

Week_4 - ServiceNow – Hands _ On

Topic-1

ServiceNow Scripting Tutorials | Scripting in ServiceNow | ServiceNow Scripting Full Course

Scripting on the ServiceNow platform in this course.

Client-Side and Server-Side Scripting

- Client-side scripting is used for cosmetic changes, such as modifying forms, and is executed on the client's browser.
- Server-side scripting is used for data-related tasks, such as querying databases, and is executed on the server.
- The instructor will teach how to identify when to use client-side and server-side scripting.

Scripting Modules

- The course will cover the following scripting modules:
 - Client-side scripting
 - UI policies
 - Data policies
 - Server-side scripting
 - Script includes
 - Fixed scripts
 - ACL scripting
 - Business rules
 - Integrations (including attachment, authentication, and JWT)
 - GlideDateTime
 - Email scripting
 - Transform maps

Integrations

- Integrations will be included in the course, covering topics such as attachment, authentication, and JWT.
- The instructor will provide an introduction to integrations, including REST, SOAP, email, inbound, and outbound.

Widget Customization

- The instructor can teach scripting for customizing widgets, including client-side and server-side scripting, HTML, and CSS.

Mid Server

- Mid server installation and configuration will be discussed, but may not be included in the course due to technical limitations.

ServiceNow scripting is a crucial aspect of the platform, allowing developers to extend and customize its functionality. To get started with ServiceNow scripting, it's essential to understand the basics of JavaScript, as ServiceNow uses industry-standard JavaScript to extend application functionality.

Types of Scripting in ServiceNow

- **Client-side scripting:** This type of scripting is used for cosmetic changes, such as modifying forms, and is executed on the client's browser.
- **Server-side scripting:** This type of scripting is used for data-related tasks, such as querying databases, and is executed on the server.

Scripting Modules in ServiceNow

- **Client-side scripting:** This module covers scripting for client-side functionality, such as modifying forms and views.
- **UI policies:** This module covers scripting for UI policies, which are used to control the behavior of forms and fields.
- **Data policies:** This module covers scripting for data policies, which are used to control the behavior of data in the system.
- **Server-side scripting:** This module covers scripting for server-side functionality, such as querying databases and performing business logic.
- **Script includes:** This module covers scripting for script includes, which are reusable blocks of code that can be used throughout the system.
- **Fixed scripts:** This module covers scripting for fixed scripts, which are used to perform specific tasks, such as data imports and exports.
- **ACL scripting:** This module covers scripting for ACLs (Access Control Lists), which are used to control access to data and functionality in the system.
- **Business rules:** This module covers scripting for business rules, which are used to automate business processes and enforce business logic.
- **Integrations:** This module covers scripting for integrations, including attachment, authentication, and JWT.
- **GlideDateTime:** This module covers scripting for GlideDateTime, which is a utility class used for working with dates and times in ServiceNow.
- **Email scripting:** This module covers scripting for email, including sending and receiving emails.
- **Transform maps:** This module covers scripting for transform maps, which are used to transform data from one format to another.

Best Practices for ServiceNow Scripting

- **Use meaningful variable names:** Use variable names that are descriptive and easy to understand.
- **Use comments:** Use comments to explain what your code is doing and why.
- **Test your code:** Test your code thoroughly to ensure it works as expected.
- **Use debugging tools:** Use debugging tools, such as the ServiceNow debugger, to troubleshoot issues with your code.

Common Use Cases for ServiceNow Scripting

- **Customizing forms and views:** Use client-side scripting to customize the appearance and behavior of forms and views.
- **Automating business processes:** Use server-side scripting to automate business processes and enforce business logic.
- **Integrating with external systems:** Use integrations to integrate ServiceNow with external systems, such as databases and web services.
- **Creating custom widgets:** Use client-side scripting to create custom widgets that can be used on forms and views.