ServiceNow Upgrade to “Fuji” New User Interface (UI15)

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5/26/2015
Fuji?

Fuji is the name of the latest version of the ServiceNow platform. Today, ServiceNow is running the version “Calgary”.

- **WHY** are we upgrading to Fuji?
  - The vendor requires the upgrade to remain up to date, in order to receive their support if we should need it.
  - To take advantage of new features and an updated look.

- **WHEN** are we upgrading to Fuji?
  - Planned Go-Live is the evening of Friday 5/29/2015.
Fuji – New User Interface “UI15”

- When you first login, you will be presented with a pop-up notice explaining some new features in the new UI15 (user interface).
- You will only see this notice upon your first login to Fuji.
- If you want to see it again you can open the Home Menu and click the “What’s new” button.
- UI15 is incompatible with Safari 5, IE7, & IE8. When using an OLD browser, you will see the OLD interface.
Fuji – Browser Support

- The UI15 interface is supported on recent versions of most major browsers.
  - Firefox version 26 and up
  - Chrome version 39 and up
  - Safari version 6.1 and up
  - Internet Explorer version 9 and up

- NOTE 1: Safari 5, IE7, & IE8 are incompatible with UI15; users logging in with these older browser versions will not see UI15, they will be limited to the older UI (UI11).

- NOTE 2: Compatibility mode is not supported.
Fuji – Responsive Form Layout

- Fields and Field Labels adapt to accommodate browser window width re-sizing.
Fuji – Multiple Tabs in Split View

- If Split View is turned on, you can choose to view tickets in multiple tabs within one screen.
- From a list-view, click the ticket number and it displays in the split view.
- Click the “plus” icon to open a new tab, then click a different ticket number.
Fuji – List View Column Searching

- When in a list-view, you can enable column searching to more quickly find tickets.
- In the upper left box of the list-view table, click the “search” icon [magnifying glass].
- Type a value in one or more search fields and hit enter on your keyboard.
Fuji – List View Menu Options

- The menu icon (downward arrow in a circle) appears to the left of every column name. This icon means you no longer need to right-click.
Fuji – Personalize List View Options

“Active row highlighting”

- There is a new option within Personalize List. Click the gear icon.

- In the Personalize List pop-up: “Active row highlighting” – as your cursor passes over each column, the column is highlighted grey.
Fuji – Personalize List View Options

“Modern cell coloring”

- There is a new option within Personalize List. Click the gear icon.
- In the Personalize List pop-up: “Modern cell coloring” – a cell that is coded to change color based on its value now displays a color dot, rather than the full field.
Fuji – Favorite Items / Star Icon

- To the left of items in the Navigator, you see a blue star. For items you frequently use, you can click the star (or un-star).

- All items with a star can be quickly viewed by clicking the Star to the left of the Navigator filter text box.

- You can also alter the Navigator settings to “Automatically Add Favorites” which stars every item you click on.
Fuji – Edge/Bookmark Bar

- **Toggle Navigator [alt + n]:** shows or hides the application navigator.

- **List and Form View [alt + v]:** opens the split pane layout.

- **Tagged Documents [alt + t]:** displays the Tagged Documents page.

- **All Bookmarks:** provides a list of all bookmarks in the Edge.
Fuji – Bookmarks

- You can add bookmarks to a specific ticket or favorite search query for quick recall from the Edge/Bookmark Bar.

- Drag a ticket number to the Edge to turn it into a bookmark.

- Drag the last part of a filter query to the Edge to turn it into a bookmark.

- Hover your cursor on the bookmark to Edit the Title, change the Image (icon) or Delete.
Fuji – Home Menu

- Application settings have been bundled in the new Home gear icon located to the right of the Logout button.
- Re-visit What’s new.
- Help icon (documentation).
- Access personal Home pages.
- Set Preferences, Date/Time, Split Layout, Related List Loading, Theme, and Printer friendly version.
Fuji – Home Menu: Preferences

- **Wrap Longer Text in List Columns** - Long strings wrap in list columns instead of appearing as one long line.

- **Compact View** - Compresses text to display more in a smaller space.

- **Accessibility Enabled** - Section 509 accessibility [under evaluation].

- **Tabbed forms** - Form sections and related lists appear in tabs [replaces the toggle button on forms].

- **Alt + Click Opens List Links in Form Pane** - pressing Alt (PC) or Command ⌘ (Mac) and clicking the record name in a list, opens the record in a new form pane tab.
Fuji – Home Menu: Date/Time & Split Layout

- **Date/Time** - The format in which dates and times appear. Select Calendar (for example, 2014-11-13, 15:58:58), Time Ago (for example, 11 minutes ago), or Both. **Compact list date/time**: date and time values appear in a compact format.

- **Split Layout** - splits the content frame into two panes, either Vertical or Horizontal. In a vertical split, the list pane is on the left and the form pane is on the right. In a horizontal split, the list pane is on the top and the form pane is on the bottom. Select None to disable the split layout.
Related List Loading - Determines when related lists load on forms. With the Form: Related lists load as soon as you open the form. This is the default setting. After Form Loads: Related lists load after the rest of the form loads. On-Demand: Related lists load on demand. When this option is selected, a Load Related Lists button appears at the bottom of each form that contains related lists. You must click the button to load related lists.

- It is **recommended** to select "On-Demand". This option provides the best performance to view tickets.

- If you select "After Form Loads", the focus of the ticket will auto-direct you to the related list tables.
Fuji – Home Menu: Theme and Printing

- **Theme** – Select a color theme to replace the default “system”. These color themes are pre-defined, custom colors can not be added. Click the ‘recycle’ symbol to return to the system default.

- **Printer friendly version** - Opens a printer friendly version of the current content frame.
Fuji – Tagging Documents

- By default, documents you have recently opened are tagged as “Most Recent”.
- While viewing a document, add your own “tags” by clicking the tag icon and add a tag name such as “Needs Follow-Up”. Or, select a tag you previously created.
- View your tagged items by clicking “Tagged Documents” in the bookmark bar.
Fuji – Required Fields / Invalid Value

- Fields that require a value before you can save the ticket now display a **bright color asterisk** instead of a color bar.

- Required fields with an accepted value (before saving) display a **light color asterisk**.

- Required fields with an accepted value (after saving) display **no color (gray) asterisk**.

- Entering an invalid value turns the field **pink** for higher visibility.
Fuji – Read Only Fields

- Fields that are read-only are greyed out.
- When hovering your cursor over the field, the cursor turns into a no entry symbol.
Fuji – Recent Selections

- Fields you manually type text in now display recent values, so you can select them instead of re-typing.
- Placing the cursor in the field automatically displays “Recent selections”, begin typing to limit values – click one of the values if you want it entered in the field.
Fuji – Reports: New List View

- The Reports module is now displayed in a list view with filter options such as My reports, Group, Global, and All.

- The list view also provides the option to display the table **Type**, **Title**, **Table name**, **Created by**, and **Last modified date**.

- You may also Star a report to make it a favorite and more quickly recall it.
You now have an option to open a report in Edit mode by clicking the Pencil icon, instead of running the report (clicking the report name). Opening in Edit mode allows you to A) determine if this is really the report you want to run; B) adjust the filter conditions before running.

You’ve chosen Edit mode, make adjustments above and press the button titled: Run