WEEK 3

ServiceNow Development Modules

ServiceNow manages the computing resources and provides the platform.

Application Developers configure ServiceNow and use industry-standard Javascript to extend and add functionality.

Users access applications through the web browser of their choice.
Being a cloud application means there is nothing to install.

Why develop custom applications?

Custom applications are developed to:

- Replace outdated, inadequate, custom business applications and processes.
- Extend the value of ServiceNow.
- Extend service delivery and management to all enterprise departments.
- Bring greater levels of automation and consolidation to enterprise services and their management.

Target the right application

Processes managed in spreadsheets and email:

- Spreadsheets
- Macros

Department apps built on aging incumbent platforms:

- IBM/Lotus Notes
- Clarity
- Microsoft Sharepoint

Applications with a “request-fulfill” pattern:

- Facilities Management
- Shift turnover
- Reservations

ServiceNow’s platform is specialized for building B2E (business to employee) applications.

- Applications are extended through industry-standard Javascript.
- Applications run within a browser: desktop, tablet, or smartphone.
- An enterprise-grade cloud infrastructure is utilized.

Create Application and Modules

Guided Application Creator (GAC)

The Guided Application Creator (GAC) is a powerful tool within ServiceNow that facilitates the creation of applications for users with the appropriate roles.

By default, it is enabled through the com.glide.sn-guided-app-creator plugin on both new and upgraded instances.

Access to GAC is granted to users holding the sn_g_app_creator.app_creator role, primarily targeting System Administrators, Developers, and Business Analysts.

Users can access the GAC through two main pathways:

- By navigating to **System Applications > My Company Applications** and selecting the option to **Create New**.
- In Studio, select the **Create Application** button.

Upon the initial use of GAC, a welcome screen is displayed to guide users through the application creation process. Should users wish to revisit this welcome screen, they can do so by removing the user preference identified as sn_g_app_creator.has_viewed_gac.

GAC does not support Edge, IE11 or older.

App creation process using GAC

GAC guides users through the application creation process.

1. Application configurations:
   - Name
   - Description
   - Scope

Define the application.

If the system property sn_g_app_creator.allow_global is set it to true, any developer or user with the sn_g_app_creator.global role can create global apps.

2. User roles:
   - Existing
   - Create New

Assign existing roles or create one or more roles for the new application. It is best practice to create at least one scoped role for the scoped application.

3. User experience:
   - Mobile
   - Classic

Create one or more user experience. UX format options include Mobile, and Classic.

4. Tables:
   - Existing
   - Create New

- Upload Spreadsheet
- Extend a table
- Create a table

Create one or more data tables via upload spreadsheet, extend a table, or create a table from scratch.

5. Field Inputs:

Continue defining the table with field inputs.

6. Table configurations:
   - Label
   - Auto-numbering
   - Manage access

Define the table.

7. Next steps:
   - Studio
   - Flow Designer
   - Set up another app

Once the application's basic content is created, the user can add additional application artifacts via Studio or Flow Designer, or the user can set up another application.

Note: The Scope value will appear as the prefix to the Name for many application artifacts.

The Scope value is set automatically by SN. The scope is constructed by concatenating:

x_ + <value from glide.appcreator.company.code system property> + Application name(first 12 chars).

The glide.appcreator.company.code system property value is set byb SN and is not user changeable. It is typically 2-5 chars long. Im class, the company code is cdltd.