



# BMC Helix ITSM - Smart IT 21.x: Fundamentals Developing Progressive Web Applications (SPT)

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-SIPW-2105-SPT

### PRODUCT RELEASE

- » BMC Helix ITSM - Smart IT 21.05

### DELIVERY METHOD

- » Self-Paced Training (SPT)
  - Product community for questions and answers
  - Course recording via Web-based Training

### VIRTUAL LAB ACCESS

- » This class has an optional component of 3 hands-on lab days (18 hours) and an eBook. You may request an Education Lab Voucher (ELV) within the course curriculum to gain access to these resources. If your organization has available lab days remaining for the Enterprise Education Subscription, you will receive an email with your eBook and lab details within 1 business day.
- » With an Enterprise Education Subscription, an organization has access to a limited number of hands-on lab days annually. These lab days are shared between all employees of the organization. Additional hands-on lab days may be purchased in the event your organization has exceeded the allotted lab days for an Enterprise Education Subscription. Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance

### COURSE DURATION

- » Equal to 3 Days

## Course Overview

A Progressive Web Application (PWA) is a type of application software delivered through the web, built using common web technologies. It is intended to work on multiple platforms that use a standards-compliant browser, including both desktop and mobile devices. In BMC Developer Studio, you can enable progressive views either for an out-of-the-box (OOTB) form or for a custom form. Using PWA, you can create applications that are flexible and provide a dynamic, modern UX for your applications. PWA provides a modern, mobile-friendly UI that is like Smart IT but is also customizable and extensible like Mid Tier.

This course combines classroom instruction with laboratory exercises to guide students through the basic concepts, features, and functionalities of PWA and its development in BMC Developer Studio. Students will develop skills in building various components like Advanced filters, Parallel Active links using the new properties added in BMC Developer Studio to support PWA. They will also learn about the layouts and panels, configuration elements, and localization for PWA. Additionally, they will explore the customization use cases for Smart IT Progressive Views.

**IMPORTANT:** This Self-Paced Training (SPT) course contains only a course instructor video that includes a demonstration of recorded lab exercises

## Target Audience

- » Developers
- » Administrators

## Learner Objectives

- » BMC Helix Dashboards overview
- » List the main features and benefits of Progressive Web Application
- » Explore the advancements in BMC Developer Studio to support PWA
- » Understand the differences between Smart IT and Progressive Web Application screens
- » Create a progressive view in BMC Developer Studio
- » Understand the user experience for progress bar, pop-ups, dialog boxes, search menus, advanced filters, survey component, and date-time pickers
- » Explore the UI layout of panels, their different types, and their sequence
- » Create complex layouts with panels in BMC Developer Studio
- » Create a Search Menu, a List Table, and Selection List
- » Understand various Active Link Actions
- » Create an Advanced Filter and Open Window actions for Popup, Submit, and Display windows
- » Create Active Parallel links
- » Understand the customization best practices for developing Progressive Web Application
- » Describe the localization overview and process
- » Localize a Progressive Web Application
- » Understand the PWA screens enabled for various Smart IT Applications
- » Understand Smart IT progressive view layout
- » Explore progressive view customizations in Incident Management and Change Management Forms

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### PREREQUISITES

- » None

### RECOMMENDED TRAINING

- » BMC AR System 20.x: Fundamentals Developing – Part 1

### COURSE ACTIVITIES

- » Video Coaching
- » Community Access

### BMC HELIX ITSM SUITE LEARNING PATH

- » <https://www.bmc.com/education/courses/remedy-service-management-suite-training.html>

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information !\[\]\(adb0331d22f78481623cc605df40612a\_img.jpg\)](#)

## Course Modules

### Module 1: Introduction to Progressive Web Applications

- » Overview of PWA
- » Developing Applications with PWA technologies
- » Features and advantages of PWA
- » Mid Tier Architecture for PWA
- » Capabilities of Mid Tier in PWA
- » Smart IT Screens supported by PWA
- » Enabling Progressive Views for Forms
- » Cross-launch of PWA from ITSM to Smart IT
- » Difference between Smart IT and Progressive Web Application screens
- » Creating and Editing tickets
- » Screen Customization Settings
- » Creating a Progressive View

### Module 2: Advancements in Developer Studio for Progressive Web Application

- » Advancements in Developer Studio to support PWA

- » Progress Bar Widget
- » @mention Component
- » Advanced Filter Component
- » Simple Search Menu
- » Date and Time Picker
- » Supporting Typeahead Feature for Character field on Search Menus
- » Ability to Run the Active Links in parallel
- » Survey Component

### Module 3: UI Layout of Progressive Web Application

- » User Interface Layout of PWA
- » UI Layout Style of PWA
- » Panel Sequence
- » Panel Properties
- » Features of Flow Panel Holder
- » Fixed Panel Holder
- » Panel Properties of Progressive View
- » Create Complex Layouts with Flow Panels
- » Creating Date and Time Fields

### Module 4: Developing Progressive Web Application Components

- » Creating a Search Menu
- » Setting Typeahead Feature for the Character field in Search Menu
- » Creating a List Table
- » Creating a Selection List
- » Customization Best Practices for Developing PWA

### Module 5: Developing Progressive Web Application Advanced Components

- » Configure an Advanced Filter Component
- » Configure a Faceted Filter Component
- » Filter Properties of Table Field in Progressive View
- » Properties of Advanced Filter in Progressive View
- » Active Link Actions
- » Creating Open Window Action for Popup Window

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- » Creating Open Window Action for Search or Submit Windows
- » Creating Open Window Action for Dialog Window
- » Creating Open Window Action for Modify or Display Windows
- » Creating Parallel Active Links
- » Creating Display Error Message on Mid Tier vs PWA

### Module 6: Localization of Progressive Web Application

- » Localization Overview
- » Localization Process of PWA
- » Preparing Application and Server for Localization
- » Preparing Configuration Data
- » Create a Package Definition Form
- » Create a Tab Separated Values (TSV) file
- » Translate the Strings in a TSV file
- » Import a TSV file containing translated strings to the AR System Message Catalog Form
- » Best Practices for Localizing a PWA

### Module 7: Smart IT Progressive View Customizations

- » Understand and Analyze the Customization for Smart IT in Progressive Views
- » Smart IT PWA Implementation
- » Types of Smart IT Progressive Views
- » Smart IT Progressive View Layout
- » Smart IT Progressive View Panels
- » Adding a Custom Form in Smart IT
- » Customize Smart IT Incident PV Screen
- » Customize Smart IT Change PV Screen