

ServiceNow Scripting Fundamentals and Functions

Client-Side vs. Server-Side Scripting:

- **Client-Side Scripting:** Used for user interface changes, such as form modifications and field validations.
- **Server-Side Scripting:** Used for data handling, such as querying and manipulating data in the database.

Script Types:

- **Client Script:** Executes on the client-side (browser).
- **Server Script:** Executes on the server-side (backend).
- **UI Policies, Data Policies:** For form behavior and data validation.
- **ACL Scripting:** Used for access control rules.
- **Business Rules, Script Includes:** For server-side logic and reusable scripts.
- **Fixed Script:** For one-time execution of server-side code, captured in an update set.
- **Background Script:** For running ad-hoc scripts directly from the instance.

Integration Topics:

- **Types of Integration:** REST, SOAP, email, inbound, and outbound integrations.
- **Authentication:** JWT, basic auth, and token-based authentication.
- **Attachments:** Handling base64 and multipart attachments.

Additional Considerations:

- **Widgets and Service Portal:** Customizing widgets involves client-side and server-side scripting along with HTML/CSS.
- **Flow Designer:** Generally requires less scripting but can involve minor script usage.

Mid Server:

- **Installation and Configuration:** Difficult to cover in a personal instance, usually handled by the organization's support team.

Next Steps

Customized Course Plan:

- Include topics on Script Includes, Fixed Scripts, and Integrations.
- Cover basic and advanced scripting concepts.
- Address any additional topics as per the discussion (e.g., GlideDateTime, email scripts).

Clarifications:

- **Integration Details:** Ensure that JWT, basic authentication, and token-based authentication are covered.
- **Widget Customization:** Focus on the data flow from server-side to client-side.
- **Fixed Scripts:** Ensure the differences between Fixed and Background Scripts are clear.

Course Schedule:

- **Duration:** To be determined based on the customized plan.
- **Additional Resources:** If possible, provide access to relevant resources and documentation for better understanding.

Follow-Up:

- Await the customized plan from Raj or Nalima.
- Confirm the details and schedule for the training sessions.
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Overview of ServiceNow:

- ServiceNow is a cloud-based platform used for IT Service Management (ITSM), HR, and various other business processes. Like Gmail, it is accessible from anywhere and operates entirely in the cloud.

ServiceNow's Cloud-Based Nature:

- It operates under the Platform as a Service (PaaS) model, allowing users to create and host applications on the cloud without needing to write extensive code.

Core Modules and Services:

- **ITSM (IT Service Management):** The foundational module, including Incident, Problem, and Change Management.
- **HR Management:** Handles onboarding and offboarding processes.
- **GRC (Governance, Risk, and Compliance):** Focuses on risk management and compliance, particularly relevant for financial institutions.
- **Financial Operations Management:** Often used in the banking sector for managing financial processes.
- **Asset Management:** Manages assets like laptops and other equipment.
- **Business Management:** Deals with business operations and process management.

Getting Free ServiceNow Instances:

- To access a free ServiceNow instance, visit developer.servicenow.com, register, and follow the instructions to obtain an instance. Ensure regular login to avoid the instance becoming dormant.

Becoming a ServiceNow Developer:

- **Education:** A degree is recommended but not strictly necessary; non-technical backgrounds can also succeed.
- **Basic Knowledge:** Familiarity with JavaScript is helpful but not mandatory.
- **Certification:** Obtain the ServiceNow Certified System Administrator (CSA) certification, which might come with a free voucher code upon course completion.

Career Growth:

- ServiceNow offers substantial career growth opportunities, with a strong market presence and increasing demand. The platform's growth is reflected in its stock market performance and widespread adoption.

Industry Applications:

- ServiceNow is utilized across various sectors including government, IT, insurance, and healthcare. The flexibility of the platform allows for specialization in different business areas.

Training and Certification:

- Training is available for beginners covering fundamentals, admin, developer skills, and integrations. After completing training, candidates can take certification exams, often with free vouchers available.

ServiceNow Certification and Voucher Application

1. **Complete Training:** First, complete the ServiceNow Fundamental course on the Now Learning platform (nowlearning.servicenow.com).
2. **Obtain Voucher:** After completing the course, you'll receive a voucher code for the certification exam.
3. **Register for Exam:** Use the voucher code to register for your exam on the ServiceNow portal (webassist.servicenow.com).
4. **Exam Options:** You can choose between a free course with a voucher or a paid instructor-led course that includes a voucher. The voucher typically covers the exam fee (around \$354 including tax).

2. ServiceNow User Interface Overview

- **User Interface Versions:** ServiceNow has different UI versions (e.g., UI15, UI16). UI16 is the latest and offers an updated look and feel.
- **Release Cycle:** New versions are released every six months, named after cities (e.g., Istanbul, San Diego, Tokyo).

3. Key UI Components

- **Banner Frame:** Displays the instance name and logo.
- **Content Frame:** Shows the data and content of the application you're working on.
- **Navigation Frame:** Located on the left side; used to navigate through applications and modules.
- **Application Picker:** Allows switching between applications.
- **Update Set Picker:** Tracks changes made in the instance.

4. Customization and Settings

- **Themes:** Customize the appearance of the instance (e.g., dark mode, black and white).
- **User Preferences:** Adjust settings for notifications, accessibility, list and form views.
- **Developer Settings:** Includes options like application picker visibility and update set management.

5. ServiceNow Modules

- **ITSM (IT Service Management):** Includes Incident Management, Problem Management, Change Management, and Request Management.
- **Incident Management:** Handles interruptions to service. For example, if your Wi-Fi is down, a ticket is created, assigned to a group, and resolved by technicians.

6. Example: Creating an Incident

1. **Navigate to Incident Module:** Type "Incident" in the application navigator.
2. **Create New Incident:** Click on "Create New" to open a form.
3. **Fill Details:** Enter information like the issue, category, subcategory, description, and contact type.
4. **Assign:** Select the appropriate assignment group.
5. **Track Progress:** Use the incident number for tracking and follow up on resolution.

Summary

1. **Training & Certification:** Complete the ServiceNow Fundamental course to obtain a voucher and register for your certification exam.
2. **UI Components:** Familiarize yourself with UI16, the user interface components (banner, content, navigation frames), and customization options.
3. **Modules:** Understand various modules like ITSM and their functionalities, particularly incident management.

Incident Management

1. **Creating an Incident:**
 - An incident is created when there's an interruption to a service.
 - Fill out details such as the incident number, caller, category, state, urgency, priority, and assignment group.
 - Once resolved, update the resolution details and close the ticket. This will trigger an email notification to inform the caller of the resolution.
2. **Incident Resolution:**
 - After resolving, the incident will automatically close in seven days unless manually closed earlier.
 - The resolution details are documented, and the status is updated to 'Resolved'.
3. **Incident Lifecycle:**
 - An incident can be tracked through its status and resolution, and can be updated or closed as necessary.

Problem Management

1. **Creating a Problem:**
 - If an incident repeats frequently, it is escalated to a problem.
 - Problems are managed similarly to incidents but focus on identifying and fixing the root cause.
2. **Problem Lifecycle:**
 - **Assessment:** Determine the issue and assign it to the appropriate team.
 - **Root Cause Analysis:** Identify the underlying cause of the problem.
 - **Fix:** Apply the necessary changes to resolve the problem.
 - **Resolution:** Document the fix and close the problem ticket.

Change Management

1. **Creating a Change Request:**
 - Changes are made to rectify or improve systems, often involving development and deployment.
 - Different types of changes include emergency (immediate action required), normal (requires approval), and standard (pre-authorized).
2. **Change Lifecycle:**
 - **Planning:** Define what needs to be changed and why.
 - **Approval:** Obtain necessary approvals.

- **Implementation:** Execute the change.
- **Review and Closure:** Assess the change's impact and finalize.

Navigating ServiceNow

1. List View vs. Form View:

- **List View:** Displays multiple records in a tabular format. You can filter, sort, and group records.
- **Form View:** Displays a single record in detail with various fields and sections.

2. Filtering and Searching:

- Use filters (funnel icon) to narrow down records based on specific criteria (e.g., category).
- Search for records using various fields.

3. Personalization and Configuration:

- Customize list views by adding or removing columns.
- Configure form layouts to better display relevant information.

4. Activity Stream:

- Displays recent activities related to incidents or changes, providing a quick overview of actions taken.

Summary of Actions

- **Filter Records:** Use the filter icon to narrow down to specific records.
- **Group Records:** Group by categories to organize data.
- **Sort Records:** Change the sorting order (ascending/descending).
- **Create Favorites:** Save commonly used views for quick access.
- **Customize List and Form Views:** Adjust layouts and fields as needed.