ServiceNow, scripting is crucial for customizing and automating various functionalities within the platform. **ACL scripting** (Access Control Lists) is used to control user access to records and fields based on roles and conditions. ACLs can be configured to define who can read, write, or delete records in a table. When default conditions are insufficient, custom scripts can be written to enforce complex access rules. These scripts run on the server side and are essential for maintaining data security by ensuring that only authorized users can perform specific actions.

Client-side scripting refers to scripts that run in the user's browser to enhance the interactivity and functionality of forms and UI elements. This includes **Client Scripts**, which handle actions triggered by user interactions such as loading or submitting forms, and **UI Policies**, which dynamically control the visibility, read-only status, and mandatory state of form fields based on conditions. Additionally, **UI Actions** are client-side scripts associated with buttons or links on forms and lists that perform specific actions, like saving records or redirecting users. These scripts improve user experience by providing real-time feedback and interactions without requiring server round-trips.

Fixed Scripts in ServiceNow are server-side scripts that are typically used to perform background tasks or automate repetitive processes on a scheduled basis. These scripts are not tied to a specific table or form but are executed according to a defined schedule or trigger. Fixed scripts are useful for tasks such as data imports, scheduled updates, or batch processing. They can be written in JavaScript and are executed within the ServiceNow platform to manage data or integrate with external systems efficiently.

Incident Module in ServiceNow is designed to manage and resolve service disruptions or issues reported by users. It focuses on restoring normal service operations as quickly as possible with minimal impact on business operations. When an incident is reported, it is logged and categorized based on its impact and urgency. The module facilitates tracking of the incident's lifecycle, from its initial creation to resolution and closure. Features include automated notifications, assignment rules, and escalation processes to ensure timely resolution. The Incident Module helps streamline incident management processes, improving response times and enhancing user satisfaction by addressing issues efficiently.

Problem Module in ServiceNow is aimed at identifying and managing the underlying causes of recurring incidents to prevent future occurrences. Unlike incidents, which are reactive, problems are proactive in nature. The module supports root cause analysis to determine the source of issues that lead to multiple incidents. It includes functionality for documenting known errors, potential workarounds, and implementing permanent fixes. The Problem Module facilitates the investigation and resolution of these root causes, thereby reducing the likelihood of similar issues arising again. This module helps in minimizing disruptions by addressing systemic issues and improving overall service reliability.

Change Module in ServiceNow is responsible for managing changes to the IT environment in a controlled and systematic manner. This module ensures that changes are made with minimal risk and disruption to services. It covers the entire change lifecycle, from request and approval to implementation and review. Change requests are evaluated based on their impact and urgency, and must go through a formal approval process involving relevant stakeholders. The Change Module supports planning and scheduling of changes, provides a framework for assessing risks, and ensures that changes are implemented smoothly. This structured approach helps in maintaining service stability and aligning changes with business needs.

Lists in ServiceNow provide a structured view of records from various modules, such as incidents, problems, or changes, in a tabular format. They allow users to efficiently browse, filter, and sort records based on various criteria. Lists are highly customizable, enabling users to select which columns to display, apply filters to narrow down data, and perform bulk actions like updates or

deletions. They are a powerful tool for managing large volumes of data, offering a clear and organized view of records, and facilitating quick access to information for better decision-making and operational efficiency.

Forms in ServiceNow are used to capture, view, and edit detailed information about individual records. Each form is designed to present data from a specific record type, such as an incident or change request, with various field types like text boxes, drop-down menus, and checkboxes. Forms are integral to data entry and record management, allowing users to input and update information, submit records, and trigger associated workflows or business rules. They provide a user-friendly interface for interacting with data, ensuring that all necessary information is collected and maintained accurately. Forms are crucial for effective record handling and ensuring data integrity across the platform.