Service now week four understanding document

In this week i have learnt these topics

Understand the fundamentals of scripting on the ServiceNow platform.
• Learn how to script effectively to customize and enhance ServiceNow functionalities.
• Gain experience in scripting through hands-on exercises and examples.
• Develop the skills necessary to create efficient and effective scripts for ServiceNow applications.
• Enhance problem-solving abilities by applying scripting techniques to real-world scenarios in ServiceNow.

Video1 summary

Client and Server-Side Scripting Overview: Development in ServiceNow involves understanding both client-side and server-side scripting. Client-side scripts manage interactions on the user interface, while server-side scripts handle backend processes. Mastering these two is key for learning ServiceNow, including for future integrations.
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: The course covers client-side scripting (like UI Policies, Client Scripts), server-side scripting (like Script Includes, ACLs), and offers hands-on training without the use of PowerPoint slides.

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 (ACLs).

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 are 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). The focus of scripting here would be on managing data flows and security through REST, SOAP, or other APIs.

Further Scripting and Integration Details: The course includes advanced scripting topics like script includes, GlideAjax, ACL

scripting, and integration scenarios. These involve pulling data between tables or instances, automating processes, and handling complex business logic.

Video-2 summary

Video2 of 4th week and video 1 of week three are same Things learnt in this video are:-

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.

Services of ServiceNow:
>IT Service management
>HR management
>GRC
>Integrations
>IT Asset management
>Finance operation management
>IT business management, etc.

How to Get Free SNOW Instances

> Step 1: SignUp From https://developer.servicenow.com/app.do#!/home
> Step 2: Fill the Registration form
> Step 3: Verify your account.
> Step 4: Now Login to your ServiceNow Developer Platform.
> Step 5: Request/create an instance.
> Step 6: Choose the ServiceNow Developer Instance Version
> Step 7: Instance Credentials Info
> Step 8: Login into your ServiceNow Developer instance

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.

Career and growth in ServiceNow

> ServiceNow is expected to continue to grow even in future.
> Currently, Cloud Platform is the Very popular.
> In the cloud platform, ServiceNow is the best tool to use because of its simplicity and ease of use.

Service Now fits best in industries like:

Governance
Computer software
Insurance Health care
Information technology and services

Service Now UI Overview:

* We interact with the application and modules of the ServiceNow plan through the user interface using a web browser.
* The version of the user interface that accompanies the Istanbul version of ServiceNow is called UII 6.
* It BANNER FRAME , APPLICATION NAVIGATOR , CONTENT FRAME

ServiceNow Components:

* The Components are the basic elements of your page. Components
* 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.

Modules:

Some of the modules in ServiceNow are:
> Incident Management
> Problem Management
> Change and Release Management
> Request Management
> Asset and Cost Management
> Walk-Up Experience
 > Agent Workspace
> Now Mobile, etc.

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:

* 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:

* 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.

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.

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

— THE END—