

ServiceNow Scripting Tutorials

(Module-4)

Client-Side vs. Server-Side Scripting

Client-side scripting modifies the user interface, such as form behavior and field validation, running in the browser. Server-side scripting focuses on backend tasks like querying and managing data.

Script Types

Client scripts run in the browser, while server scripts handle backend processes. UI and Data Policies control form behavior and validation. ACLs manage access control, and Business Rules or Script Includes handle server-side logic. Fixed scripts are used for one-time tasks, and background scripts allow ad-hoc execution.

Integration Topics

Integrations include REST, SOAP, email, and more, with authentication handled by methods like JWT and token-based authentication. Attachments are managed using base64 and multipart formats.

Additional Considerations

Customizing widgets requires both client-side and server-side scripting, while Flow Designer minimizes the need for scripting.

MID Server

MID server setup is usually handled by the organization's support team and is difficult to configure in a personal instance.

The next steps involve finalizing the customized course plan, which will include topics such as Script Includes, Fixed Scripts, and Integrations, along with both basic and advanced scripting concepts. Additional topics discussed, like GlideDateTime and email scripts, will also be covered. Clarifications will be made on key areas such as integration details, ensuring coverage of JWT, basic authentication, and token-based authentication. Special attention will be given to widget customization, particularly in understanding the data flow between server-side and client-side, and the distinctions between Fixed Scripts and Background Scripts will be made clear. The course schedule, including the duration, will be determined based on the finalized plan, and relevant resources and documentation will be provided where possible to enhance

understanding. Follow-up actions include awaiting the customized plan from Raj or Nalima and confirming the details and schedule for the training sessions.

Overview of ServiceNow

ServiceNow is a cloud-based platform for IT Service Management (ITSM), HR, and other business processes, accessible from anywhere.

Cloud-Based Nature

As a Platform as a Service (PaaS), it allows users to build and host apps in the cloud with minimal coding.

Core Modules

Key modules include ITSM (Incident, Problem, Change Management), HR Management, GRC (Governance, Risk, Compliance), Financial Operations, Asset Management, and Business Management.

Getting a Free Instance

Sign up at developer.servicenow.com to access a free instance, ensuring regular logins to keep it active.

Becoming a Developer

A degree isn't required, and JavaScript knowledge helps. Get the Certified System Administrator (CSA) certification, often with a free voucher.

Career Growth

ServiceNow offers strong career opportunities, with high demand across various industries like IT, government, and healthcare.

Training and Certification

Beginner training covers fundamentals, admin, and development skills, leading to certification exams, sometimes with free vouchers.

The **ServiceNow certification process** starts with completing the ServiceNow Fundamentals course on Now Learning. After finishing, you receive a voucher code for the certification exam, which can be used to register on the ServiceNow portal. You can choose between a free course with a voucher or a paid instructor-led course that includes a voucher, which generally covers the exam fee of around \$354.

ServiceNow's user interface features different versions, with UI16 being the latest. New versions are released every six months, named after cities. The interface includes the Banner Frame for instance info, the Content Frame for data display, the Navigation Frame for app navigation, and pickers for applications and update sets.

Customization options include changing themes (e.g., dark mode) and adjusting user preferences for notifications and views. Developer settings manage application visibility and update sets.

ServiceNow modules include ITSM, covering Incident, Problem, Change, and Request Management. **Incident Management** handles issues like outages by creating and tracking tickets.

Summary

To achieve ServiceNow certification, complete the Fundamentals course on Now Learning to receive a voucher for the certification exam, which you can then use to register on the ServiceNow portal.

Familiarize yourself with UI16, the latest user interface, and understand its components like the banner, content, and navigation frames, along with customization options.

Key modules to know include ITSM for incident management, where incidents are logged and resolved, and Problem Management, which addresses recurring issues by identifying and fixing root causes. Change Management involves creating and managing change requests, including emergency, normal, and standard changes, and follows a cycle of planning, approval, implementation, and review.

When navigating ServiceNow, use List View for multiple records and Form View for detailed information on single records. Utilize filters and search functions to find specific records, and customize views and layouts to suit your needs. The Activity Stream provides a quick overview of recent actions.

To manage records effectively, filter, group, and sort them, create favorites for quick access, and adjust list and form views as necessary.

End Of Module - 4

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