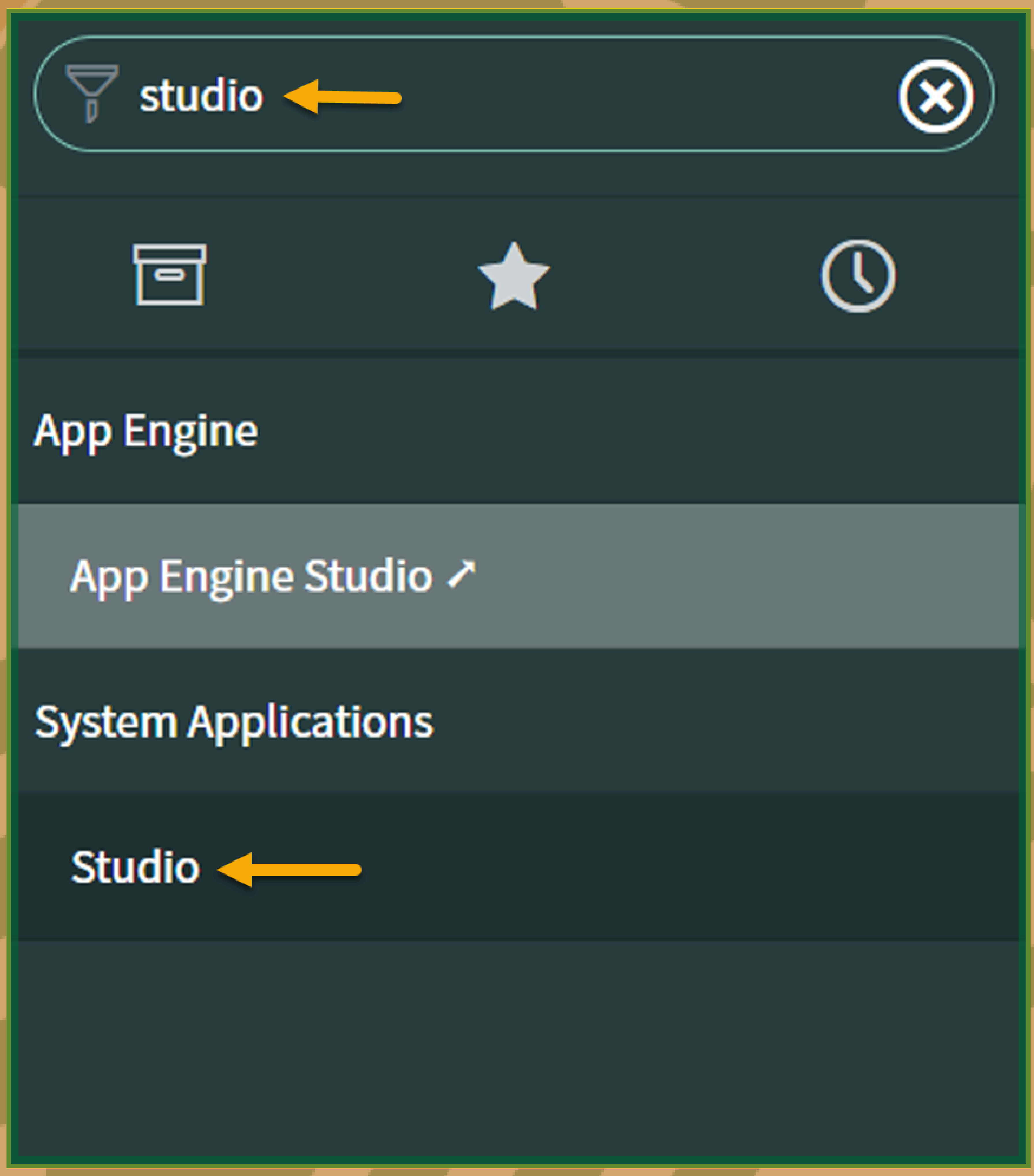
HOW TO GUIDE

SERVICENOW STARBUCKS MANAGEMENT

FOR SYSTEM ADMINISTRATORS

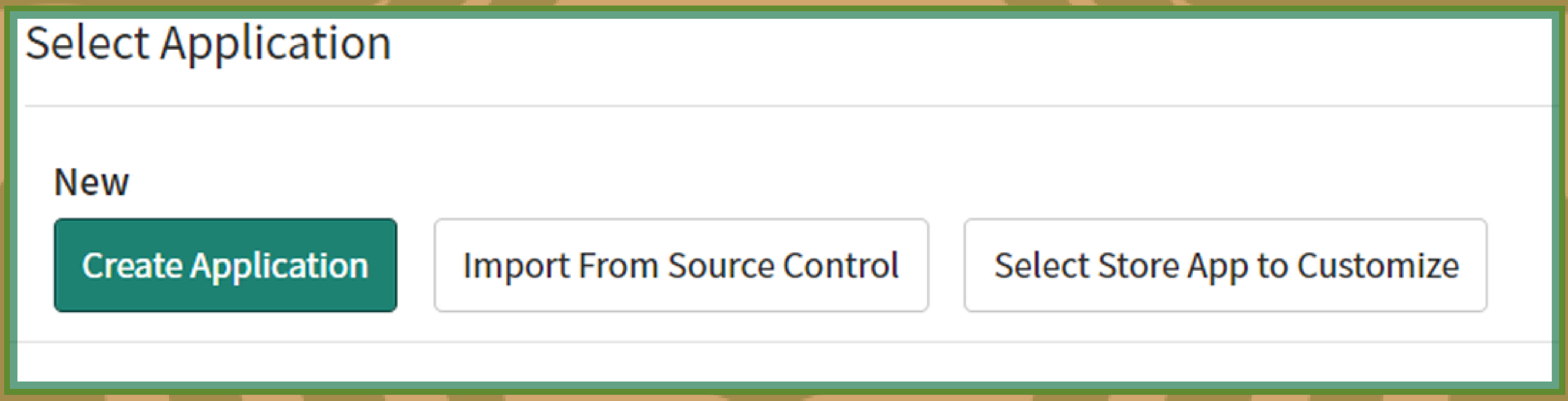
By SaDesia Giles

Creating an Application



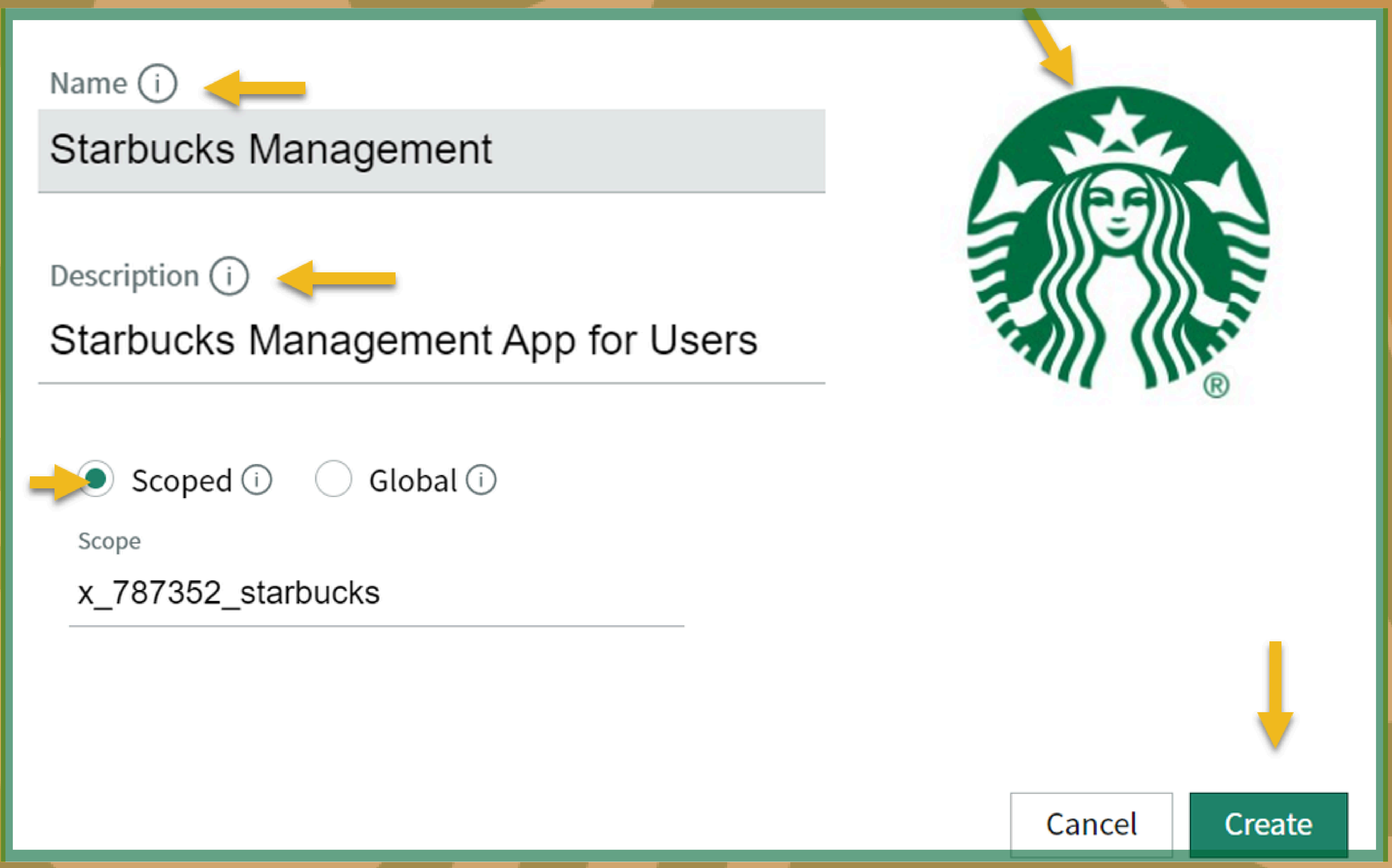
Type **studio** in the filter navigation, then click **Studio** located under **System Applications.**

Creating an Application



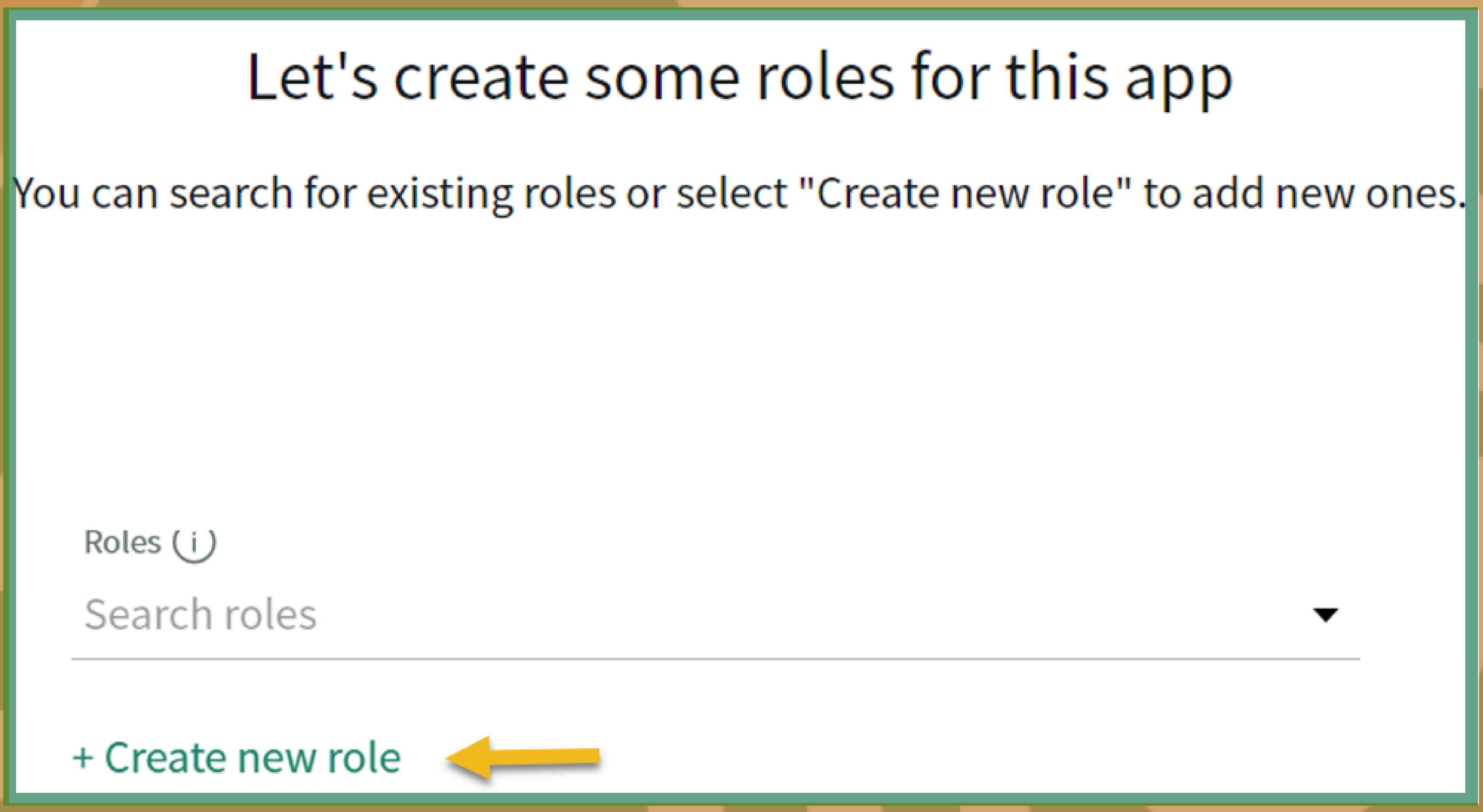
Click **Create Application.**

Creating an Application



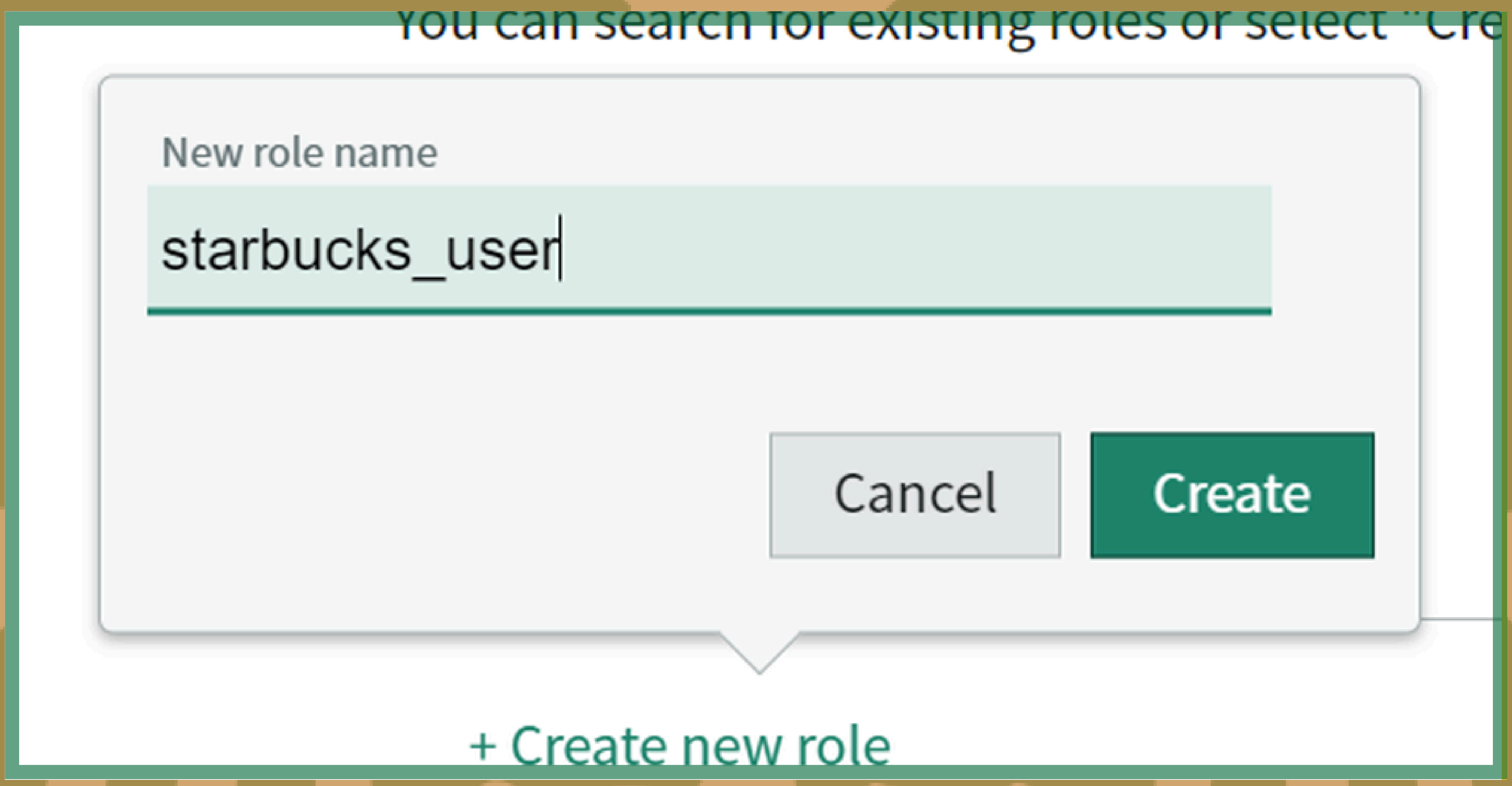
Type in **Name** and **Description**. **Add an image**, and select **Scoped**. Then click **Create.**

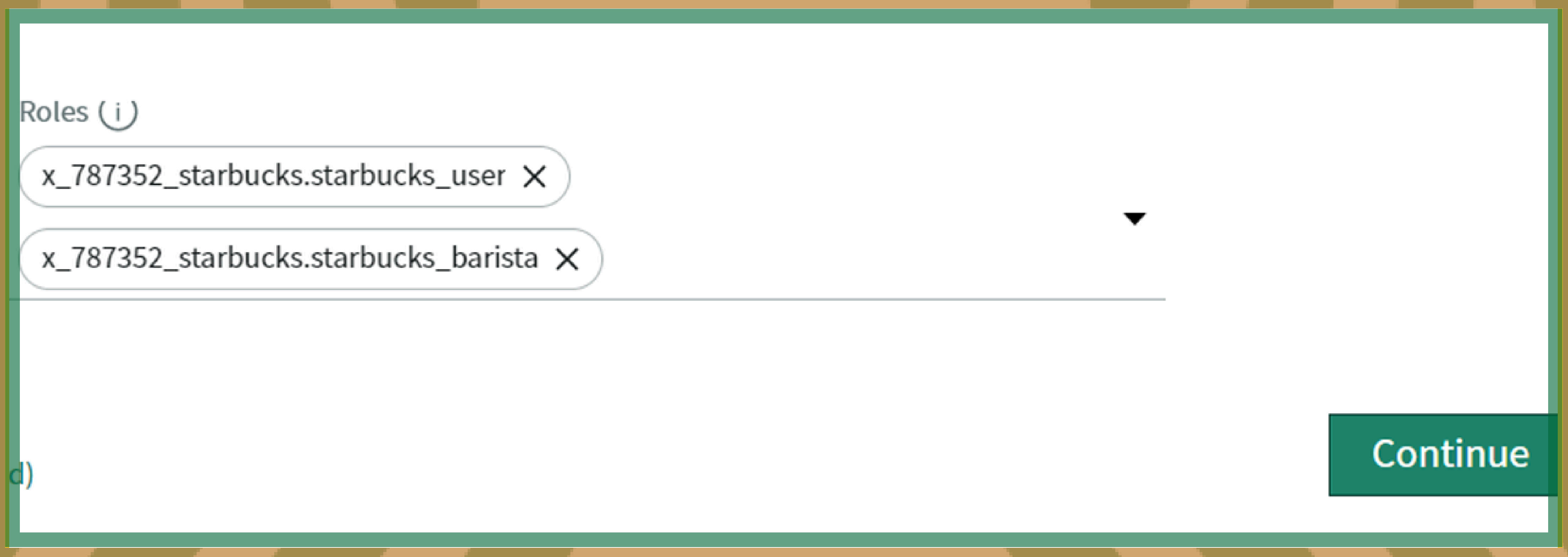
Creating an Application: Roles



Click **+Create new role.**

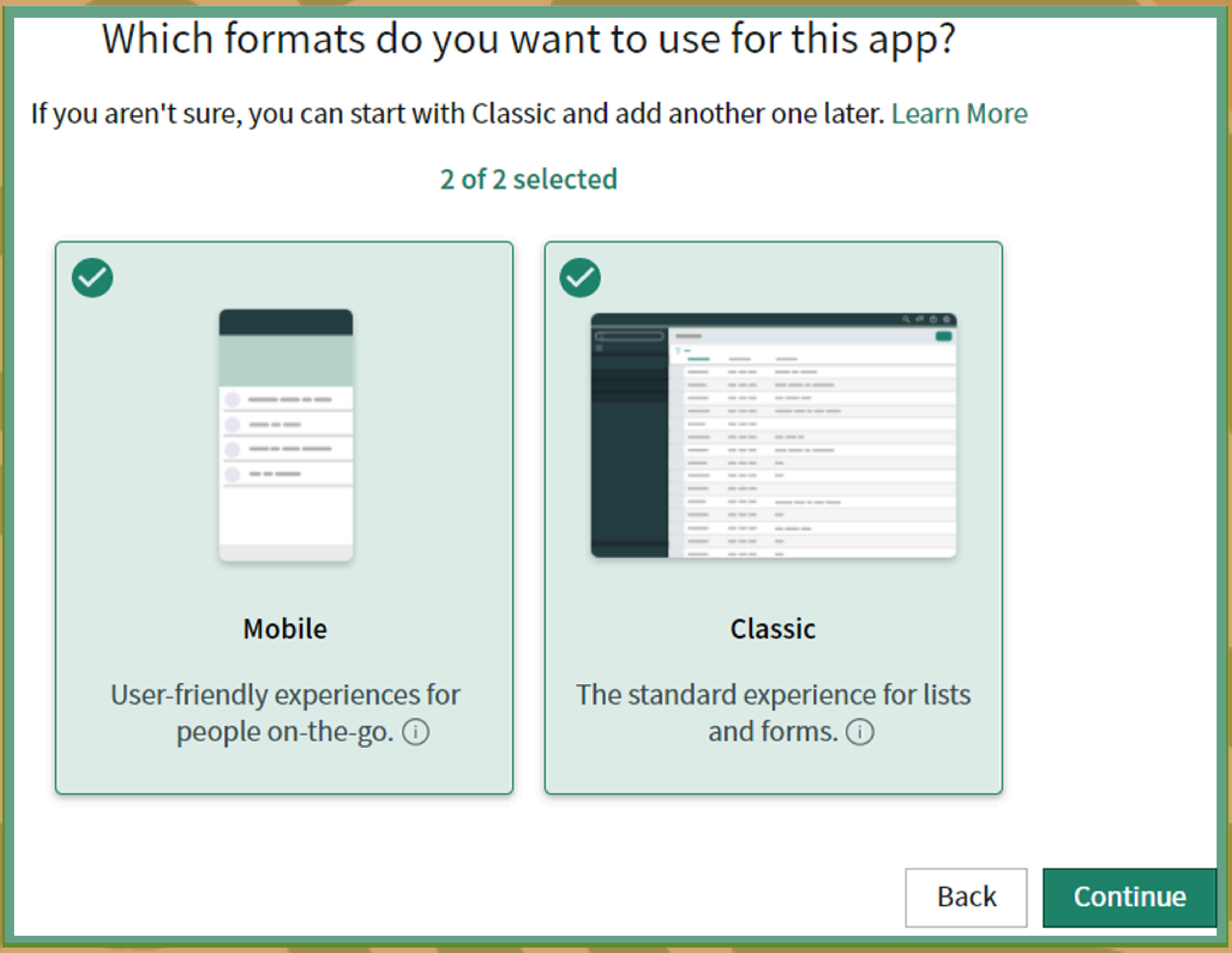
Creating an Application: Roles





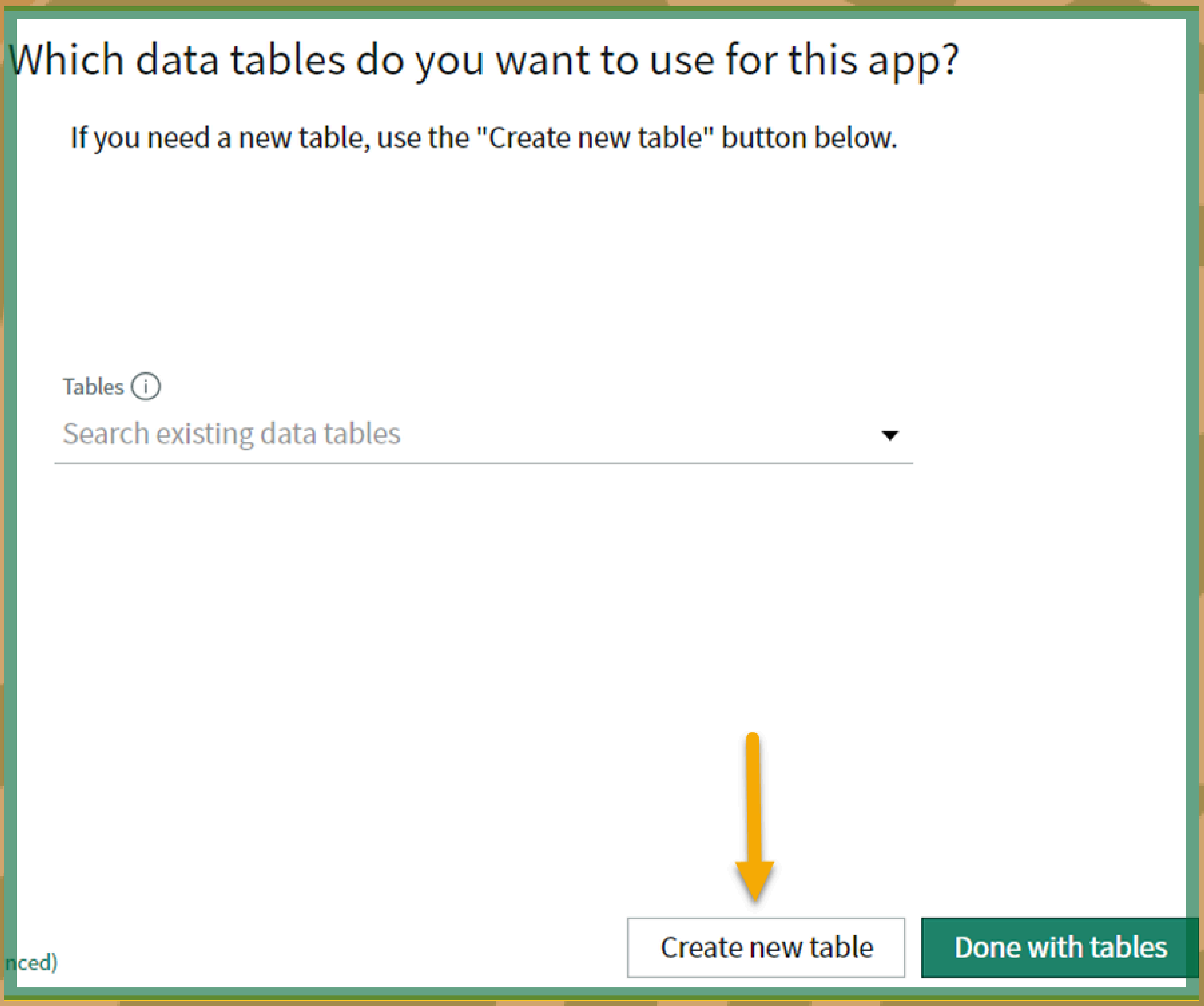
Type in first role (**User**), then click **Create**. Repeat for the second role (**Barista**). After roles are created, click **Continue.**

Creating an Application: Formats



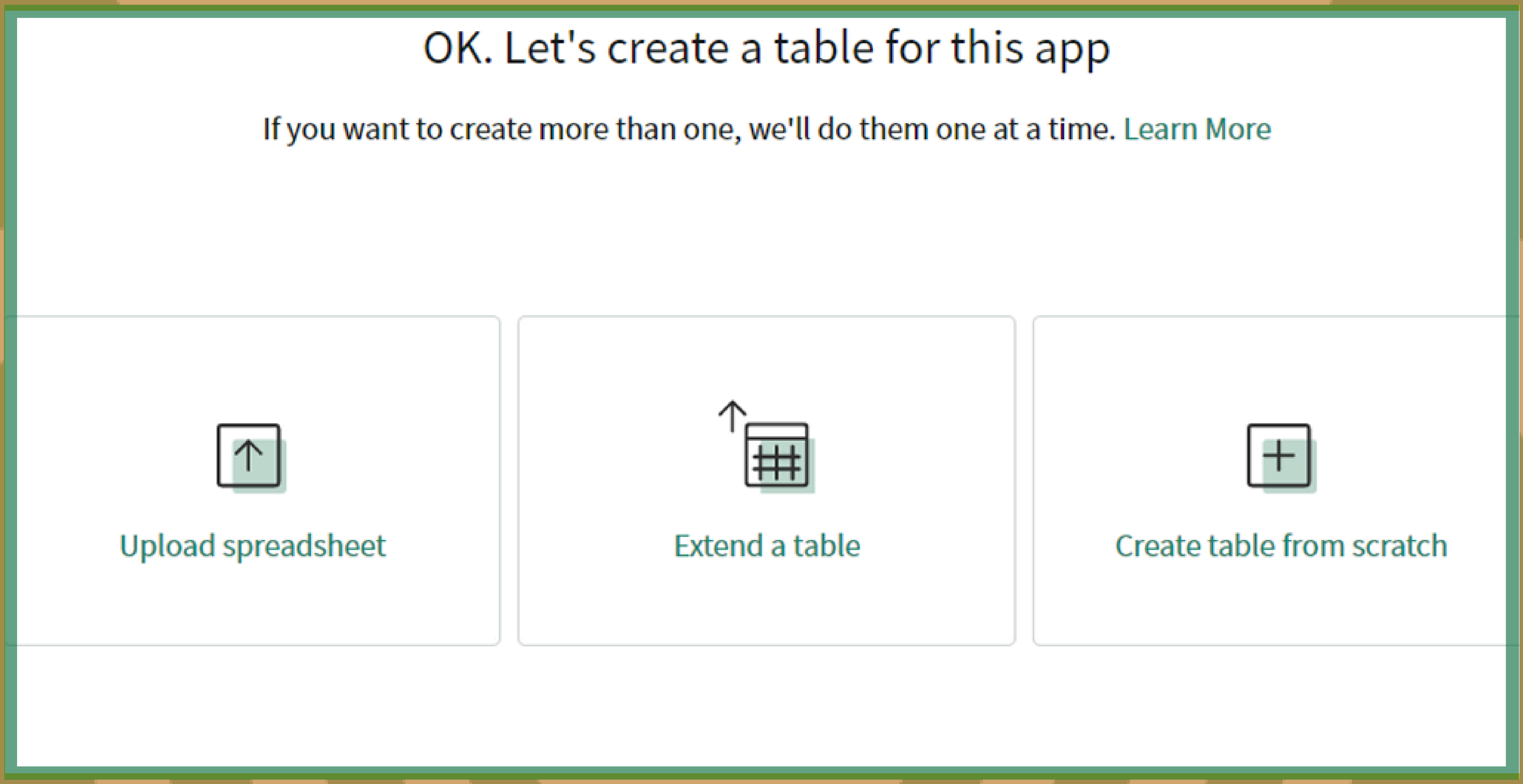
Click on the **Mobile** and **Classic** formats and then click **Continue.**

Creating an Application: Tables



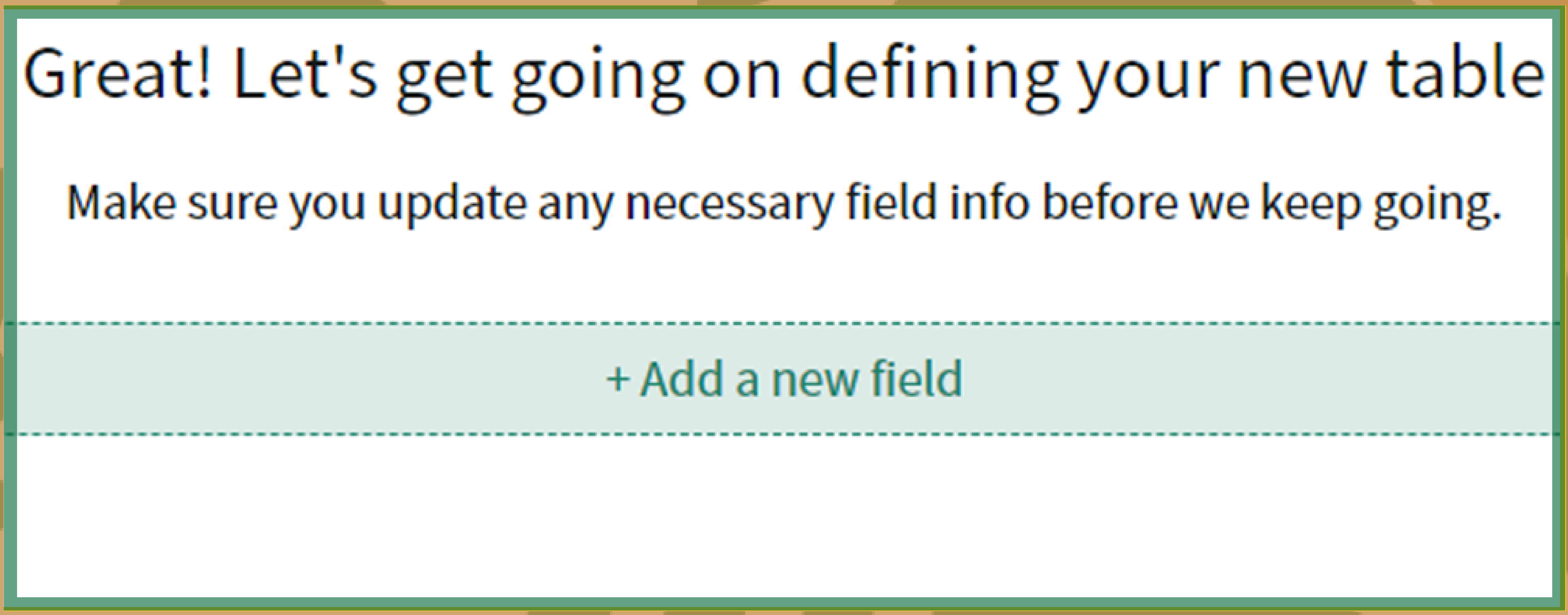
Click **Create new table.**

Creating an Application: Tables



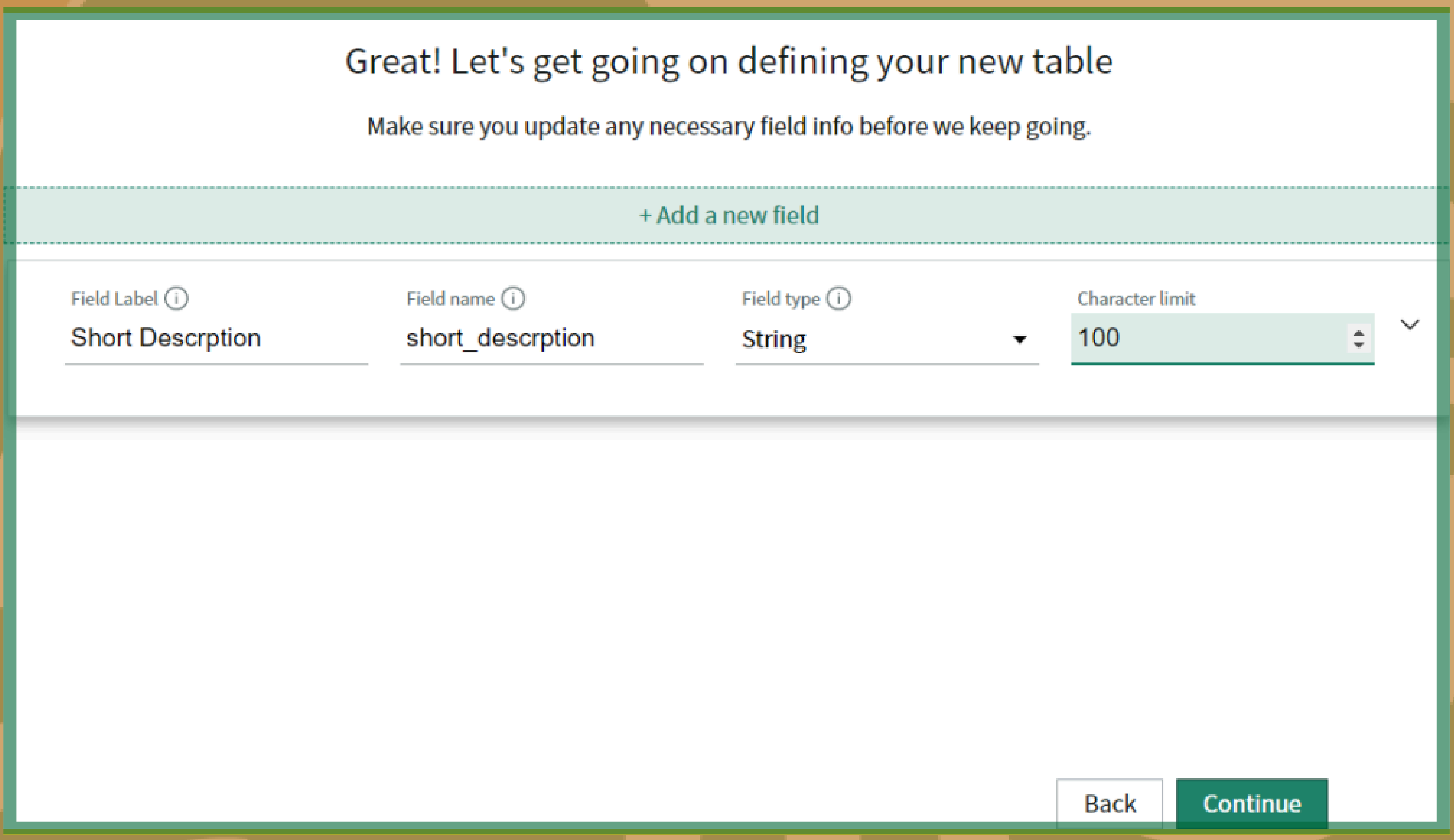
Click **Create table from scratch** and then click **Continue.**

Creating an Application: Tables



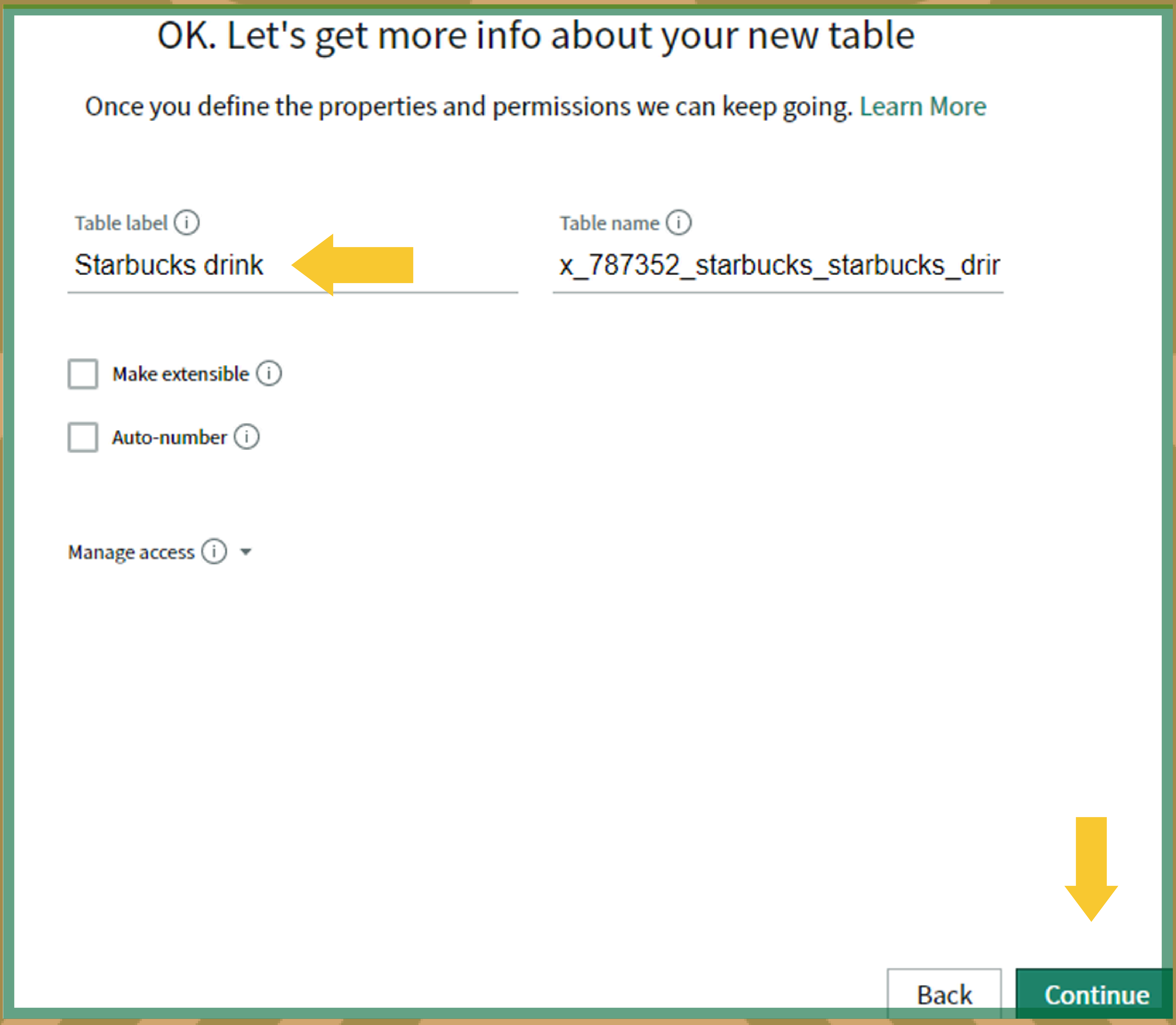
Click **+Add a new field.**

Creating an Application: Tables



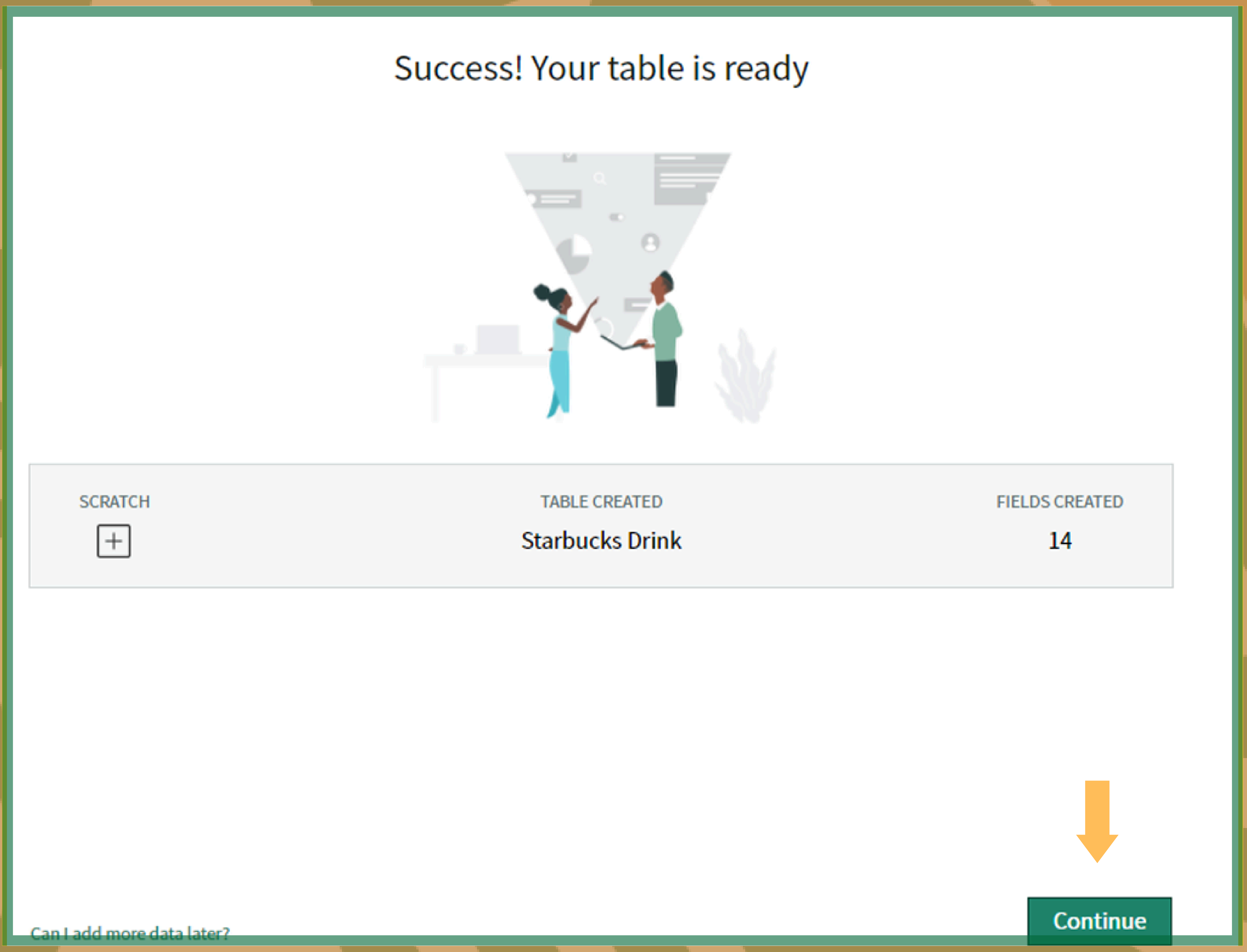
Fill out the **Field Label**, **Field name**, **Field type**, and **Character limit** for each item. Then click **Continue.**

Creating an Application: Tables



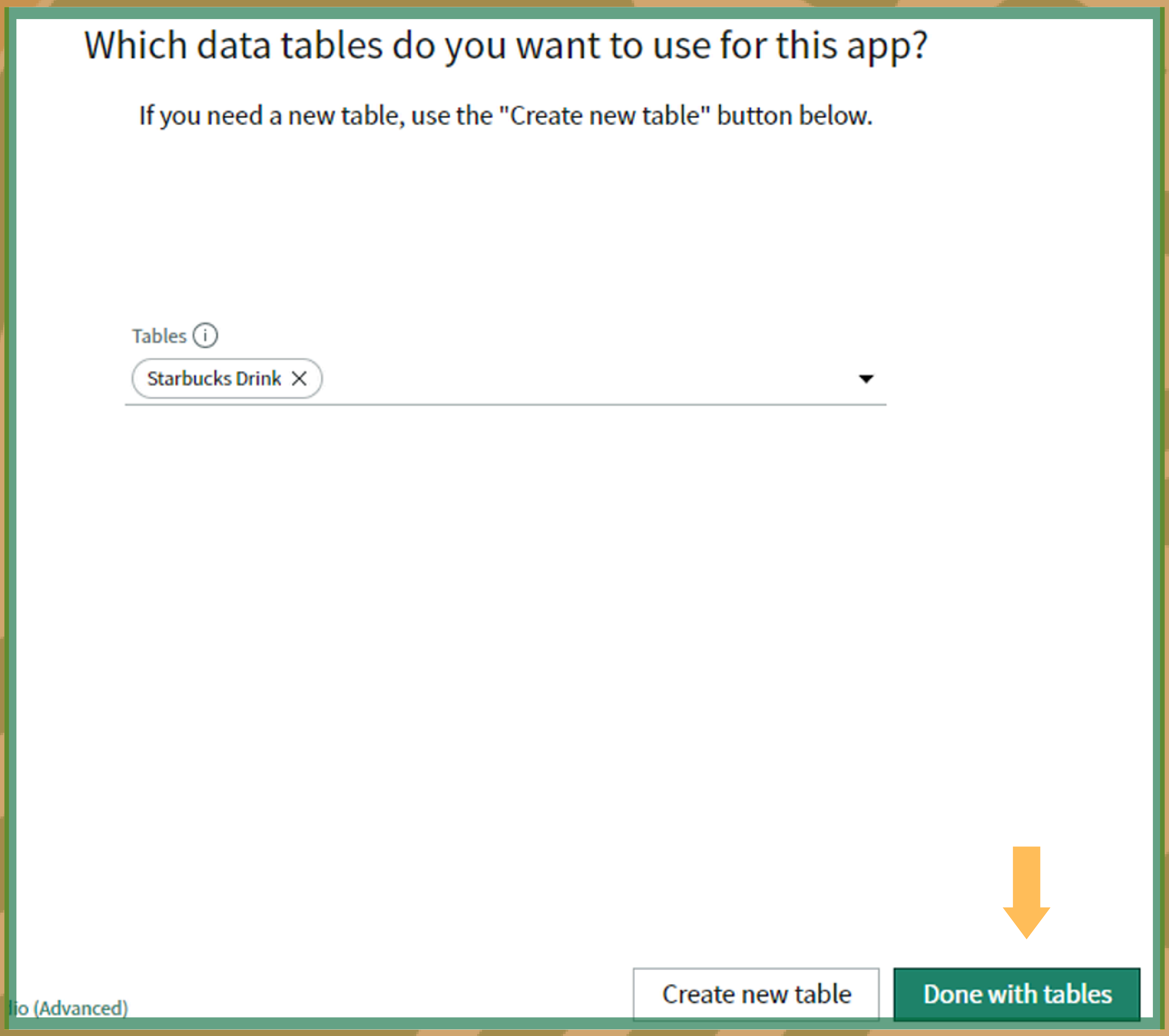
Label the table. **DO NOT** make extensible. Click **Continue.**

Creating an Application: Tables



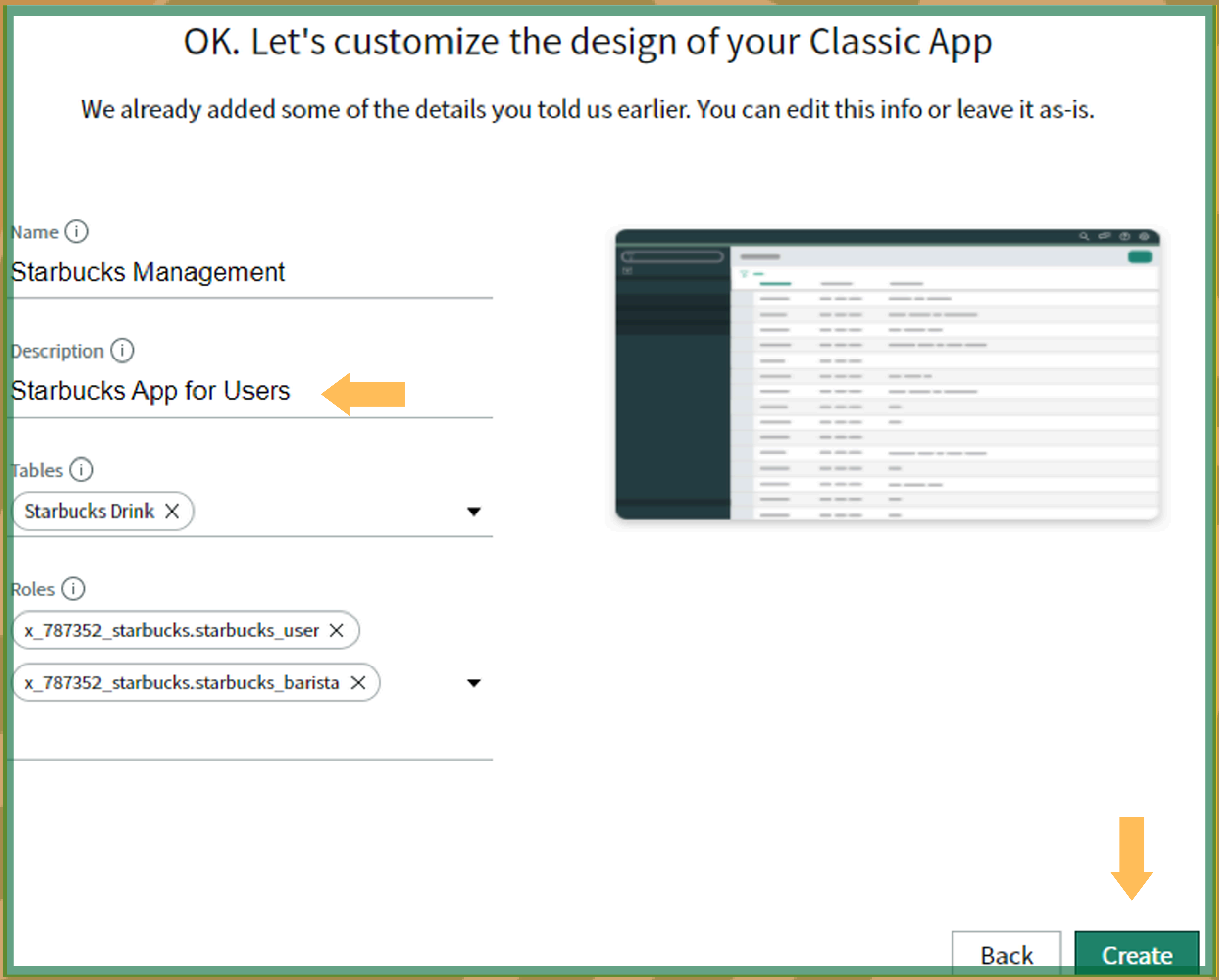
Click **Continue.**

Creating an Application: Tables



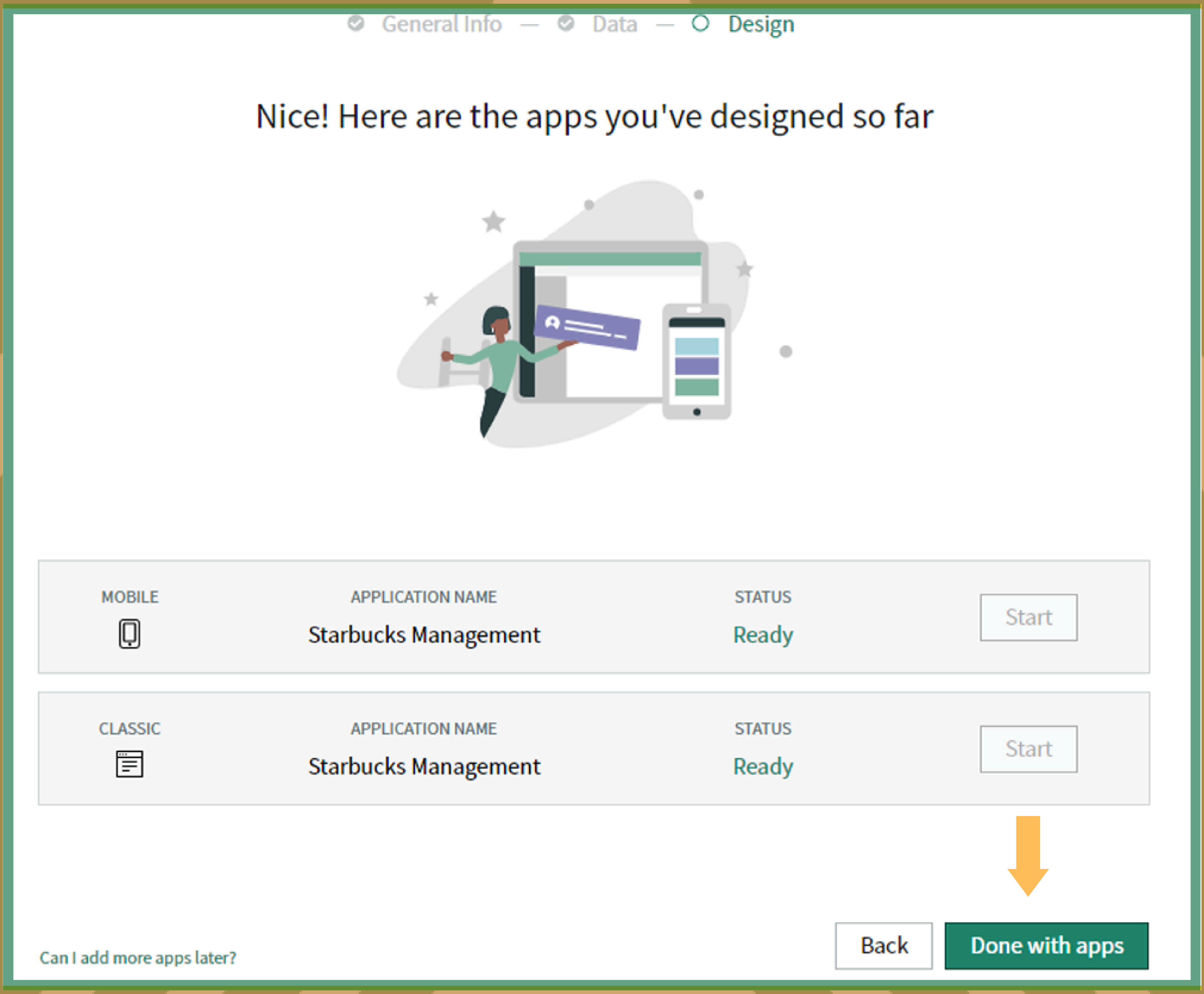
Click **Done with tables.**

Creating an Application: Design



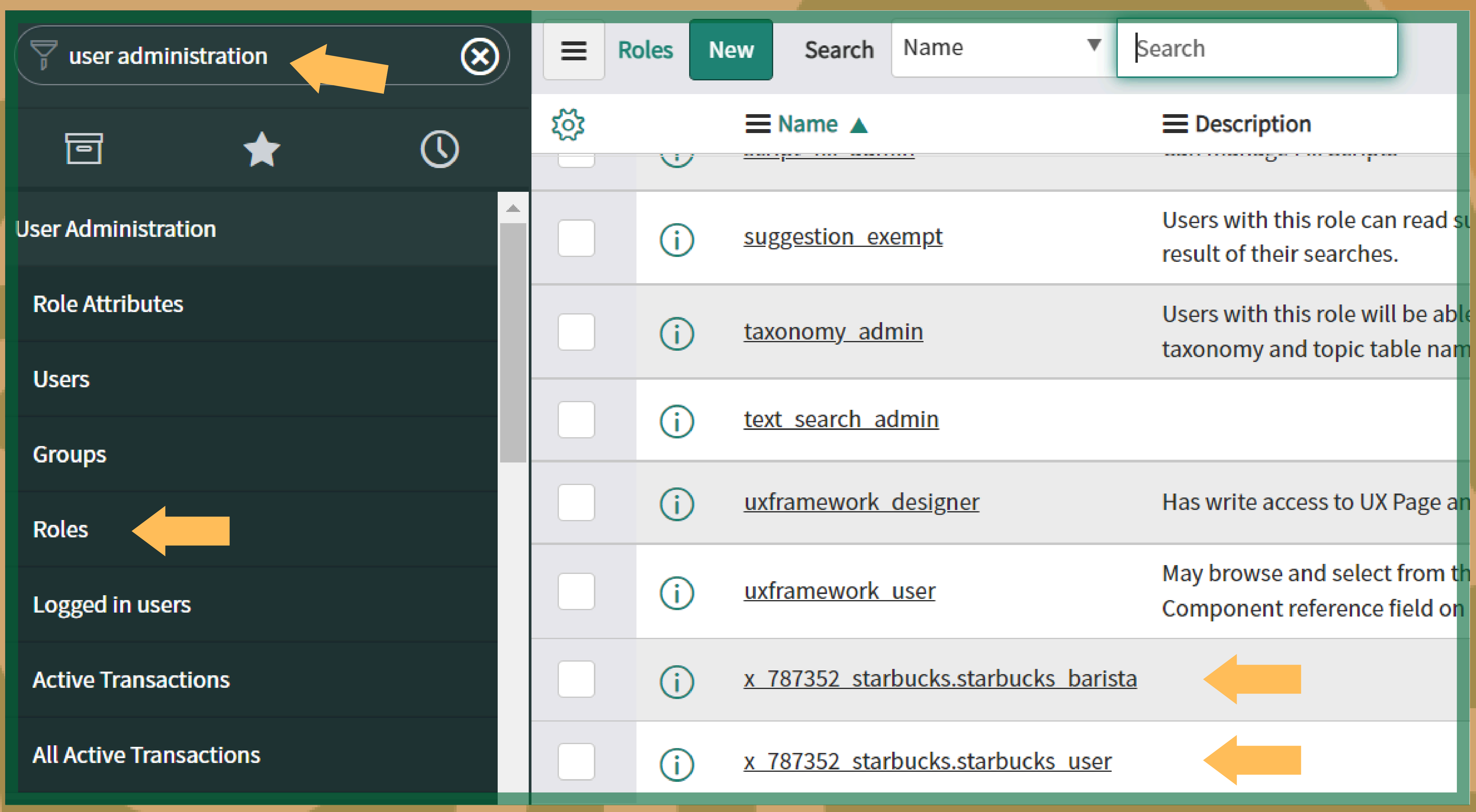
Enter **Description** and then click **Create**. Repeat step for Mobile format.

Creating an Application: Design



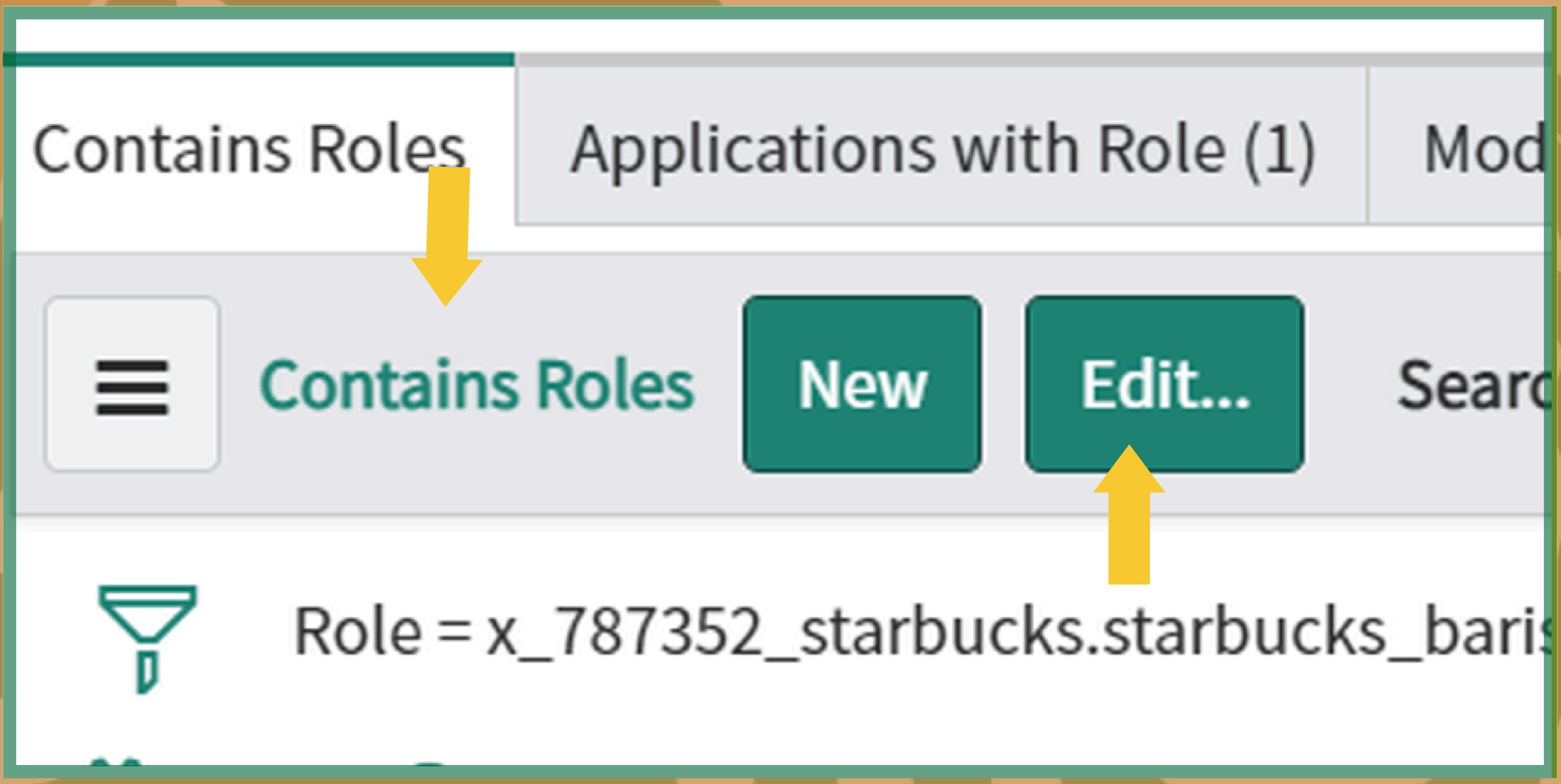
Click **Done with apps.**

Containing Roles



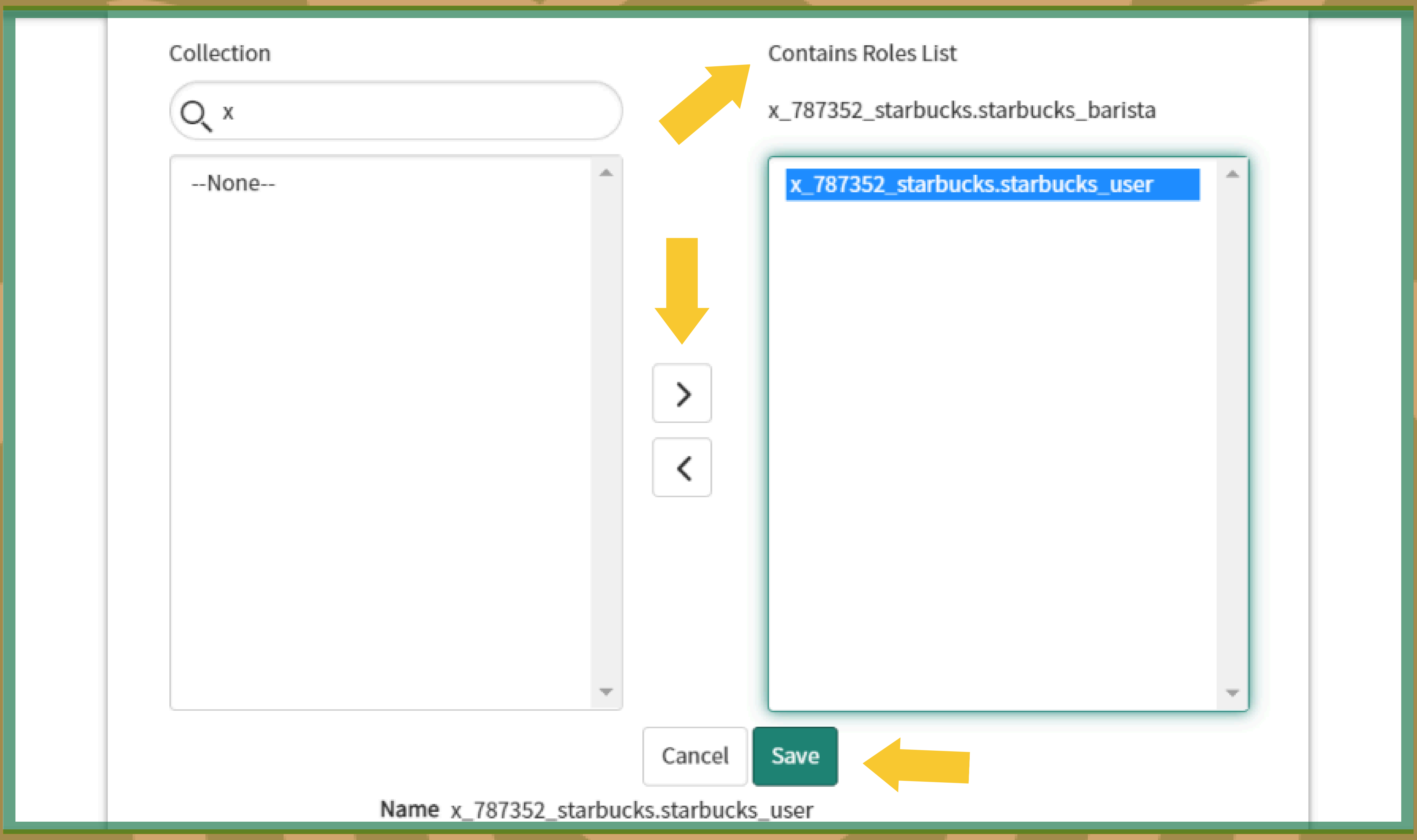
In the filter navigator, type **user administration**. Select **Roles** Module, then chose created roles from the list.

Containing Roles



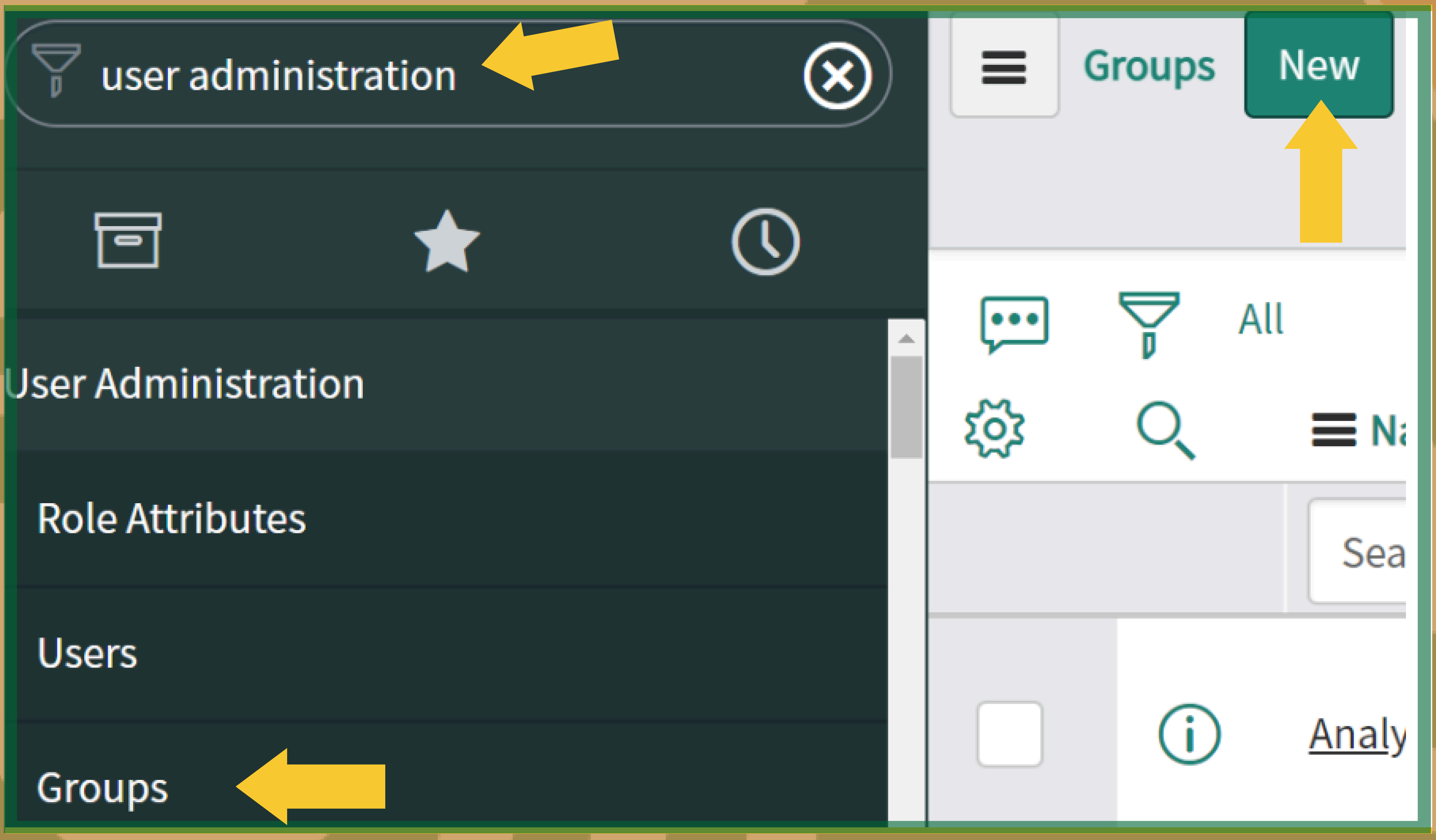
Go to the **Contains Roles** tab. Click **Edit**.

Containing Roles



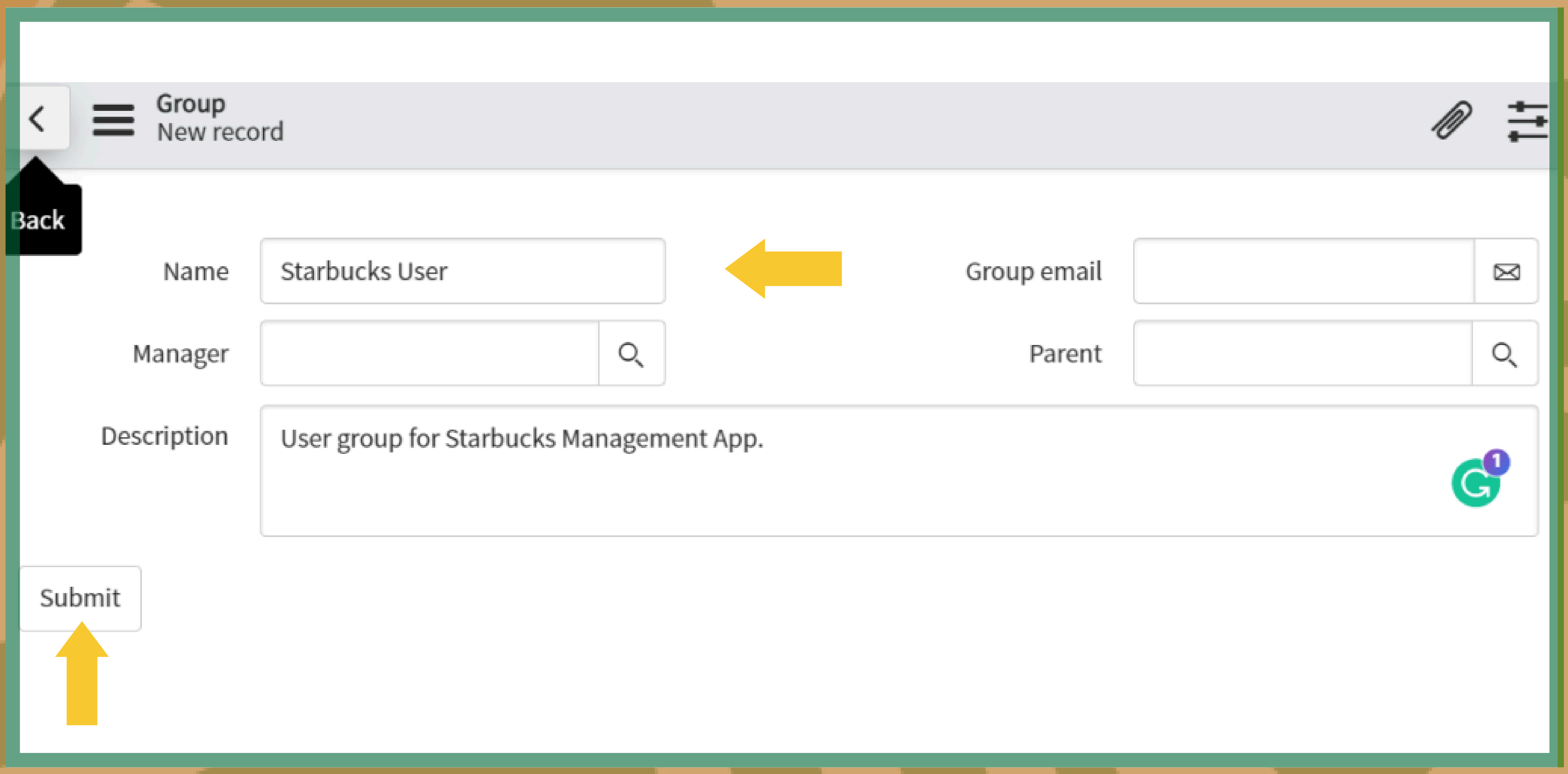
Select **User** from the **Collection** list, and add it (**>**) to the **Contains Role List**. Then click **Save**.

Creating a Group



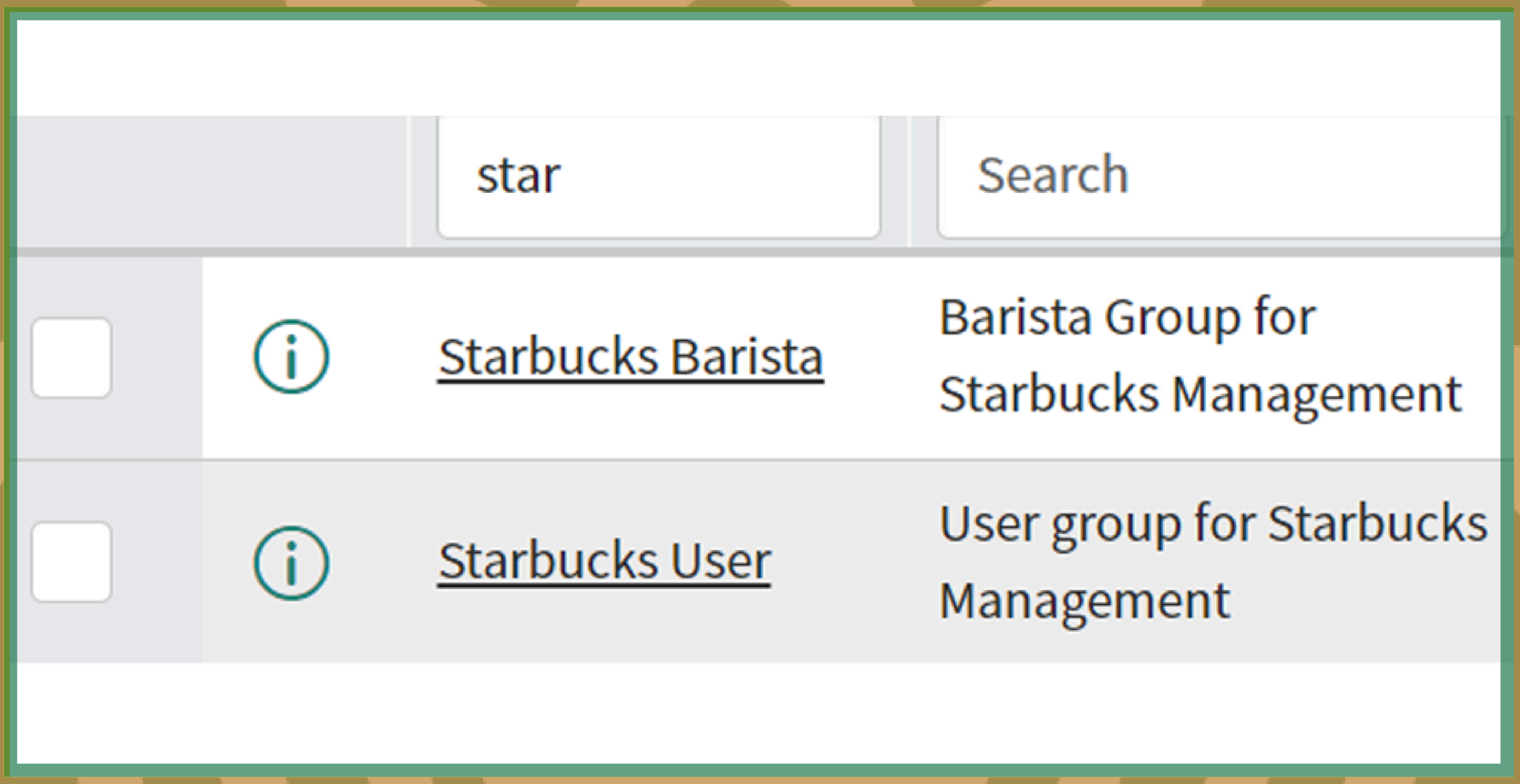
In the filter navigator, type in **user administration**. Click on the **Group** module, and then click **New**.

Creating a Group



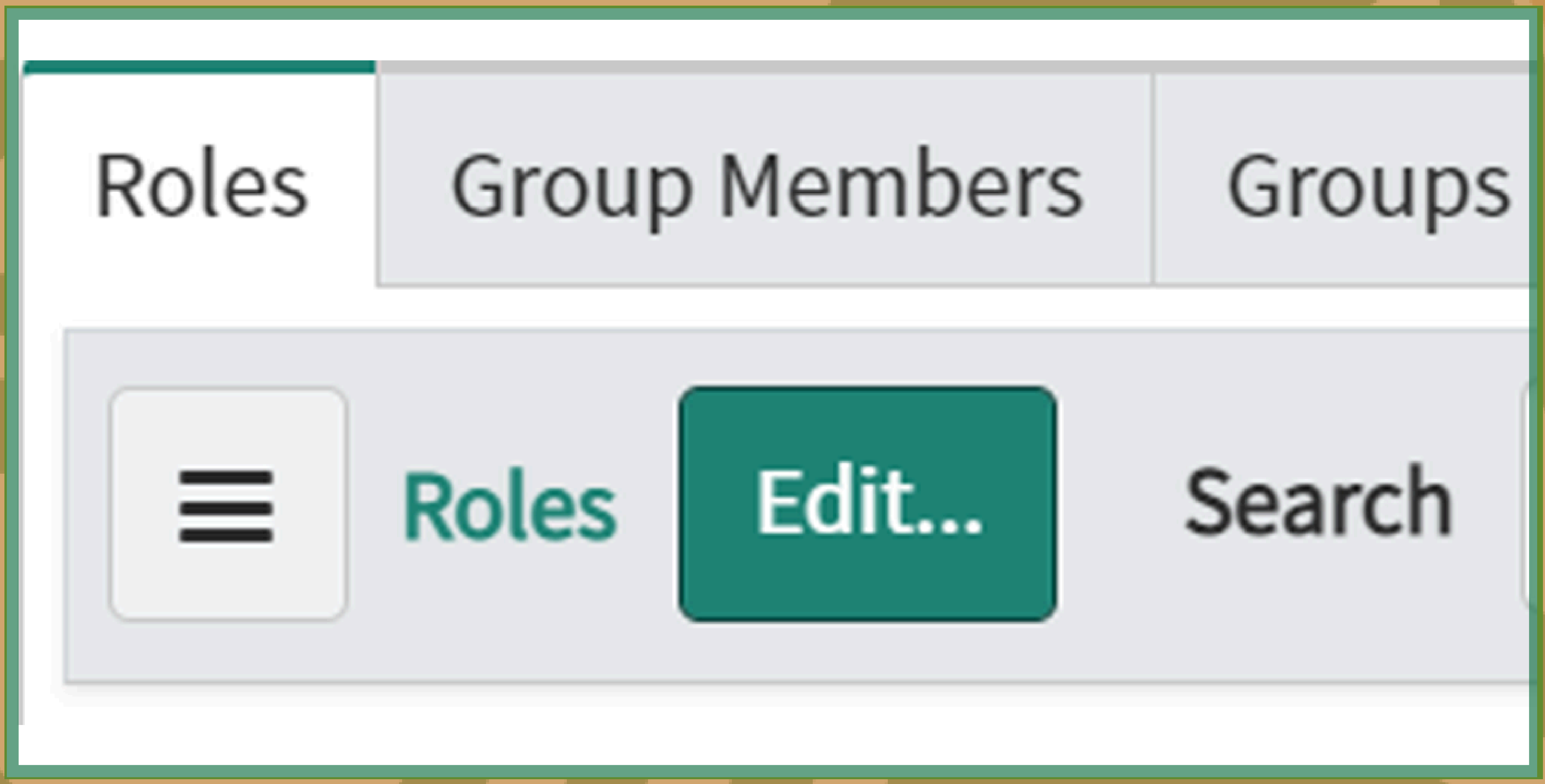
Type in **Name**, **Email**, etc. Then click **Submit**.

Adding Roles to Groups



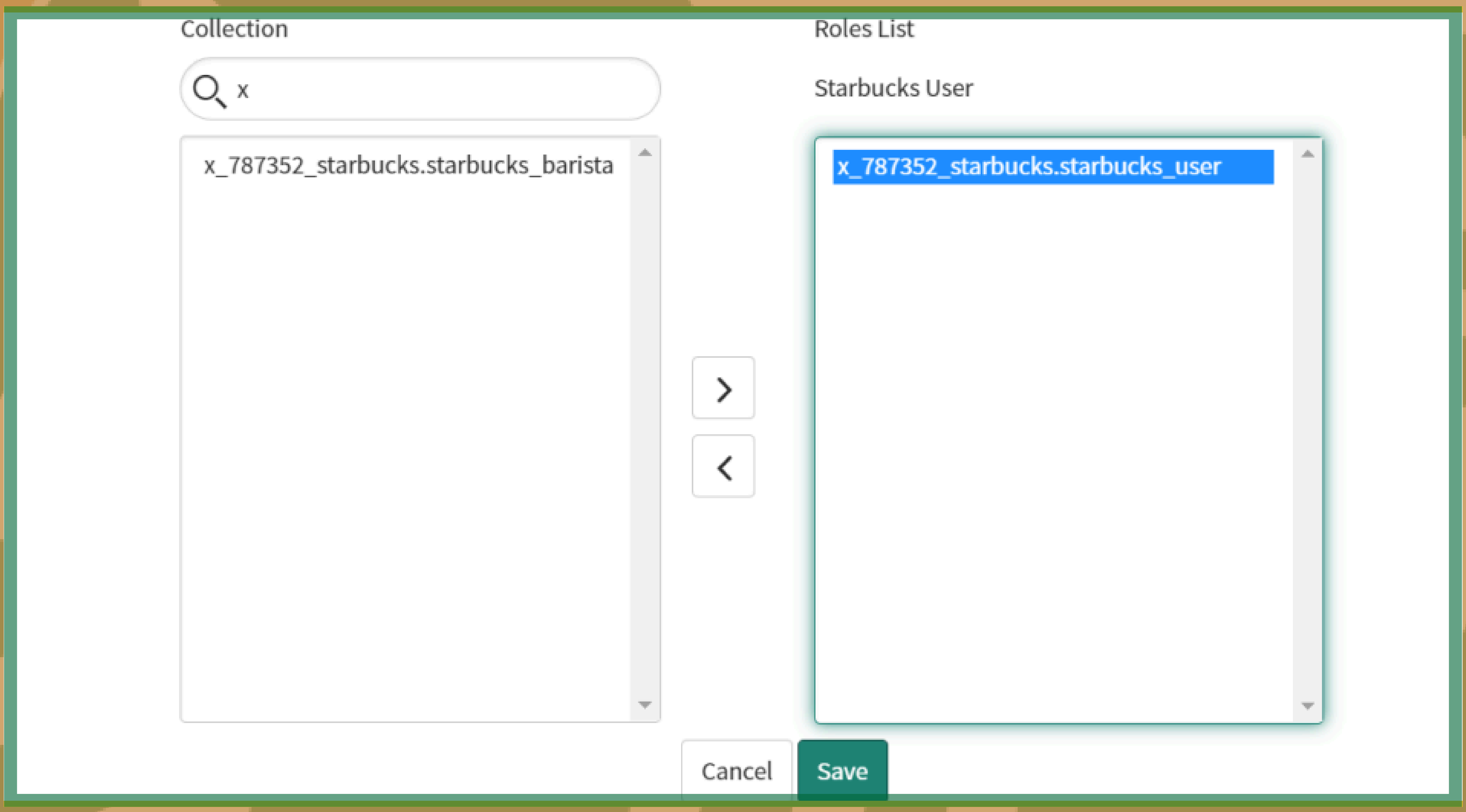
Click on the **User Group** created.

Adding Roles to Groups



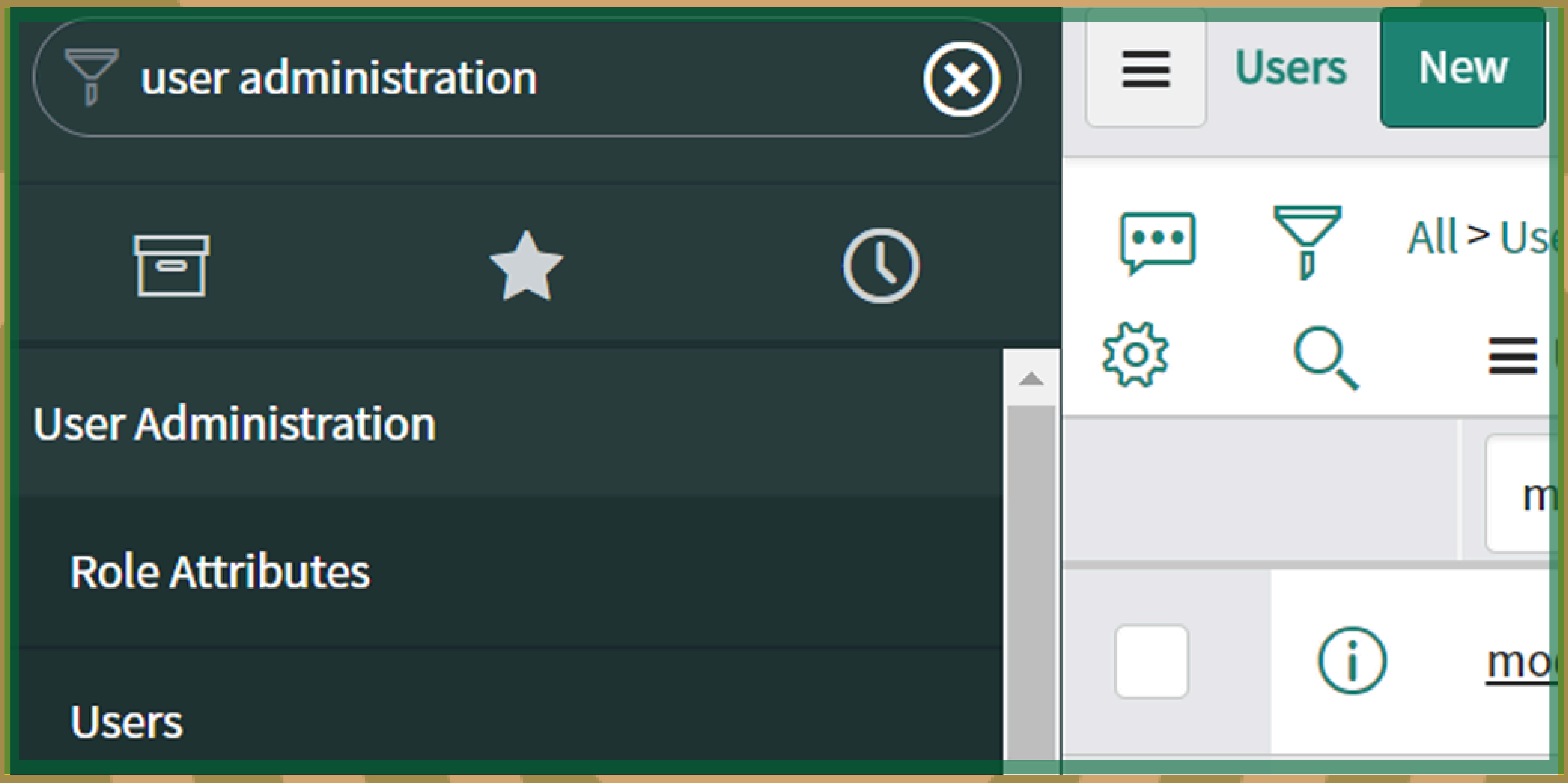
Scroll down to the **Roles** tab and click **Edit.**

Adding Roles to Groups



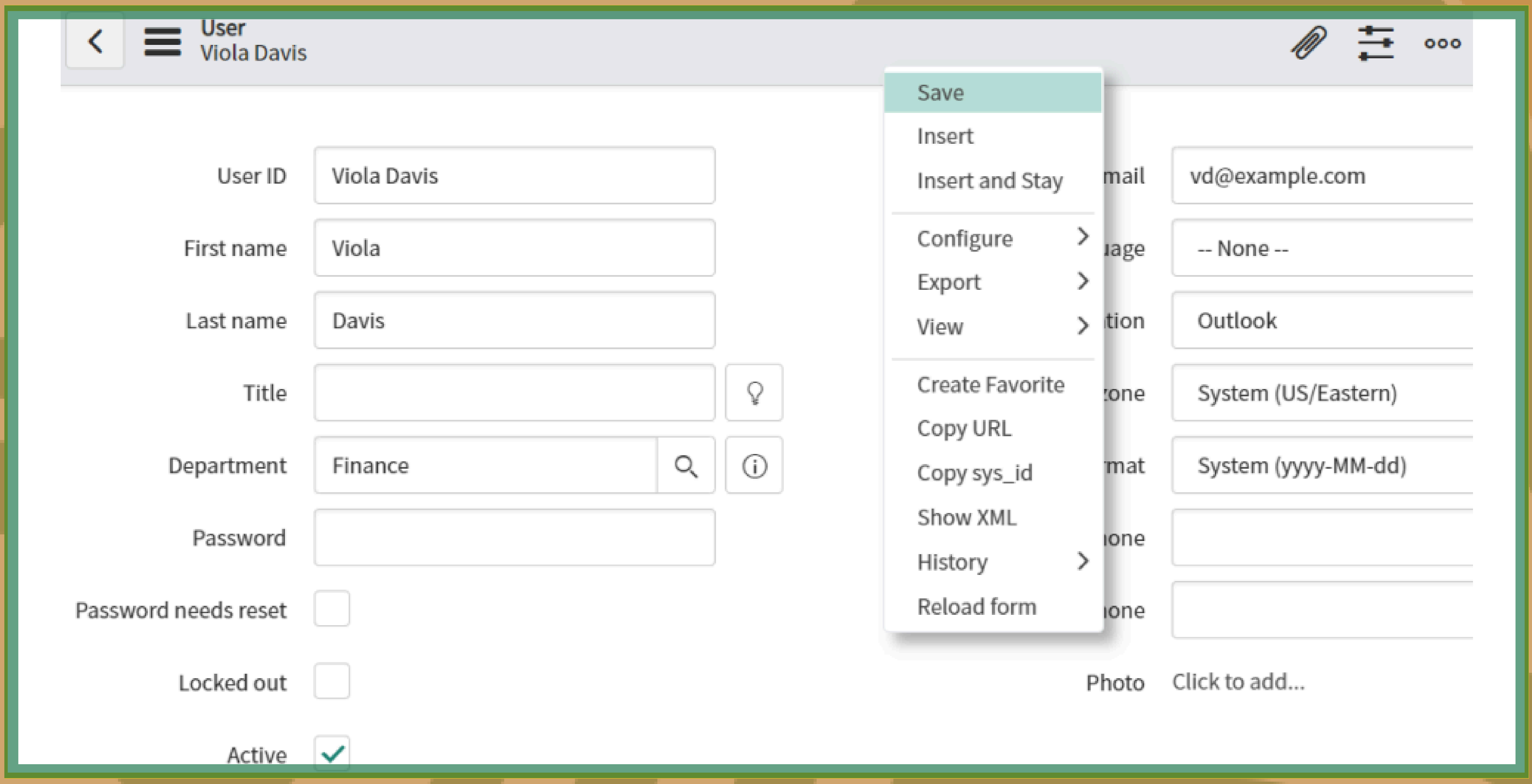
Add **User Role** to the **Roles List,** then click **Save.** Repeat steps for **Barista Group.**

Creating Users to Add to Groups



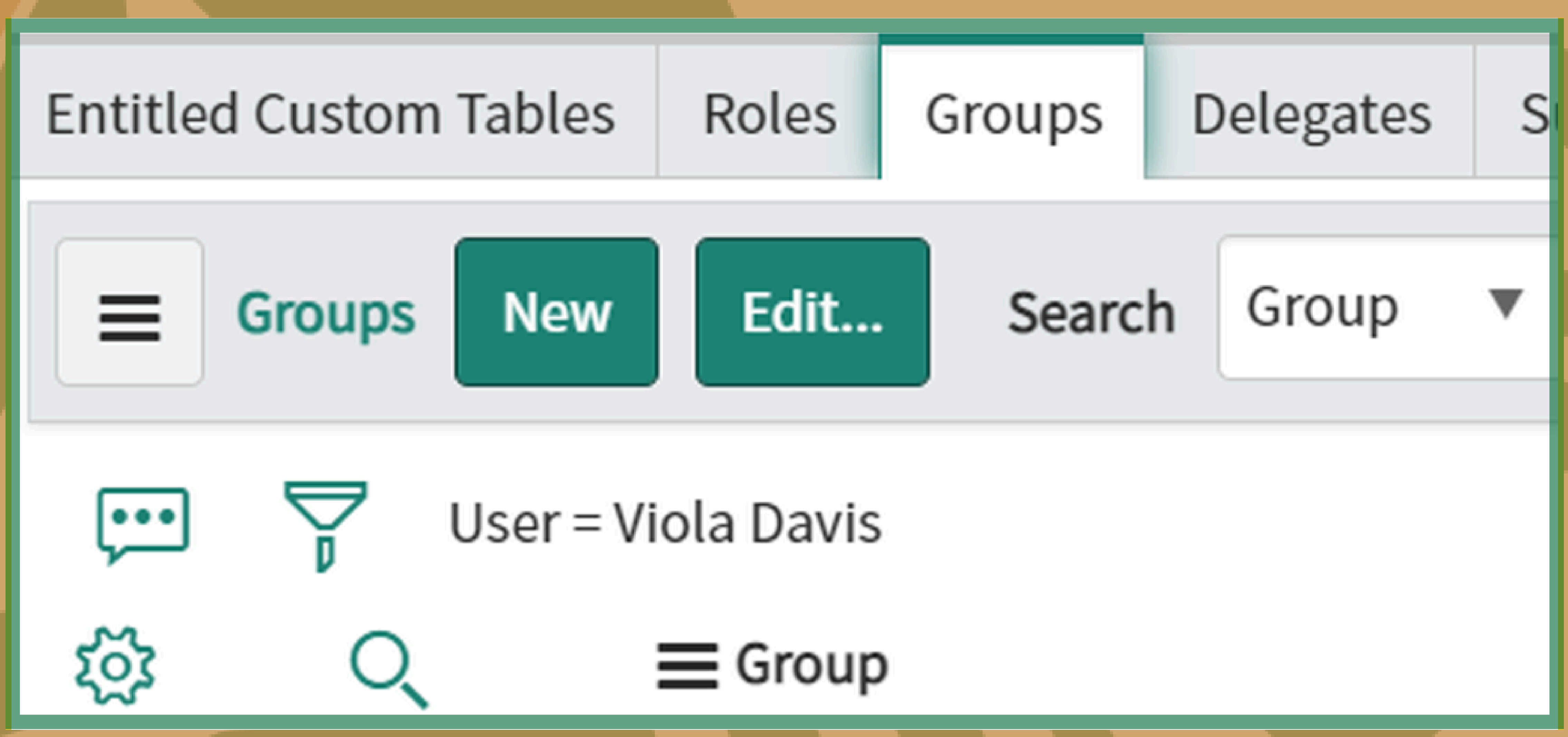
In the filter navigator, type in **user administration**. click on the **User** module, then click **New**

Creating Users to Add to Groups



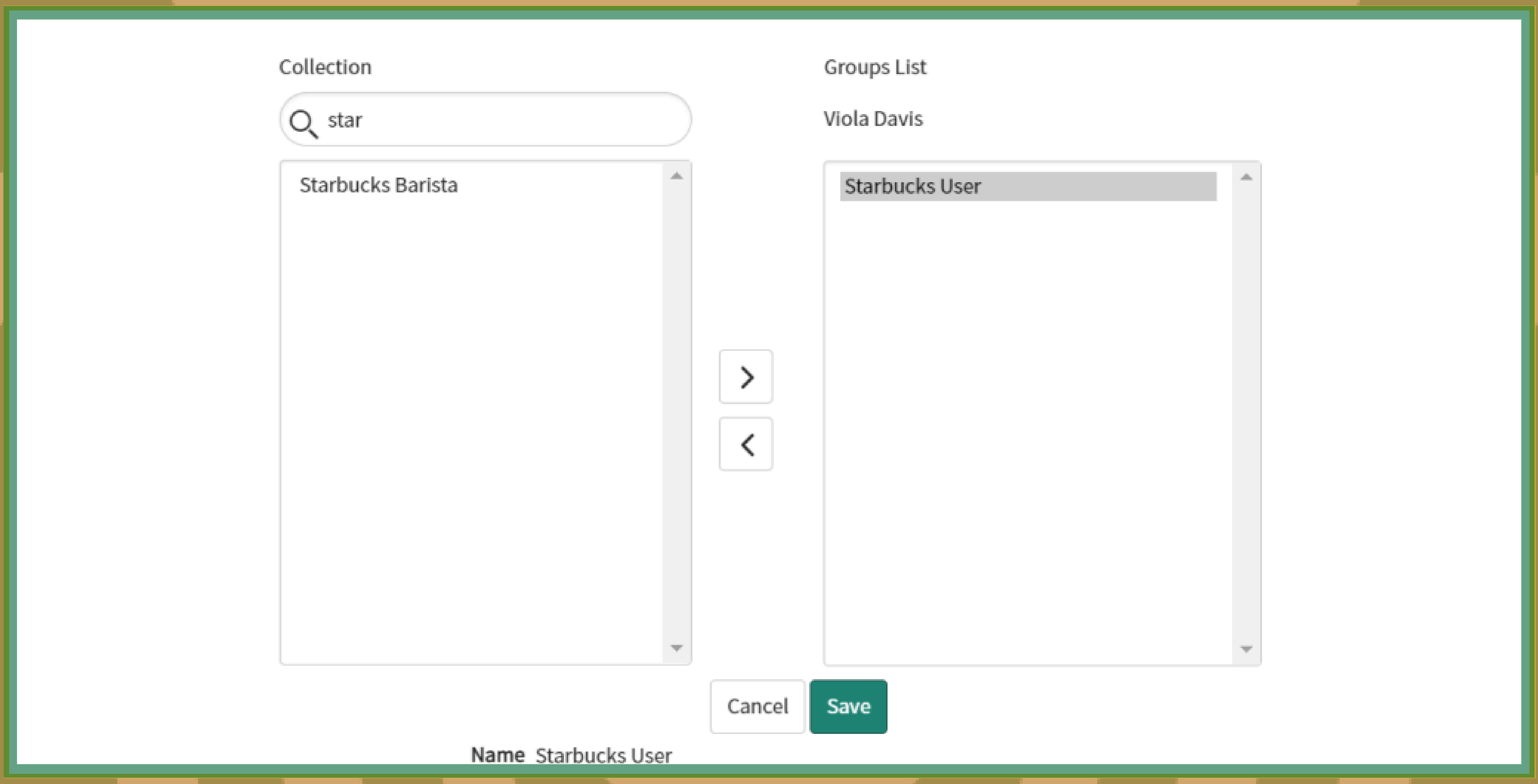
Fill out necessary information. Right click on the gray header and then click **Save.**

Creating Users to Add to Groups



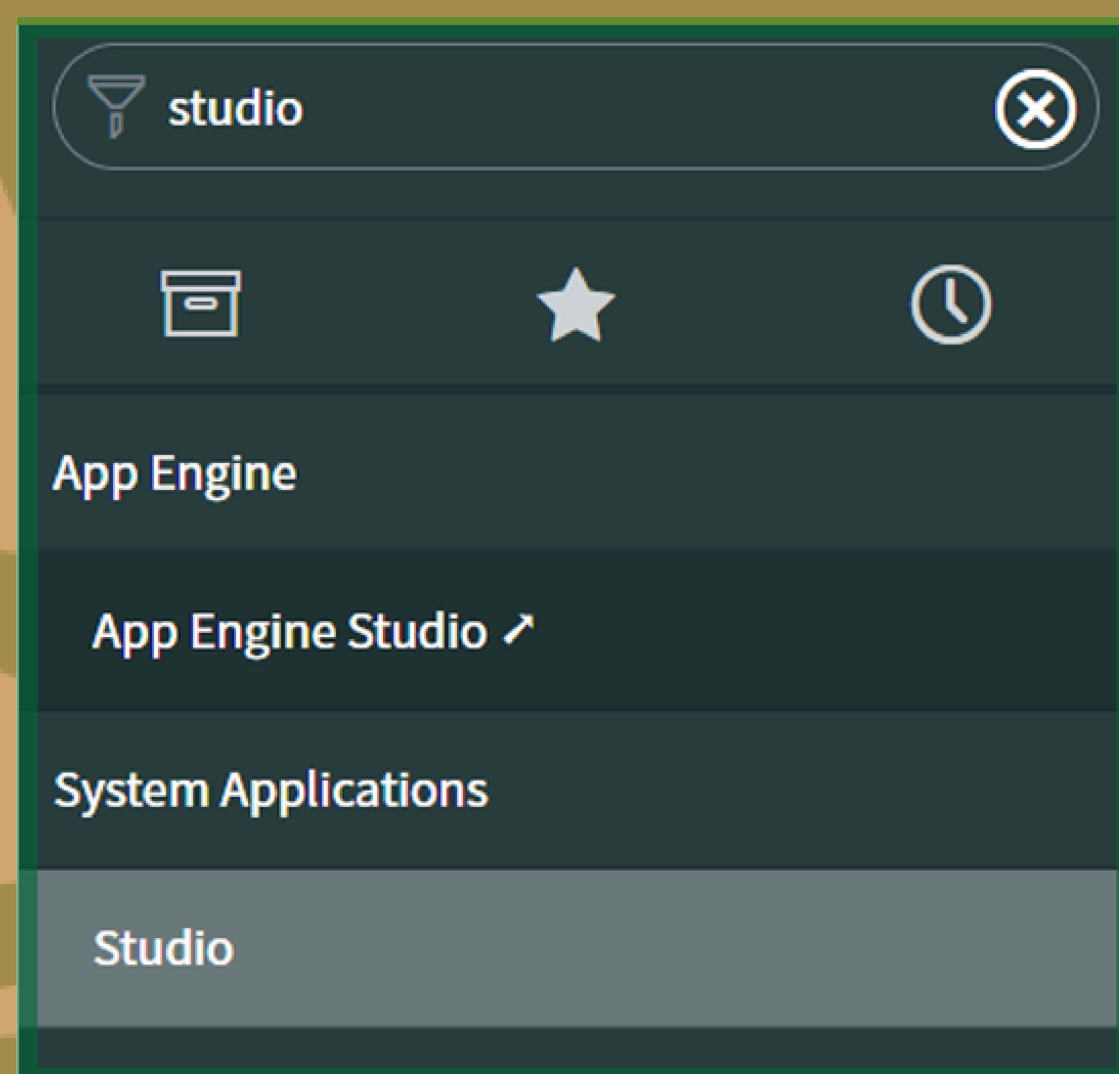
Scroll to the bottom and click on the **Group** tab. Click **Edit.**

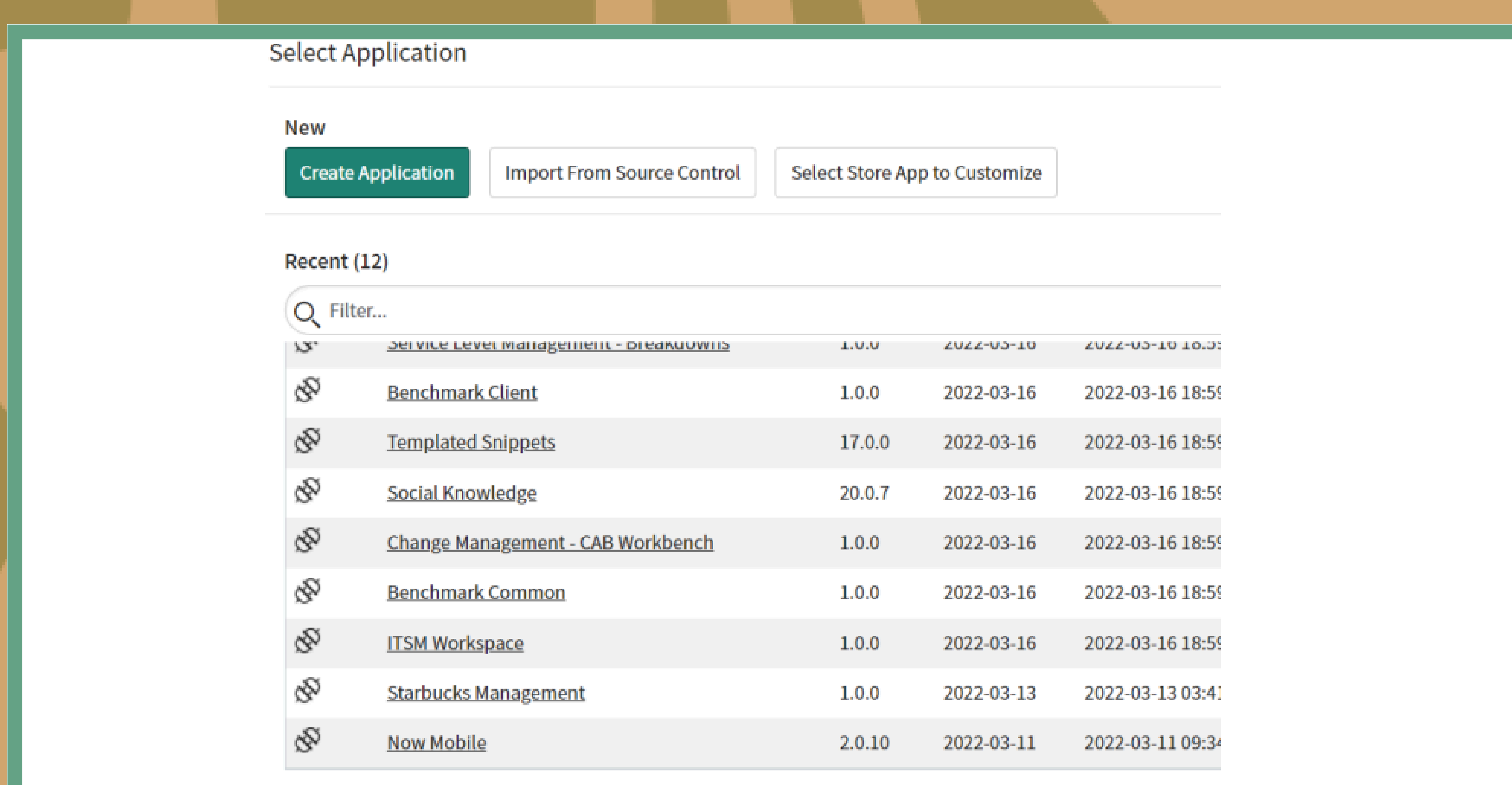
Creating Users to Add to Groups



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

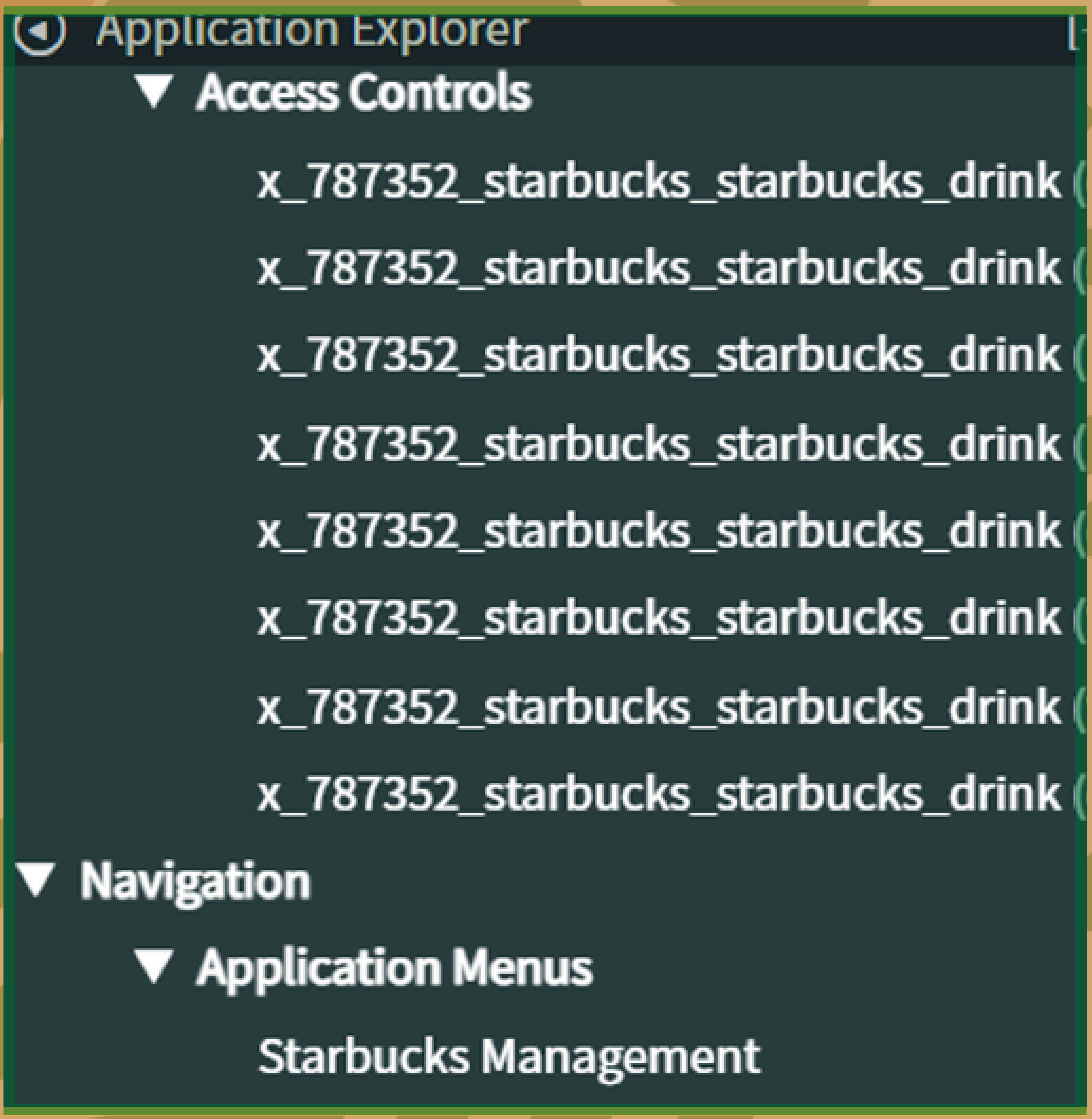
Editing Roles Field for Application





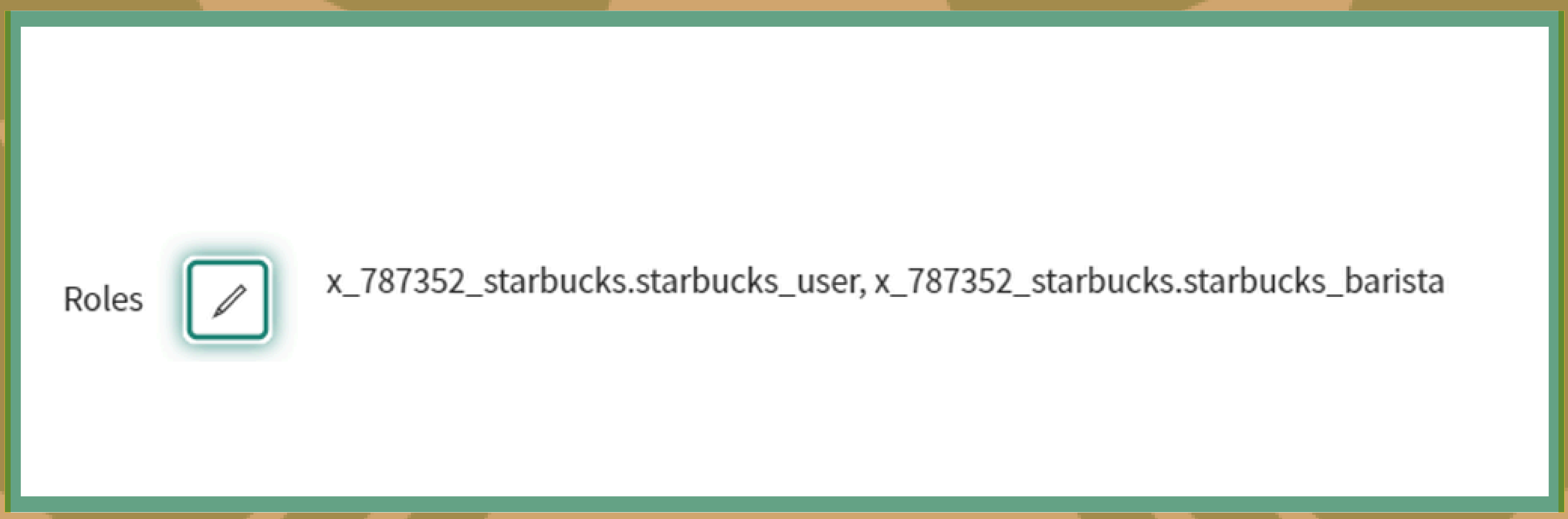
In the filter navigator, type in **Studio**, then select the **Starbucks Management** application.

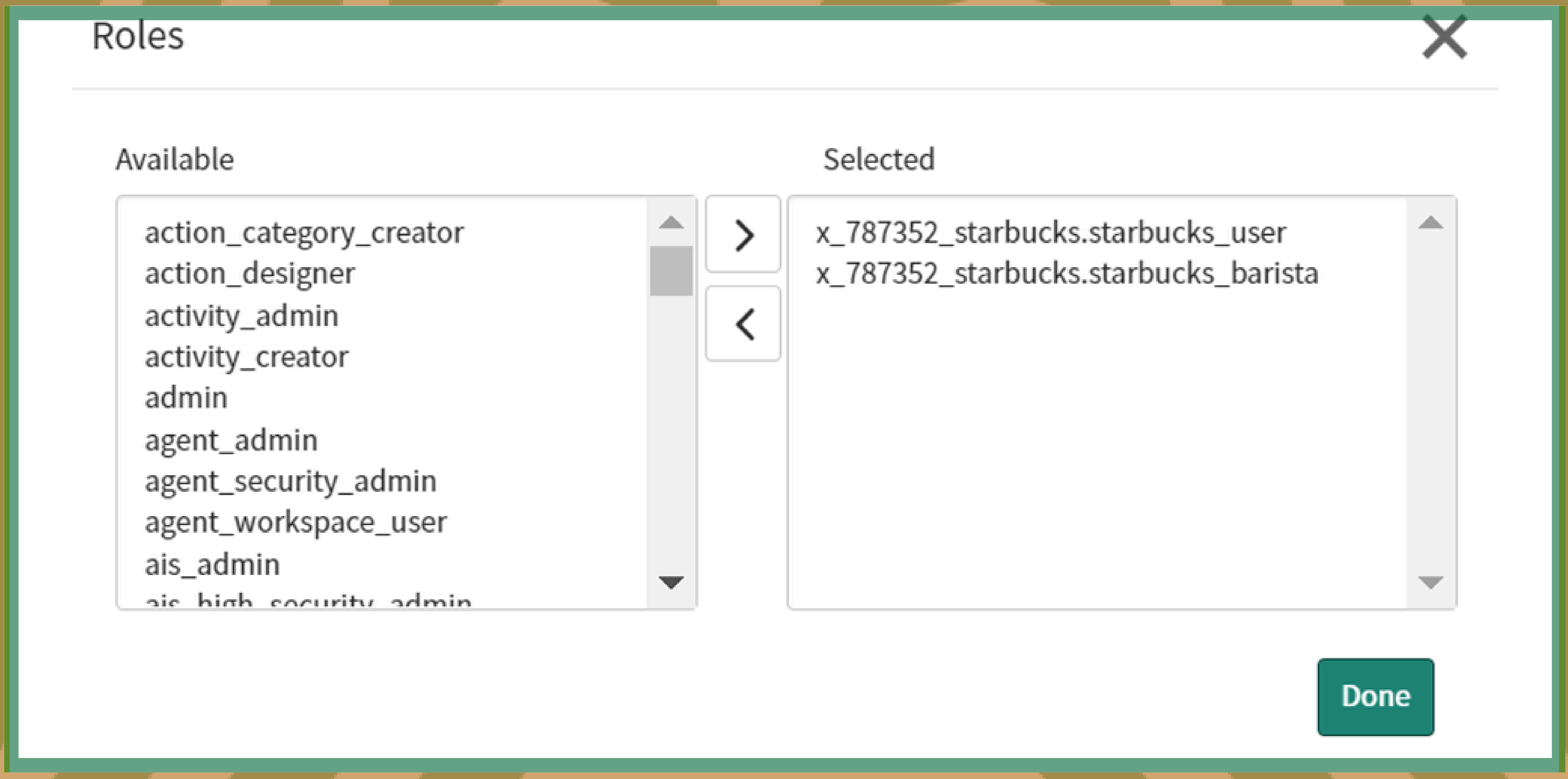
Editing Roles Field for Application



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

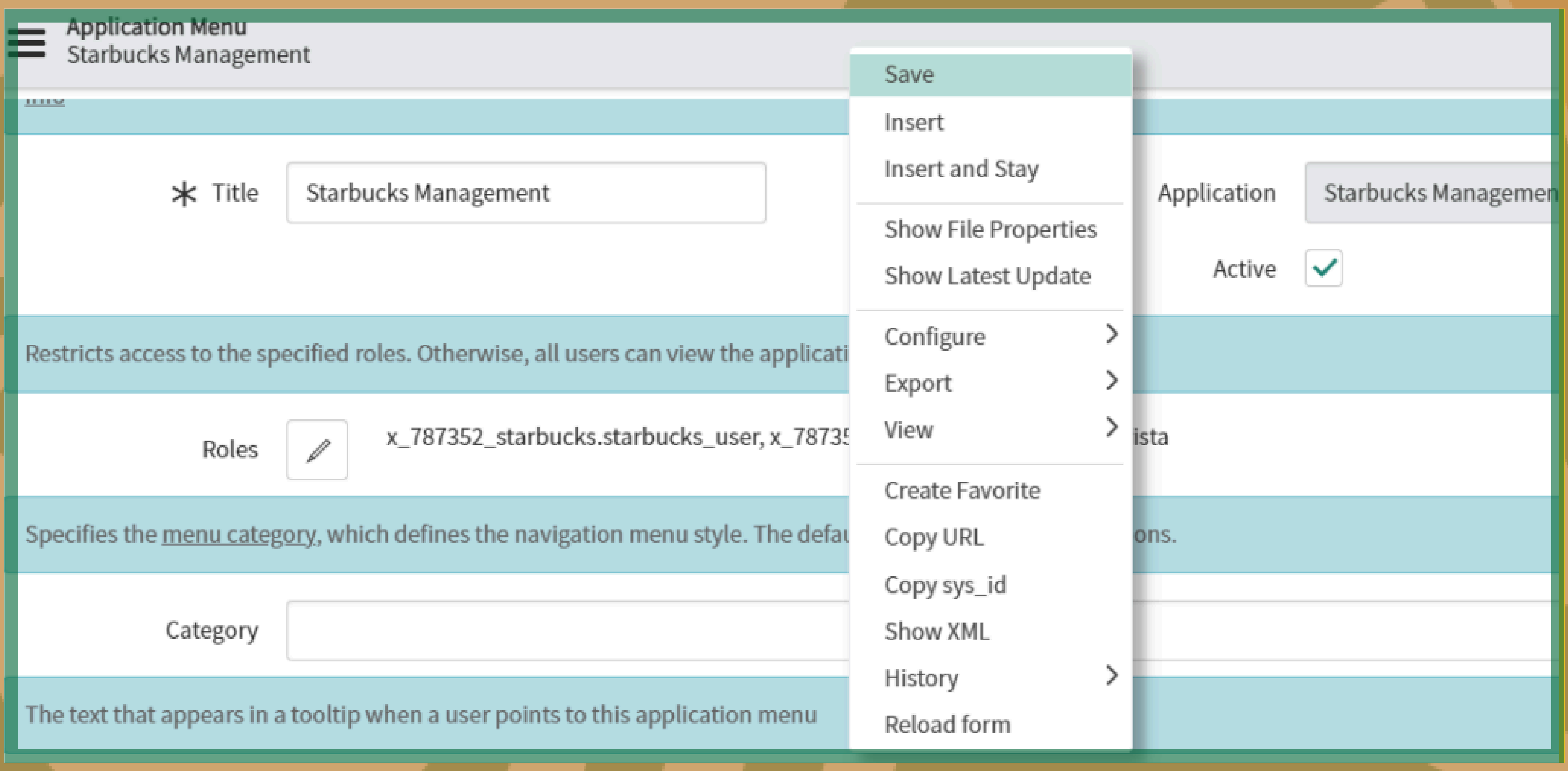
Editing Roles Field for Application





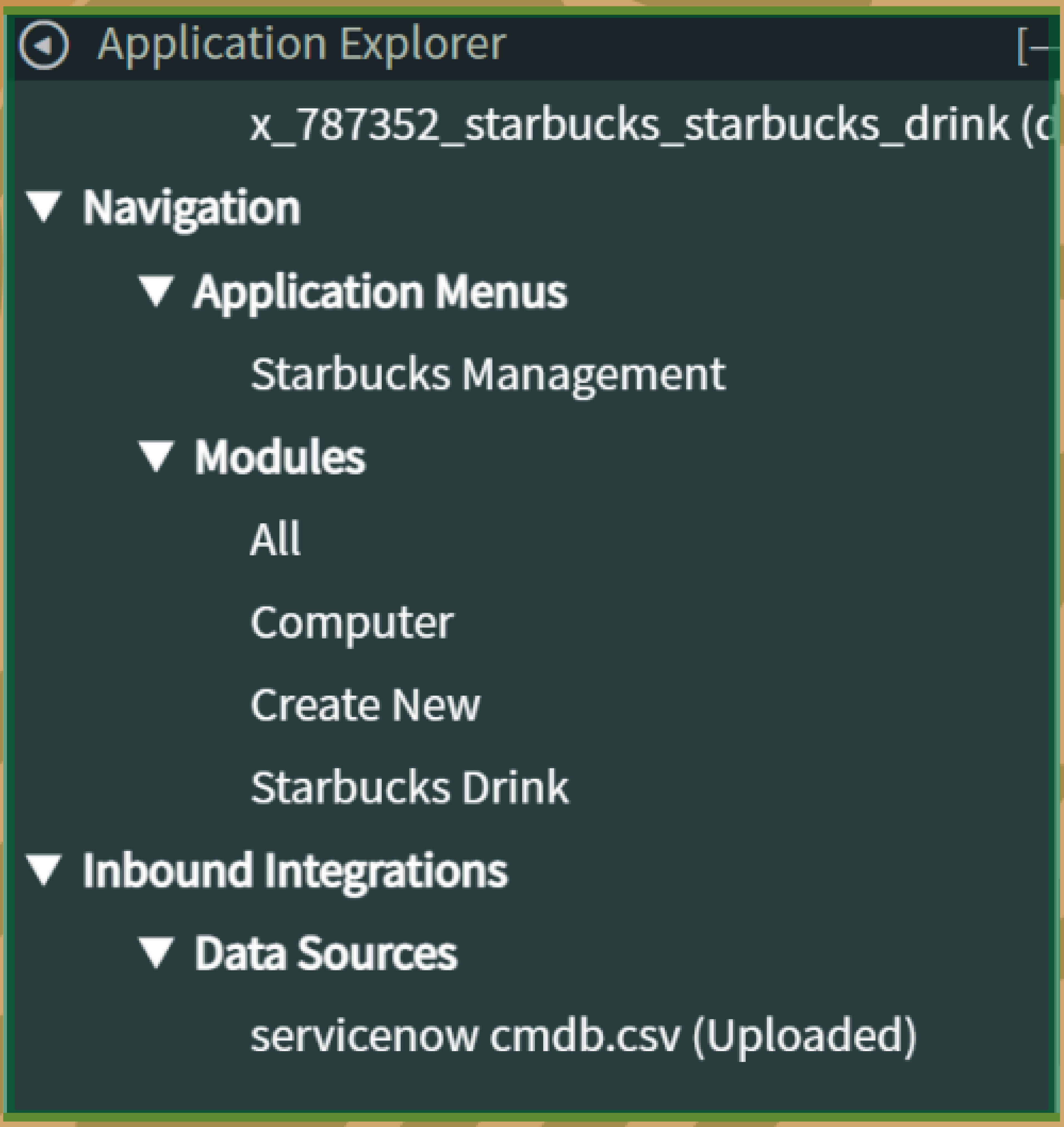
Go to **Roles**, and click on the **pencil icon** to **edit**. Add available roles to the **Selected** roles list. Then click **Done.**

Editing Roles Field for Application



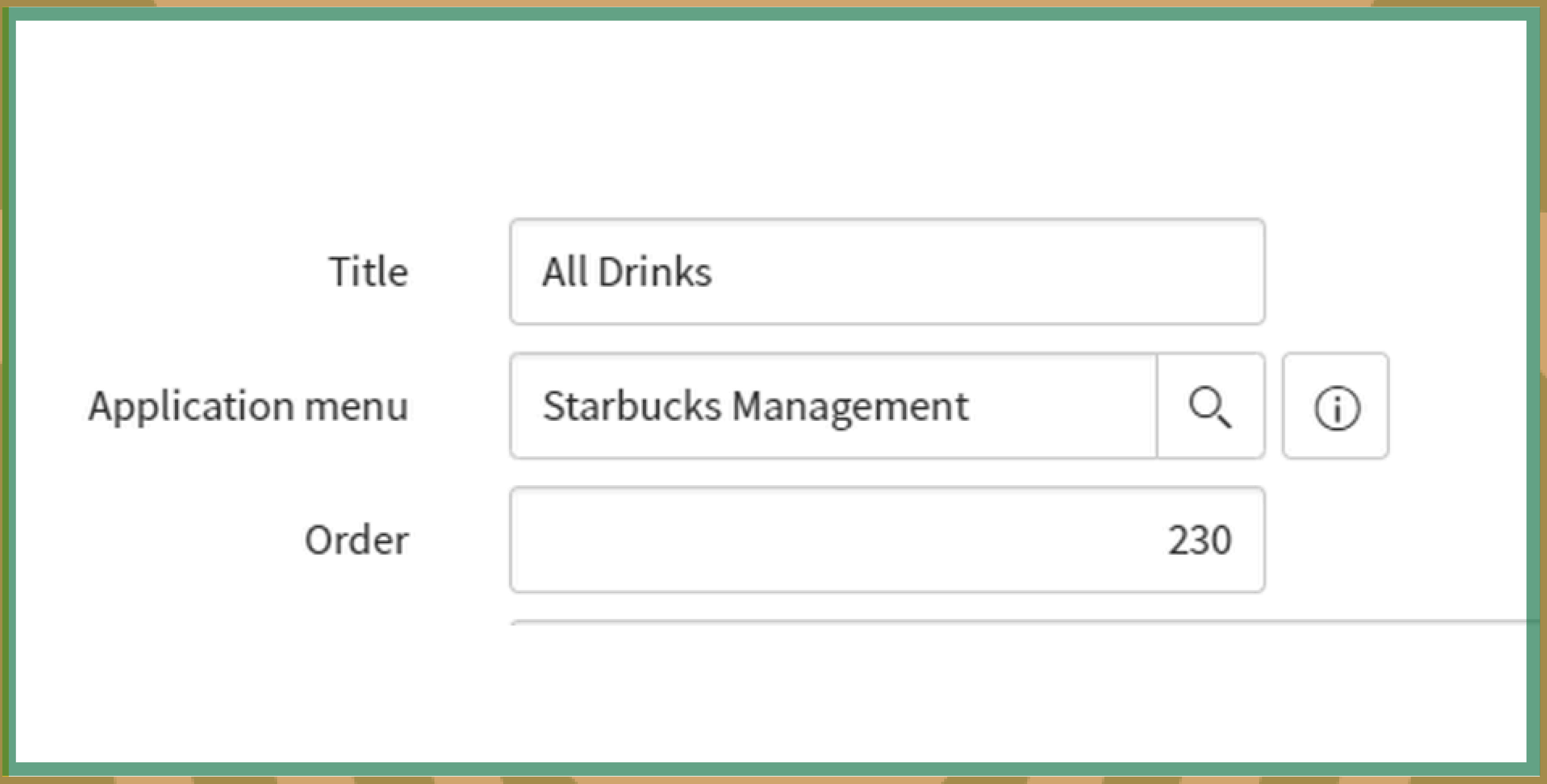
Right click on the application menu header and click **Save**.

Renaming Module and Setting Roles



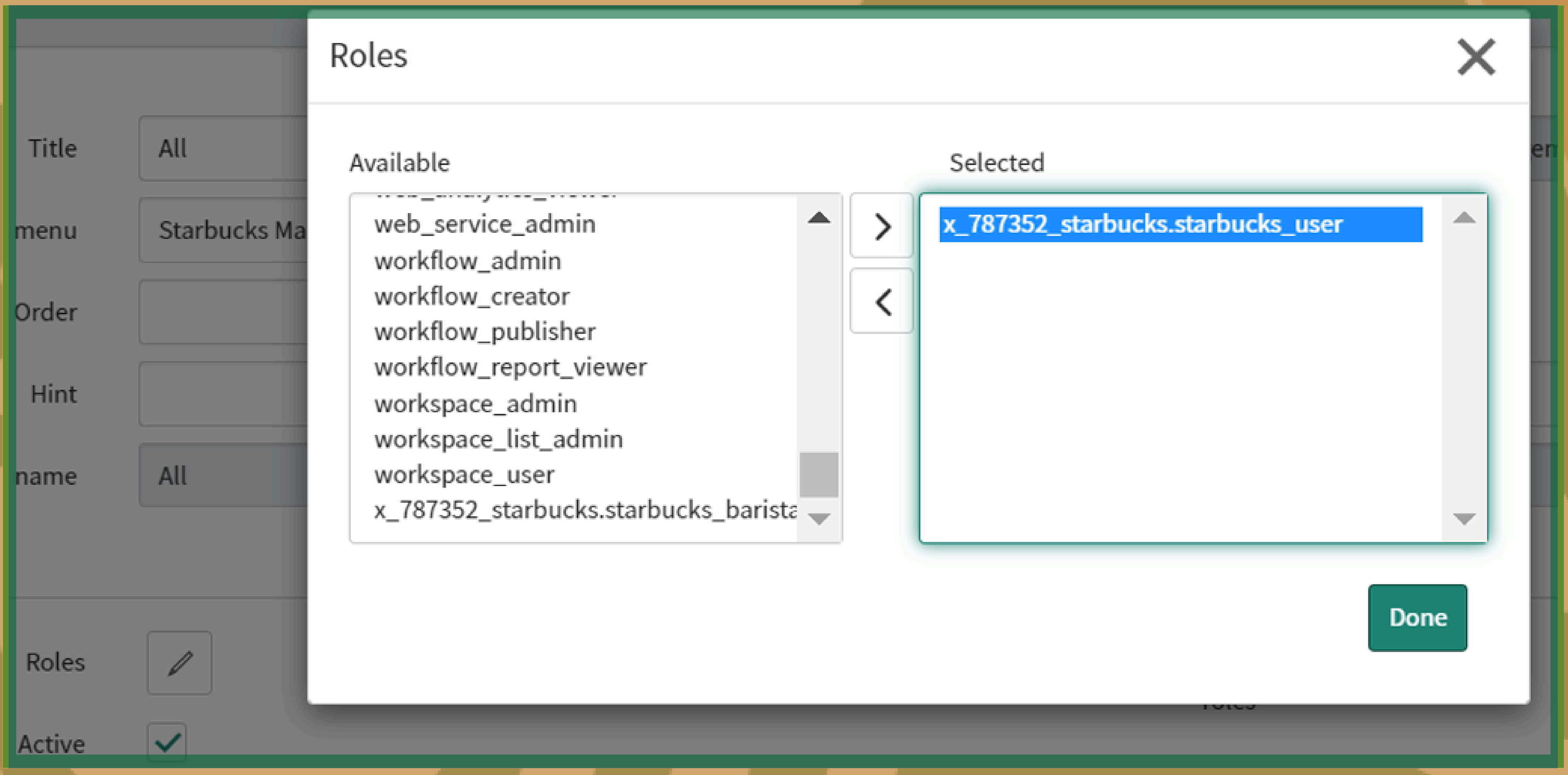
In the application navigator, scroll down to the **Modules**. Click **All**.

Renaming Module and Setting Roles



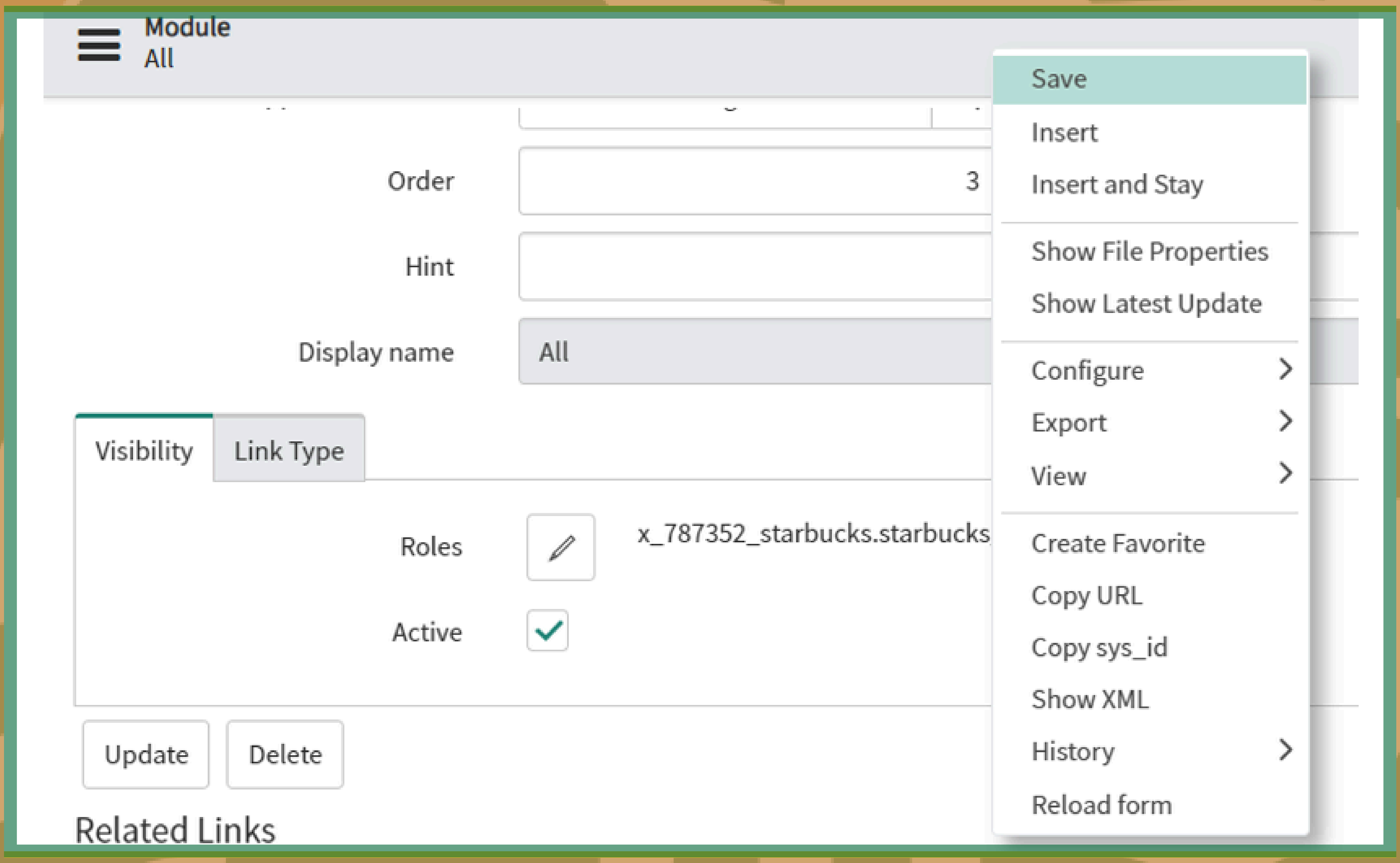
Rename the title **All Drinks**, and change the order number to **230.**

Renaming Module and Setting Roles



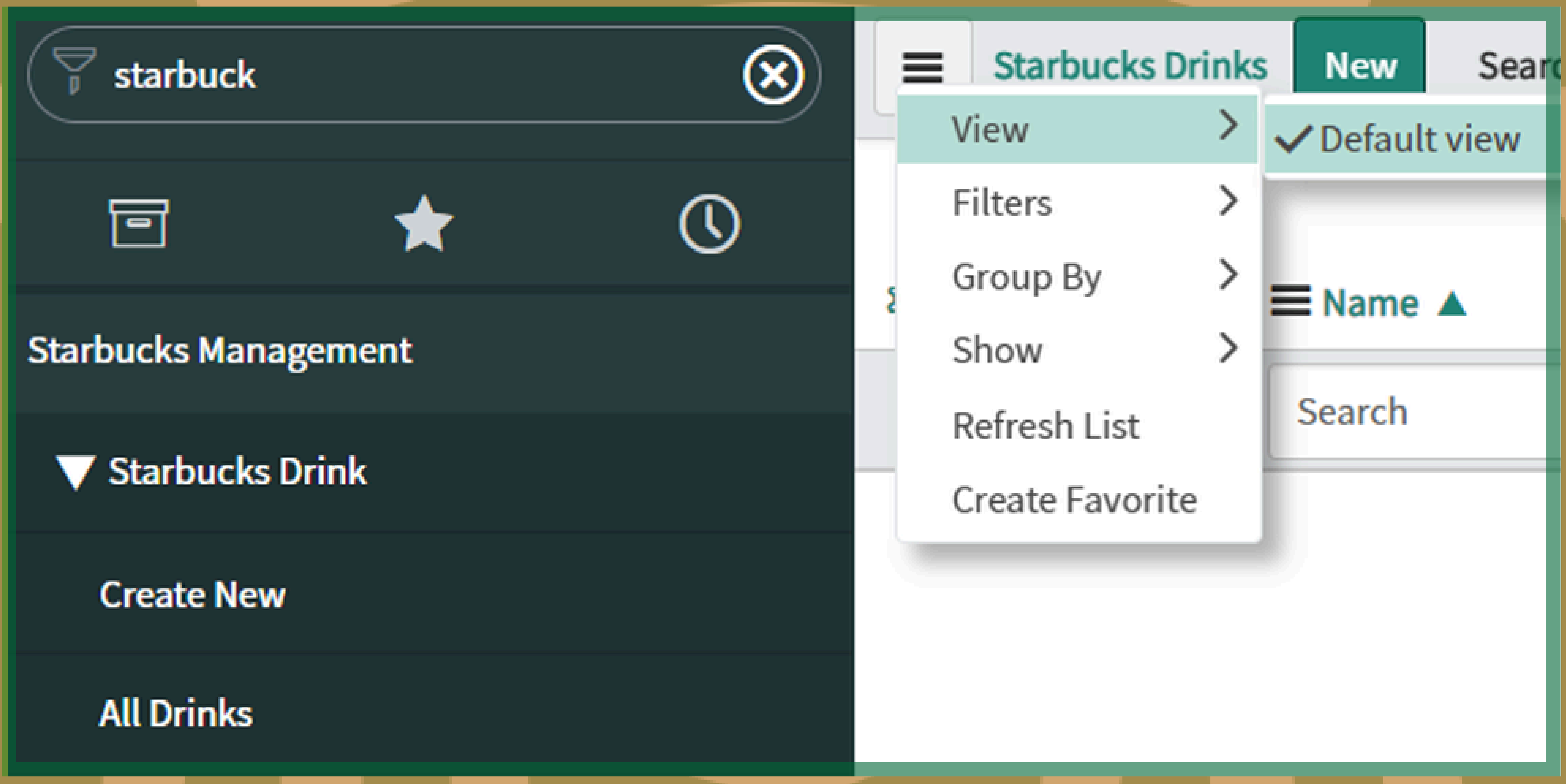
Under **Roles**, click on the **pencil icon** to edit. Move the role to the **Selected** list and then click done.

Renaming Module and Setting Roles



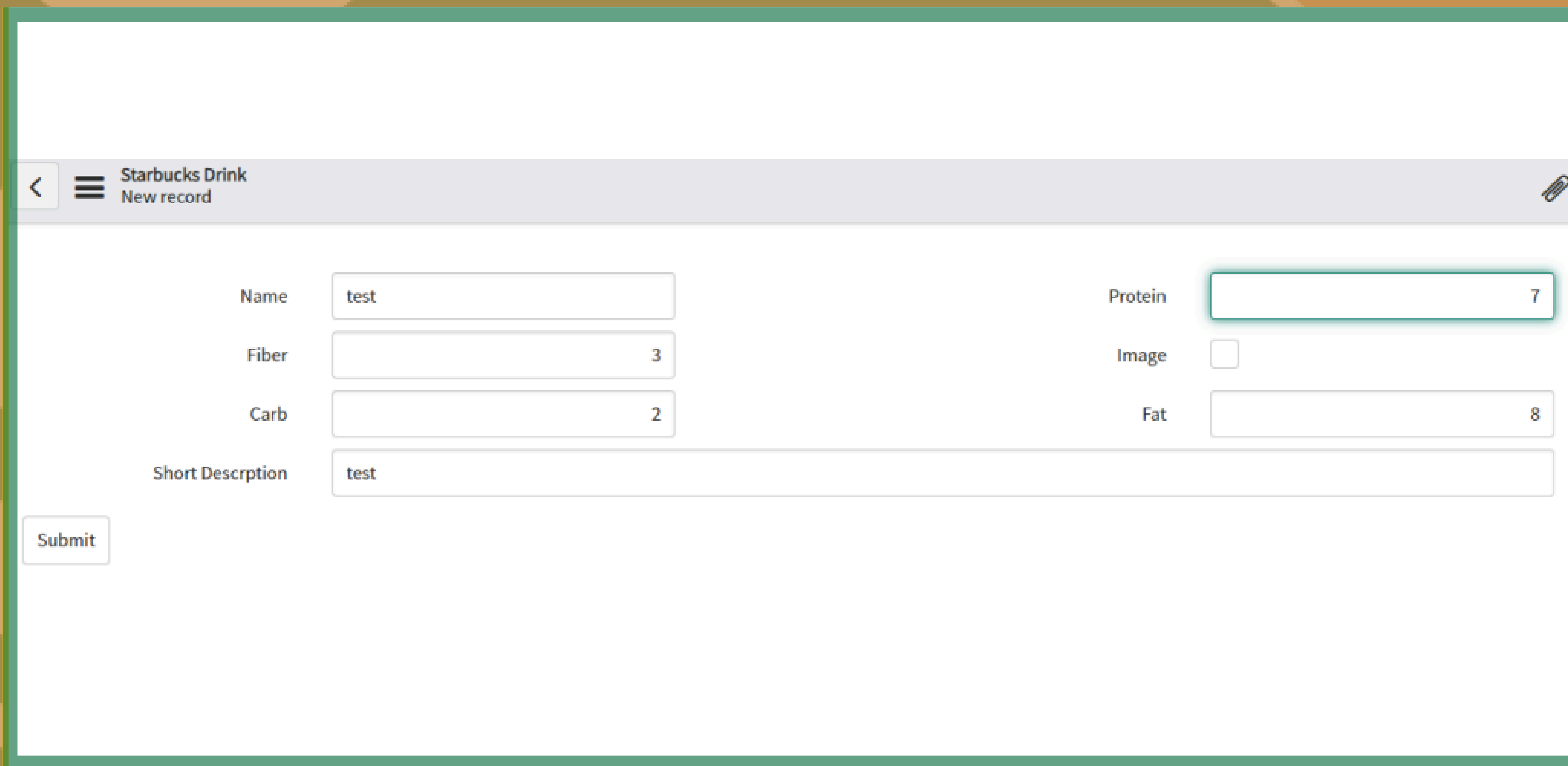
Under the Module heading, right click, and then click save.

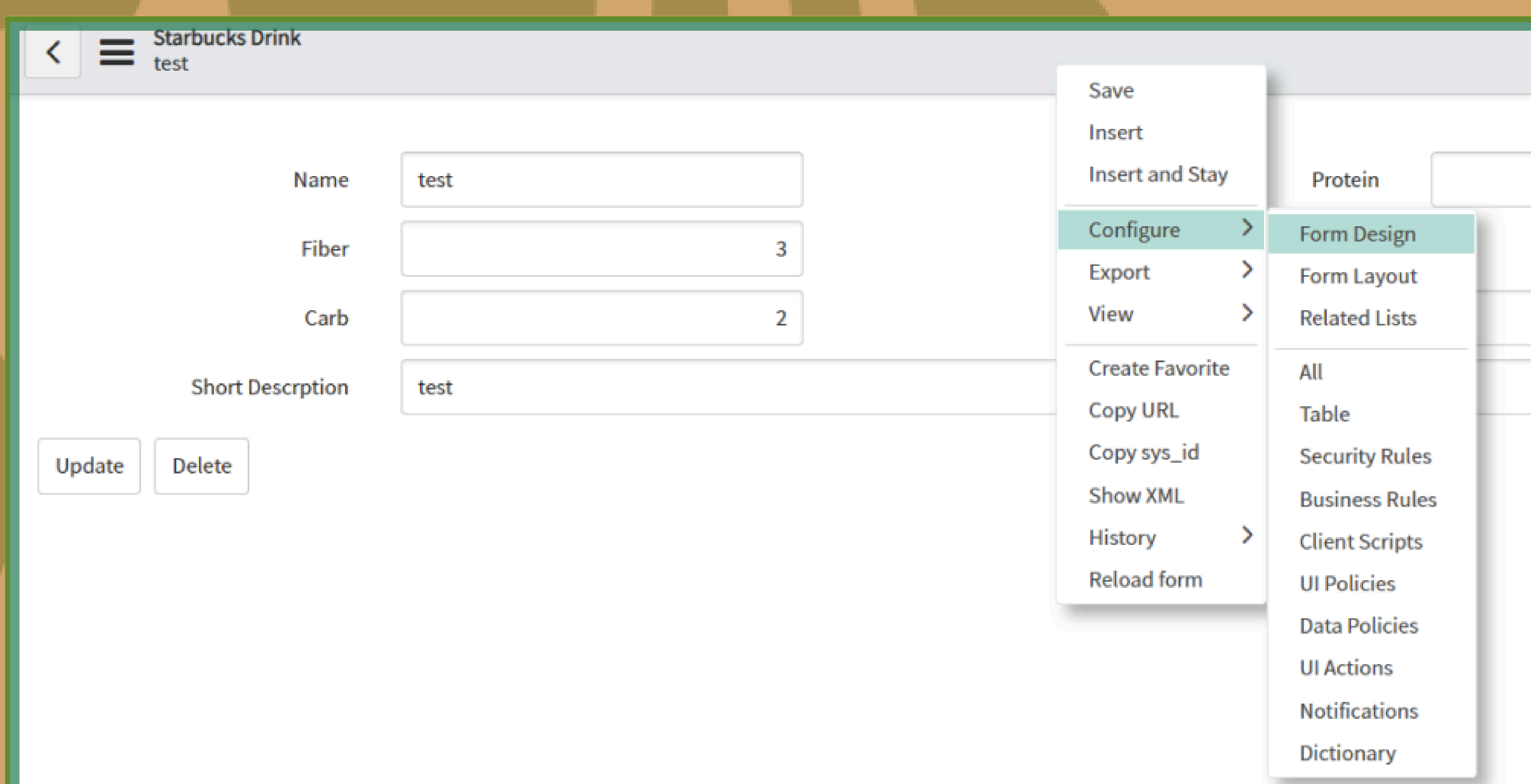
Adjusting Default List View



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.

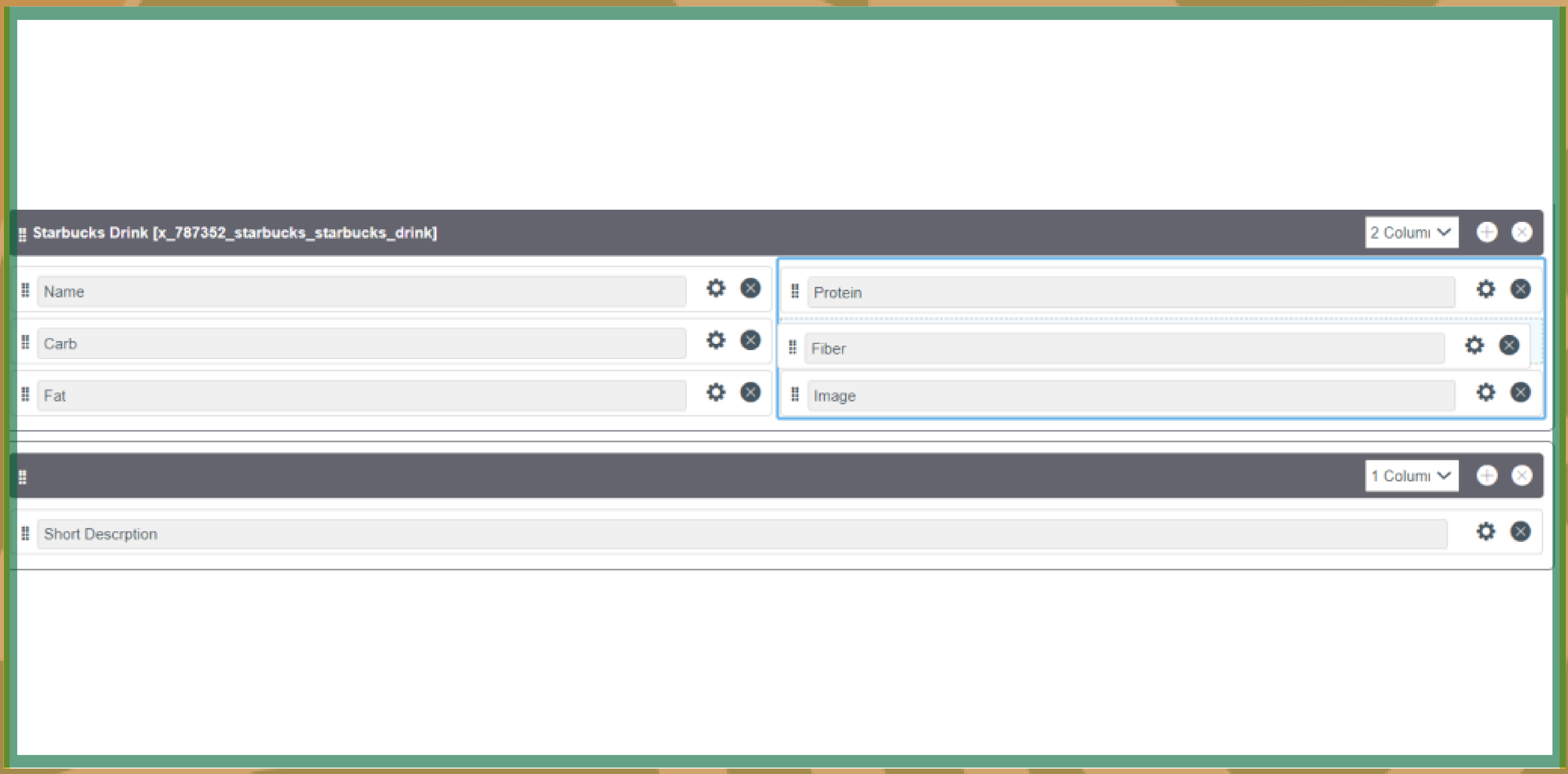
Adjusting Default List View





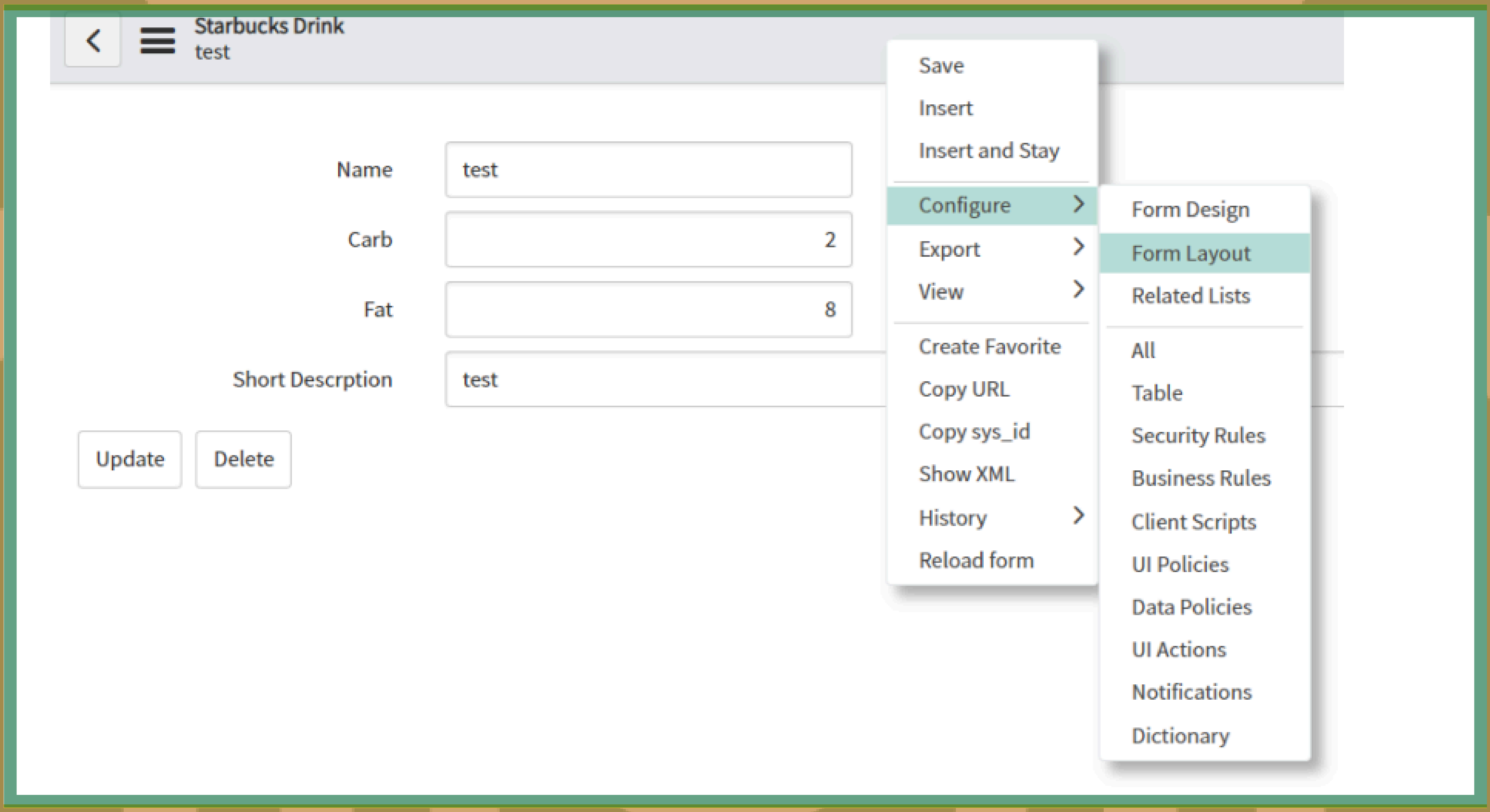
Fill out data. Right click on the **Starbucks Drink** heading and save. Right click again and highlight **Configure**. Click on **Form Design**.

Adjusting Default List View



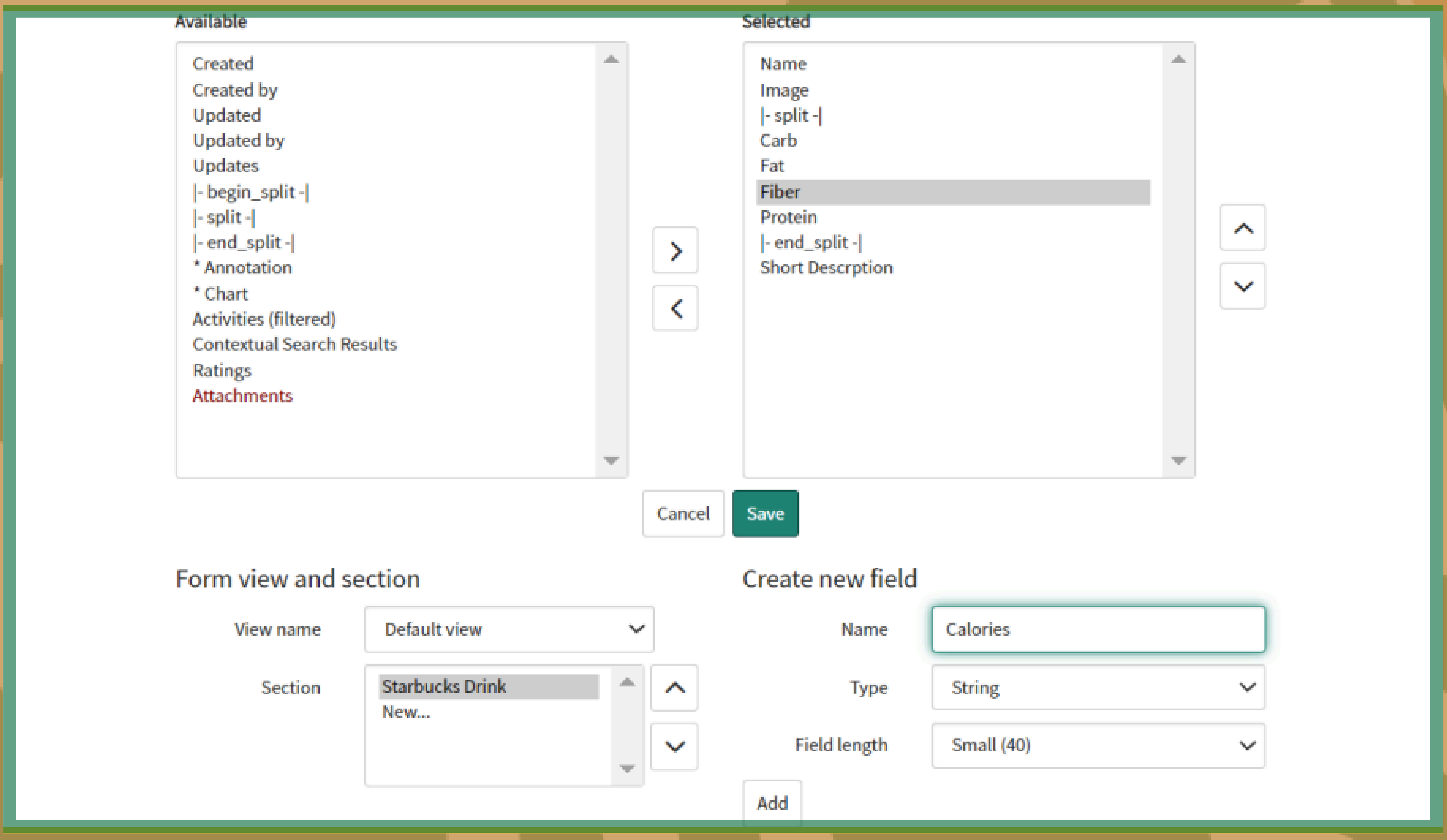
Arrange the list, then click save.

Adjusting Form View



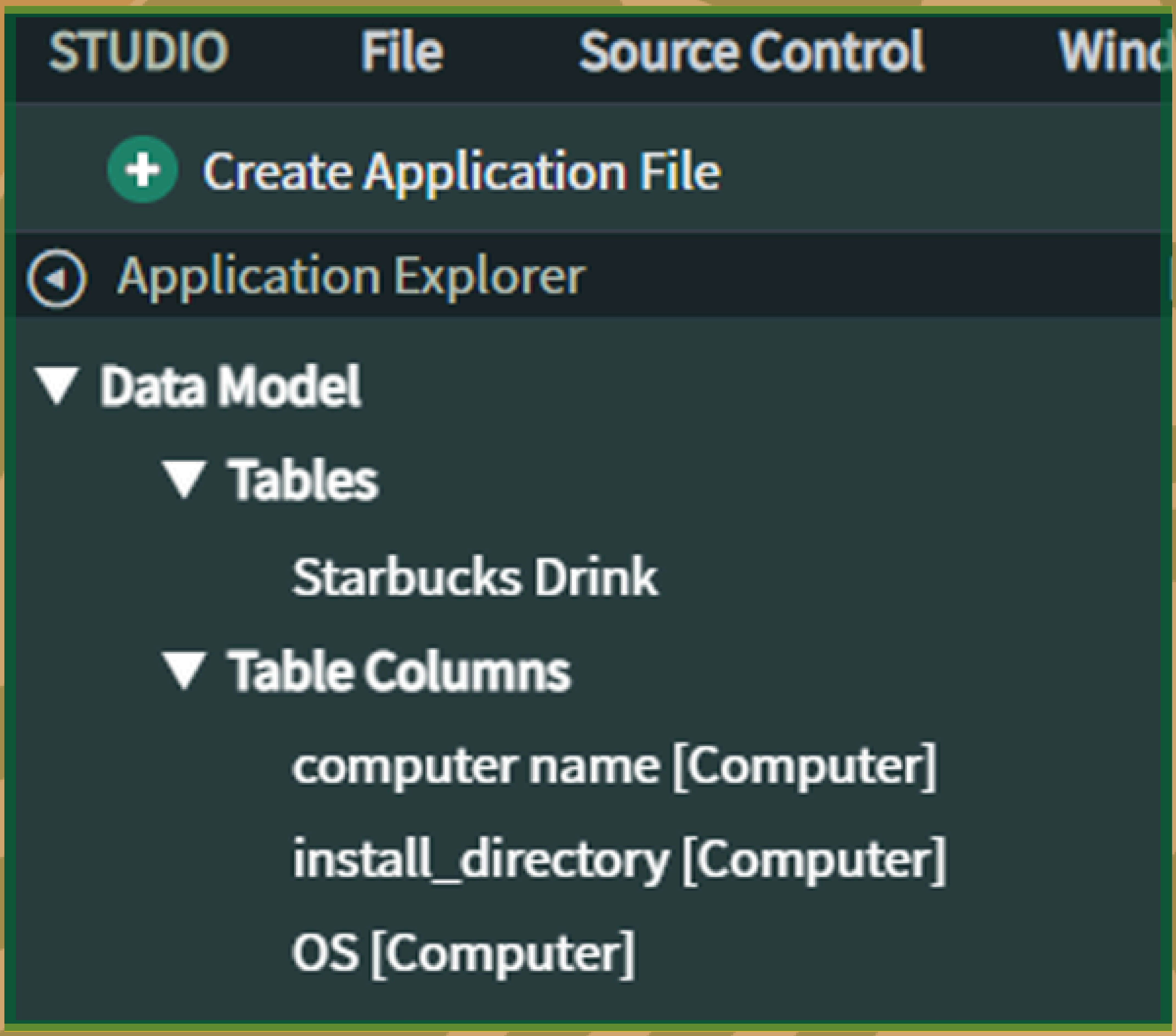
Go back to the module, and right click on the heading. Select **Configure**, then select **Form Layout**.

Adjusting Form View



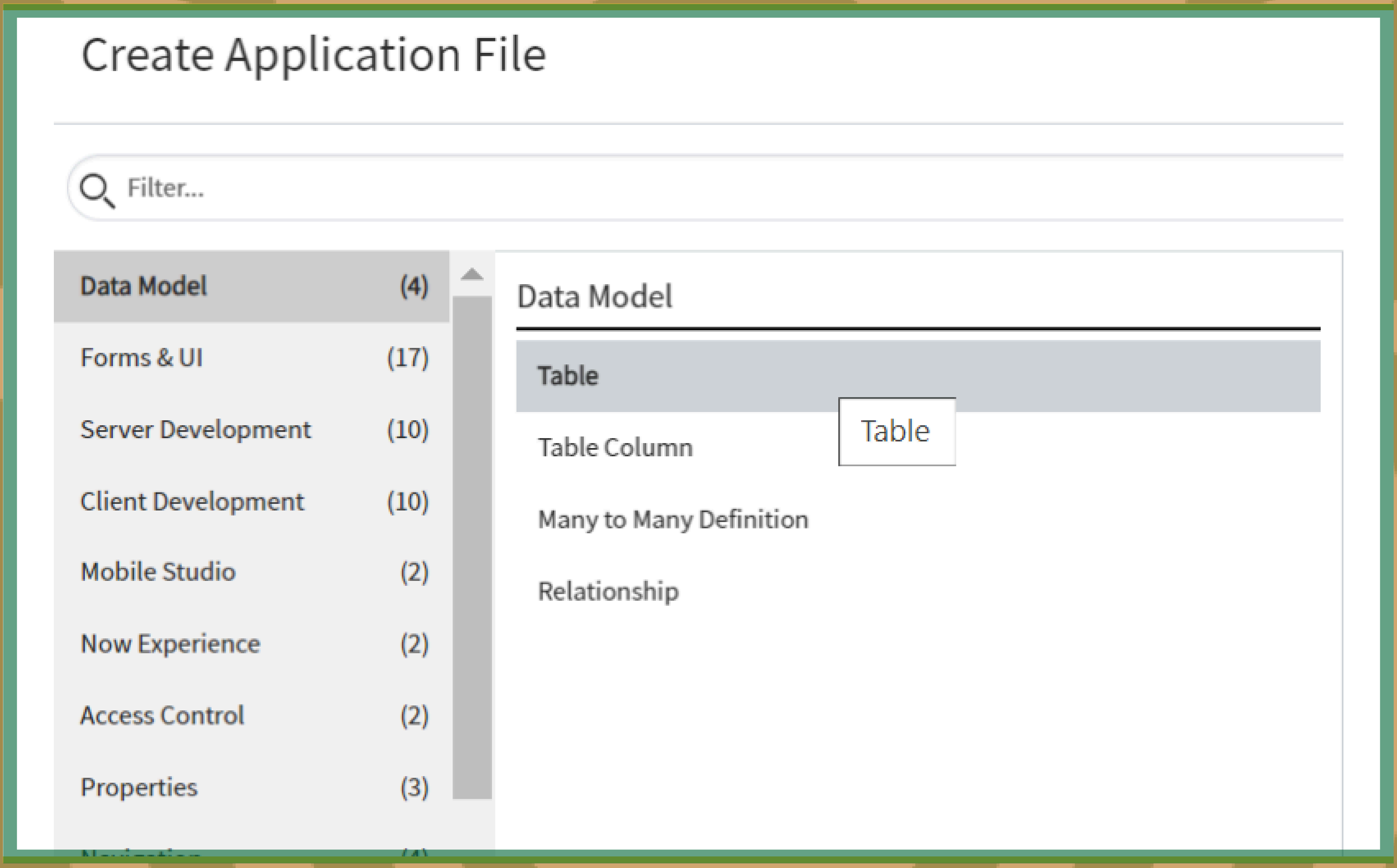
Arrange the list, and create new fields as necessary. Then click **Save**.

Extending Task In a Table



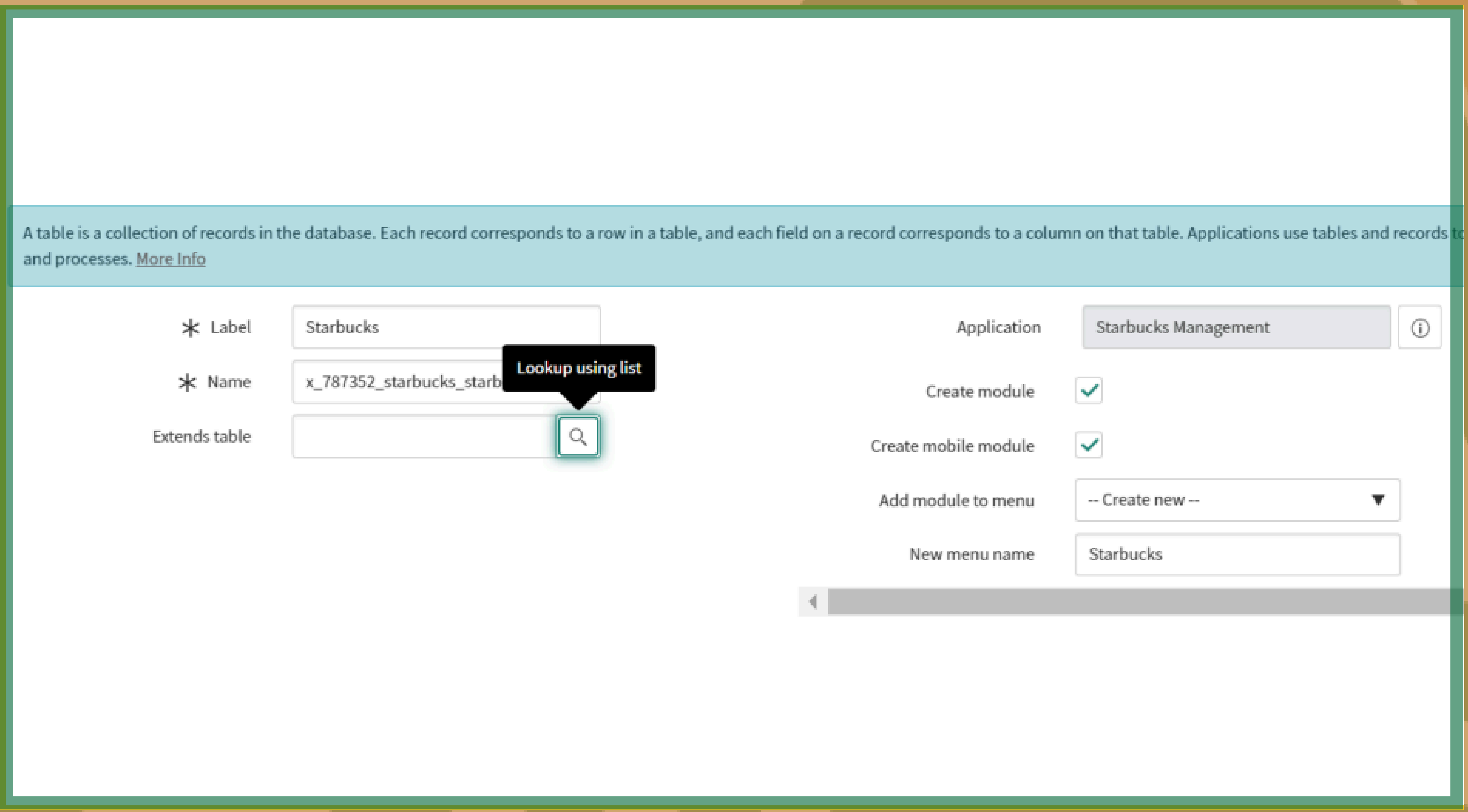
Go back into **Studio**. Click on **Create Application File**.

Extending Task In a Table



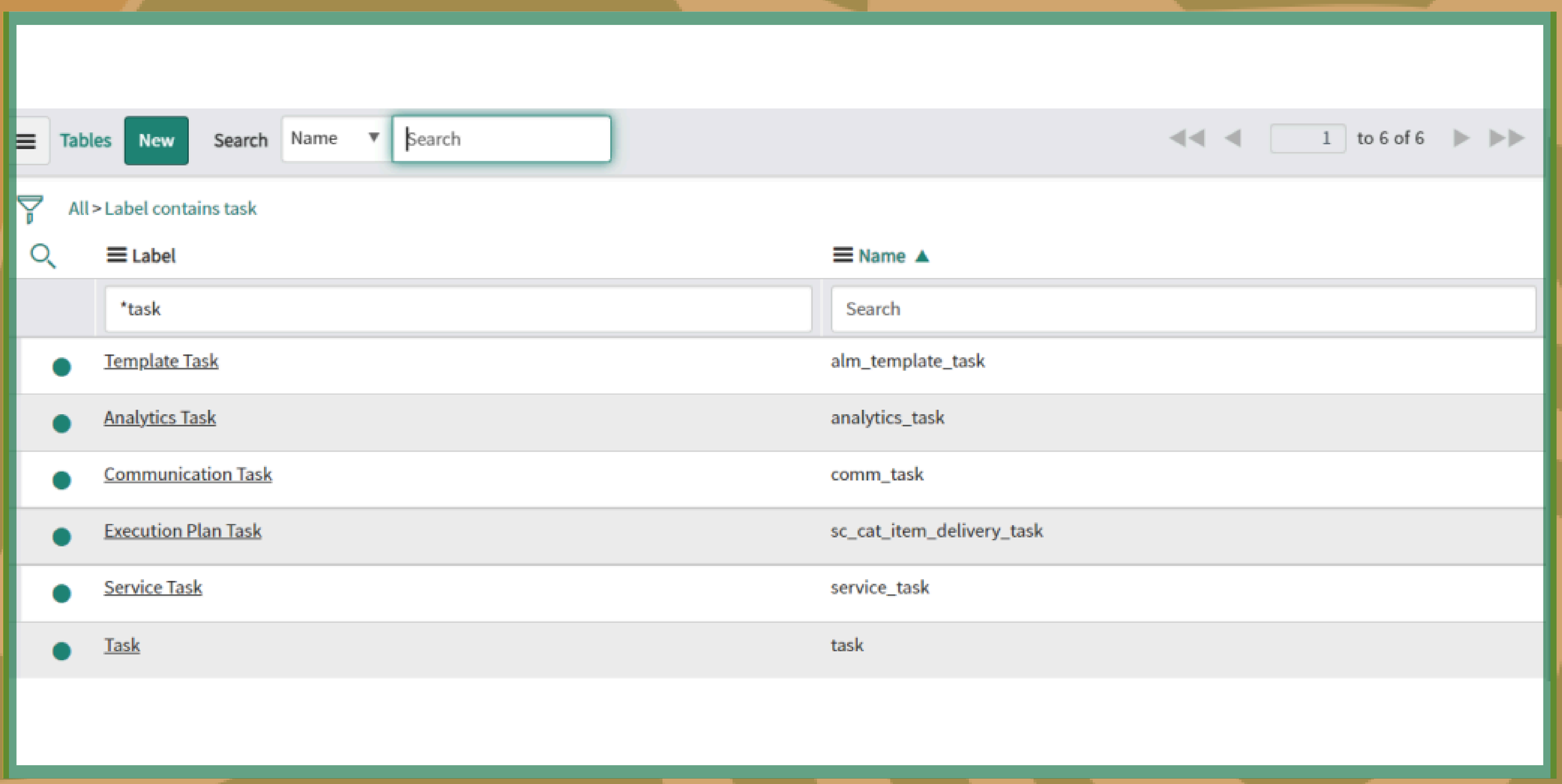
In the **Data Model** Filter, click **Table.**

Extending Task In a Table



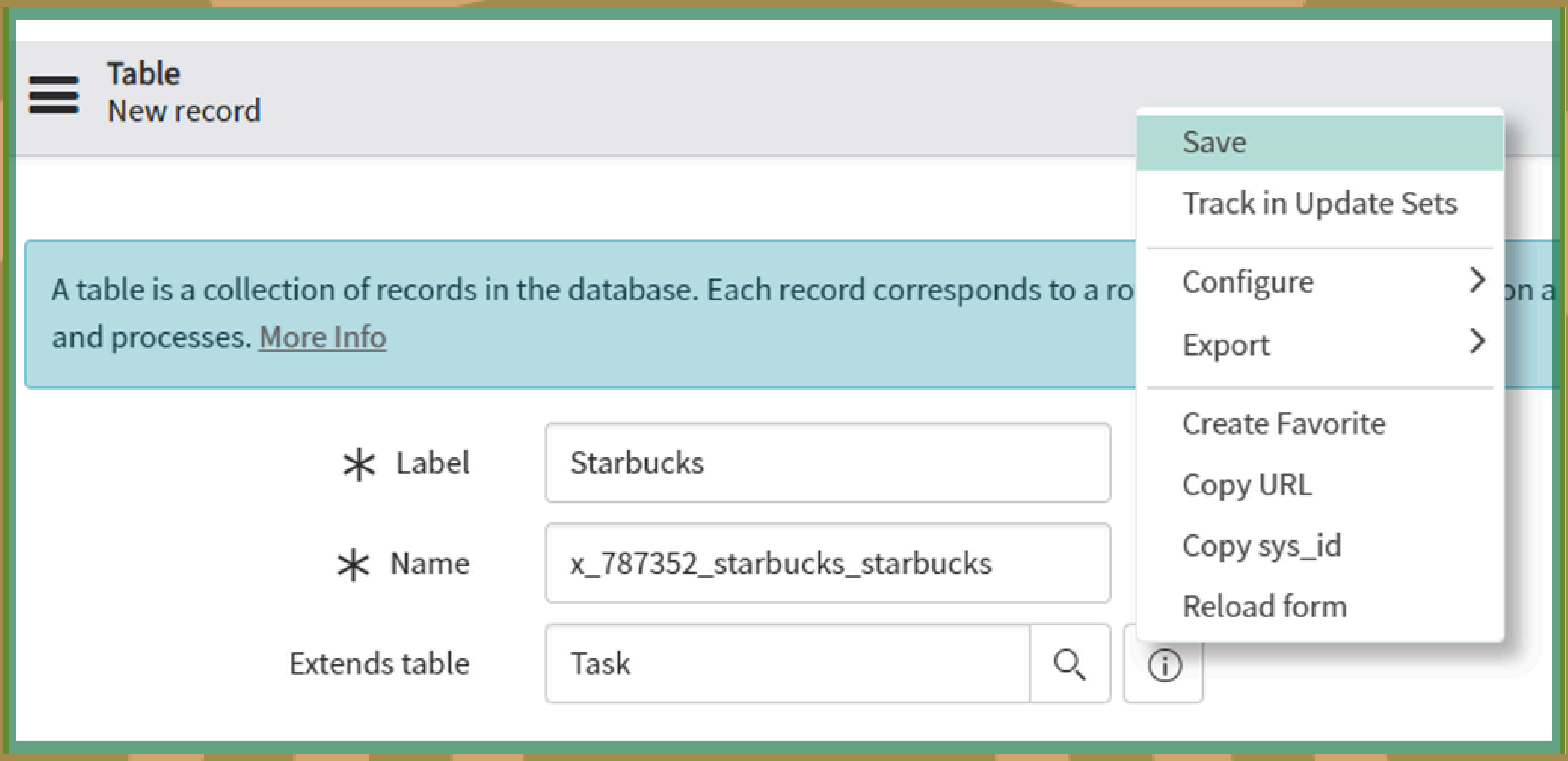
Type name for **Label** and check mark module boxes. Click on the **magnifying glass** under the **Extends Table** heading.

Extending Task In a Table



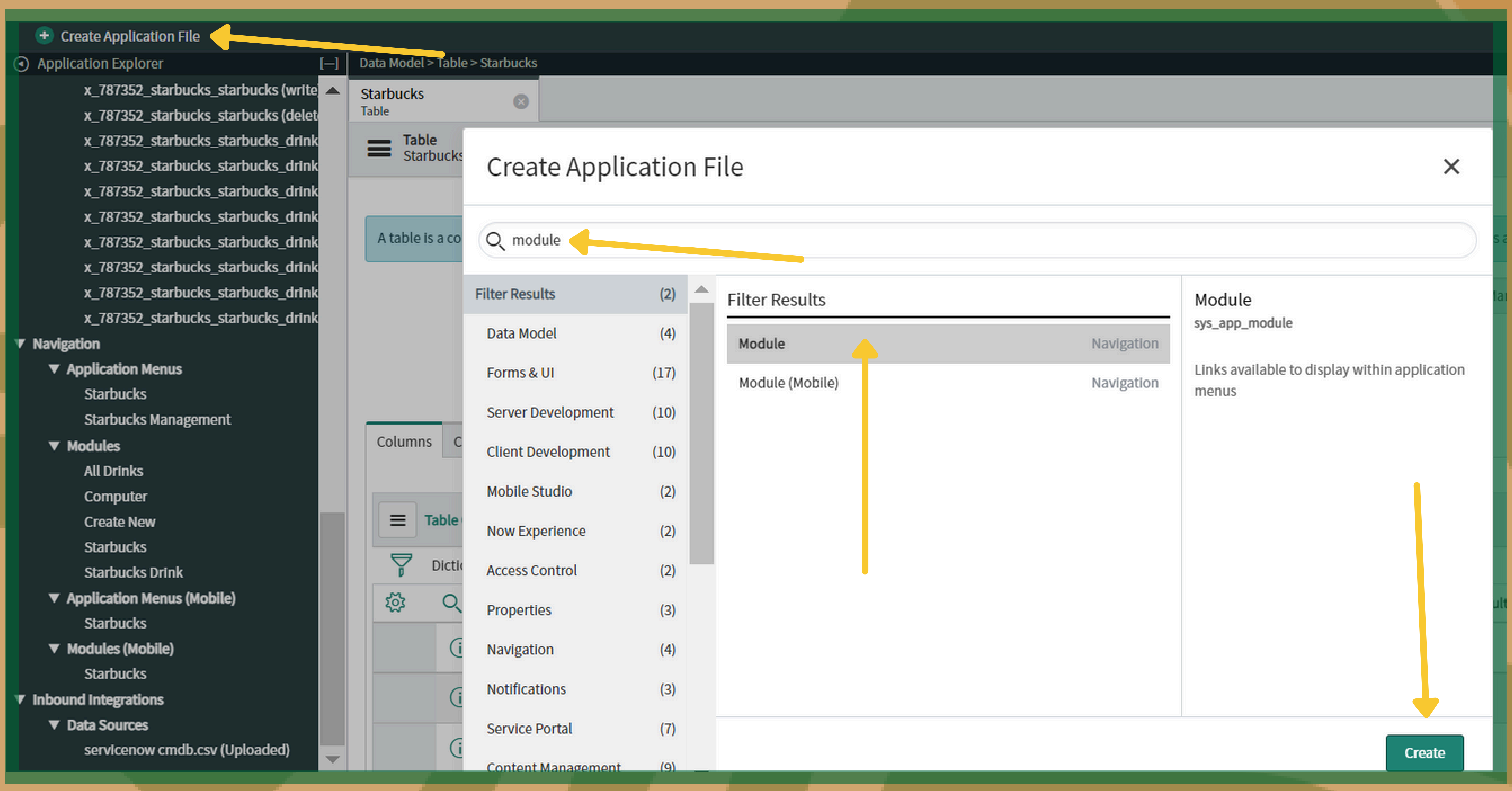
In the table, **type *task** in the search bar. Under the **Label** list, click **Task.**

Extending Task In a Table



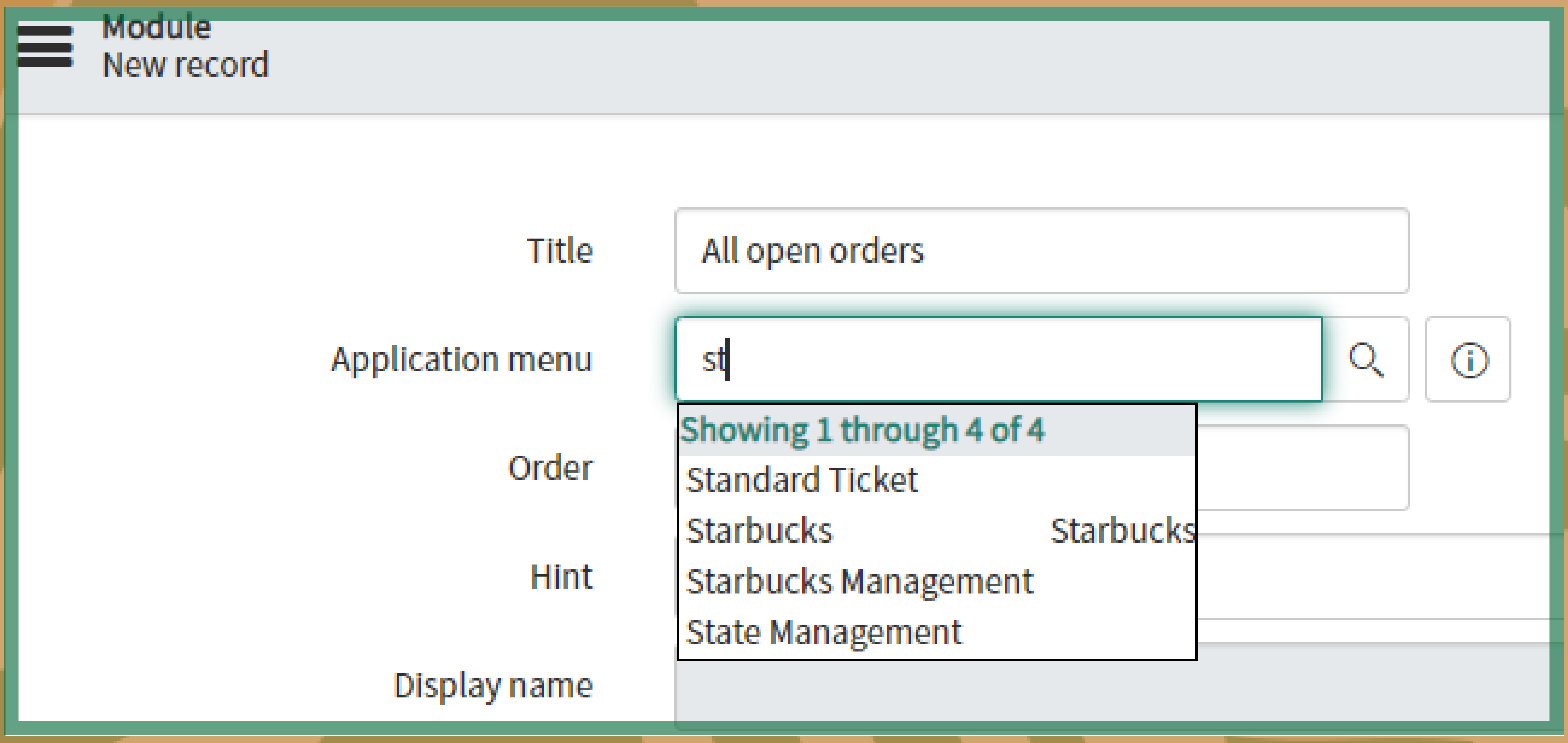
Right click on the **Table** heading. Click **Save.**

Renaming Modules



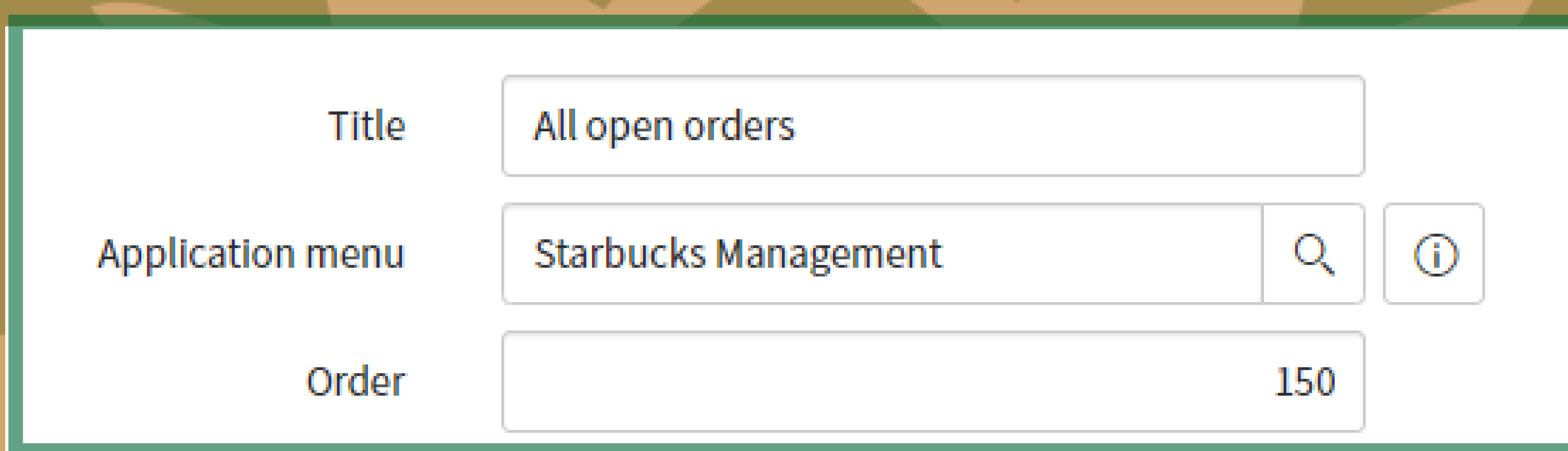
In the filter navigator, click on **Create Application File.** Type **module** in the search bar. Select the **Module Navigaton**, then click **Create.**

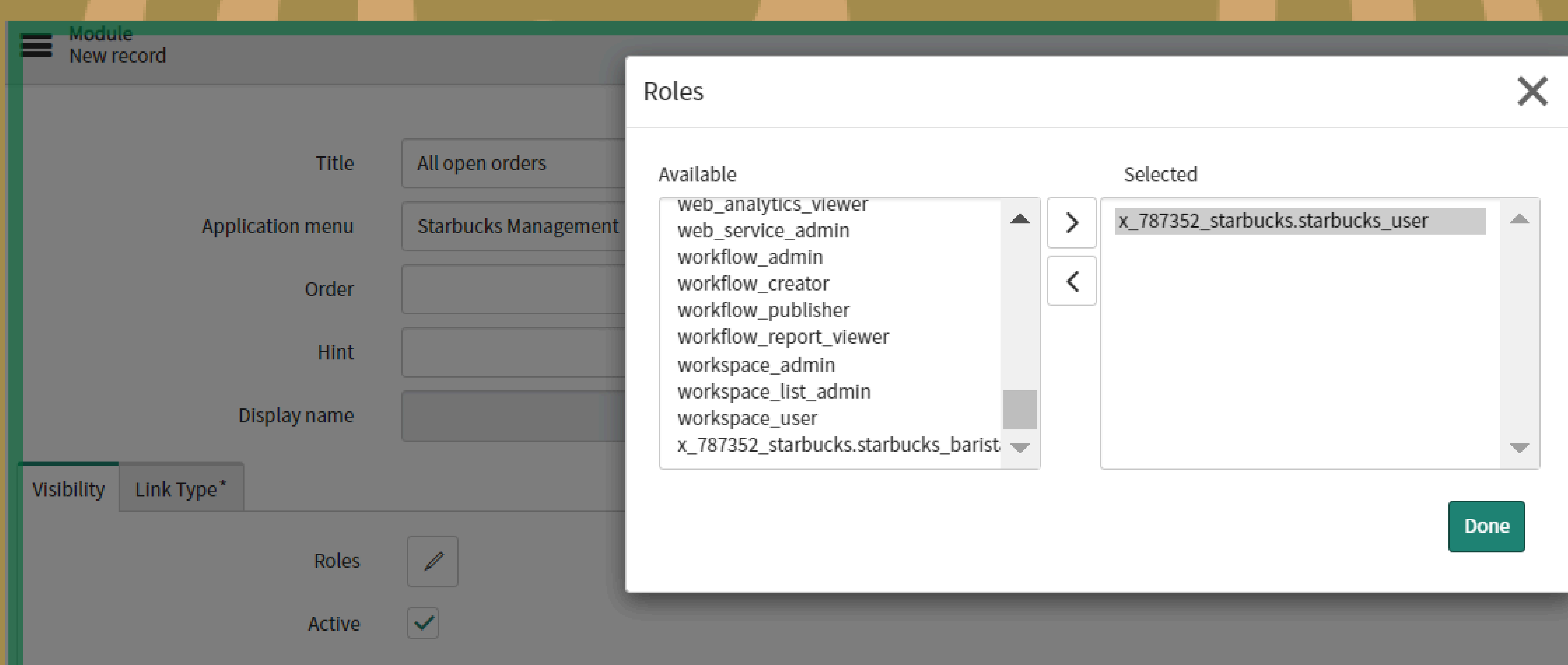
Renaming Modules



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

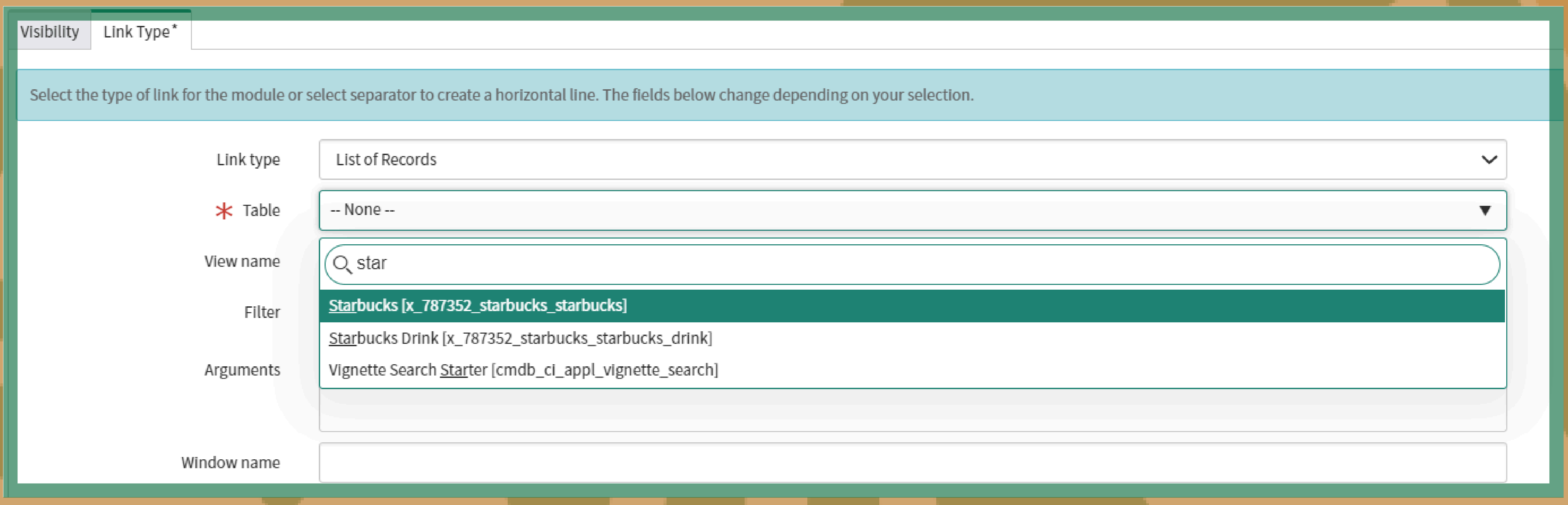
Renaming Modules





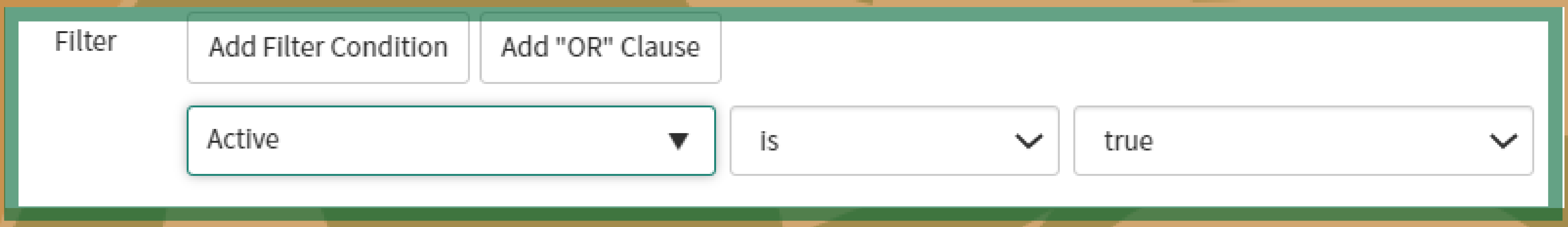
Type **150** in the **Order section.** Under the **Visibility** tab, click on the **pencil icon** beside the **Roles** header. In the menu, select the **Starbucks User** role and add it to the **Selected** list. Then click **Done**.

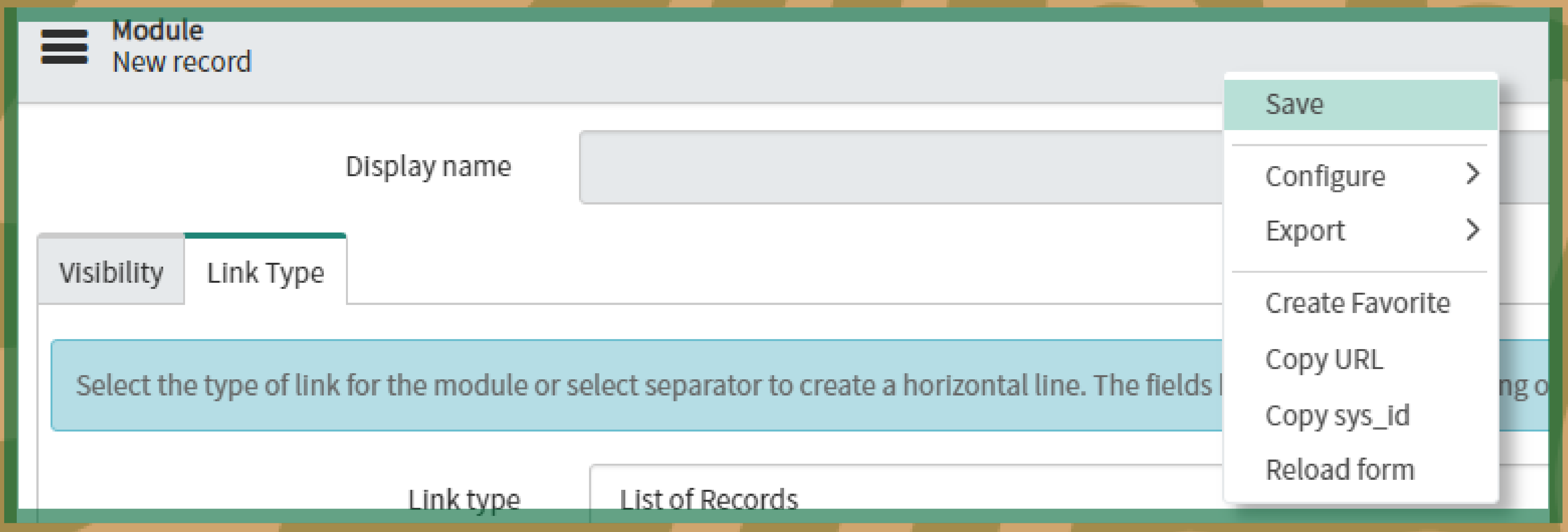
Renaming Modules



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

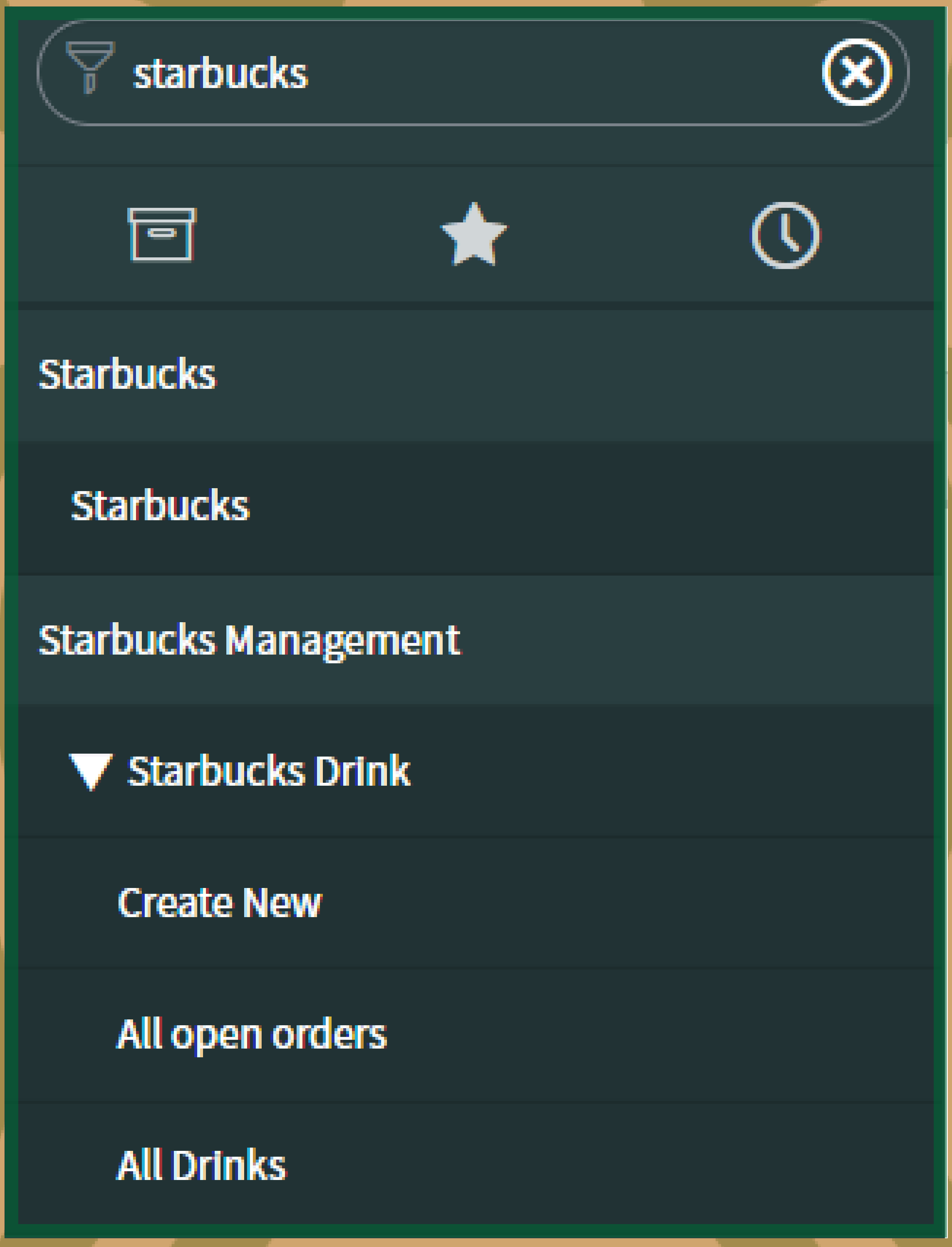
Renaming Modules





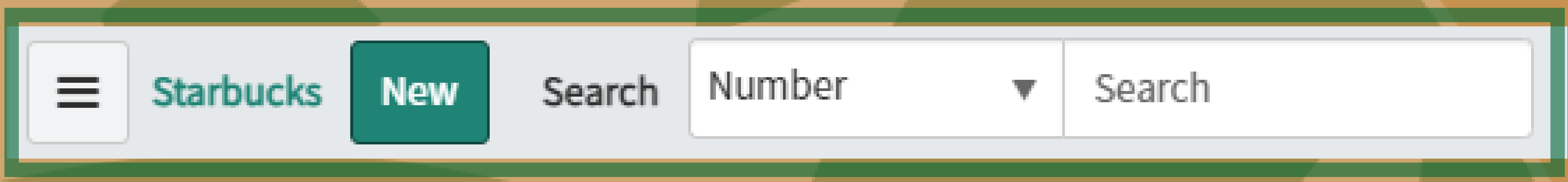
Under the **Filter section,** click on the **first drop down box,** and select **Active.** Right Click on the **gray Module heading,** then click **save.**

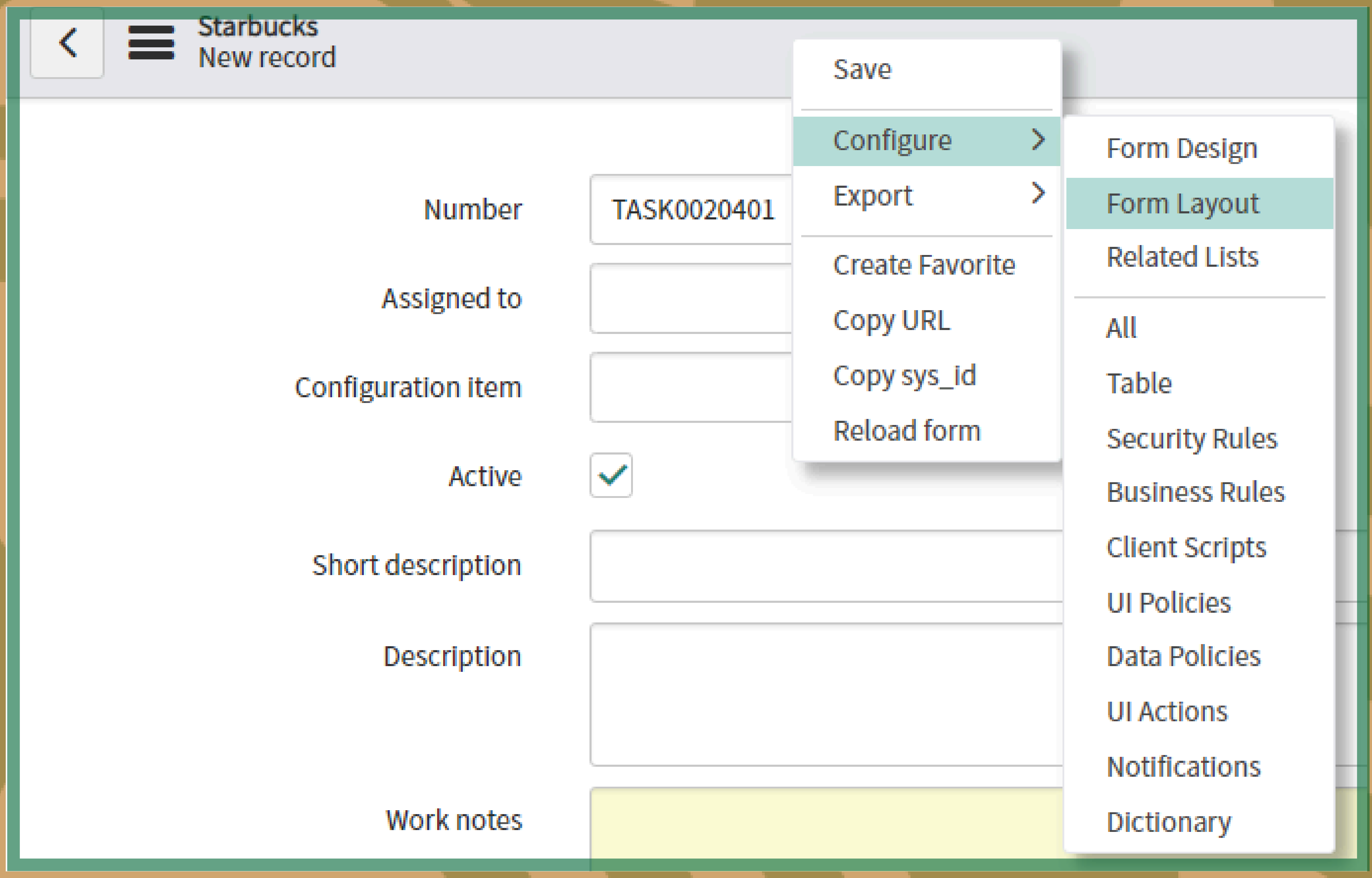
Adding Field Via Personalized list



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

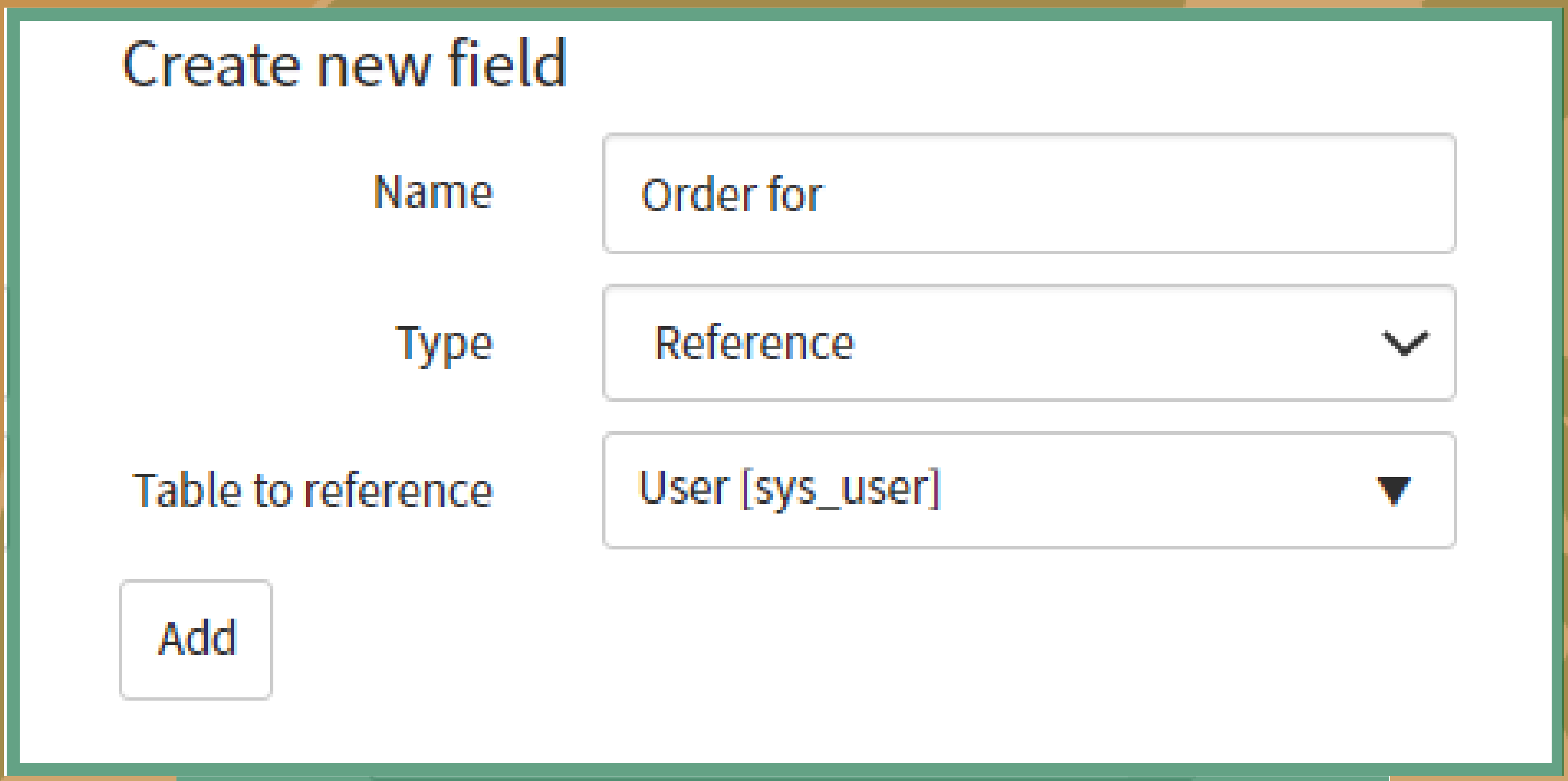
Adding Field Via Personalized list

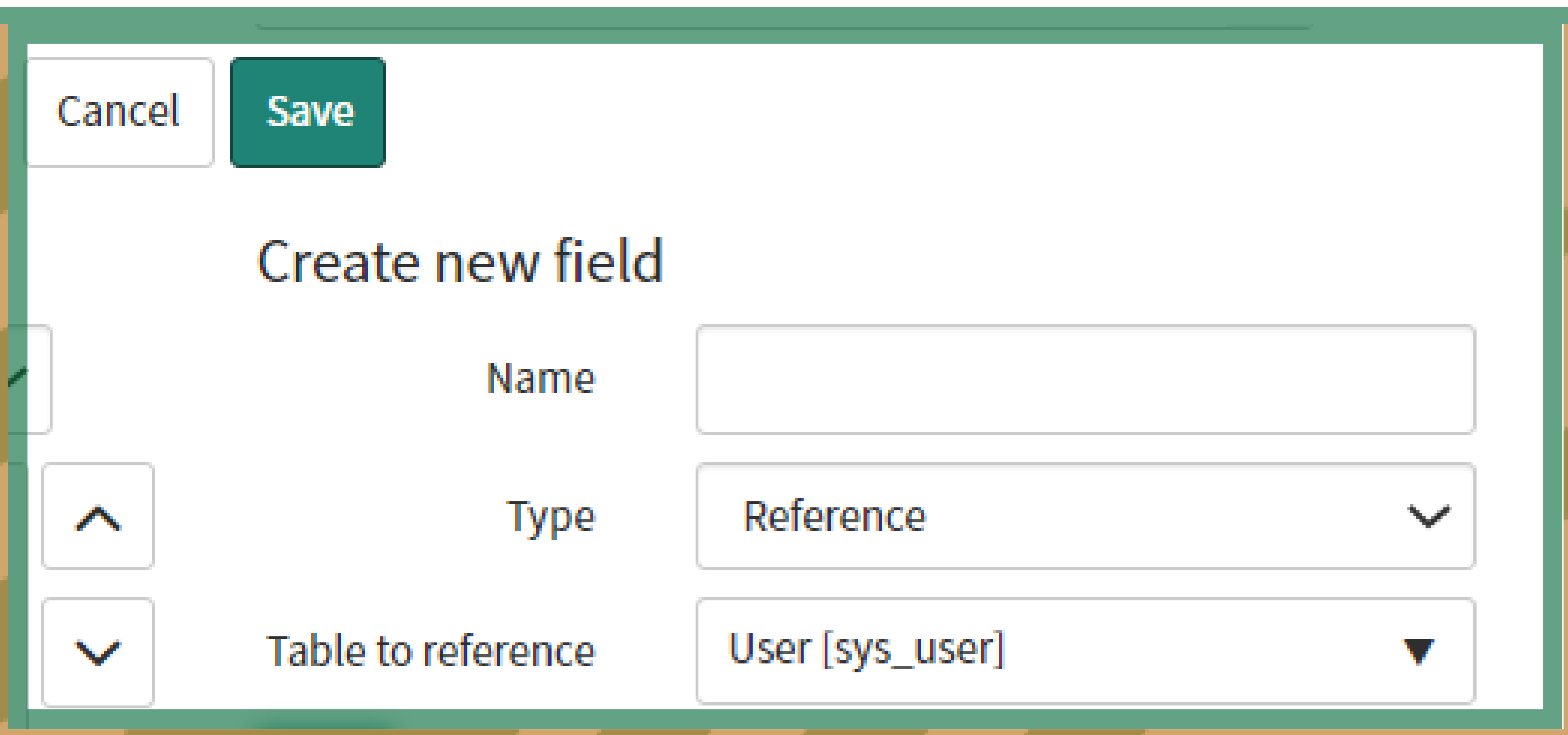




Click on **New. Right click the gray heading and highlight configure, then click on Form Layout.**

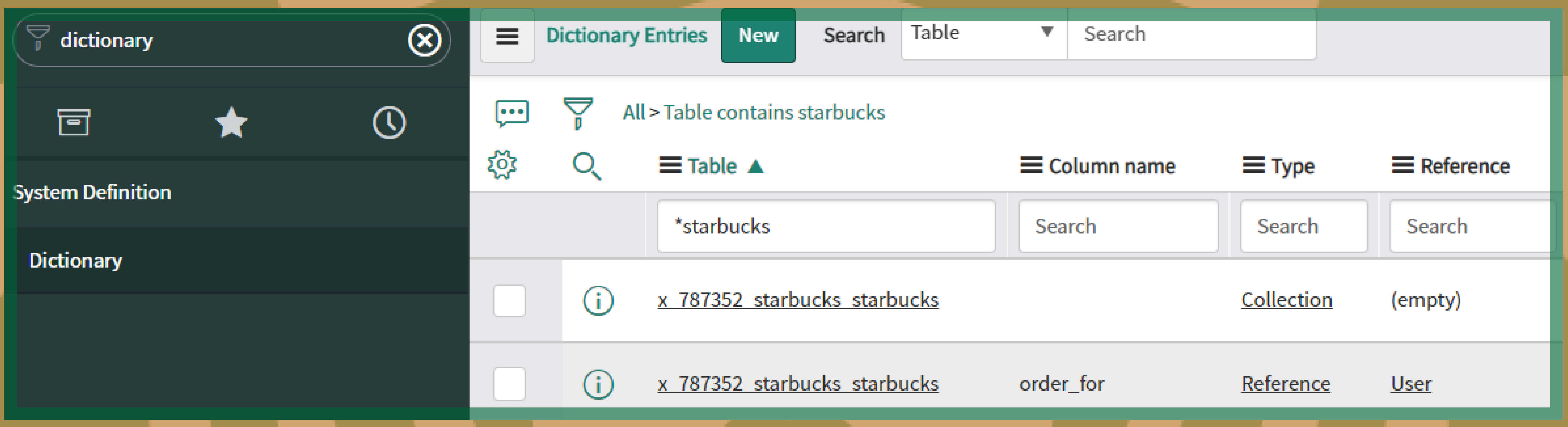
Adding Field Via Personalized list





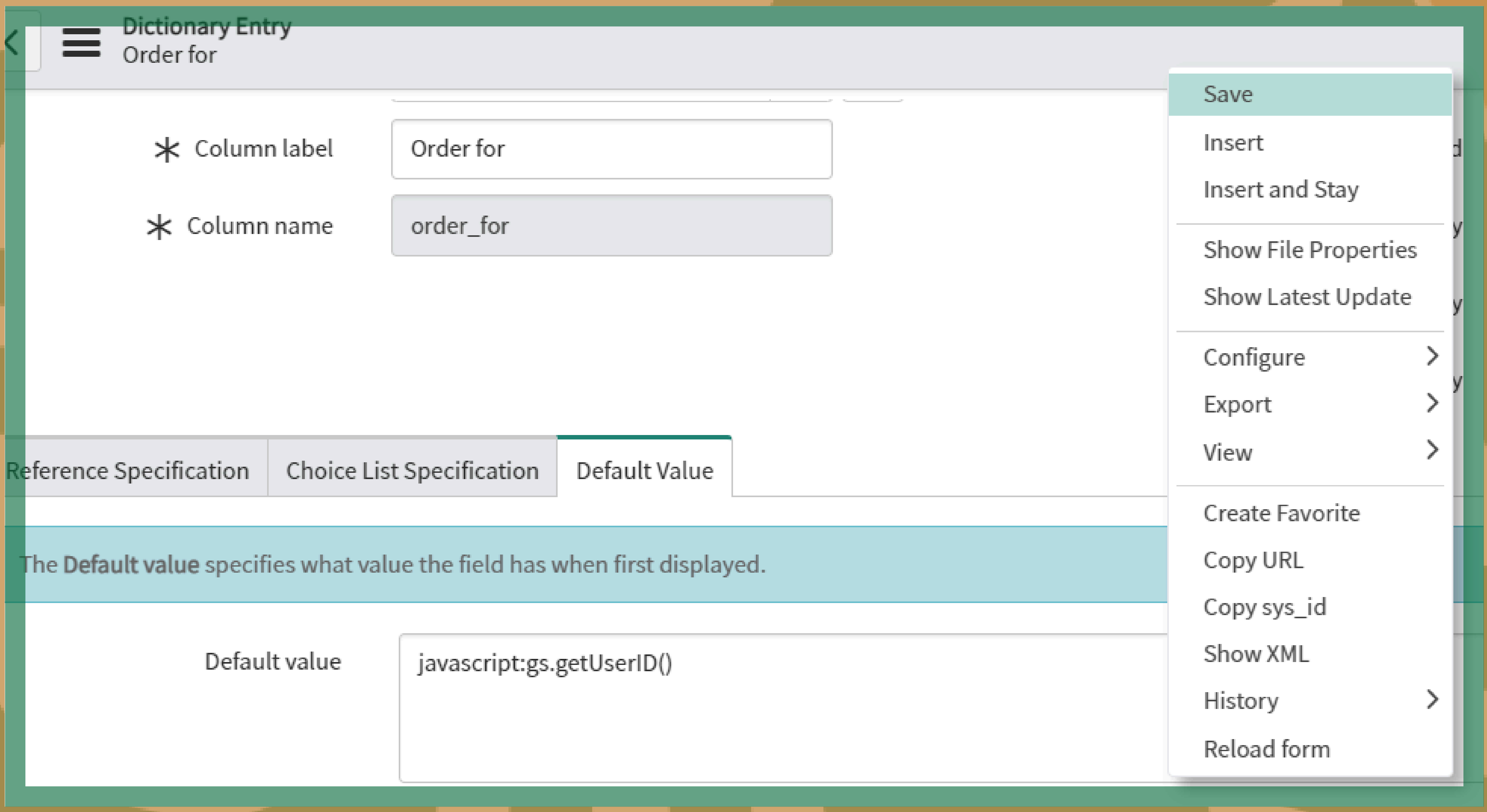
Go to the Create new field section. Under name, type in Order for . For the Type, selec Reference. Under Table to reference, select User [sys_user]. Click Add, then click save.

Adding Field Via Personalized list



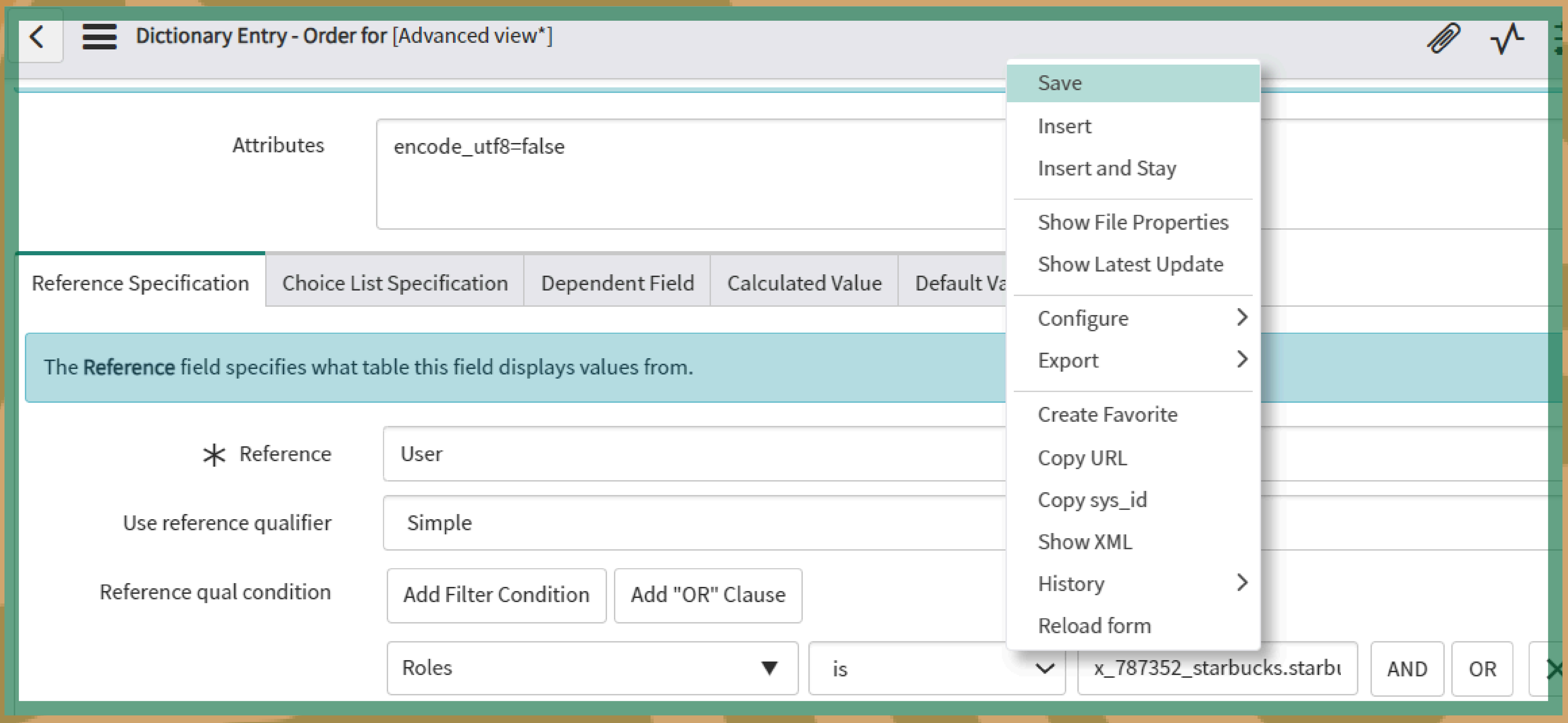
In the filter navigator, type dictionary. From the entries, select the starbucks table with order_for.

Adding Field Via Personalized list



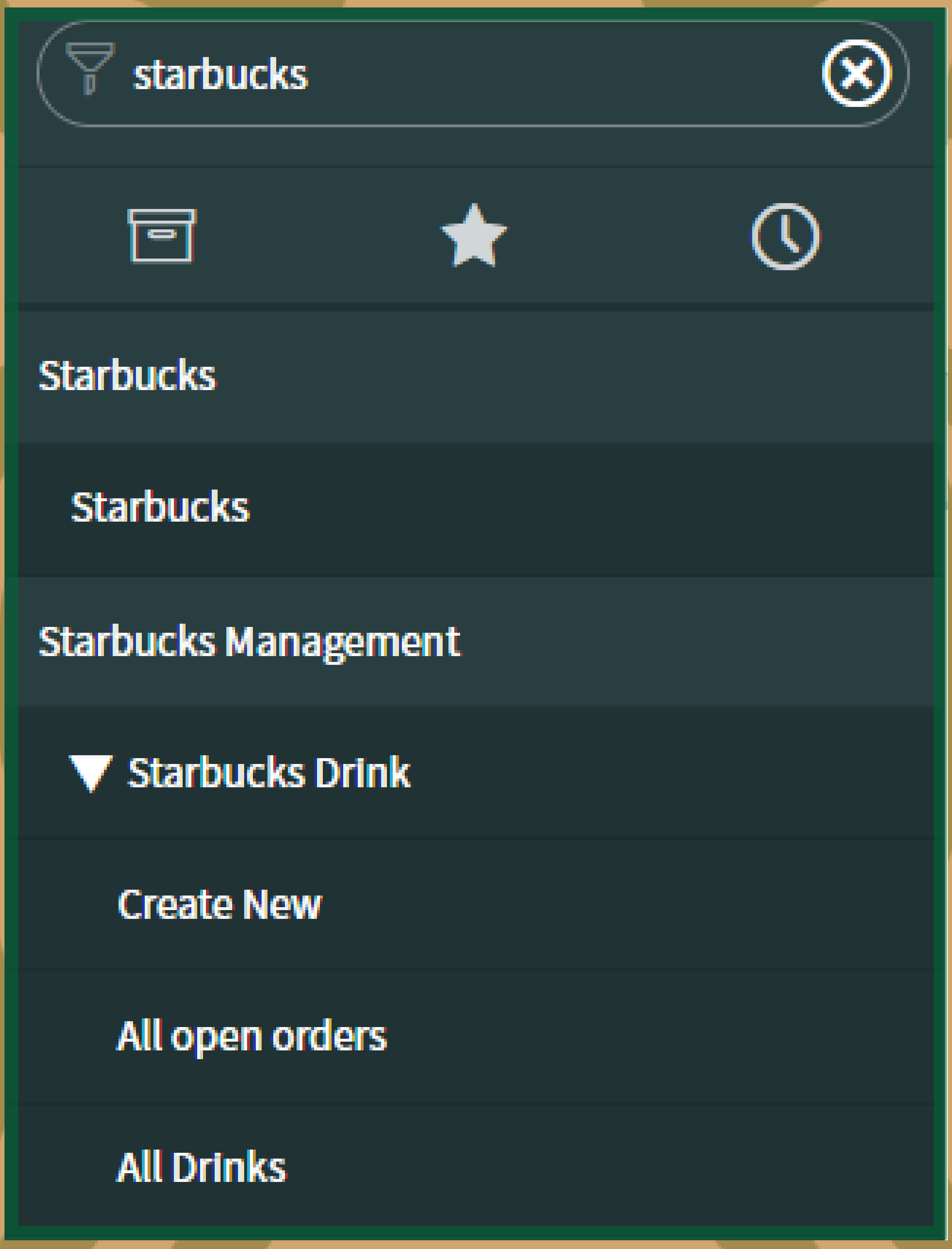
Click on the default view tab. For the default value, type javascript:gs.getUserID (). Right click on gray header and click Save.

Adding Field Via Personalized list



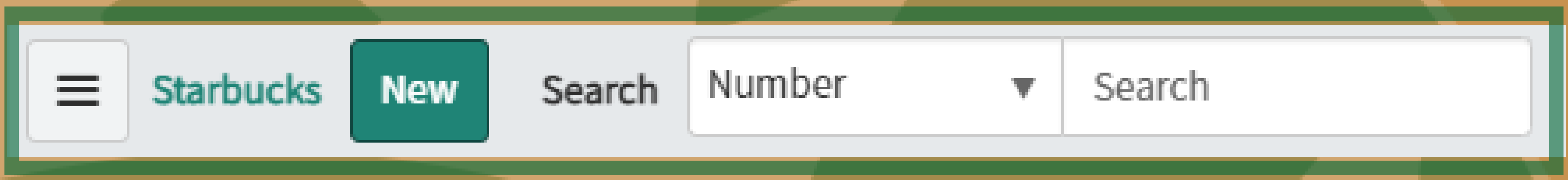
Go to the Reference Specification tab. For the Reference row, type in User. Keep the Use reference qualifier simple. For the reference

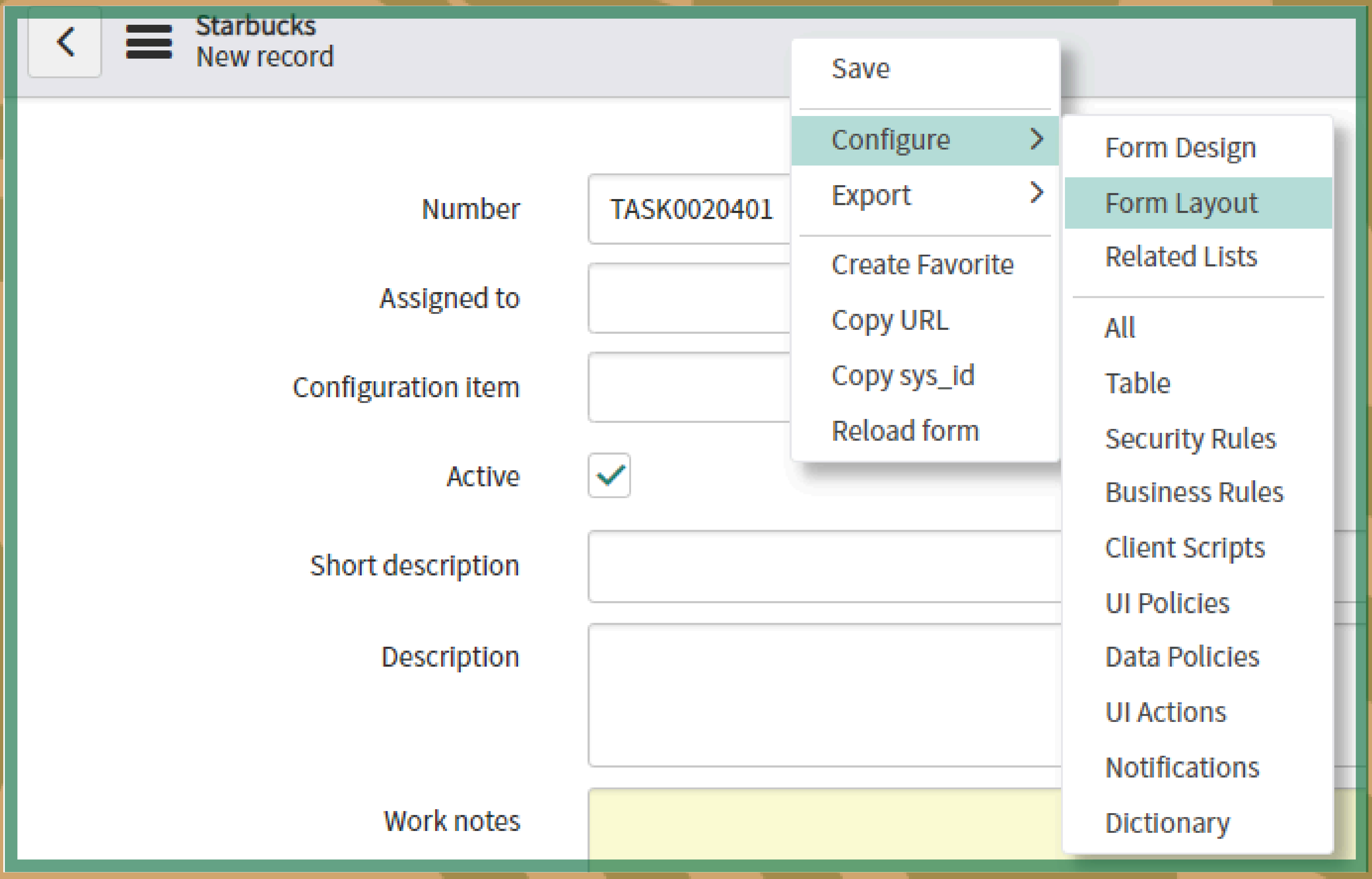
Adjusting List/Form view for All open orders table



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

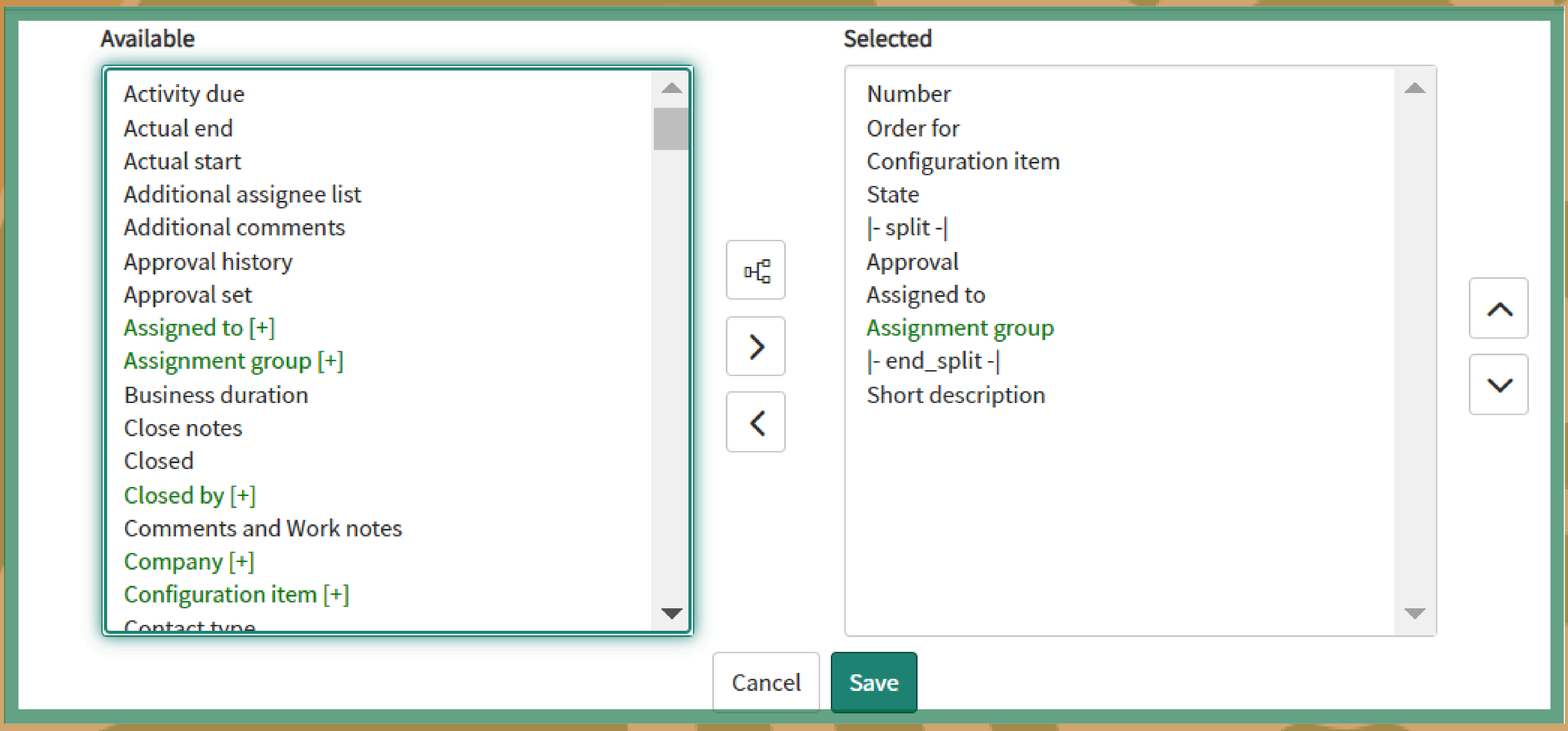
Adjusting List/Form view for All open orders table





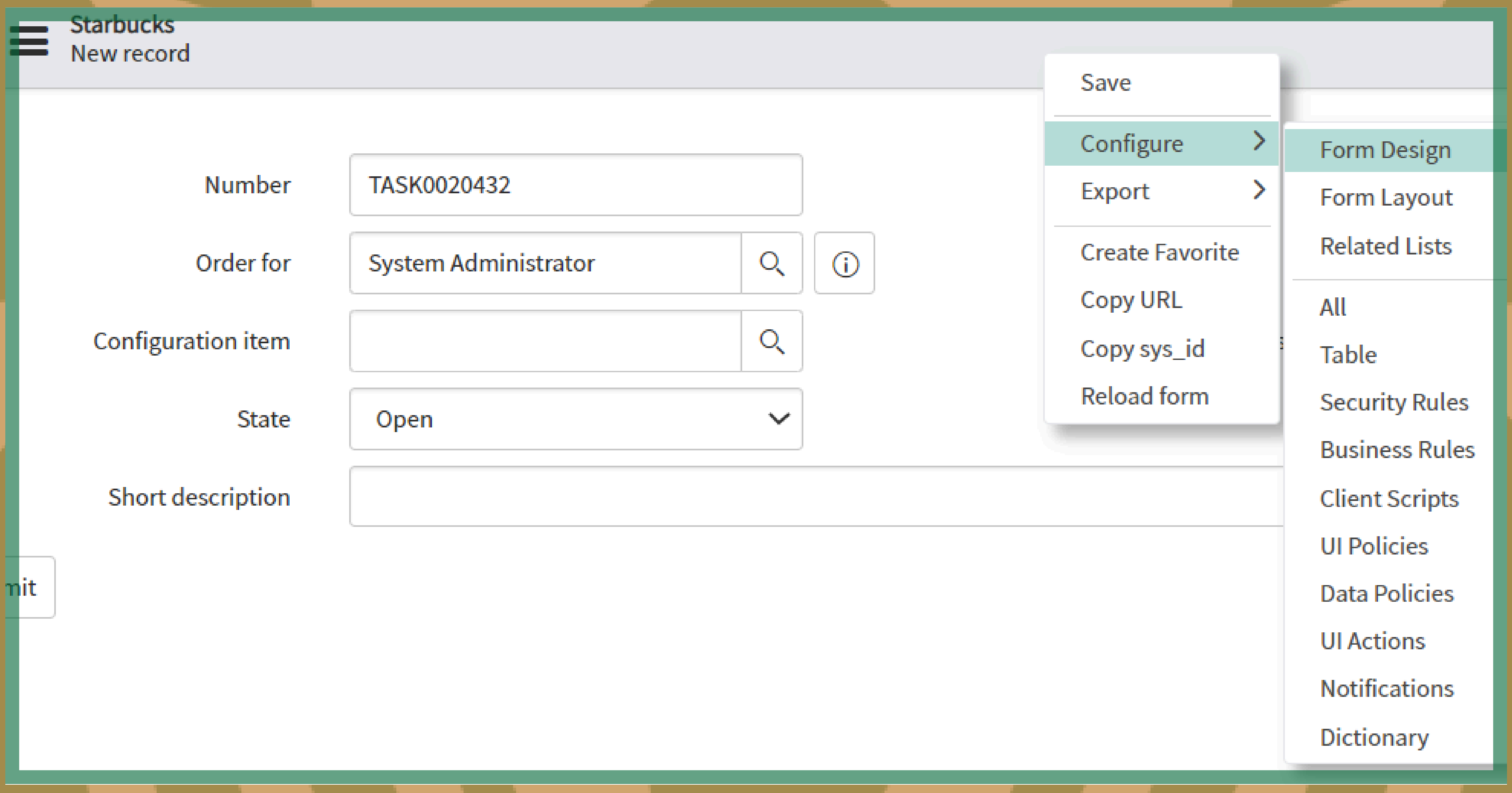
Click on **New. Right click the gray heading and highlight configure, then click on Form Layout.**

Adjusting List/Form view for All open orders table



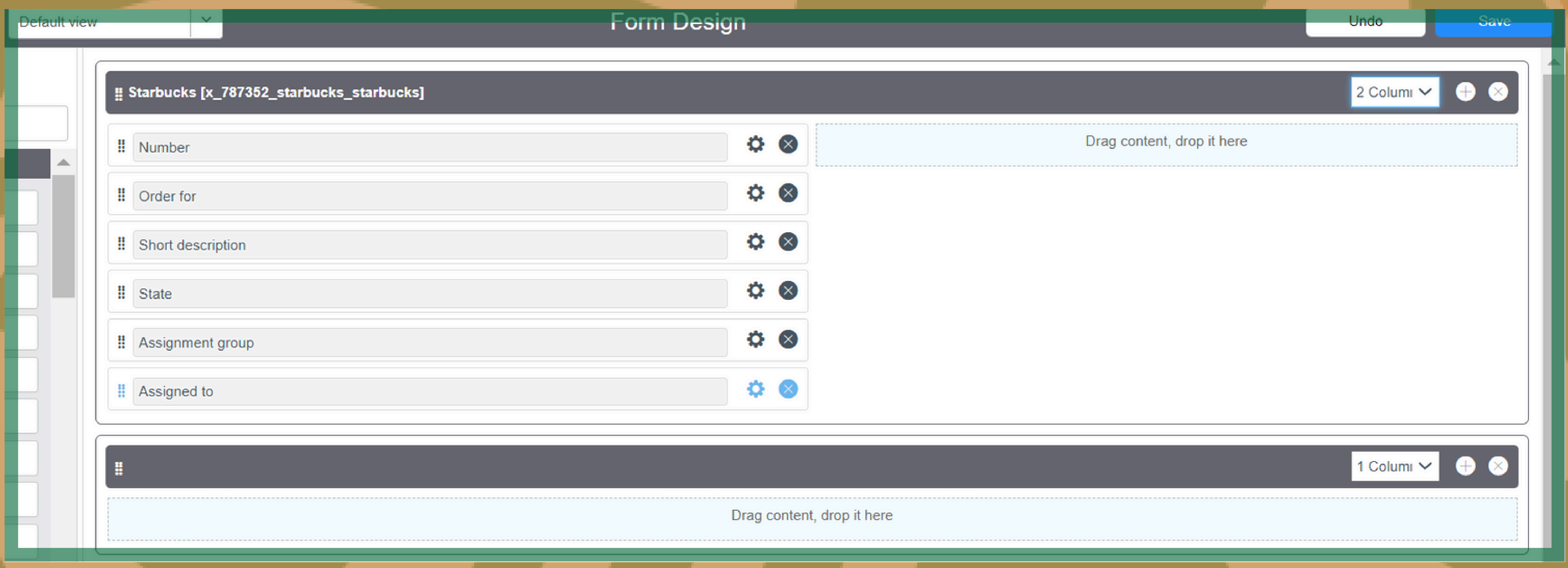
Add and remove from the list as necessary so it looks like the Selected list pictured. Then click save.

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.