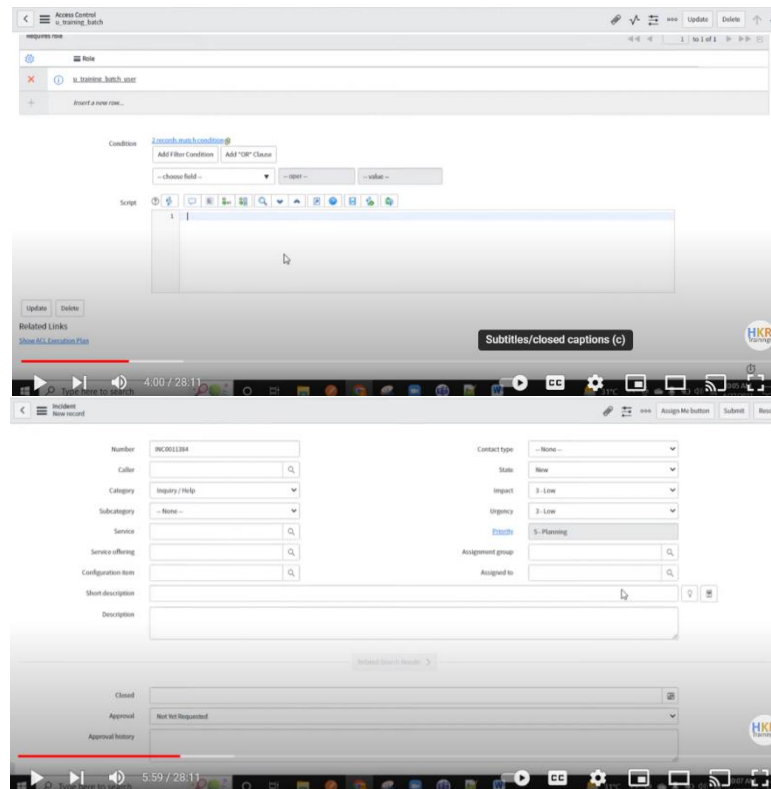


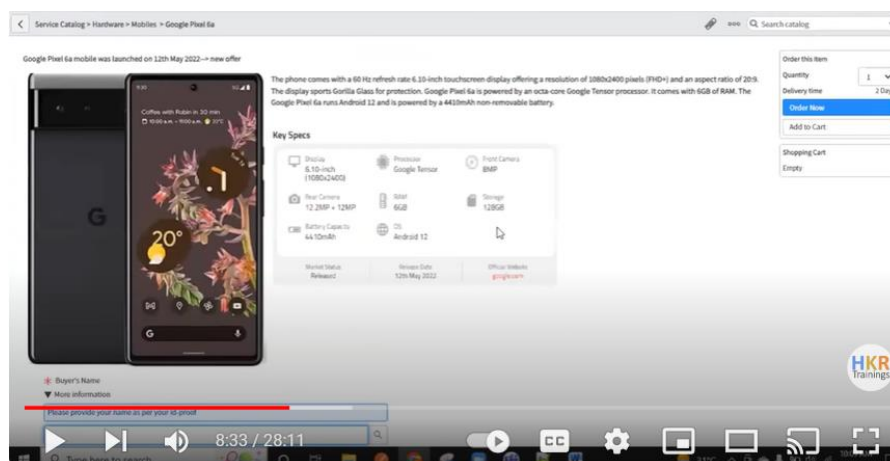
Scripting on the ServiceNow platform in this course

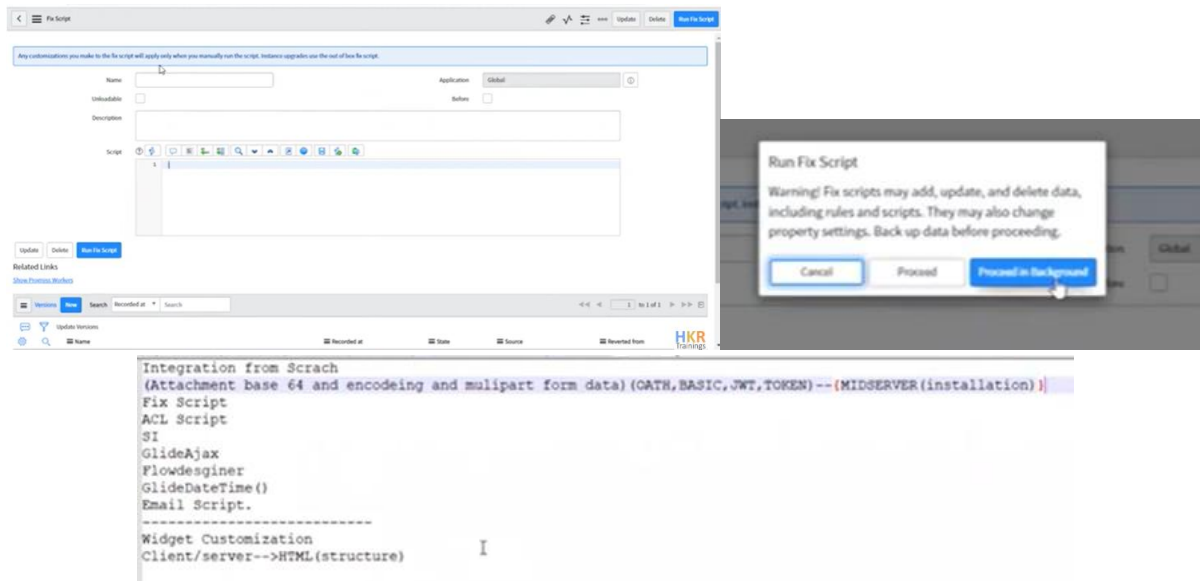


Client and Server-Side Scripting Overview: Client-side scripts manage interactions on the user interface, while server-side scripts handle backend processes.

Client-Side vs. Server-Side Identification: Client-side refers to anything visible or interactive on the browser (like forms), while server-side involves processing in the background (e.g., querying databases). Cosmetic changes are client-side, while data manipulation is server-side.

Example of Client-Side and Server-Side Use: Client-side handles form modifications (e.g., hiding fields), while server-side handles operations like auto-populating fields from a database (e.g., user info from a table).





ServiceNow Scripting Modules: Includes client-side scripting (like UI Policies, Client Scripts), server-side scripting (like Script Includes, ACLs)

Client-Side Cosmetic Changes: Client-side scripting is mostly for cosmetic form changes. An example would be using a client script to hide a field based on another field's value.

Server-Side Operations: Server-side scripting handles processes that query databases or perform background tasks, such as fetching user data or enforcing access controls

ServiceNow Scripting in Catalog Items: Catalog items have client-side (form) and server-side (data-related) scripts. For example, fetching user data when a form is loaded is server-side scripting.

Fixed Scripts Overview: Fixed scripts are used to execute server-side code, often for bulk operations or updates. They run manually and can be captured in an update set to be moved between instances.

Integration Topics: Integrations involve inbound/outbound communications and might include attachments (Base64, multipart), on managing data flows and security through REST, SOAP, or other APIs.

Further Scripting and Integration Details: Includes advanced scripting topics like script includes, GlideAjax, ACL scripting, and integration scenarios, involve pulling data between tables or instances, automating processes, and handling complex business logic.

Understanding of how ServiceNow functions

➤ What is ServiceNow?

- ServiceNow is a cloud based platform, which was mainly developed for workflow and process automation as per the ITIL principles.
- However, it is highly customisable and also can be used for other purposes.



Instance Activity

- If the instance is inactive for 10 days, then the instance is released
- If your instance is inactive for more than 24 hours, then your instance may go into hibernation state.

Instances: Every organization using ServiceNow has a unique instance (e.g., netflix.servicenow.com). Admins and developers configure and customize this instance for the organization's specific needs.

Modules and Applications: ServiceNow has various modules, such as Incident, Problem, and Change, that handle specific tasks within the IT Service Management (ITSM) framework.

User Accounts: Admins are responsible for creating user accounts, assigning roles, and controlling access to the platform.

How to properly configure and personalize the platform

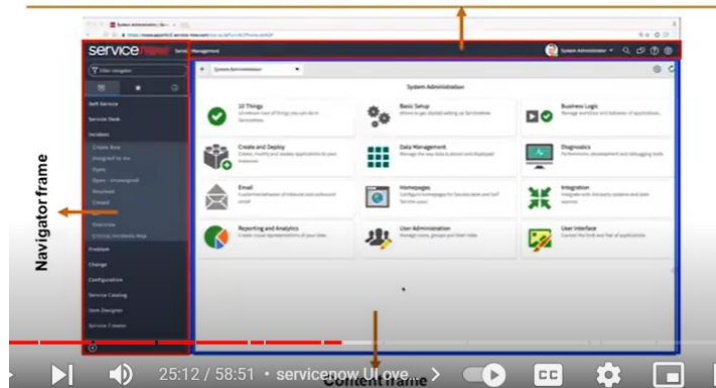
System Admin Role: A ServiceNow system administrator manages user accounts, assigns permissions, creates tables and forms, and customizes the UI by changing logos, instance names, and branding for specific clients.

ServiceNow UI Overview:

- We interact with the application and modules of the ServiceNow platform through the user interface using a web browser.
- The version of the user interface that accompanies the Istanbul version of ServiceNow is called UI16.

ServiceNow UI Overview:

Banner frame

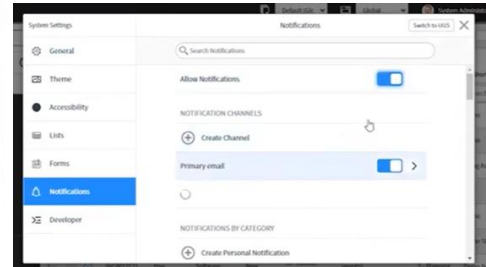
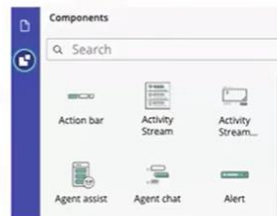


Dashboards and Reports: System admins also create custom dashboards and reports for clients, presenting critical data visually, like incident statuses, user activities, or performance metrics.

Branding: You can modify instance appearance by changing logos and instance names to match the organization's branding.

ServiceNow Components:

- The Components are the basic elements of your page.
- Components range from the basic elements like labels, and buttons to more complex experience components like lists and forms.
- These components can be added to your page to create or personalize your workspace or portal.

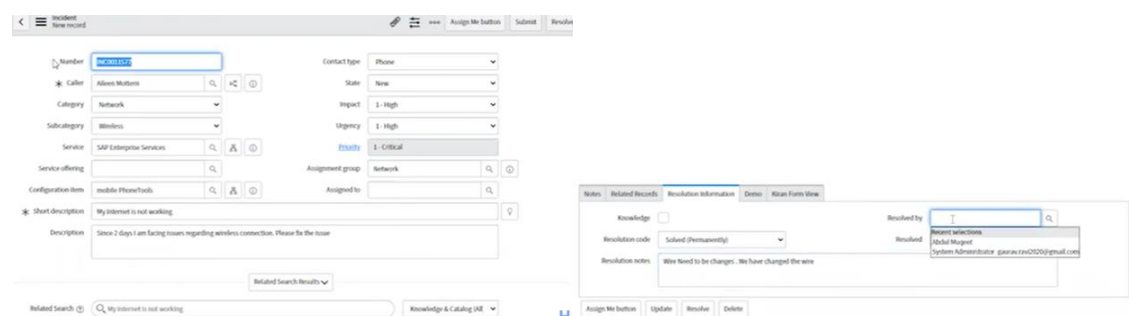
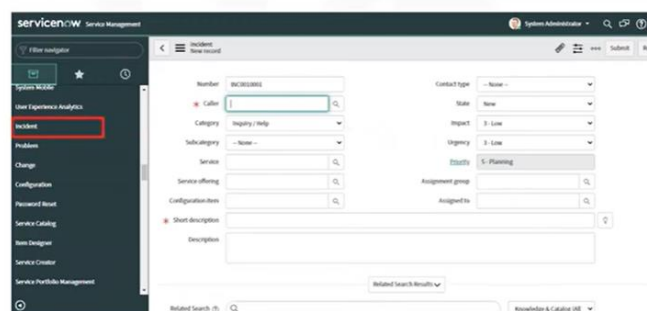


Incident Module: The Incident Module is used to manage IT issues or disruptions (incidents) that impact services or users. It follows the lifecycle of logging, categorizing, prioritizing, and resolving issues.

Workflow: When an incident is created, it is assigned to an appropriate group or user for resolution. ServiceNow tracks the progress, allowing updates and communication with stakeholders.

Customization: Admins can create rules, workflows, and templates to streamline incident management, automate ticket creation, or escalate critical incidents automatically.

Incident Module:



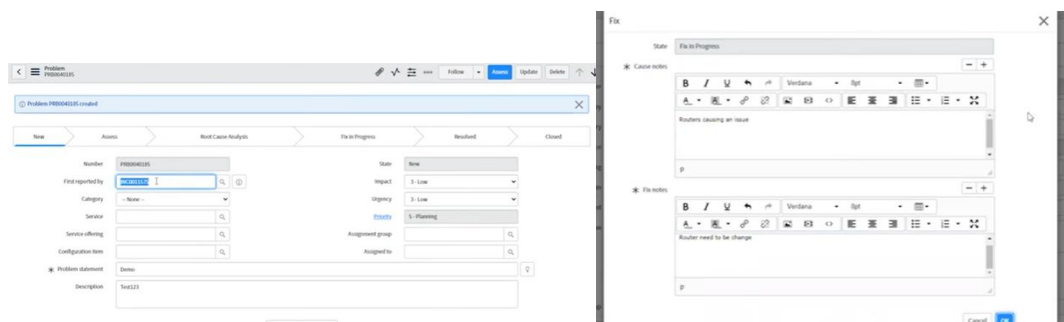
Incident Module:

- An incident is a situation where normal service operations are interrupted, disrupted or degraded.
- In ServiceNow, an open incident indicates that the customer is strongly affected or it represents a business risk.
- The process of managing the incident lifecycle is called as an Incident management.

Problem Module: Deals with identifying and managing the root cause of incidents. The focus is on finding and resolving underlying issues to prevent future incidents.

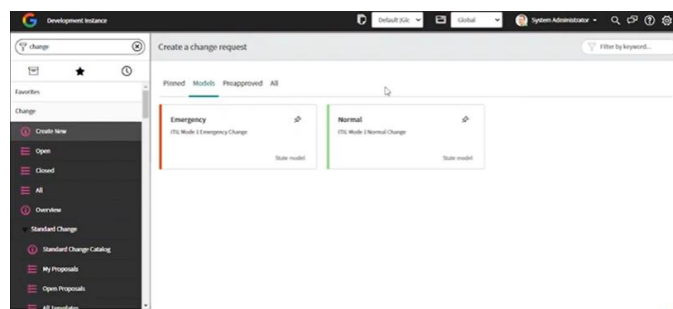
Workflow: Problems are raised based on recurring incidents and undergo investigation, diagnosis, and resolution. This may involve creating workaround solutions and eventually a permanent fix.

Lifecycle: Problems typically go through stages like identification, root cause analysis, workaround development, and resolution.



Problem Module:

- A problem is a cause of one or more incidents.
- The process of managing the lifecycle of all the problems that arises or could arise in an IT service is called as Problem management



Change Module: Handles the management of IT system changes (e.g., software updates, hardware changes) to ensure minimal disruption.

Change Module:

- A change request contains detailed information regarding the change, like the reason for the change, the risk, the priority, the change type, and the change category.
- A systematic approach for controlling the life cycle of all changes, making it easier to make beneficial changes with less disruption to the IT services is called ServiceNow Change Management.

Workflow: Admins and users create change requests, which go through approval processes before implementation. This prevents unauthorized or poorly planned changes from causing service disruptions.

Types of Changes: Changes can be categorized as normal, standard, or emergency, with varying levels of approval and impact analysis required.

Number	Active	Category	State	Caller	Short description	Created
INC00000001	True	Network	Closed	System Administrator	My Internet is not working	2022-07-28 07:25:22
INC00000002	True	Network	Open	System Administrator	My Internet is not working	2022-07-28 07:25:22
INC00000003	True	Network	Open	System Administrator	My Internet is not working	2022-07-28 07:25:22
INC00000004	True	Network	Open	System Administrator	My Internet is not working	2022-07-28 07:25:22
INC00000005	True	Network	Open	System Administrator	My Internet is not working	2022-07-28 07:25:22

Lists in ServiceNow: Lists display records from a table in a grid-like view. For example, an Incident list shows a set of incident records.

List:

- A list displays a set of records from a table.
- Users have the ability to search, sort, filter and edit data in lists.
- Users can search, sort, filter, and edit data in lists. Lists can be integrated into forms and can have sublists.
- The list interface includes a title bar, breadcrumbs and filters, columns of data, and a footer. Every column in a list represents a field in the table.

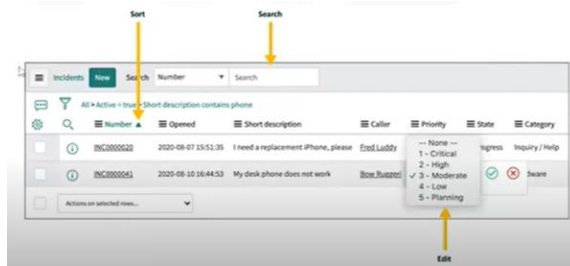
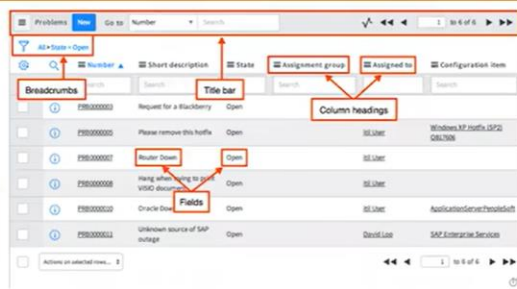
Components:

Filters: Filters can be applied to narrow down the list based on conditions

Personalization: Users can personalize the list view by selecting columns, sorting data, or saving filters.

Menus: Lists have both title bar menus and context menus for quick access to actions like exporting data, editing records, or applying filters.

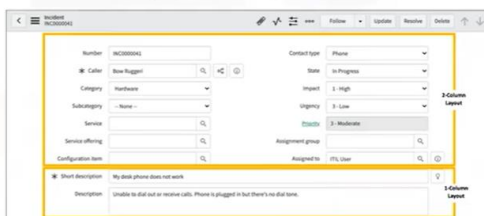
List:



Forms in ServiceNow: Forms are used to create, view, or edit individual records in ServiceNow, such as incident details or user profiles.

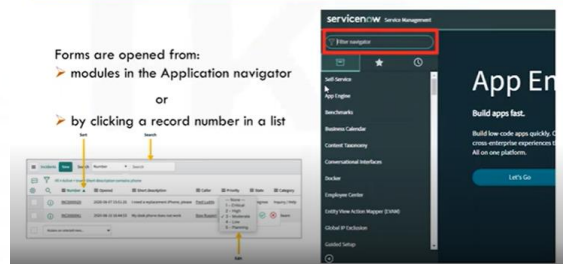
Forms:

- A form is a content page that displays the fields and values of a single record in a database table.
- Forms have a 1-column layout, a 2-column layout, or a blend of both.



Forms:

- Forms are opened from:
 - modules in the Application navigator
 - or
 - by clicking a record number in a list



Components:

Fields: Forms contain fields text boxes, dropdowns, checkboxes store information related to the record.

Sections: Forms may be divided into sections for better organization (e.g., a section for incident details and another for resolution information).

Customization: Admins can add, remove, or modify fields based on requirements. They can also set field visibility rules or make fields mandatory.

