

WEEK-4

The session revolved around scripting and integrations within ServiceNow. Here's a summary of the key points discussed:

1. Fixed Scripts: Raj explained how fixed scripts are used to automate tasks such as querying the incident table to extract specific data (e.g., tickets in progress or on hold). These scripts can be captured in update sets and moved between instances.

2. Integration: There was a discussion about covering different aspects of integration in the course, including:

- Attachments (base64 and multipart)
- Inbound and outbound integrations
- REST, SOAP, and email integrations
- Using APIs like Jira, LDAP, and more.

The plan is to include the basics of integrations, with emphasis on scripting where necessary.

3. Scripting Topics: Raj agreed to cover several scripting topics that the class is interested in:

- Script includes
- Fixed scripts
- ACL scripting
- Server-side scripting
- Business rules, with basic knowledge assumed

4. Customization & Widget Creation: The group discussed how widgets work, including server-side and client-side scripts, HTML, and CSS. Raj emphasized understanding the MVC (Model-View-Controller) structure for widget customization.

5. Flow Designer: It was briefly mentioned that Flow Designer typically doesn't involve scripting, though workflows can include scripts in some scenarios.

6. GlideDateTime: The group requested the inclusion of the GlideDateTime module, along with GlideRecord, for more advanced scripting scenarios.

7. JWT Authentication: Raj mentioned limitations with JWT authentication in personal instances, but he agreed to explain how it works conceptually. Additionally, he touched on token authentication.

8. Mid Server Configuration: There are limitations with configuring a Mid Server in a personal instance, but Raj said he could explain how it works in organizational setups.

This session focused on explaining the Change Management and Incident Management modules in ServiceNow, with an emphasis on how data is organized and managed using different views. Here's a summary of the key points:

1. Change Management:

- Purpose: Used when changes need to be made to applications or systems, especially in production.

- Types of Changes:

- **Emergency Change:** For high-priority issues affecting production; needs quick action.
- **Normal Change:** Requires two levels of approval.
- **Standard Change:** Requires one level of approval and is pre-authorized.
- **Process:** Change request details include risk, priority, scheduling, and authorization. The lifecycle includes planning, scheduling, and closing.

2. Incident Management:

- List View and Form View:

- **List View:** Displays multiple records in a tabular format (similar to an Excel sheet), consisting of columns (fields) and rows (records). The URL shows `incident_list` for list view.

- **Form View:** Displays detailed information for a specific record. The URL changes to `incident.do` for form view.

- **Configuring Views:** The list and form views can be customized using "Configure" options like form layout, list layout, etc.

3. Filters:

- **Filter Icon (Funnel):** Used to filter records based on specific criteria, e.g., filtering incidents by category (such as "Network").

- Breadcrumbs: Displays active filters and allows easy navigation or removal of filters.

4. List View Functionalities: - Grouping and Sorting: Records can be grouped by categories and sorted in ascending/descending order.

- **Editing:** Fields can be directly edited within the list view by double-clicking on specific fields, such as caller names or descriptions.

- **Personalized List:** You can modify the displayed columns by selecting fields from a bucket system (left to right).

5. Activity Stream:

- Shows recent activities performed, such as closing incidents, and displays the history of actions taken.

6. Form Layout:

- Forms consist of sections laid out in one or two-column layouts, providing detailed information about individual records.

In summary, the session covered the core concepts of navigating and interacting with the Change and Incident Management modules, focusing on how records are displayed and manipulated using filters, layouts, and list views.