




ServiceNow Week 4

Scripting on the ServiceNow Platform



Scripting in ServiceNow allows you to customize the platform beyond out-of-the-box functionalities. It enables administrators and developers to create business rules, client scripts, UI policies, UI actions, and more. This customization can automate processes, validate data, and ensure business logic is enforced across the platform.

ServiceNow uses JavaScript as its scripting language, and scripts can be categorized into server-side (like Business Rules, Script Includes) and client-side (like Client Scripts, UI Policies).

1. Server-Side Scripting:

-  Business Rules: Automatically execute on records in the database based on user-defined criteria.
-  Script Includes: Reusable scripts that can be invoked by other server-side scripts.
-  Scheduled Jobs: Automation tasks that run on the server based on a schedule.

2. Client-Side Scripting:

-  Client Scripts: JavaScript that runs in the user's browser to manipulate forms or UI components.
-  UI Policies: Condition-based UI controls that dynamically change form field behaviour, visibility, or requirements.








About ServiceNow

ServiceNow is a versatile cloud-based solution that focuses on enhancing and automating a variety of business functions. Originally built for IT Service Management (ITSM), the platform has expanded significantly to cater to multiple domains, including IT Operations Management (ITOM), IT Business Management (ITBM), customer service, human resources, security operations, and more. By leveraging a single, unified platform, ServiceNow empowers organizations to

seamlessly integrate disparate processes, enabling smoother collaboration between departments and reducing bottlenecks.


ServiceNow Modules

ServiceNow offers a wide range of modules that streamline various aspects of IT and business operations. These modules are designed to enhance service delivery, manage workflows, and ensure organizational efficiency. Some of the key modules include:

-  Incident Management: Manages and resolves service interruptions or disruptions.
-  Problem Management: Focuses on identifying and resolving the root causes of incidents.
-  Change and Release Management: Oversees changes to IT systems and services.
-  Request Management: Handles requests from users for products and services.
-  Asset and Cost Management: Tracks IT assets and monitors associated costs.
-  Walk-Up Experience: Enhances in-person service interactions, particularly for IT support.
-  Agent Workspace: Provides a dedicated interface for agents to handle tasks efficiently.

Incident Module

The Incident Management module in ServiceNow is designed to handle IT incidents efficiently, restoring normal service operation as quickly as possible while minimizing impact on the business. It follows the ITIL framework to ensure structured resolution.

-  **Incident Creation:** Incidents can be logged manually by users or automatically through integration. Incidents can be categorized, prioritized, and assigned to appropriate teams based on severity and urgency.

- ✚ **Incident Lifecycle:** The incident passes through several stages such as New, In Progress, Resolved, and Closed. Each stage can have defined workflows, SLA (Service Level Agreement) metrics, and escalations.
- ✚ **Incident Resolution:** Once assigned, agents can work on the incident by logging updates, collaborating with other teams, and resolving the issue. Knowledge base articles and problem management integrations often assist in faster resolution.
- ✚ **Reporting and Metrics:** Dashboards and reports provide insights into incident trends, resolution times, and team performance. Metrics help in assessing SLA adherence and overall efficiency.

Problem Module

Problem Management in ServiceNow helps identify and mitigate the root cause of recurring incidents. This module enables organizations to prevent future incidents by addressing the underlying causes.

- ✚ **Problem Detection:** Problems can be created either manually or through automatic detection based on incident patterns. The detection phase identifies areas of concern where incidents are regularly recurring.
- ✚ **Root Cause Analysis (RCA):** Through problem investigation, the team performs a detailed analysis to determine the root cause of the problem. RCA tools and techniques help to pinpoint technical failures or procedural gaps.
- ✚ **Workarounds and Permanent Solutions:** Problem management focuses on providing temporary workarounds to reduce the impact while working towards a permanent fix. These workarounds may be integrated with incident records for faster resolution of related issues.

🔧 **Problem Resolution and Closure:** Once the root cause is identified and a fix is implemented, the problem is marked as resolved. Reporting allows for tracking problem trends and ensuring no related incidents remain open.

Change Module

The Change Management module in ServiceNow is used to handle changes to IT infrastructure in a controlled manner, reducing the risk of service disruption. It follows a structured approval process and ensures thorough documentation of each change.

🔧 **Change Creation:** Changes can be requested by users or through incidents or problems that require infrastructure modifications. The change request includes details of what is being changed, the reason for the change, and the associated risk.

🔧 **Change Types:** There are different types of changes such as Normal, Standard, and Emergency. Each type has its own workflow, approval process, and risk assessment criteria.

🔧 **Approval and Risk Management:** Changes go through an approval process that includes risk evaluation. High-risk changes may require multiple levels of approval, while standard or pre-approved changes can be expedited.

🔧 **Change Implementation and Review:** After approval, the change is implemented. Following implementation, a review ensures that the change has achieved its intended goals without causing new issues.

Lists in ServiceNow

In ServiceNow, Lists are essential tools that allow users to view and manage records from a specific table in a structured, tabular format. Each row within a list corresponds to an individual record, while each column represents a field or attribute

from that table. Lists are fundamental for navigating large datasets, offering users a clear and organized way to handle data efficiently.

🚦 **Filters:** Users can apply filters to focus on specific data, like incidents assigned to them or changes awaiting approval.

🚦 **Grouping:** Records can be grouped by any column to help users categorize and analyse data more effectively.

🚦 **Sorting:** Data can be sorted based on different parameters such as date, priority, or status.

🚦 **Exporting and Importing:** Lists can be exported

Forms

Forms in ServiceNow are used to display and input data for individual records within tables. Forms consist of fields where users can enter or view data.

🚦 **Field Types:** Fields can be of various types like text, dropdowns, date pickers, reference fields, etc. Forms can include mandatory fields, dependent fields, and read-only fields.

🚦 **Form Layout:** Administrators can customize the layout of forms by dragging and dropping fields, sections, and related lists to ensure a logical structure.

🚦 **Form Actions:** Buttons or UI actions can be added to forms, allowing users to submit, save, or take specific actions on a record (like assigning an incident or escalating a problem).