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**Cognizant Digital Nurture 3.0** – Week-4 Understanding Document

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

1. ClientSide vs. ServerSide Scripting: The tutorial explains the difference between clientside (browserside) scripting, which handles UI changes, and serverside scripting, which deals with backend processes like database queries.
2. No Coding Background Required: Even without prior coding experience, participants can learn both client and serverside scripting. Handson assignments are prioritized over theoretical presentations.
3. Main Scripting Concepts: The course covers client scripts, UI policies, serverside scripts, ACL (Access Control List) scripting, and script includes. Emphasis is placed on understanding where to use client vs. serverside scripting based on data handling or UI needs.
4. RealWorld Applications: The course includes practical examples such as autopopulating fields, hiding form elements, and interacting with the database. It also teaches how to manage incidents and catalog items in ServiceNow.
5. Integration Topics: The instructor introduces basic integrations like REST, SOAP, and authentication techniques (JWT and basic authentication). He also discusses using script includes, GlideRecord, and GlideAjax for complex serverside operations.
6. Additional Modules: Key concepts include background scripts, scheduled jobs, and email scripting. Fixed scripts are explained as tools for running serverside code and migrating it between instances.
7. Focus on HandsOn Learning: The course encourages active learning by working on assignments based on realworld requirements, focusing on ServiceNowspecific scripting scenarios.
8. Customization & Scripting in Service Portal: The tutorial touches on customizing widgets and integrating serverside data with the clientside (MVC model), alongside discussions on flow designer and workflow scripting.
9. Special Topics: Participants also requested instruction on integrating attachments (base64 and multipart formats), configuring GlideDateTime, and covering advanced topics like midserver setup and troubleshooting.
10. Customized Curriculum: The course content can be tailored based on the participants' needs, including scripting, integration, and more advanced topics if required.
11. ACL Scripting: The course emphasizes the use of serverside scripting in Access Control Lists (ACLs) to control access to specific data and roles within ServiceNow, ensuring security and proper data handling.
12. Integration with Authentication: The tutorial highlights how to handle authentication in integrations, including JWT (JSON Web Token) and basic authentication methods, although JWT integration may have limitations on personal instances.
13. GlideRecord and GlideAjax: The instructor emphasizes the importance of GlideRecord for querying databases and GlideAjax for interacting between client and server in ServiceNow, with detailed examples.
14. Widget Customization: The tutorial also covers clientserver interaction for widget customization in the Service Portal, focusing on HTML, CSS, and data flow between the server and client to build dynamic web components.

**What is ServiceNow | ServiceNow Tutorial for Beginners | ServiceNow Full Course**

- Overview of ServiceNow:

- ServiceNow is a cloud-based platform offering platform-as-a-service (PaaS) for IT service management (ITSM).

- It allows users to develop workflows and applications without coding and is accessible from any device.

- Target Audience:

- ServiceNow training is designed for both IT and non-IT professionals, including those without prior technical experience.

- ServiceNow Features:

- The platform offers various modules like ITSM (Incident, Problem, and Change management), HR management, GRC (Governance, Risk, and Compliance), and integrations with other systems.

- It is known for no-code/low-code environments, making it accessible to users with minimal programming knowledge.

- ServiceNow Services:

- ITSM is the foundational module used by over 95% of organizations. Other modules like HR, GRC, and IT Asset Management are built on top of it.

- Integration services allow ServiceNow to connect with external systems, commonly used in sectors like banking and healthcare.

- Becoming a ServiceNow Developer:

- Requires a basic understanding of IT and optionally JavaScript. However, many non-IT professionals can learn the necessary skills.

- The key steps include obtaining a degree, learning ServiceNow fundamentals, and earning certifications such as Certified System Administrator (CSA).