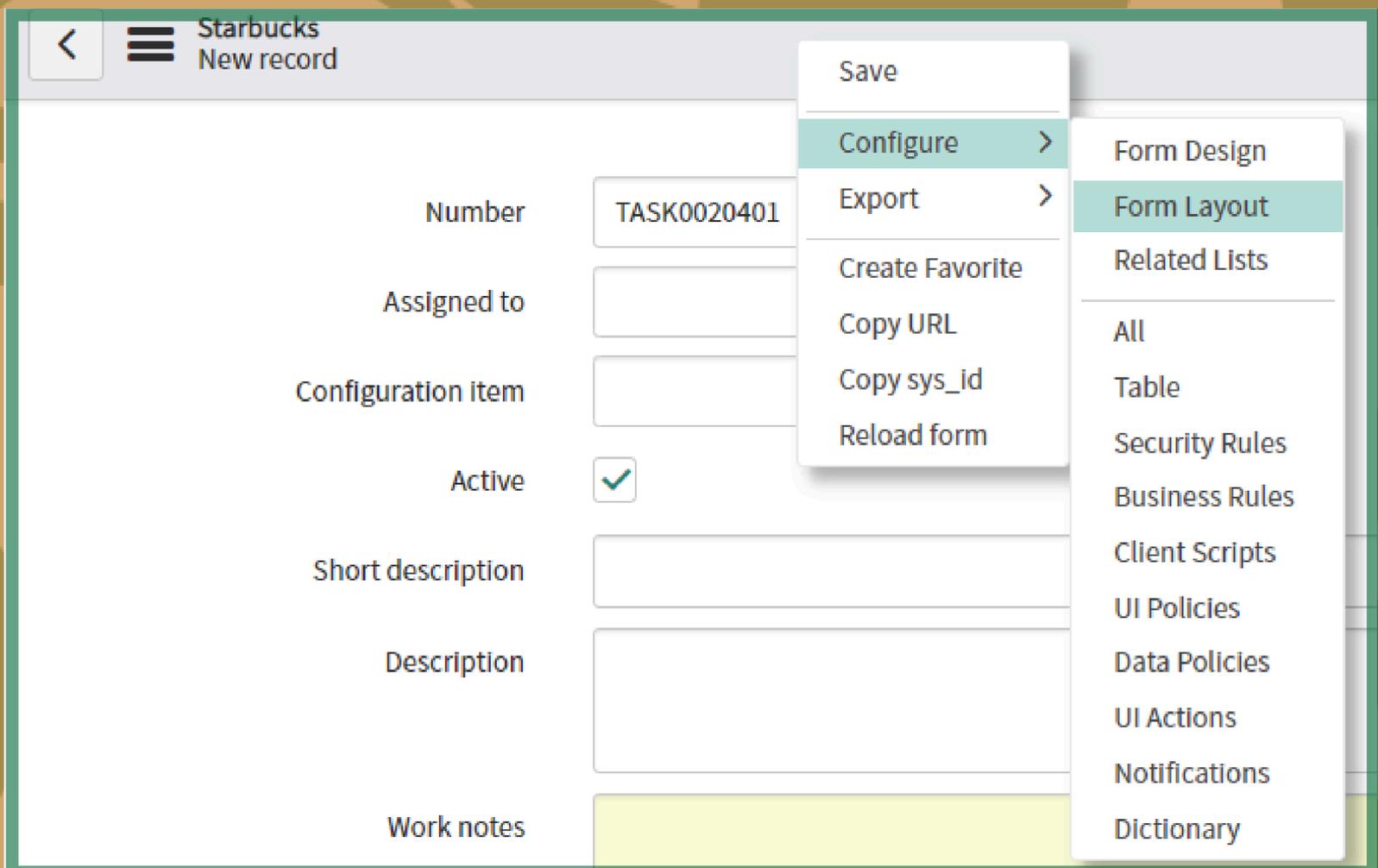
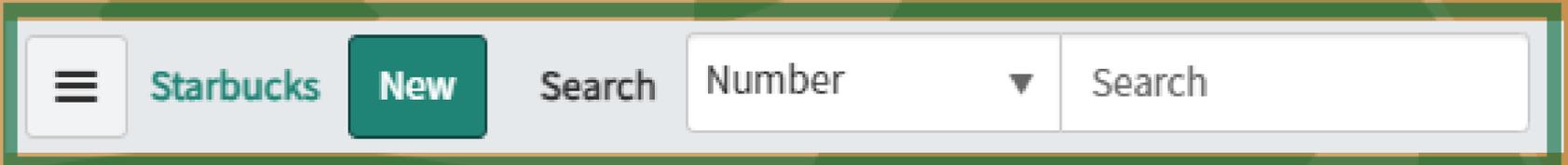
Under the **Filter** section, click on the **first drop down box**, and select **Active**. Right Click on the **gray Module heading**, then click **save**.

Adding Field Via Personalized list



In the filter navigator, type in **starbucks**. Under **Starbucks Management**, click on **All open orders**.

Adding Field Via Personalized list



Click on **New**. Right click the gray heading and highlight **configure**, then click on **Form Layout**.

Adding Field Via Personalized list

Create new field

Name

Order for

Type

Reference

Table to reference

User [sys_user]

Add

Cancel

Save

Create new field

Name

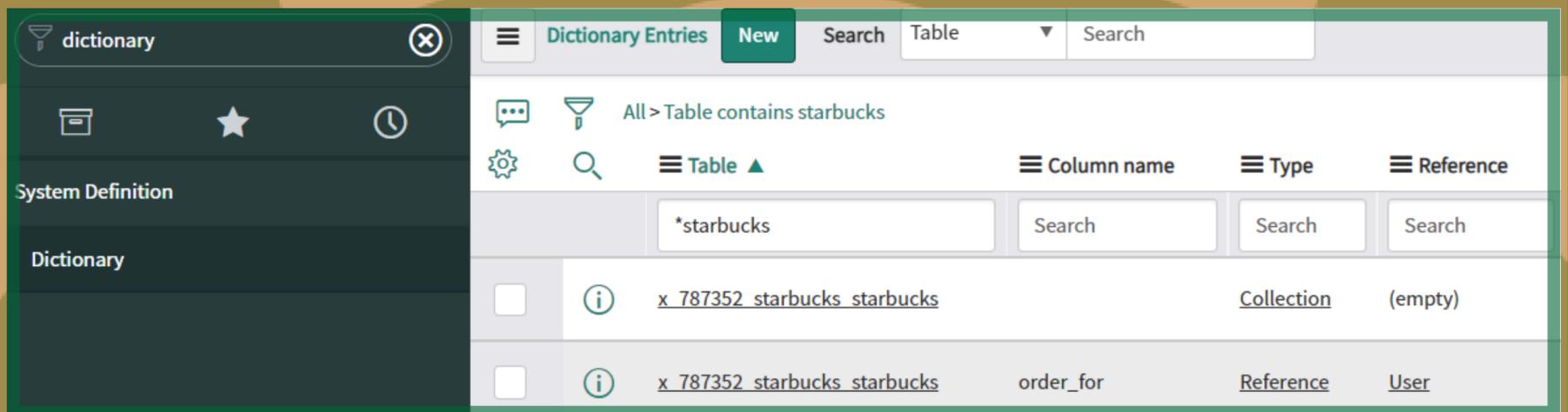
Type

Table to reference

User [sys_user]

Go to the Create new field section. Under name, type in Order for . For the Type, select Reference. Under Table to reference, select User [sys_user]. Click Add, then click save.

Adding Field Via Personalized list



The screenshot shows a software interface with a filter navigator on the left and a table of dictionary entries on the right. The filter navigator is set to 'dictionary'. The table has columns for 'Table', 'Column name', 'Type', and 'Reference'. The first row shows a table named '*starbucks' with a search field. The second row shows a table named 'x_787352_starbucks_starbucks' with a type of 'Collection' and an empty reference. The third row shows a table named 'x_787352_starbucks_starbucks' with a column name of 'order_for', a type of 'Reference', and a reference of 'User'.

	Table	Column name	Type	Reference
	*starbucks	Search	Search	Search
<input type="checkbox"/>	x_787352_starbucks_starbucks		Collection	(empty)
<input type="checkbox"/>	x_787352_starbucks_starbucks	order_for	Reference	User

In the filter navigator, type dictionary. From the entries, select the starbucks table with order_for.

Adding Field Via Personalized list

Dictionary Entry
Order for

* Column label

* Column name

Reference Specification | Choice List Specification | **Default Value**

The Default value specifies what value the field has when first displayed.

Default value

- Save
- Insert
- Insert and Stay
- Show File Properties
- Show Latest Update
- Configure >
- Export >
- View >
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History >
- Reload form

Click on the default view tab. For the default value, type `javascript:gs.getUserID()`. Right click on gray header and click Save.

Adding Field Via Personalized list

Dictionary Entry - Order for [Advanced view*]

Attributes: encode_utf8=false

Reference Specification | Choice List Specification | Dependent Field | Calculated Value | Default Value

The Reference field specifies what table this field displays values from.

* Reference: User

Use reference qualifier: Simple

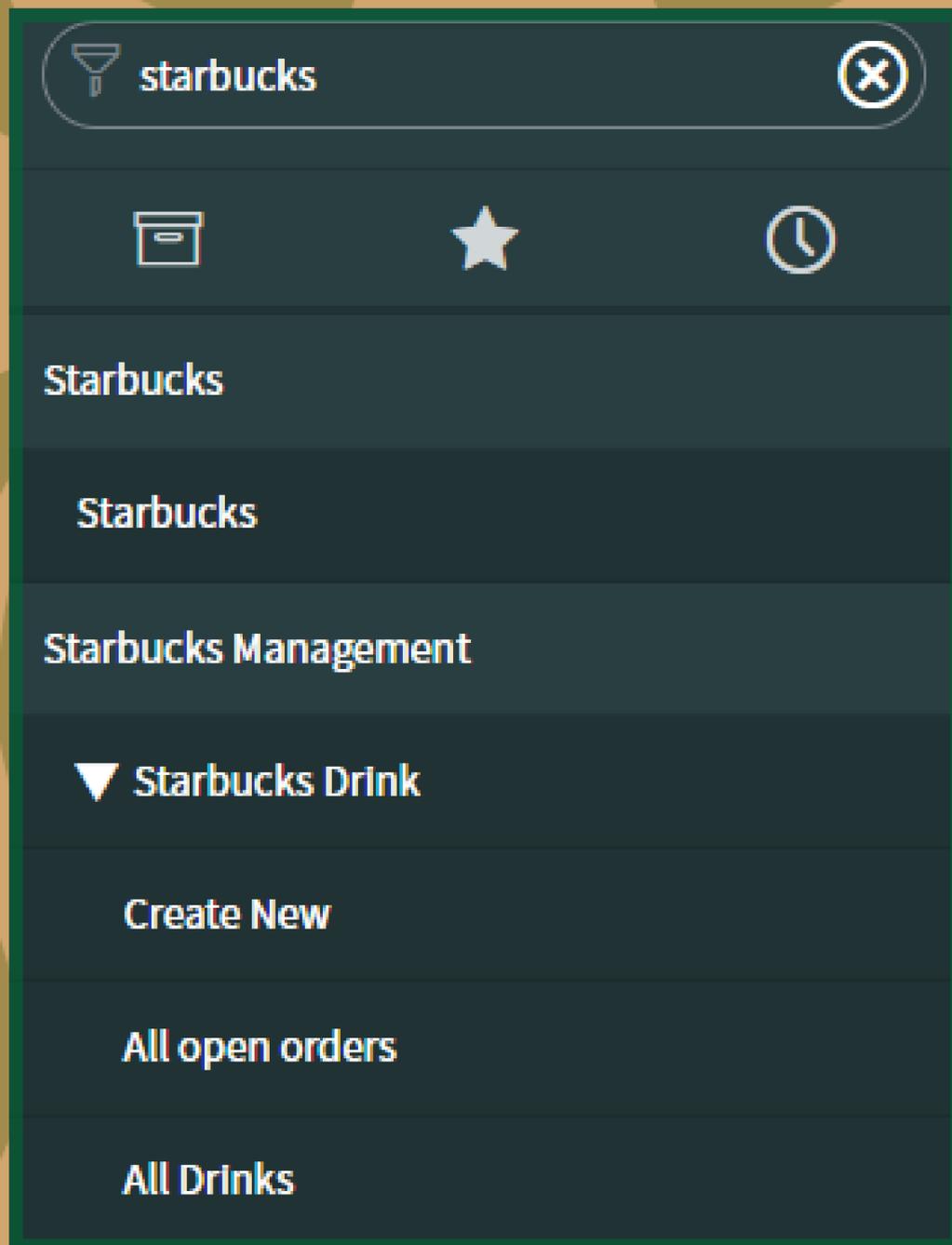
Reference qual condition: Add Filter Condition | Add "OR" Clause

Roles | is | x_787352_starbucks.starbi | AND | OR

- Save
- Insert
- Insert and Stay
- Show File Properties
- Show Latest Update
- Configure >
- Export >
- Create Favorite
- Copy URL
- Copy sys_id
- Show XML
- History >
- Reload form

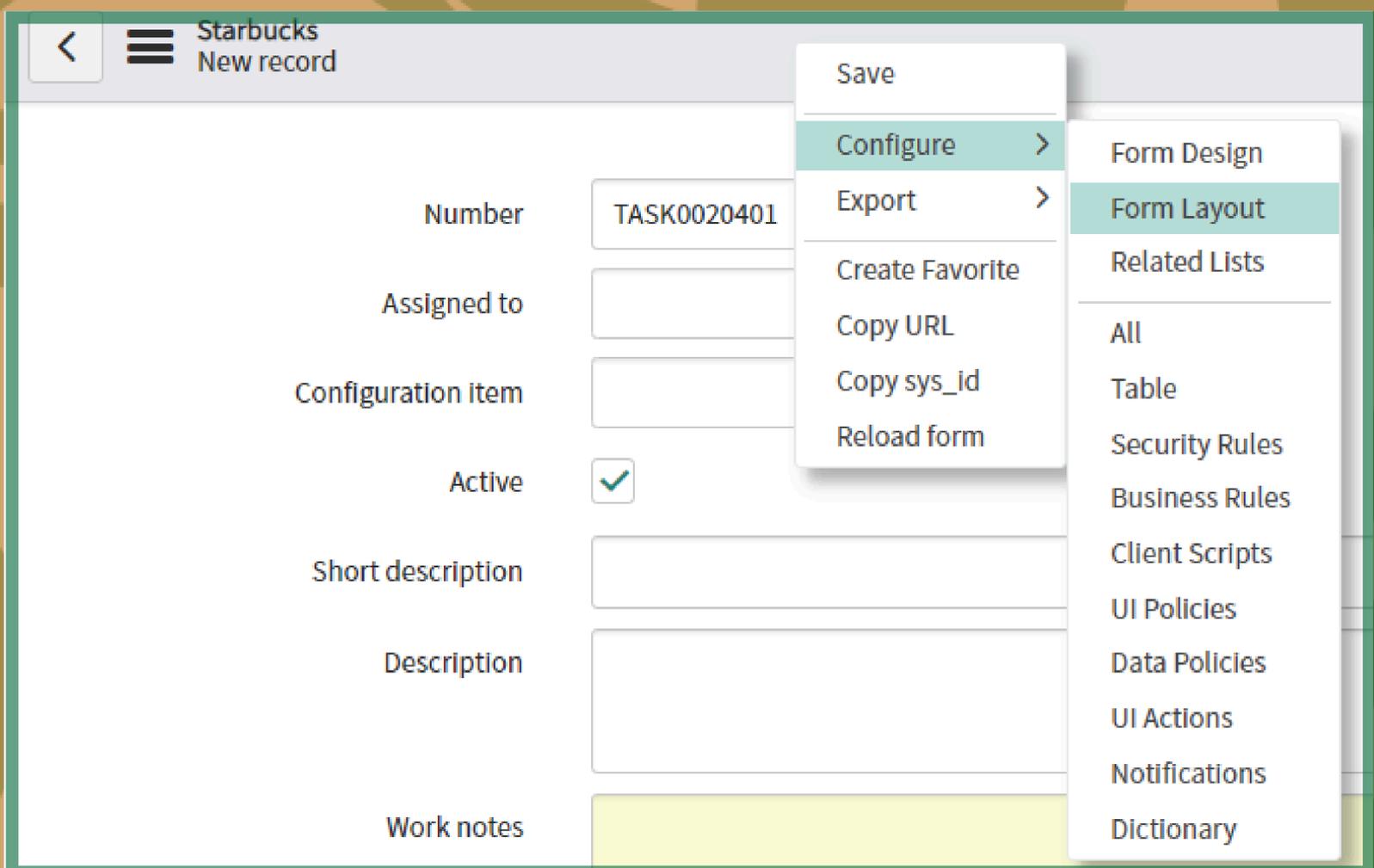
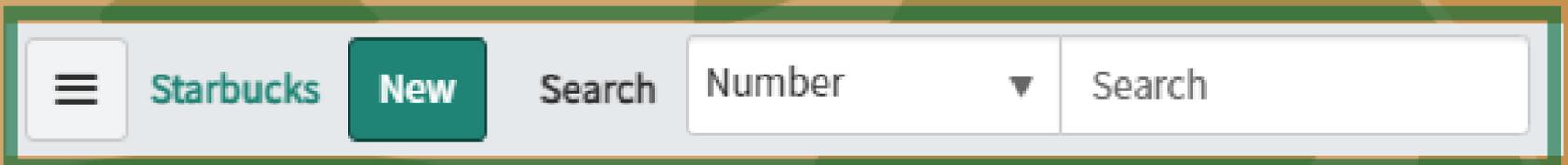
Go to the Reference Specification tab. For the Reference row, type in User. Keep the Use reference qualifier simple. For the reference

Adjusting List/Form view for All open orders table



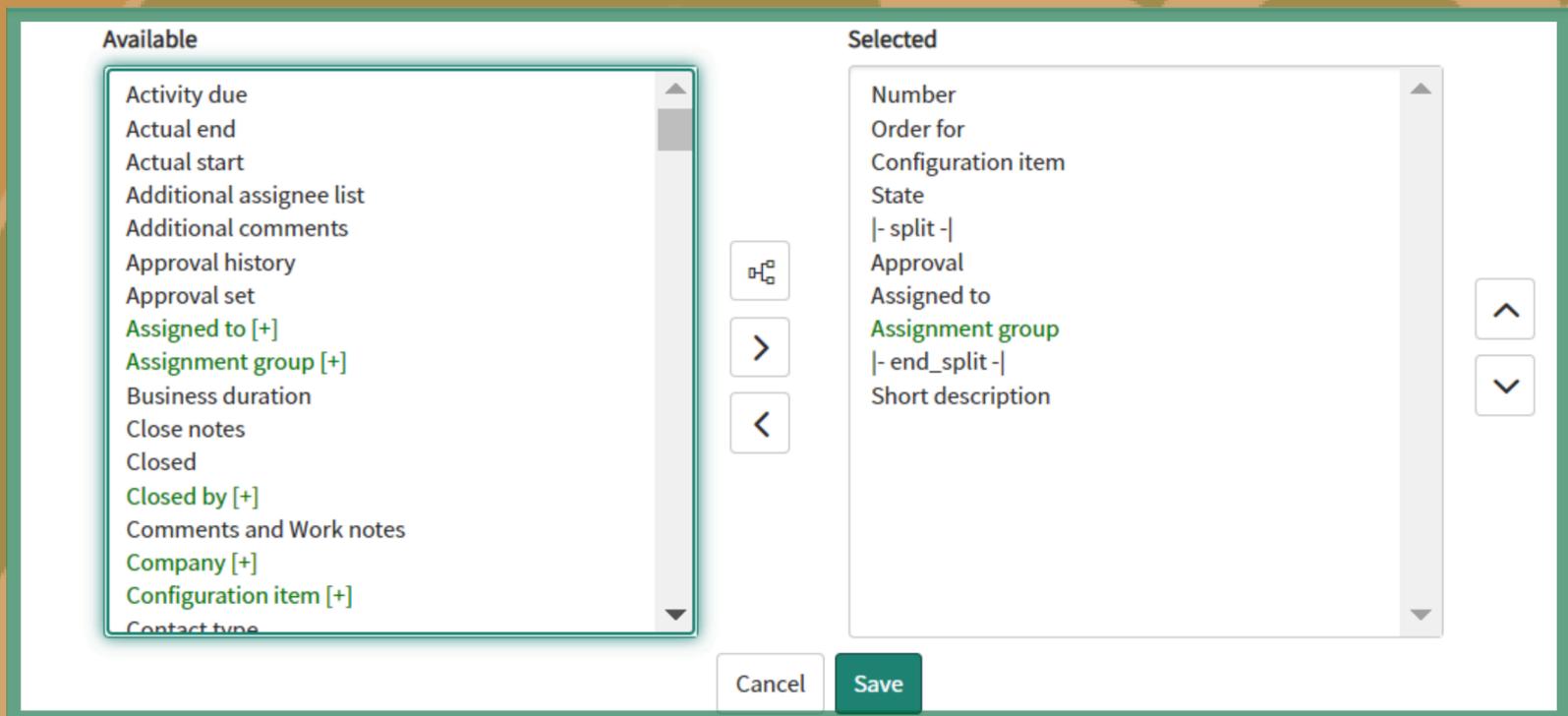
In the filter navigator, type in **starbucks**. Under **Starbucks Management**, click on **All open orders**.

Adjusting List/Form view for All open orders table



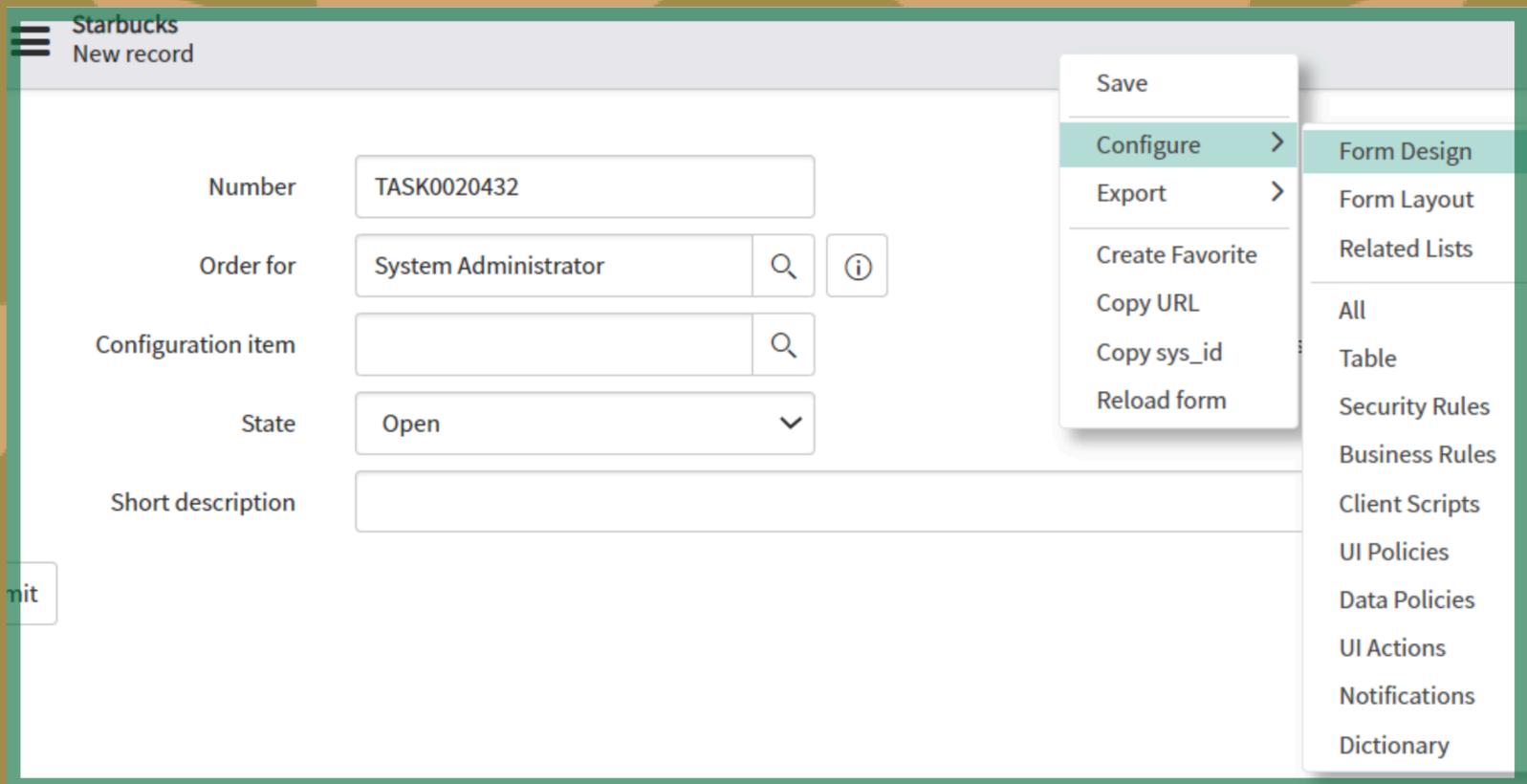
Click on **New**. Right click the gray heading and highlight **configure**, then click on **Form Layout**.

Adjusting List/Form view for All open orders table



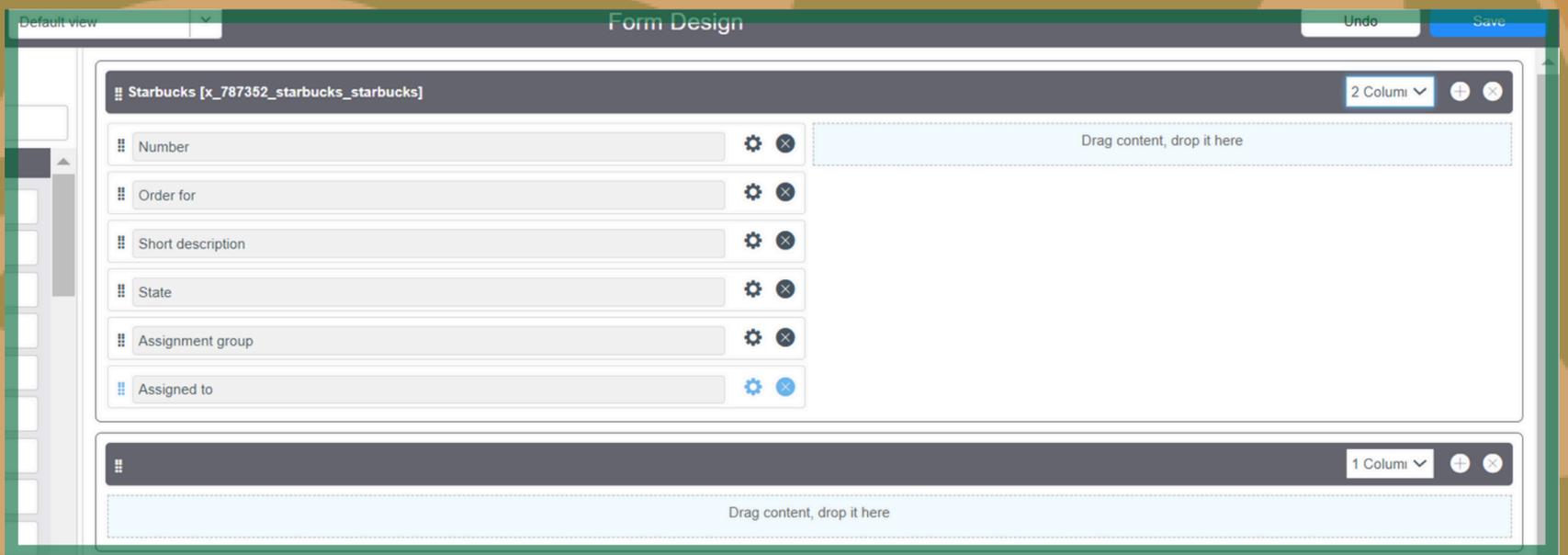
Add and remove
from the list as
necessary so it looks
like the Selected list
pictured. Then click
save.

Adjusting List/Form view for All open orders table



Right click the gray heading and highlight configure, then click on **Form Design**.

Adjusting List/Form view for All open orders table



Rearrange the list
to look like the
picture, then click
save.