

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

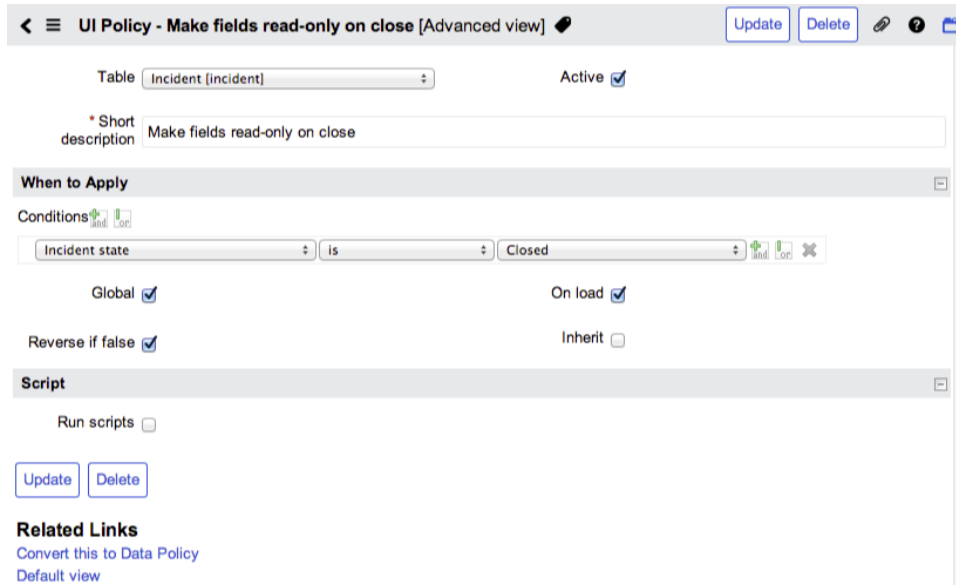
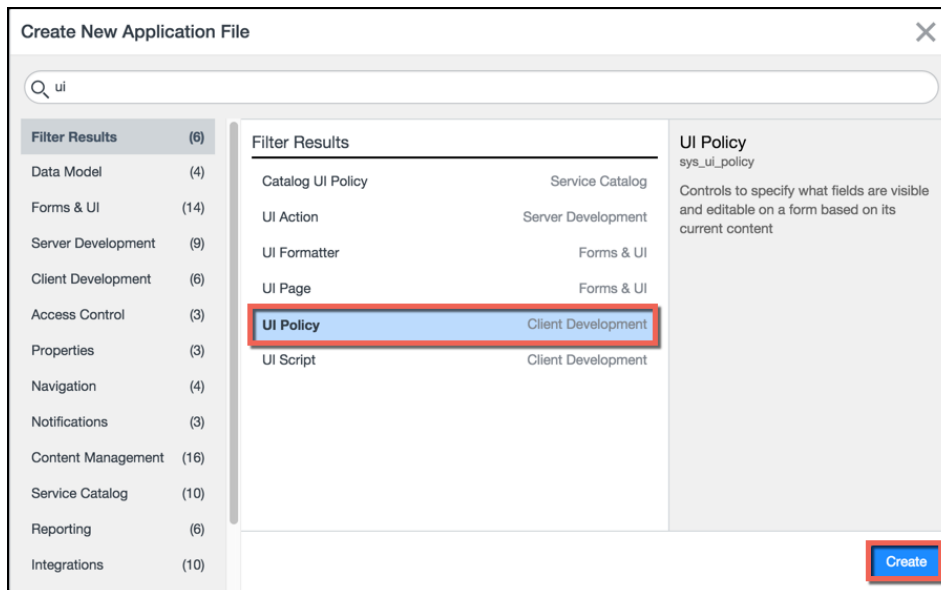
Server is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

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.

The screenshot shows the configuration page for a UI Action named 'Close Incident'. The interface includes a header with navigation icons and buttons for 'Update' and 'Delete'. The main form is divided into two columns. The left column contains fields for 'Name' (Close Incident), 'Table' (Incident [incident]), 'Order' (100), 'Action name' (close_incident), 'Active' (checked), 'Show insert' (unchecked), 'Show update' (checked), 'Client' (unchecked), 'UI11 Compatible' (unchecked), 'UI16 Compatible' (unchecked), 'Comments', 'Hint', and 'Condition'. The right column contains a dropdown for 'Application' (Global) and a series of checkboxes for different UI contexts: 'Form button' (checked), 'Form context menu' (unchecked), 'Form link' (unchecked), 'List banner button' (unchecked), 'List bottom button' (unchecked), 'List context menu' (unchecked), 'List choice' (unchecked), and 'List link' (unchecked). The 'Condition' field at the bottom is highlighted with a red box and contains the following code: `current.incident_state == 6 && (gs.hasRole("itil_admin") || gs.getUserID() == current.caller_id)`.

Field	Value / State
Name	Close Incident
Table	Incident [incident]
Order	100
Action name	close_incident
Active	<input checked="" type="checkbox"/>
Show insert	<input type="checkbox"/>
Show update	<input checked="" type="checkbox"/>
Client	<input type="checkbox"/>
UI11 Compatible	<input type="checkbox"/>
UI16 Compatible	<input type="checkbox"/>
Comments	
Hint	
Condition	<code>current.incident_state == 6 && (gs.hasRole("itil_admin") gs.getUserID() == current.caller_id)</code>
Application	Global
Form button	<input checked="" type="checkbox"/>
Form context menu	<input type="checkbox"/>
Form link	<input type="checkbox"/>
List banner button	<input type="checkbox"/>
List bottom button	<input type="checkbox"/>
List context menu	<input type="checkbox"/>
List choice	<input type="checkbox"/>
List link	<input type="checkbox"/>

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.

Available Plugins



Plugins can be activated, but not de-activated. You will have to reset and wipe your instance to de-activate.

Service 360 Installs Service 360	ACTIVATE ▾
Service Analytics	ACTIVATE
Service Mapping	ACTIVATE ▾
ServiceNow Edge Encryption	ACTIVATE
ServiceNow IntegrationHub Installer Suite of plugins necessary to support integrations in the Flow Designer Designer App	ACTIVATE

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

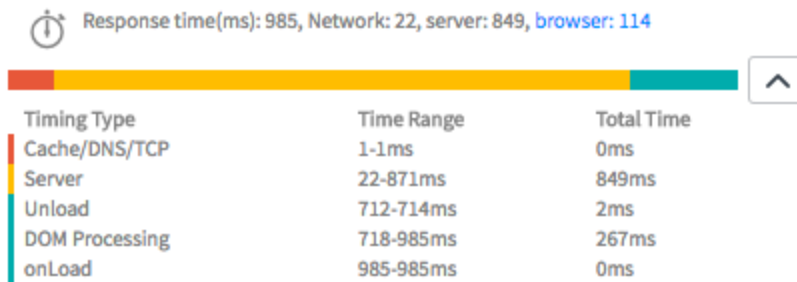
Application Server response: Time for the application server to process a request and render the resultant page.

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)

Click on "Transactions"

The transaction log records all browser activity for an instance

Created	Type	Created by	Response time	Output length	sql_count	sql_time
2019-04-12 05:04:52	REST	admin	19	60	16	4
2019-04-12 05:04:51	REST	admin	19	60	16	3
2019-04-12 05:03:58	REST	admin	8	20	3	0
2019-04-12 05:03:57	REST	admin			9	2
2019-04-12 05:03:57	REST	admin			2	0
2019-04-12 05:03:56	List	admin			311	309
2019-04-12 05:03:28	REST	admin	11	20	3	0
2019-04-12 05:03:27	REST	admin	8	1,673	2	0
2019-04-12 05:03:27	REST	admin	15	46	9	6
2019-04-12 05:03:26	List	admin	137	27,258	17	29