Client refers to an application or system that accesses a remote server or another computer system

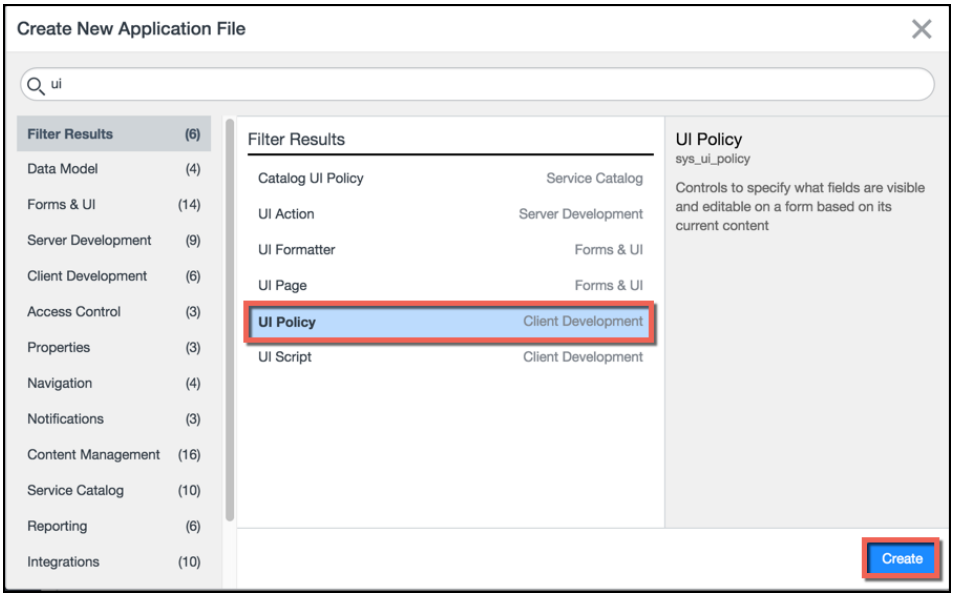
Server is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

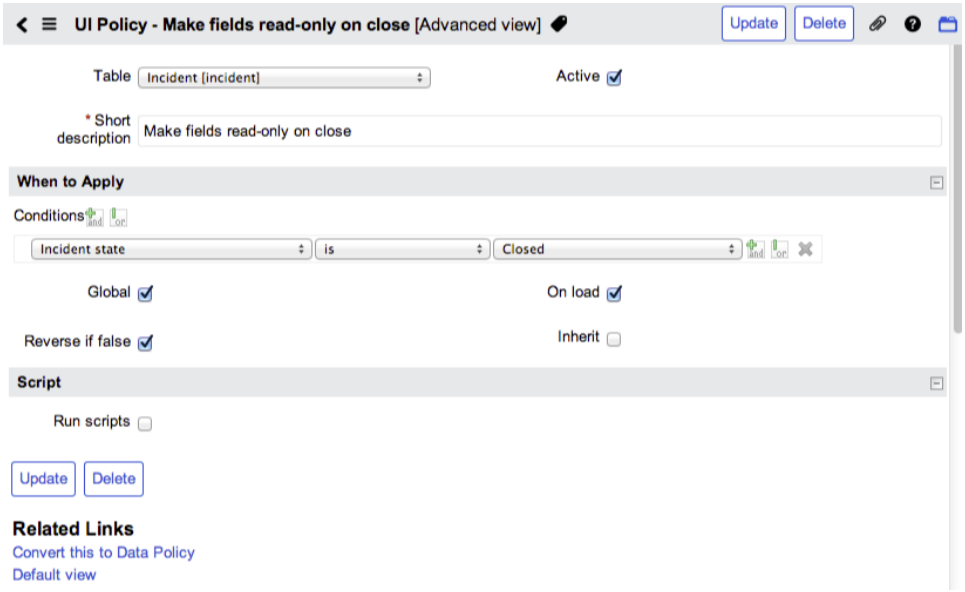
Data Policies are used to enforce mandatory data on a form.

UI Policy can make fields read-only, mandatory, or hidden.

UI and Data Policies are not about security, they are about managing the user experience.

Adding a UI Policy:





Client Scripts can prompt that an incident has been successfully submitted.

What are the 4 types of client scripts that are supported?

onCellEdit(): runs when a cell on a list changes value.

onChange(): runs when a particular field changes value.

onLoad(): runs when a form is loaded.

onSubmit(): runs when a form is submitted.

What is a business Rule?

A BR is a piece of javascript configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried.

Most customization of platform behavior is done using Business Rules.

Business Rules are loaded and initialized at the beginning of each interaction between a user and the platform.

Business Rules run on the server, but can be client-callable. If the Client Callable setting is checked, the client can use AJAX to call the Business Rule.

Business Rules are NOT real-time:
- They do not monitor fields on a form.
- They monitor records as they are inserted or updated.

What is a key difference between UI Policies and Business Rules

Unlike UI Policies, Business Rules DO NOT monitor fields on a form.

The When setting lets you select when the Business Rule should execute. What are the 4 occasions that a BR can run?

A Business Rule can run:
- before: a record is saved to the database
- After: a record is saved to the database
- async (Queued); Client and server work independently so the client is not waiting for the server.
-Display: before the record is displayed (This can utilize a scratchpad area to access server data).

What is the difference between client scripts and business rules?

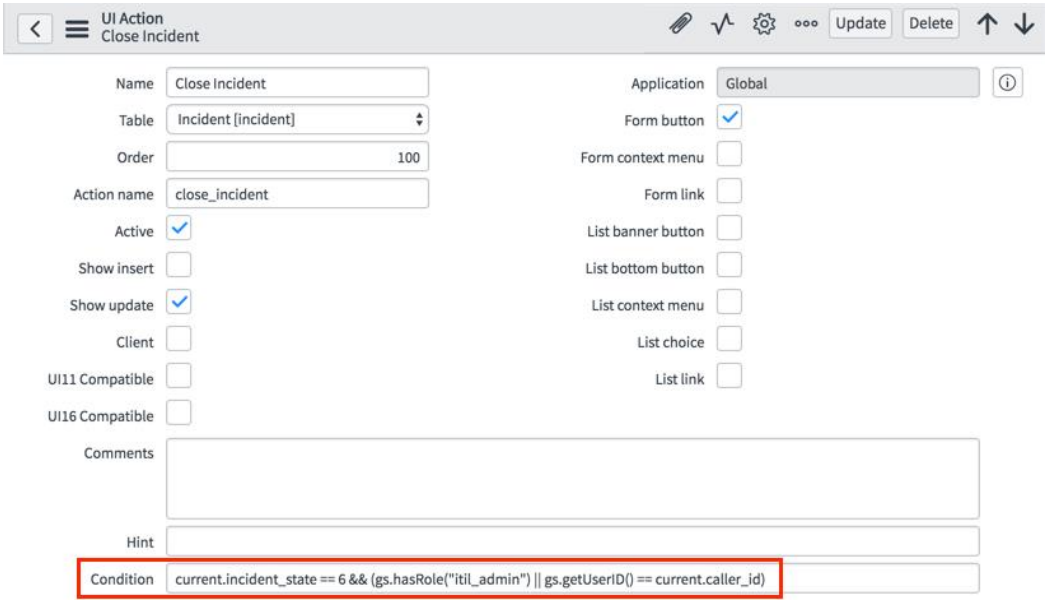
The one major difference between business rules and client scripts is that Business rules apply to records regardless of how they are accessed (forms, lists, web services). Client Scripts are strictly applied when editing through the form.

What is the way to set a UI Policy to all views?

Set Global to True. When you are creating a UI Policy, there will be a global attribute that if you set to true will allow all views to see the policy.

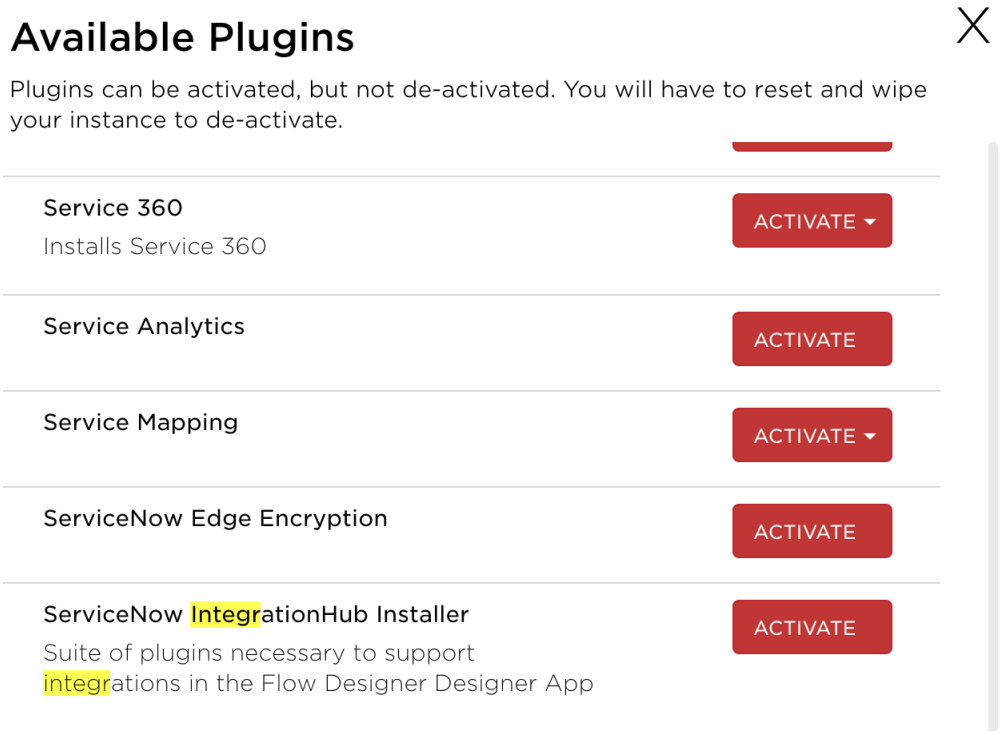
What box needs to be checked to activate a UI Action and make it visible?

The Active Box needs to be checked.



What is a good policy to have when first installing a plugin on a development or test instance?

Load in demo data to see how the plugin reacts.



What are the four components that make up the performance of a ServiceNow instance?

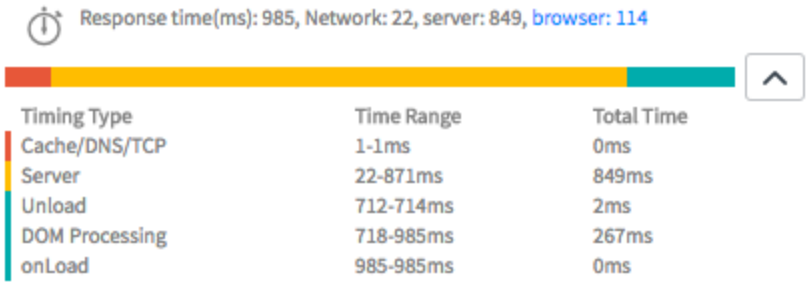
Application Server response: Time for the application server to process a request and render the resultant page.

Network Latency and throughput: Time for the network to pass your request to the server and the response back.

Browser rendering and parsing: Time for your browser to render the HTML and parse/execute JavaScript.

Instance Cache: The amount of platform resources available for processing.

What are the 3 reasons to use a Response Time Indicator?



- Poor list response times.
- Poor form load and submit response times
- Poor module response times.

The Transaction Log stores a record of all browser activity for an instance, and shows information about various activities including:

- Created: Date and time of the transaction
- Created By: The user who executed the transaction.
- Response Time: Round trip response time for the browser request (in milliseconds)