

Service Portal Fundamentals

Course Duration : 24 Hours

Course code : SPF-101

1. Course Overview

Service Portal Fundamentals introduces learners to the ServiceNow Service Portal and how it is used to create modern, user-friendly interfaces for employees and customers. This course explains how portals are designed, configured, and customized to improve self-service experiences on the ServiceNow platform.

2. What you'll learn?

- Introduction to ServiceNow Service Portal
- Portal structure and components
- Pages, widgets, and themes
- Creating and managing catalogs in portals
- Basic portal customization
- Best practices for user experience

3. Target Audience

- ServiceNow administrators
- Developers and configurators
- IT service management professionals
- Portal designers and UX teams
- Beginners working with ServiceNow portals

4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Familiarity with IT service concepts
- No advanced development experience required

5. Course Content (Modules)

Module 1: Service Portal Overview

- Service Portal architecture
- Use cases and benefits

Module 2: Portal Components

- Pages, widgets, and containers
- Layout and navigation

Module 3: Catalogs and Widgets

- Service catalog integration
- Using and configuring widgets

Module 4: Portal Customization Basics

- Themes and branding
- Performance and usability best practices