

# News Object mApp



## Overview:

The News Object mApp provides functionality to add a News Widget to your default portal to keep your customers up-to-date on any major News item or Problem. It also allows you to set an expiration date on the news item as well as renew it before it expires if the issue is still causing a major problem.

## How the mApp Works

Download the mApp from the Cherwell mApp Exchange. Use the Apply mApp wizard to apply the mApp to your CSM system. The Apply mApp wizard generates a Blueprint, which can then be viewed and published to a test or Live system to commit the changes.

After the mApp is applied, Users will need to create a new blueprint to apply the News Widget to any dashboard to keep customers informed of important news. Add the News Widget to a dashboard by clicking **Create New Blueprint>Managers>Dashboards>Dashboard Manager** in CSM Administrator.

The mApp includes the following items:

mApp Item	Item Type	Item Parent	Merge Action	Target Item
Incident	Business Object		Merge	Incident
Show on Portal	Field	Incident	Import	New
News Object Link	Form	Incident	Import	New
Incident Owns News	Relationship	Incident	Import	New
News	Business Object		Import	New
Body	Field	News	Import	New
Created By	Field	News	Import	New
Created By ID	Field	News	Import	New
Created Date Time	Field	News	Import	New
End Date Time	Field	News	Import	New
General News	Field	News	Import	New
Last Modified By	Field	News	Import	New
Last Modified By ID	Field	News	Import	New
Last Modified Date Time	Field	News	Import	New
LastModTimeStamp	Field	News	Import	New
Major Incident News	Field	News	Import	New
News ID	Field	News	Import	New
Parent RecID	Field	News	Import	New
Parent Record Type	Field	News	Import	New
Problem News	Field	News	Import	New
RecID	Field	News	Import	New
Start Date Time	Field	News	Import	New
Title	Field	News	Import	New
News	Form arrangement	News	Import	New

News	Form	News	Import	New
News	Grid	News	Import	New
News_NewsID	Index	News	Import	New
PK_News	Index	News	Import	New
News Actions	Mergeable Area	News	Overwrite	
News Links Incident	Relationship	News	Import	New
News Links Problem	Relationship	News	Import	New
News Owns Journals	Relationship	News	Import	New
Problem	Business Object		Merge	Problem
News Object Problem Link	Form	Problem	Import	New
Problem Owns News	Relationship	Problem	Import	New
News ID	Counter		Import	New
Portal Default	Custom view		Don't change	Portal Default
Incident	Business Object	Portal Default	Merge	Incident
Show on Portal	Field	Incident	Import	New
News	Business Object	Portal Default	Import	New
Body	Field	News	Import	New
Created By	Field	News	Import	New
Created By ID	Field	News	Import	New
Created Date Time	Field	News	Import	New
End Date Time	Field	News	Import	New
General News	Field	News	Import	New
Last Modified By	Field	News	Import	New
Last Modified By ID	Field	News	Import	New
Last Modified Date Time	Field	News	Import	New
LastModTimeStamp	Field	News	Import	New
Major Incident News	Field	News	Import	New
News ID	Field	News	Import	New
Parent RecID	Field	News	Import	New
Parent Record Type	Field	News	Import	New
Problem News	Field	News	Import	New
RecID	Field	News	Import	New
Start Date Time	Field	News	Import	New
Title	Field	News	Import	New
News	Form arrangement	News	Import	New
News	Form	News	Import	New
News	Grid	News	Import	New
News_NewsID	Index	News	Import	New
PK_News	Index	News	Import	New
News Actions	Mergeable Area	News	Overwrite	
News Links Incident	Relationship	News	Import	New
News Links Problem	Relationship	News	Import	New
News Owns Journals	Relationship	News	Import	New
Problem	Business Object	Portal Default	Merge	Problem

Portal Default with News Object	Dashboard		Import	New
Create New General News	One-Step		Import	New
Create News Object	One-Step		Import	New
Create Portal Problem News	One-Step		Import	New
Create/Expire/Renew Portal News	One-Step		Import	New
Create/Renew/Expire News	One-Step		Import	New
Expire News	One-Step		Import	New
Expire Portal News	One-Step		Import	New
Go to Incident Record	One-Step		Import	New
Go to Problem Record	One-Step		Import	New
Go to Related Record	One-Step		Import	New
Renew News	One-Step		Import	New
Renew Portal News	One-Step		Import	New
Member of IT Management Team	Stored expression		Import	New
Required Filed Border Color	Stored expression		Import	New
Active News for Major Incident	Search		Import	New
Active News for Problem	Search		Import	New
All Open, Major Incidents with News	Search		Import	New
All Top Issues - With Unexpired News	Search		Import	New
Open Problems with News	Search		Import	New
Problems set as Top Issues - With Unexpired News	Search		Import	New
IT Management Team	Stored value		Import	New
News for Major Incidents	Widget		Import	New
News for Problems	Widget		Import	New
Open Major Incidents with News	Widget		Import	New
Open Problems with News	Widget		Import	New

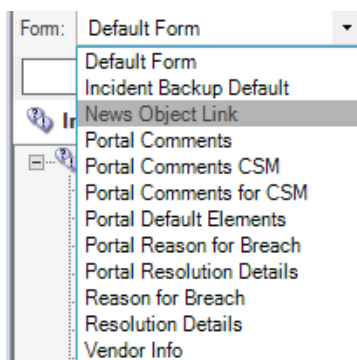
## Steps to Apply the mApp:

1. Download the mApp.
2. Apply the mApp using the Apply mApp wizard in CSM Administrator.

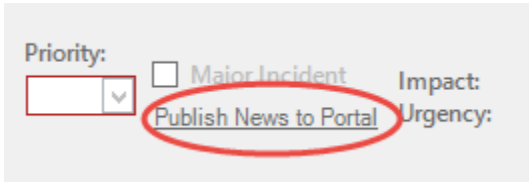
After applying the mApp, following the basic configuration steps below:

In the CSM Administrator click **Create a New Blueprint>Incident>Edit form**

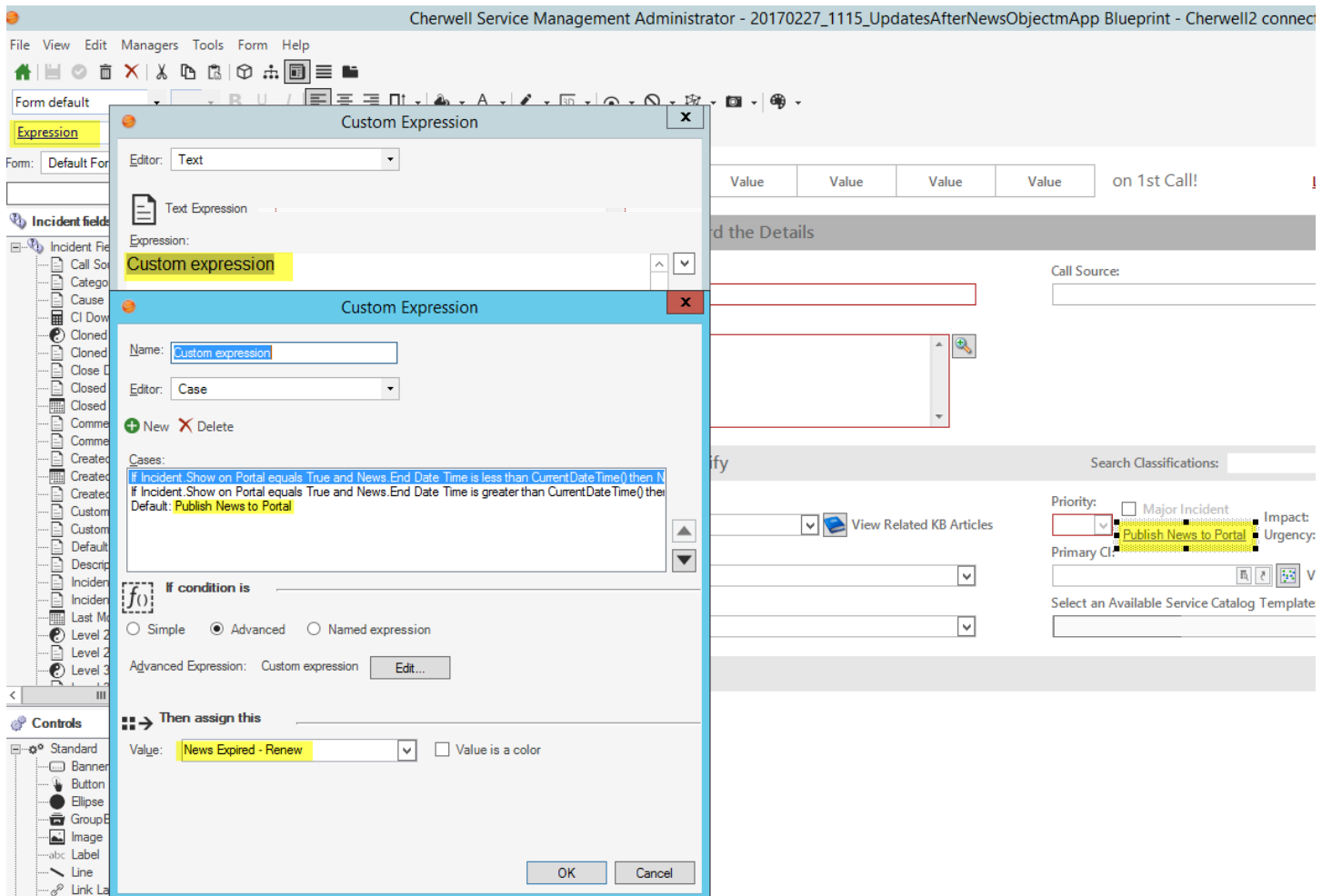
Click the Form drop down box and you will see the new form created 'News Object Link'; select this form.



On this form you will see the Priority field, Major Incident checkbox, Impact and Urgency fields from the default Incident form. You will also see the 'Publish News to Portal' link. Select the link and then copy this to your default Incident form and place appropriately for your work flow.



Once you have placed the 'Publish News to Portal' link on your Incident default form, select it and view the Expression.

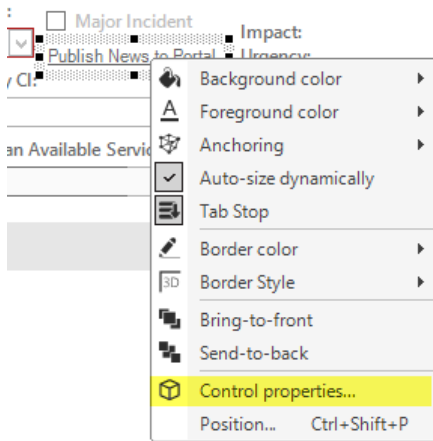


You will see how the wording on the Link changes based on each case in the expression. Make any changes necessary for your Incident work flow. Click OK on the Custom Case Expression, Click OK on the Custom Text Expression.

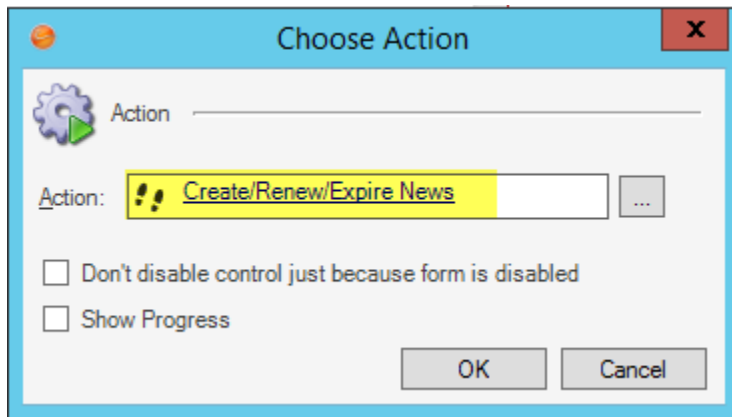


Save your blueprint.

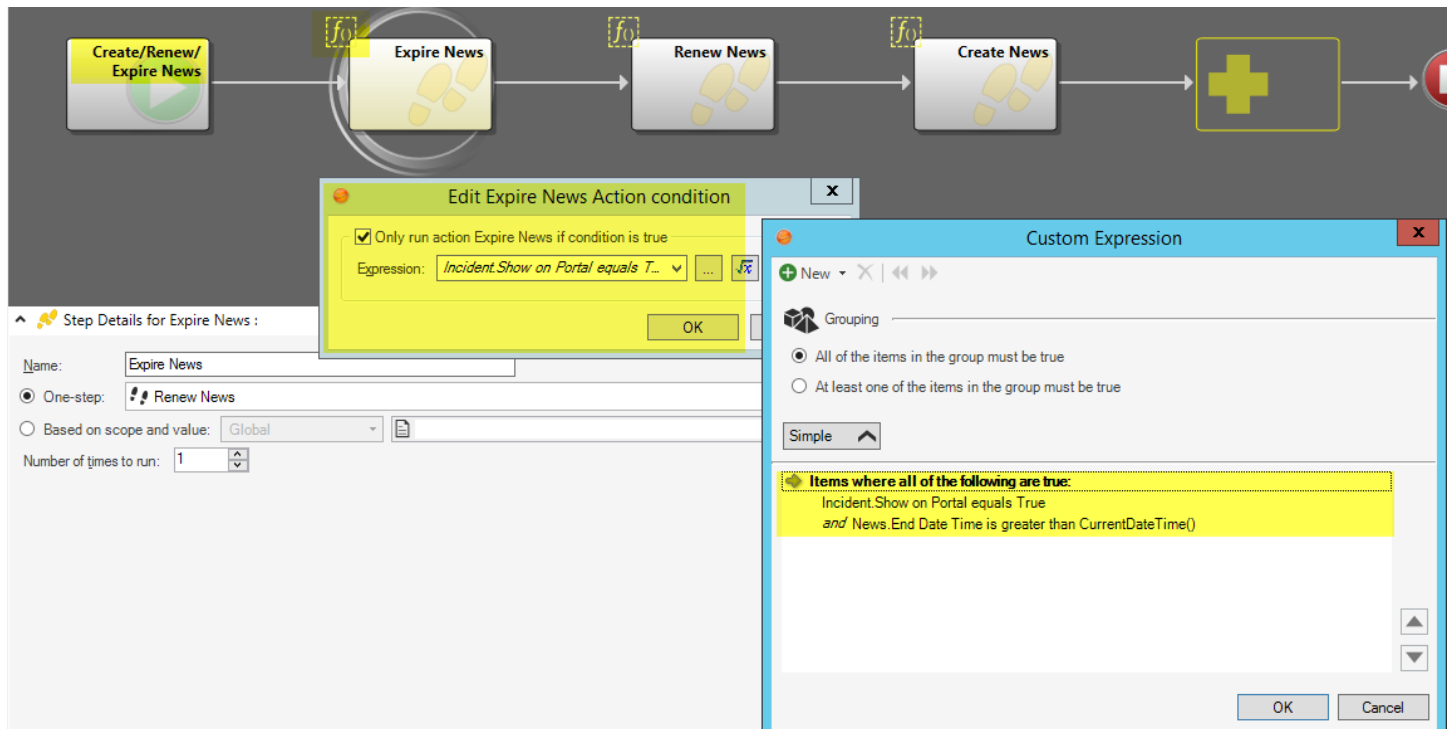
Right-click on the 'Publish News to Portal' link and choose **Control properties...**




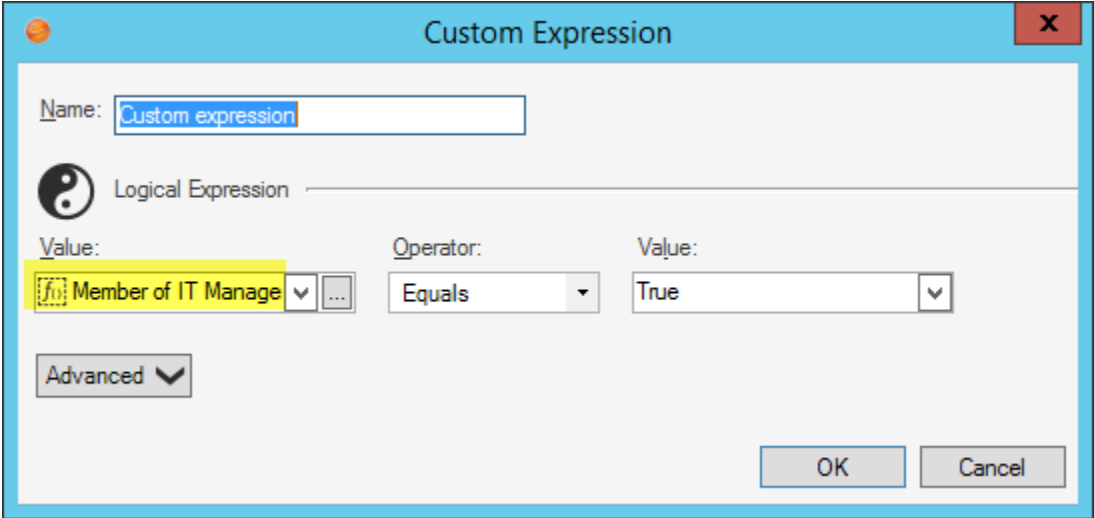
Click on the One-Step action 'Create/Renew/Expire News' to review.



Make any appropriate changes for your Incident work flow. Ensure to review each action condition as well. Click OK once done.



With the 'Publish News to Portal' link still selected, click on the visibility button  and review the custom expression. The link is currently only visible to members of the IT Management Team. Please make any updates as necessary, then click OK.



Custom Expression


Name: Custom expression

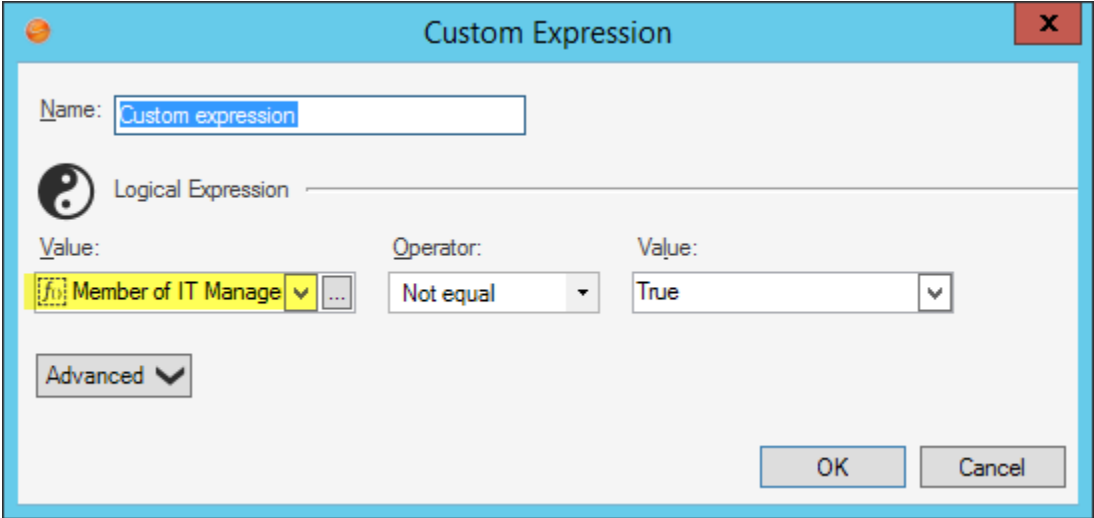
Logical Expression

Value: Member of IT Manage Operator: Equals Value: True

Advanced

OK Cancel

With the 'Publish News to Portal' link still selected, click on the disability button  and review the custom expression. The link is currently only available to members of the IT Management Team. Please make any updates as necessary, then click OK.



Custom Expression

Name: Custom expression

Logical Expression

Value: Member of IT Manage Operator: Not equal Value: True

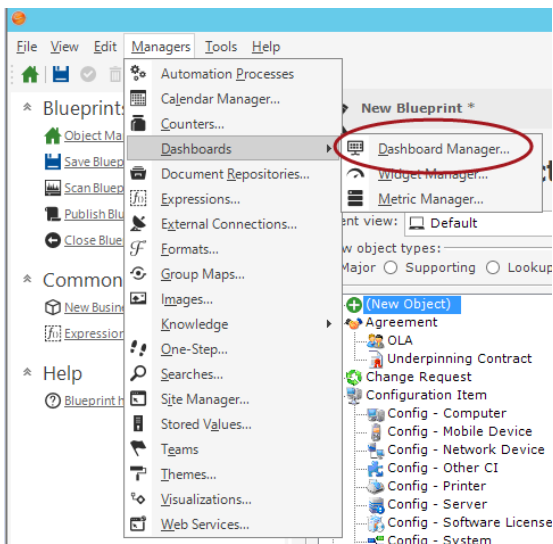
Advanced

OK Cancel

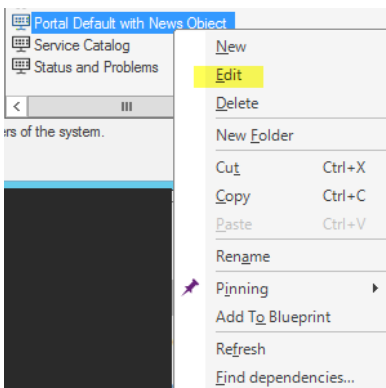
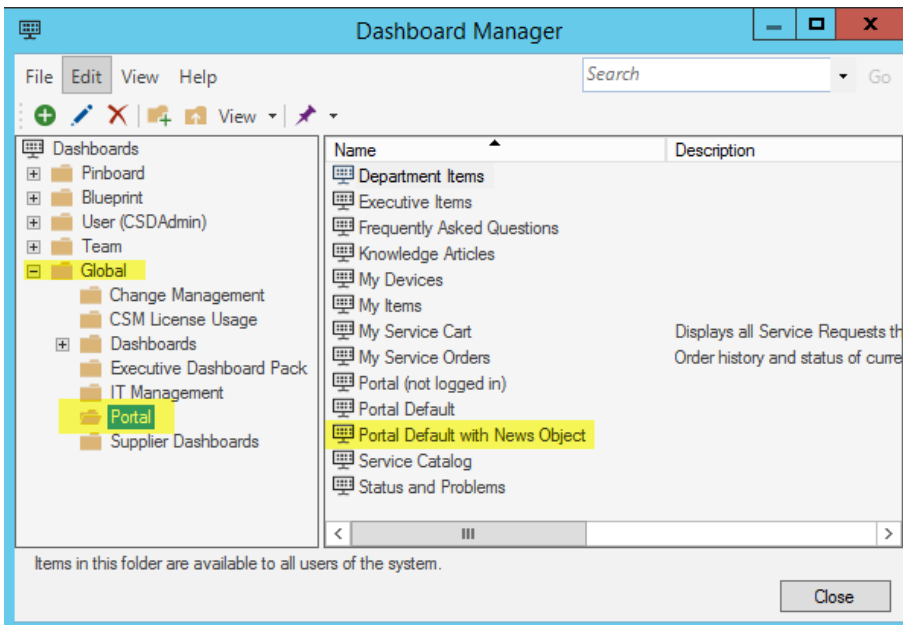


Save your blueprint.

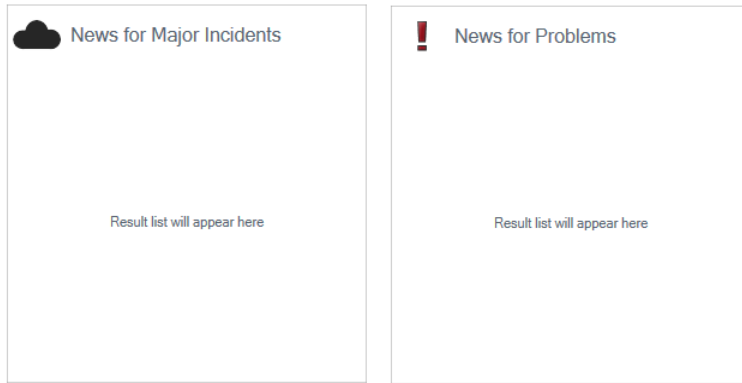
In the CSM Administrator click **Managers>Dashboards>Dashboard Manager**



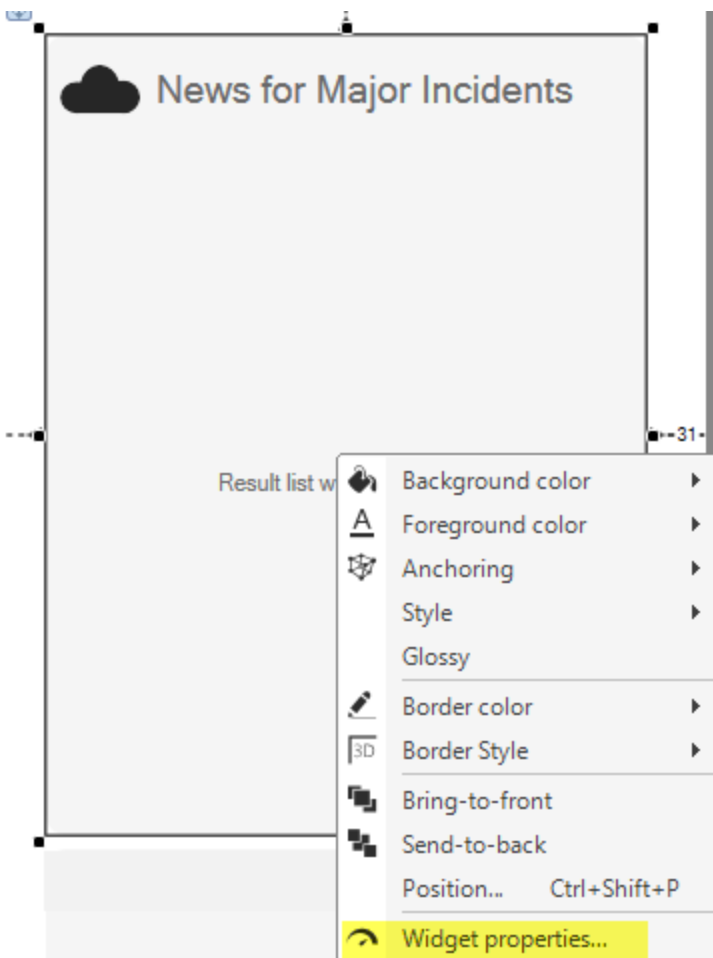
Open the 'Portal Default with News Object' Dashboard located here: /Global/Portal/ by right clicking on the dashboard and choosing edit.



Both the 'News for Major Incidents' and 'News for Problems' Widgets are on this dashboard. Please copy and paste them into your current Dashboard(s) where appropriate for your work flow.



Right click on each widget and choose 'Widget Properties...'





Review the Widget Properties and make any necessary changes; i.e. the Search Criteria as appropriate. Click OK when done.

Widget

Name:  Type:

Search Results List

Default title:

Business object:   Show all

Display

Show results in a grid

Custom grid:

Default to showing grouping

Allow user to show/hide grouping options

Allow drill down

Show results as links

Limit results:

Search criteria

Criteria:

Date Range

Range

User selectable

Field used for date range:

Refresh every

Ensure to review the News for Problems widget properties as well if necessary and click OK when done.



Save your blueprint. Publish your blueprint.

In the CSM Administrator ensure the UserID you will log into the Rich client with to create a test record is a member of the IT Management Team (or whichever team you gave visibility/disability rights to on the News Link on the Incident form).

## Create a Test Record:

In the Rich Client, Reload Definitions; Create a new Incident Record, ensuring you fill in the required fields. Click the 'Publish News to Portal' link and you will be prompted for additional information.

Incident 102291

Status: New  
Next: Begin Work

Priority: 2

Requester: Alternate Contact Info  
Henri Bryce  
Henri.Bryce@RiverTCorp.com  
(719) 386.7000

Owned By: Assign To...  
- select owner -  
1st Level Support

SLA: More Info...  
Gold (Customer SLA)  
Respond By: 2/15/2017 4:49 PM  
Resolve By: 2/16/2017 12:19 AM

I Want To:  
Take Ownership  
Escalate to Level 2  
View Detailed Date/Time Information  
Link to Existing Major Incident

Record Classify Investigate Resolve Close

Step 1: Record the Details Last Edited by

Short Description: Printer not functioning in Patient Surgery Center  
Call Source: Phone

Description: The printer in the Patient Surgery Center is not functioning.

Step 2: Classify (clear classifications)

Service: Printing View Related KB Articles  
Priority: 2 Major Incident Publish News to Portal Impact: Department Urgency: High  
Category: Network  
Subcategory: Submit Incident  
Primary CI:

Step 3: Investigate the Incident

Printer

1st. Call Resolution:  
 Is the Power On?  Out of Paper?  
 Any Loose Cables?  Paper Jam?  
 Is it Online?  Toner Low?

Save the Incident. You will now see the 'Publish News to Portal' link say 'Expire News'.

Incident 102291

Status: New  
Next: Begin Work

Priority: 2

Requester: Alternate Contact Info  
Henri Bryce  
Henri.Bryce@RiverTCorp.com  
(719) 386.7000

Owned By: Assign To...  
- select owner -  
1st Level Support

SLA: More Info...  
Gold (Customer SLA)  
Respond By: 2/15/2017 4:49 PM  
Resolve By: 2/16/2017 12:19 AM

I Want To:  
Take Ownership  
Escalate to Level 2  
View Detailed Date/Time Information  
Link to Existing Major Incident  
Submit to Knowledge Base

Record Classify Investigate Resolve Close

Step 1: Record the Details Last Edited 2/15/2017 4:38 PM by Teri Filcek

Short Description: Printer not functioning in Patient Surgery Center  
Call Source: Phone

Description: The printer in the Patient Surgery Center is not functioning.

Step 2: Classify (clear classifications)

Service: Printing View Related KB Articles  
Priority: 2 Major Incident Expire News Impact: Department Urgency: High  
Category: Network  
Subcategory: Submit Incident  
Primary CI:

Step 3: Investigate the Incident

Printer

1st. Call Resolution:  
 Is the Power On?  Out of Paper?  
 Any Loose Cables?  Paper Jam?  
 Is it Online?  Toner Low?

Log into your portal and check the dashboard you added the new News Incident Widget to. If you do not see the News items you added, double check your security in CSM Administration.

The screenshot shows the RiverT Corp IT portal interface. The top navigation bar includes links for Home, Service Catalog, My Devices, IT Calendar, Charts and Items, and Service Orders. The main content area is divided into several sections:

- Top Problems:** Network Services, Last Modified 11/29/2016 @ 11:10 AM by Cherwell Admin. Item: Install New Switch.
- My Open Incidents and Requests:**
  - Add/Change, New Employee Setup, Incident ID 102189:** 8/29/2016 12:35 PM, Status: New, Owned By Team: HR, New Employee (Submitted via Portal).
  - Computer, Request New Computer, Incident ID 102195:** 9/4/2016 9:57 AM, Status: In Progress, Owned By Team: 3rd Level Support, I want a computer (Submitted via Portal).
- News for Major Incidents:** (Circled in red)
  - INTERNET DOWN - Alumni Building:** The Network Team is aware the Internet is down in the Alumni Building and is diligently working to restore service.
  - Printer Down:** Printer in the Patient Surgery Center is not functioning. The Support Team is diligently working on this issue.
- Twitter Feed - @Cherwell\_CSM:** (Empty)
- Discussions:**
  - Carpool to next week's conference:** Last Modified 12/2/2015 @ 2:30 PM. Does anyone want to carpool to next week's conference? I have room for 6 in my SUV.
  - Donuts!:** Last Modified 11/18/2015 @ 4:42 PM. There are donuts in the conference room; get them while they last!
  - Streaky printouts:** Last Modified 11/18/2015 @ 4:46 PM. Anyone else having trouble with the upstairs printer? I am.
- News for Problems:** No records found.

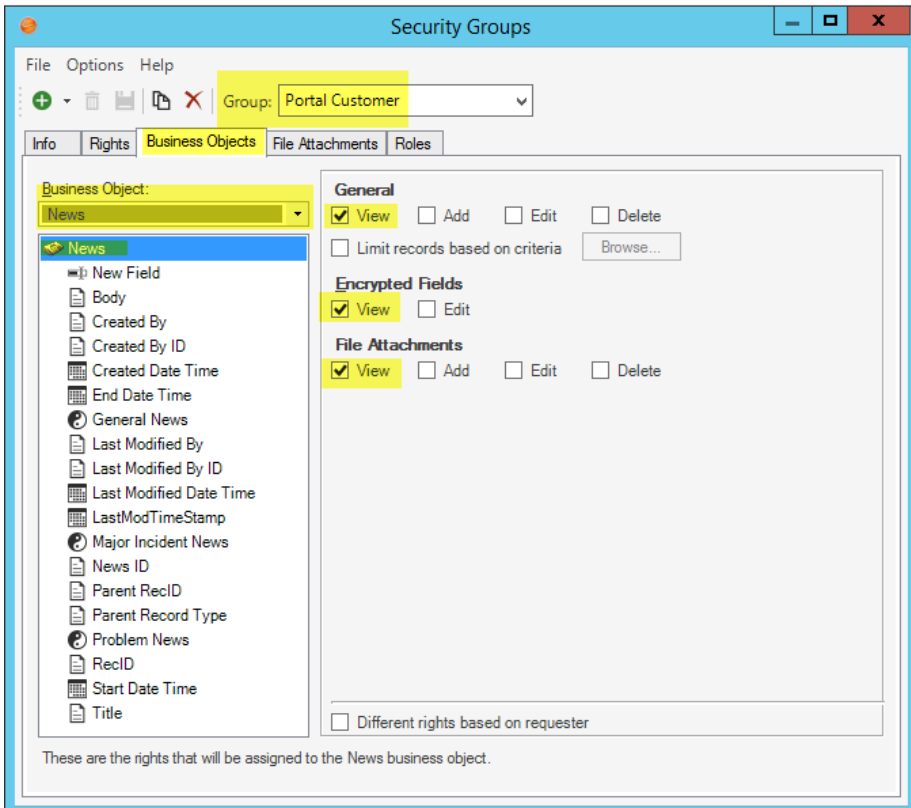
At the bottom, there is a link for [Add New Discussion](#).

In CSM Administration, click on '**Security**' on the left nav menu, then click **Edit security groups**

The screenshot shows the Security configuration page in CSM Administration. The left navigation menu has 'Security' highlighted. The main content area is titled 'Pick a task...' and lists several options:

- Edit users
- Edit security groups** (highlighted in yellow)
- Edit roles
- Edit teams and workgroups
- Edit security settings
- Edit REST API client settings
- Edit SAML settings
- View currently logged-in users
- Lock the system
- Licensing
- Audit Log
- Back to categories

Click the drop down by Group and choose **Portal Customer**. Click on the Business Objects tab, then on the Business Object drop down choose News. Ensure to check the View checkbox to allow Portal Customers the rights to view the News object.



Then click on the New Field under News and ensure to check the View checkbox here as well:

