

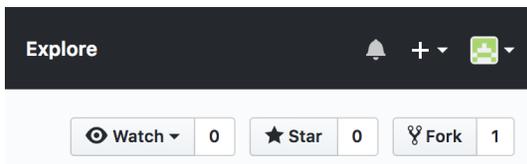


UC Davis ServiceHub Takeaways

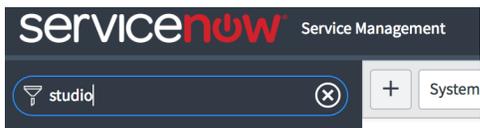
- It takes a team! No single person can cover the design, development, art, process knowledge, testing knowledge, communications, and direction.
- Focus groups! User experience studies are great, but even greater is user experience research that focuses on your customers specifically.
- Generalize first, then be specific. We organized everything in buckets of: services, knowledge, and “my stuff”. Within each of those buckets we then provided details.
- Regarding contractors: be detailed with requirements and aim for Minimum Viable Products before changing requirements. Every requirement change causes delays.
- Inclusion in the conversation. Bring in internal partners, external customers, students, staff, faculty, etc.
- Expandability! ServiceNow best practice often leaves the door open for expandability. Avoid restricting yourself or hard-coding yourself into corners. For example, we made sure our “My Stuff” would accept new kinds of items in the future, instead of just what we knew we wanted now.
- Design is important! It should look good and be easy to understand, which often is harder said than done.
- Don’t underestimate what students can do! A lot of the development for our ServiceHub was done by student developers. In fact, several of our development sprints lately largely showcase work done by our students.
- Ensure you have someone paying attention to detail.
- Create an adoption plan. We admittedly have low adoption rates of our ServiceHub for certain organizations. An adoption plan is just as important as the actual creation of the portal.

Adding the UCD Portal to your personal instance

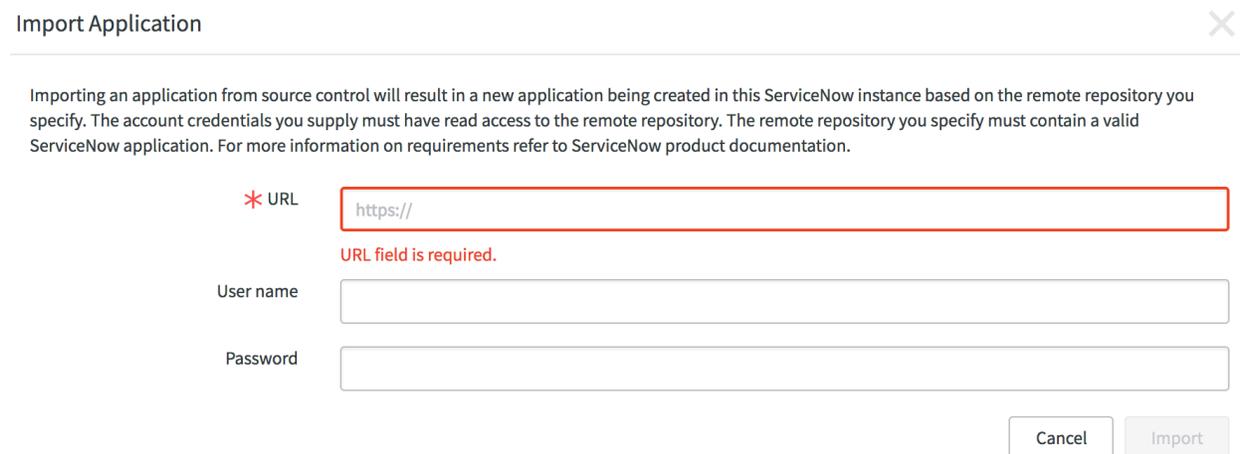
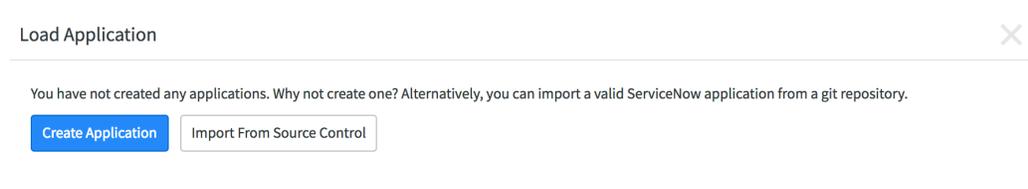
1. If you are new to ServiceNow and need to create an account, go to <https://developer.servicenow.com/app.do#!/home> and follow the instructions to create a personal instance.
2. For those who already have a personal instance, make sure yours is awake.
3. Log into your GitHub account.
4. Go to <https://github.com/earlduque/UCD-Portal-Demo>
5. Click on “Fork” on the upper right hand corner of the page, copy the URL.



6. Log into your ServiceNow personal instance and search for “studio” in the filter navigator.



7. A tab with 2 choices will appear. Click on “Import From Source Control”.



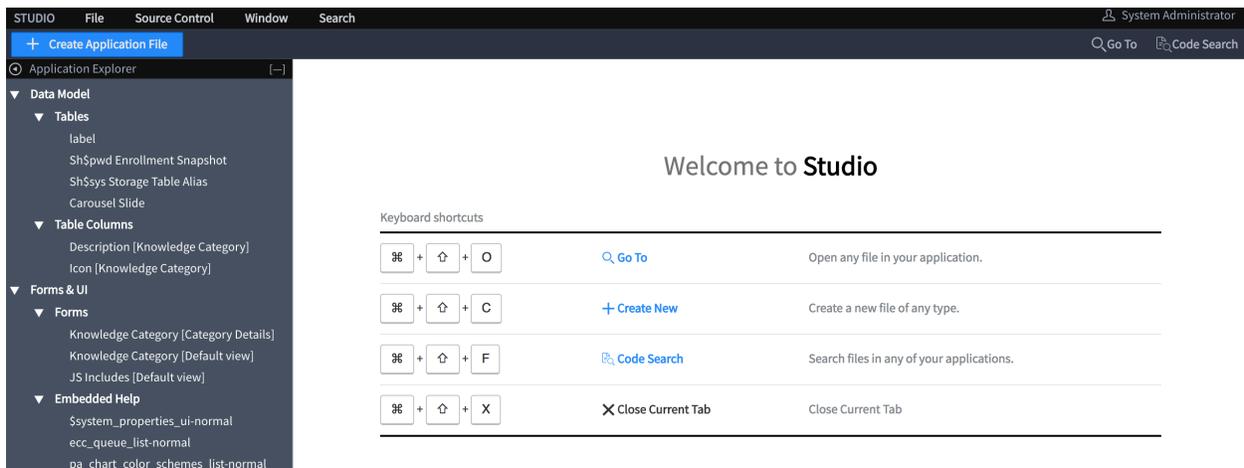
- In the next tab, fill the url with the one you copied. “User Name” and “Password” is your Github log in information.
- Once the import is complete, the system will take you to a “Load applications” tab.

Applications (1)

Status	Application	Vendor	Version	Created on	Updated On ↓
	UCD Portal		2.6.081	2018-07-26	2018-07-26 12:46:21

Click on the “UCD Portal” application

- Your page should look like this



- In the URL of this page, delete everything behind “service-now.com/” and replace that information with “servicehub”.
- After that the URL should look like “https://devyourdevnumber.service-now.com/servicehub”.

- Verify that the system takes you to this page:

