**MODULE - 4**

**ServiceNow Scripting Tutorials | Scripting in ServiceNow | ServiceNow Scripting Full Course | HKR**

1. **Client-Side vs. Server-Side Scripting**:
   * **Client-Side Scripting**: Used for user interface changes, such as form modifications and field validations.
   * **Server-Side Scripting**: Used for data handling, such as querying and manipulating data in the database.
2. **Script Types**:
   * **Client Script**: Executes on the client-side (browser).
   * **Server Script**: Executes on the server-side (backend).
   * **UI Policies, Data Policies**: For form behavior and data validation.
   * **ACL Scripting**: Used for access control rules.
   * **Business Rules, Script Includes**: For server-side logic and reusable scripts.
   * **Fixed Script**: For one-time execution of server-side code, captured in an update set.
   * **Background Script**: For running ad-hoc scripts directly from the instance.
3. **Integration Topics**:
   * **Types of Integration**: REST, SOAP, email, inbound, and outbound integrations.
   * **Authentication**: JWT, basic auth, and token-based authentication.
   * **Attachments**: Handling base64 and multipart attachments.
4. **Additional Considerations**:
   * **Widgets and Service Portal**: Customizing widgets involves client-side and server-side scripting along with HTML/CSS.
   * **Flow Designer**: Generally requires less scripting but can involve minor script usage.
5. **Mid Server**:
   * **Installation and Configuration**: Difficult to cover in a personal instance, usually handled by the organization's support team.

**Next Steps**

1. **Customized Course Plan**:
   * Include topics on Script Includes, Fixed Scripts, and Integrations.
   * Cover basic and advanced scripting concepts.
   * Address any additional topics as per the discussion (e.g., GlideDateTime, email scripts).
2. **Clarifications**:
   * **Integration Details**: Ensure that JWT, basic authentication, and token-based authentication are covered.
   * **Widget Customization**: Focus on the data flow from server-side to client-side.
   * **Fixed Scripts**: Ensure the differences between Fixed and Background Scripts are clear.
3. **Course Schedule**:
   * **Duration**: To be determined based on the customized plan.
   * **Additional Resources**: If possible, provide access to relevant resources and documentation for better understanding.
4. **Follow-Up**:
   * Await the customized plan from Raj or Nalima.
   * Confirm the details and schedule for the training sessions.

**What is ServiceNow | ServiceNow Tutorial for Beginners | ServiceNow Full Course | HKR Trainings**

**Overview of ServiceNow:**

* ServiceNow is a cloud-based platform used for IT Service Management (ITSM), HR, and various other business processes. Like Gmail, it is accessible from anywhere and operates entirely in the cloud.

**ServiceNow’s Cloud-Based Nature:**

* It operates under the Platform as a Service (PaaS) model, allowing users to create and host applications on the cloud without needing to write extensive code.

**Core Modules and Services:**

* **ITSM (IT Service Management):** The foundational module, including Incident, Problem, and Change Management.
* **HR Management:** Handles onboarding and offboarding processes.
* **GRC (Governance, Risk, and Compliance):** Focuses on risk management and compliance, particularly relevant for financial institutions.
* **Financial Operations Management:** Often used in the banking sector for managing financial processes.
* **Asset Management:** Manages assets like laptops and other equipment.
* **Business Management:** Deals with business operations and process management.

**Getting Free ServiceNow Instances:**

* To access a free ServiceNow instance, visit developer.servicenow.com, register, and follow the instructions to obtain an instance. Ensure regular login to avoid the instance becoming dormant.

**Becoming a ServiceNow Developer:**

* **Education:** A degree is recommended but not strictly necessary; non-technical backgrounds can also succeed.
* **Basic Knowledge:** Familiarity with JavaScript is helpful but not mandatory.
* **Certification:** Obtain the ServiceNow Certified System Administrator (CSA) certification, which might come with a free voucher code upon course completion.

**Career Growth:**

* ServiceNow offers substantial career growth opportunities, with a strong market presence and increasing demand. The platform's growth is reflected in its stock market performance and widespread adoption.

**Industry Applications:**

* ServiceNow is utilized across various sectors including government, IT, insurance, and healthcare. The flexibility of the platform allows for specialization in different business areas.

**Training and Certification:**

* Training is available for beginners covering fundamentals, admin, developer skills, and integrations. After completing training, candidates can take certification exams, often with free vouchers available.

**ServiceNow Certification and Voucher Application**

1. **Complete Training**: First, complete the ServiceNow Fundamental course on the Now Learning platform (nowlearning.servicenow.com).
2. **Obtain Voucher**: After completing the course, you'll receive a voucher code for the certification exam.
3. **Register for Exam**: Use the voucher code to register for your exam on the ServiceNow portal (webassist.servicenow.com).
4. **Exam Options**: You can choose between a free course with a voucher or a paid instructor-led course that includes a voucher. The voucher typically covers the exam fee (around $354 including tax).

**2. ServiceNow User Interface Overview**

* **User Interface Versions**: ServiceNow has different UI versions (e.g., UI15, UI16). UI16 is the latest and offers an updated look and feel.
* **Release Cycle**: New versions are released every six months, named after cities (e.g., Istanbul, San Diego, Tokyo).

**3. Key UI Components**

* **Banner Frame**: Displays the instance name and logo.
* **Content Frame**: Shows the data and content of the application you’re working on.
* **Navigation Frame**: Located on the left side; used to navigate through applications and modules.
* **Application Picker**: Allows switching between applications.
* **Update Set Picker**: Tracks changes made in the instance.

**4. Customization and Settings**

* **Themes**: Customize the appearance of the instance (e.g., dark mode, black and white).
* **User Preferences**: Adjust settings for notifications, accessibility, list and form views.
* **Developer Settings**: Includes options like application picker visibility and update set management.

**5. ServiceNow Modules**

* **ITSM (IT Service Management)**: Includes Incident Management, Problem Management, Change Management, and Request Management.
* **Incident Management**: Handles interruptions to service. For example, if your Wi-Fi is down, a ticket is created, assigned to a group, and resolved by technicians.

**6. Example: Creating an Incident**

1. **Navigate to Incident Module**: Type “Incident” in the application navigator.
2. **Create New Incident**: Click on "Create New" to open a form.
3. **Fill Details**: Enter information like the issue, category, subcategory, description, and contact type.
4. **Assign**: Select the appropriate assignment group.
5. **Track Progress**: Use the incident number for tracking and follow up on resolution.

**Summary**

1. **Training & Certification**: Complete the ServiceNow Fundamental course to obtain a voucher and register for your certification exam.
2. **UI Components**: Familiarize yourself with UI16, the user interface components (banner, content, navigation frames), and customization options.
3. **Modules**: Understand various modules like ITSM and their functionalities, particularly incident management.

**Incident Management**

1. **Creating an Incident:**
   * An incident is created when there's an interruption to a service.
   * Fill out details such as the incident number, caller, category, state, urgency, priority, and assignment group.
   * Once resolved, update the resolution details and close the ticket. This will trigger an email notification to inform the caller of the resolution.
2. **Incident Resolution:**
   * After resolving, the incident will automatically close in seven days unless manually closed earlier.
   * The resolution details are documented, and the status is updated to 'Resolved'.
3. **Incident Lifecycle:**
   * An incident can be tracked through its status and resolution, and can be updated or closed as necessary.

**Problem Management**

1. **Creating a Problem:**
   * If an incident repeats frequently, it is escalated to a problem.
   * Problems are managed similarly to incidents but focus on identifying and fixing the root cause.
2. **Problem Lifecycle:**
   * **Assessment:** Determine the issue and assign it to the appropriate team.
   * **Root Cause Analysis:** Identify the underlying cause of the problem.
   * **Fix:** Apply the necessary changes to resolve the problem.
   * **Resolution:** Document the fix and close the problem ticket.

**Change Management**

1. **Creating a Change Request:**
   * Changes are made to rectify or improve systems, often involving development and deployment.
   * Different types of changes include emergency (immediate action required), normal (requires approval), and standard (pre-authorized).
2. **Change Lifecycle:**
   * **Planning:** Define what needs to be changed and why.
   * **Approval:** Obtain necessary approvals.
   * **Implementation:** Execute the change.
   * **Review and Closure:** Assess the change’s impact and finalize.

**Navigating ServiceNow**

1. **List View vs. Form View:**
   * **List View:** Displays multiple records in a tabular format. You can filter, sort, and group records.
   * **Form View:** Displays a single record in detail with various fields and sections.
2. **Filtering and Searching:**
   * Use filters (funnel icon) to narrow down records based on specific criteria (e.g., category).
   * Search for records using various fields.
3. **Personalization and Configuration:**
   * Customize list views by adding or removing columns.
   * Configure form layouts to better display relevant information.
4. **Activity Stream:**
   * Displays recent activities related to incidents or changes, providing a quick overview of actions taken.

**Summary of Actions**

* **Filter Records:** Use the filter icon to narrow down to specific records.
* **Group Records:** Group by categories to organize data.
* **Sort Records:** Change the sorting order (ascending/descending).
* **Create Favorites:** Save commonly used views for quick access.
* **Customize List and Form Views:** Adjust layouts and fields as needed.

THIS IS THE END OF UNDERSTANDING DOCUMENT OF 4TH WEEK OR MODULE - 4 BY **BONTHU AISHWARYA**

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