

Infra Course Outline

Screen Designer



Screen Designer is a powerful maintenance tool for Infra, enabling easy customization of the application windows. This one day course is suitable for system administrators, service desk managers, change managers and other officers responsible for the customization of Infra screens.

What You Will Learn

- How to edit existing Infra screens using Screen Designer
- How to create custom screens for different configuration items
- How to add graphics and logos to personalize your screens
- How to add hidden fields and change the tab order for screens
- How to create mandatory fields and control input
- How to modify the Explorer menu
- How to rebrand the Customer Portal
- How to use shared fields in requests and tasks



How You Will Benefit

On completion of this course, students will be able to confidently edit existing call, request and configuration item screens. Students will also be able to create and edit multiple custom screens. A full course manual is provided with the course which students can take back to the workplace and use as a future reference source.

Starting Skill Level:

A familiarity with the Infra interface and functions.
No HTML or coding skills required.

Length of Course: 1 day

Maximum Students: 8 students

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Course Topics

Module 1: Screen Designer Overview

- Introduction to Screen Designer
- Limitations
- Upgradeability
- Multiple custom call screens
- Call details workflow
- Multiple custom request screens
- Request details workflow
- Task and approval workflow
- Multiple custom configuration item screens
- Starting Screen Designer

Module 2: Creating Templates and Forms

- Modifying existing templates
- Creating new templates
- Updating new templates
- Forms

Module 3: Modifying Templates

- Inserting graphics and logos
- Positioning
- Custom fields within screens
- Changing field position
- The container elements
- Moving and aligning fields
- Field, button and screen colors
- Font changes
- Hiding and displaying fields
- Design and preview tabs

Module 4: Modifying Field Properties

- Converting fields to drop down lists
- Changing tab order
- Making fields mandatory or read only
- Using masks to control field input

Module 5: Modifying the Explorer Menu

Module 6: Customer Portal Rebranding

- Style sheet modifications
- Replacing header images
- Obtaining Hex values for color scheme
- Changing style sheet values
- Global link color
- Site tools navigation bar
- Details box
- Repeater tables

Module 7: Rebranding Emails

- Editing email templates

Module 8: Shared Fields

- Using custom shared fields in requests and tasks

Module 9: Additional Configuration

- Changing system titles
- Reporting and title changes
- Monitor and search graphs
- Moving from a test to a live environment

Appendix A: Infra screens and their HTML file names

Appendix B: Custom Fields

Appendix C: Mask Examples

Appendix D: Mask Syntax

Appendix E: Configuring Screens

Appendix F: Portal Elements