Scripting in ServiceNow

1. Client-Side and Server-Side Scripting in ServiceNow

Client-Side Scripting:

- Runs in the browser to handle front-end interactions, such as modifying forms or managing UI changes.
- Used when a form field changes behavior based on user input.

Server-Side Scripting:

- Manages backend operations, like querying databases and returning data for display in the user interface.
- Used for data retrieval and manipulation from the server to populate forms with dynamic content.

Choosing Between Client-Side and Server-Side Scripting:

- Client-side scripting is used for cosmetic changes (e.g., form interactions).
- Server-side scripting handles data processing, retrieval, and populating the UI.

2. Server-Side Scripting Key Concepts

Usage Areas:

- Business rules, GlideAjax, background scripts, scheduled jobs, and catalog scripts.

Script Includes:

- Key part of server-side scripting, used to fetch data from multiple tables.

Fix Scripts:

- A type of server-side script that can run immediately or be scheduled, often used for tasks like gathering data from the incident table.

3. Client-Side Scripting Key Concepts

- Primarily used for UI interactions and cosmetic changes.
- Involves UI buttons and client-server interaction.

4. Scripting in Integration

Integration and Scripting:

- Includes handling attachments (Base64 and multipart) and authentication methods.
- Inbound and outbound integration topics like REST, SOAP, and LDAP may involve scripting but are usually separate from core scripting lessons.

5. Use of Scripts in Workflows

Script Customization:

- Scripts are used in workflows to extend functionality.
- Both inclusive scripts and workflows may be involved, depending on the scenario.

6. Widget Customization with Scripting

Customization Requires:

- Client-side and server-side scripting, HTML, and CSS for front-end design.
- Emphasis on the MVC (Model-View-Controller) structure for understanding data flow between client and server.

7. Data Policy and Script Configuration

Scripting in Data Policy:

- Scripts can be used in specific configurations of data policies, often like client-side scripting.

8. Glide Date-Time Module

Addition to Learning Plan:

- A distinct module on Glide Date-Time will be included along with important scripting topics like Glide Record.

9. JWT Authentication and Integrations

JWT Authentication:

- Due to personal instance limitations, a full demonstration isn't possible, but basic concepts like token-based authentication will be covered.

10. Mid Server Installation and Configuration

Challenges in Personal Instance:

- Mid Server installation is difficult in personal instances, and the operations team typically handles this in a professional setting.
- A plan to demonstrate Mid Server configuration in a professional environment was discussed.

11. Schedule and Custom Modules

Customized Schedule:

- A tailored schedule will be created, covering scripting, integration topics, and Mid Server configuration.
- The schedule will be shared with participants.

12. Class Size and Coordination

Class Size:

- The class will include around 10–11 participants.

Coordination:

- Nalima will handle the distribution of the customized schedule.

ServiceNow Overview

- **Definition**: A cloud-based platform offering IT Service Management (ITSM), Human Resource (HR) Management, and Governance Risk and Compliance (GRC).
- **Accessibility**: Accessible from anywhere, like Gmail.

Agenda Summary

- **Introduction to ServiceNow**:
  - o Overview of ServiceNow's importance and modules.
  - o Accessing free instances and career growth opportunities.
- **Instance Management**:
  - o **Automatic State**: Reclaim instance if inactive for 10 days.
  - o **Hibernate State**: Wake up instance within 24 hours if it hibernates after one day of inactivity.
- **ServiceNow Development Path**:
  - o **Educational Requirements**: Bachelor's degree, CS or IT background is advantageous but not required.
  - o **Basic Skills**: Knowledge of JavaScript is helpful; ServiceNow uses GlideScript.
  - o **Certification**: Complete a course and pass the System Certified Administrator (CSA) exam.
- **Career Growth in ServiceNow**:
  - o **Market Potential**: High demand and good pay.
  - o **Industry Applications**: IT, government, insurance, healthcare.
  - o **Comparison**: Extensive out-of-the-box functionalities with minimal custom coding.

Certification Voucher Process

- **Obtain Voucher**: Complete a "ServiceNow Fundamental On-Demand" course or a paid instructor-led course.
- **Registration**: Use the voucher code to register for the exam on the ServiceNow portal.

ServiceNow User Interface Overview

- **UI16**: Current interface with navigation and content frames.
  - o **Components**: Banner Frame, Content Frame, Navigation Frame, Favorite Part, Watch History.
  - o **Customization**: Theme, Accessibility, User Preferences.

ServiceNow Modules

- **ITSM**: Incident, Problem, and Change Management.
- **Request Management**: Manages service requests.
- **Asset and Cost Management**: Manages assets and costs.
- **Agent Workspace & Mobile Applications**: Tools for managing tasks on mobile devices.

User Interface Elements

- **Filter Navigator**: Search and navigate applications.
- **Global Search**: Search across the instance.
- **Connect Chat**: Communicate with colleagues.
- **Profile and Settings**: Configure user-specific settings.

Incident Management

- **Resolution**: Update and close incidents; auto close after seven days if no action.
- **Lifecycle**: Open, update, resolve, and close tickets.

Problem Management

- **Identification**: Manage problems from repeated incidents.
- **Lifecycle**: Assessment, root cause analysis, and resolution.

Change Management

- **Types**: Emergency, normal, and standard changes.
- **Request Process**: Detail risk, priority, type, and category; plan, authorize, schedule, and review changes.

List View vs. Form View

- **List View**:
  - Filter, Group By, Pagination, Refresh, Create Favorite, Activity Stream, Personalized List, Sorting, Field Changes.
- **Form View**:
  - **Layouts**: Two-row column or row column.
  - **Sections**: Divided for easier navigation.

Filtering and Search

- **Filter Icon**: Apply specific criteria.
- **Search Function**: Search within the list.