Module 4
Annie G Iyyanam

ServiceNow Overview
ServiceNow is a cloud-based platform offering IT service management (ITSM) and business process automation solutions. It helps organizations manage IT workflows and offers tools for automating various business functions.

Scripting on the ServiceNow Platform enables you to customize the platform and build powerful applications by using languages like JavaScript. Scripting in ServiceNow includes:

1. Client-Side Scripting: Runs in the browser and includes Client Scripts, UI Policies, and UI Actions to control user interaction.

2. Server-Side Scripting: Runs on the server and involves Business Rules, Script Includes, and Scheduled Jobs to manage backend logic and data processing.

Advanced scripting includes REST API integrations, glide APIs, and custom workflows for extending ServiceNow functionalities.

 Understanding ServiceNow:

- How ServiceNow Functions: ServiceNow is a cloud-based platform designed to automate workflows and improve service delivery, integrating across IT, HR, Security, and other business functions.

 Configuring & Personalizing:

- Configuration: Involves setting up forms, lists, modules, and access controls to fit an organization's needs.

- Personalization: Customizing the user experience (dashboards, reports, notifications) based on individual preferences or roles.

 Key Modules:

- Incident Module: Tracks and resolves service disruptions.

- Problem Module: Identifies and manages the root causes of incidents.

- Change Module: Manages and tracks changes to IT infrastructure to avoid disruption.

 Lists & Forms:

- Lists: Display records in table format.

- Forms: Used to enter and update records in ServiceNow.

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These elements work together to streamline business processes and improve operational efficiency.