The Complete ServiceNow System Administrator Course

Section 9 - Building a Custom App

Course Outline

Section Outline

1 User Functionality

2 Defining Components

3 Tables & Fields

4 Loading Data

5 Administration

6 Approval Workflow

7 Customizations

8 Reporting

9 Demo

10 Final Words

Rotten Potatoes

Functionality

- Users can create game records

- Users can leave game reviews

- Group administers game reviews

Components

1. Business Rule
2. UI Policies
3. UI Action
4. Relationships
5. Roles
6. Groups
7. Workflow
8. Notifications
9. Report
10. Tables & Fields

Tables & Fields

game	
game_id	String
title	String
esrb_rating	Choice
release_date	Date
released	Boolean
developer	String
genre	Choice

game_review	
review_id	String
reviewer	Reference
stars	Choice
review_date	Date
comments	String
game	Reference
status	Choice

Creating the App

Demo

Load Data

- Spreadsheet of game data
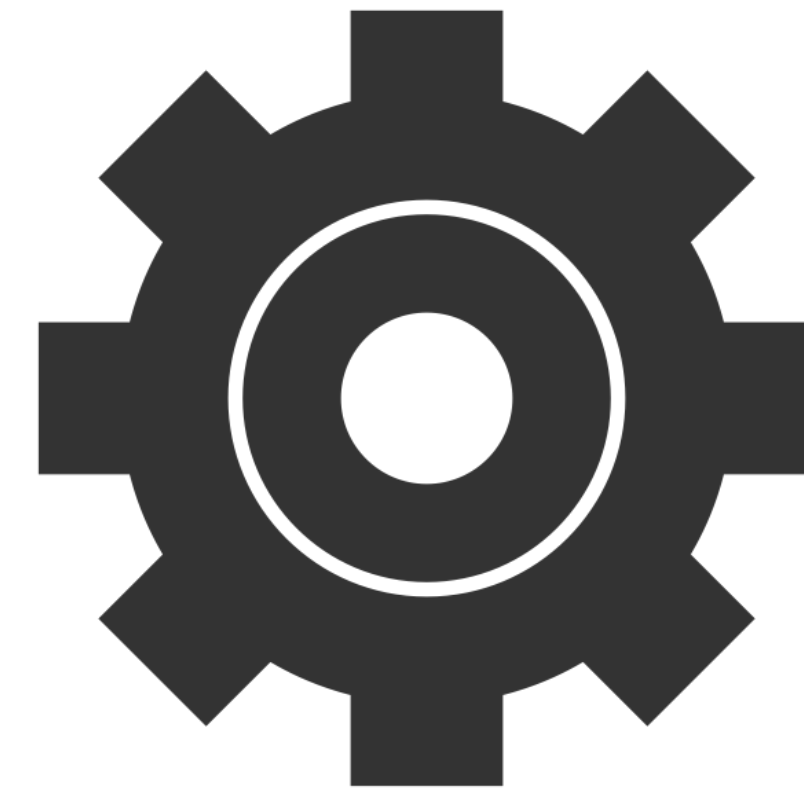
- Game import set
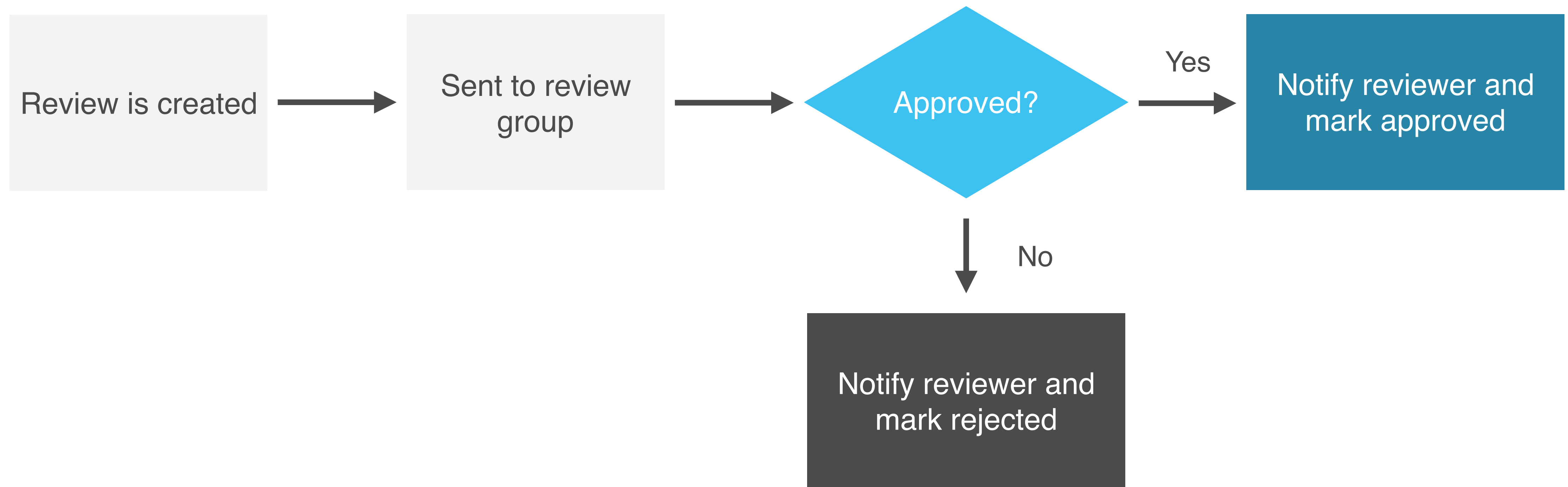
- Game transform map
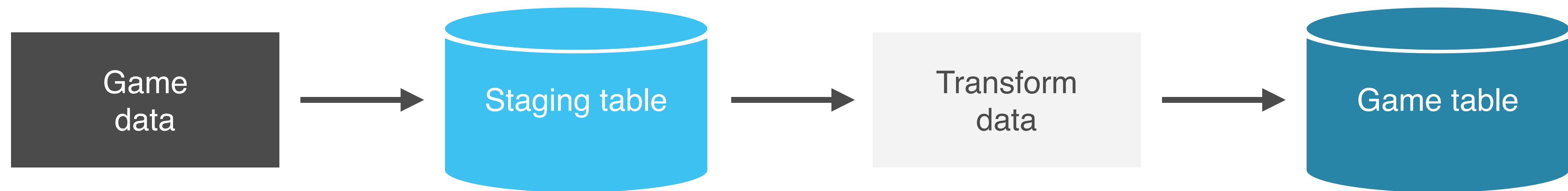
Loading Data

Demo

Administration

1. Create role
2. Create groups
3. Create game/review relationship
4. Create default choice fields
5. Form & list configurations
6. Create workflow

Approval Workflow

Review is created → Sent to review group → **Approved?**

Approved? — Yes → Notify reviewer and mark approved

Approved? — No → Notify reviewer and mark rejected

Administration

Demo

Customizations

Business Rule

Automatically check **Released** checkbox if release date is before today on game inserts

UI Action

Add Self button which adds current user to **Reviewer** field

UI Policies

Make number and status **read-only**

Make stars and comments **read-only** once approved

Customizations

Demo

Reporting

Demo

Final Words

- Thank you!

- Notice any errors? Please message me in Udemy

- Have general questions about the course? Please ask questions in the Q&A course section

Thank You!