

SERVICENOW

SCOPED APPLICATION VS. GLOBAL APPLICATION

A SHOPPING MALL ANALOGY



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WELCOME TO THE SERVICENOW MALL

Imagine a **mall** with different **stores** and
one central security office that oversees
the **entire mall**.

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SCOPED APPLICATION

Each store in the mall is like a **scoped application**.

It operates **independently**, has its own staff (**users**), rules (**permissions**), inventory system (**tables**), and cash registers (**interface**).

Customers in one store **don't have access** to the inventory of another store unless they physically **go there**, and the store **allows** them to browse their items.

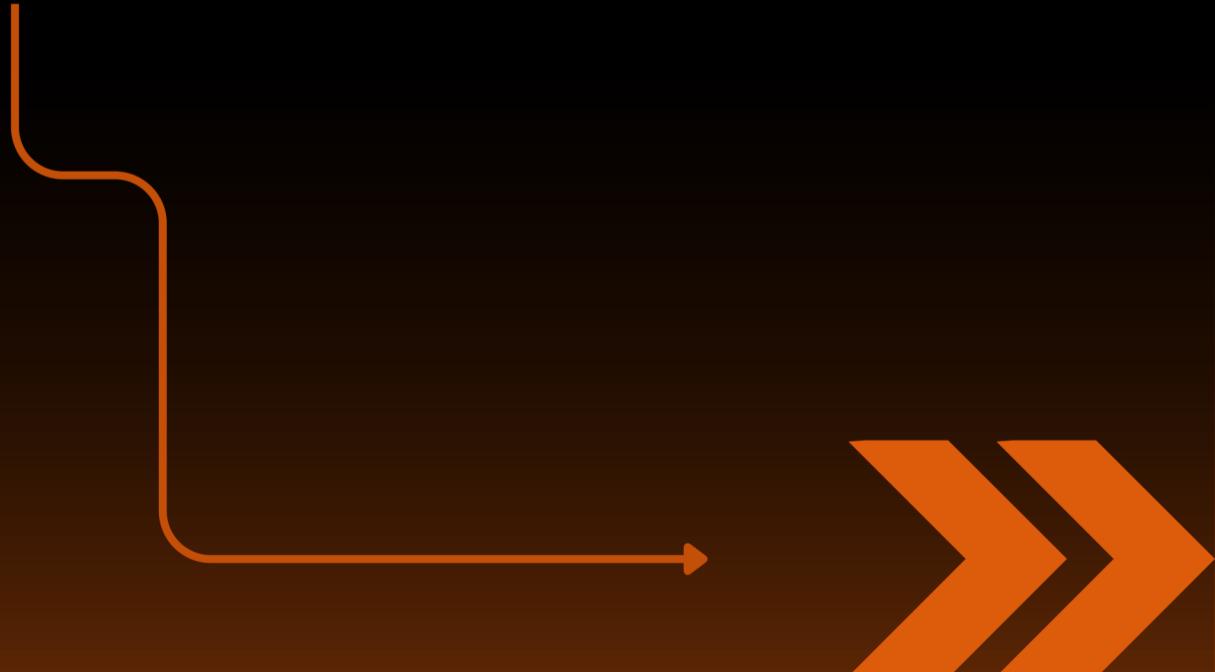


SIMILARLY IN SERVICENOW

Similarly, in ServiceNow, a **scoped application** has its own set of **tables, rules, and permissions**.

It's designed to operate **independently** of **other applications**, which means it's **self-contained, secure**, and it doesn't **interfere** with others.

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GLOBAL APPLICATION

The mall's **central security office** is like a **global application**.

It has **access** to **all** the **stores' security cameras, alarms, and communication systems**.

It needs to **interact** with **all parts** of the **mall** to function **effectively**.

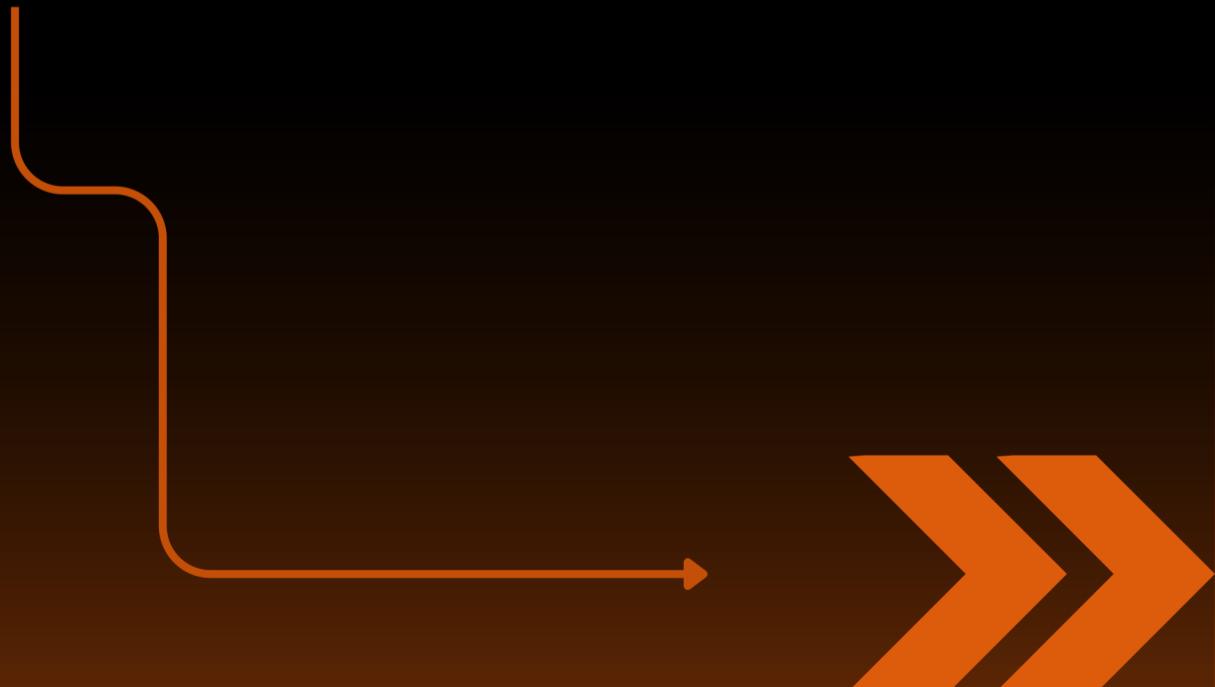


SIMILARLY IN SERVICENOW

In ServiceNow, a **global application** has the ability to interact with all parts of the system.

It can **access all tables** and **data**, which makes it **powerful** but also means that it **needs to be managed carefully** to **avoid conflicts or security issues**.

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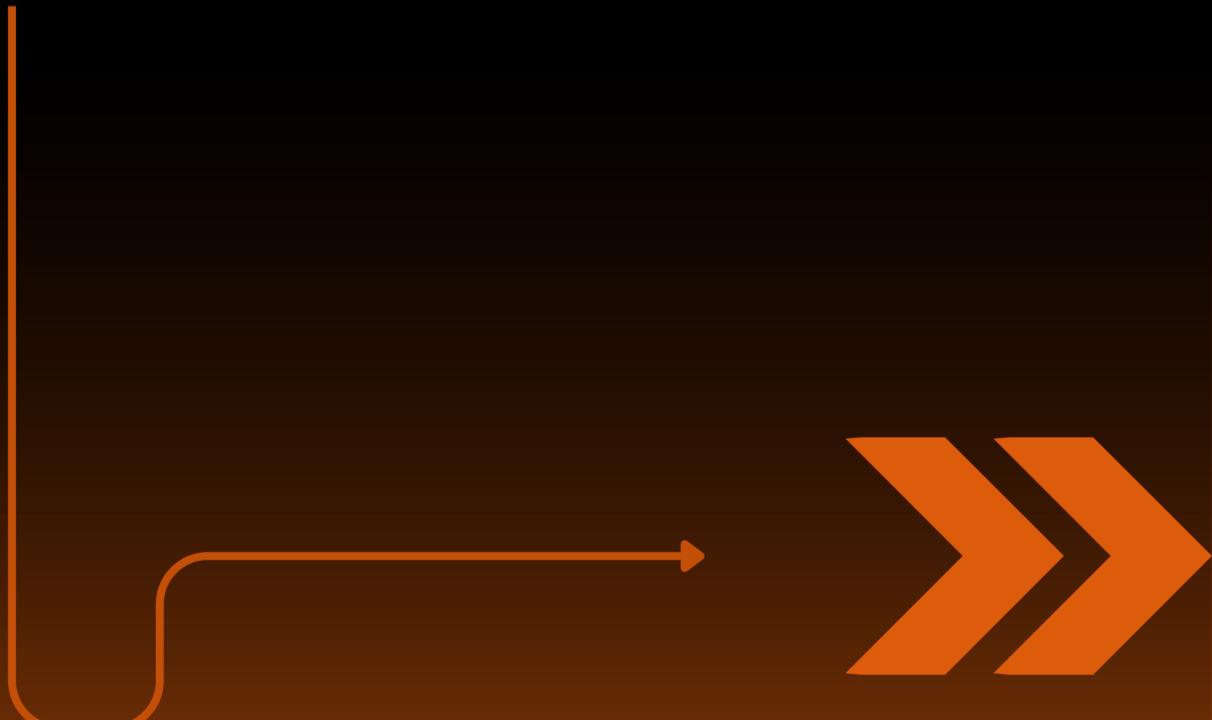


WHEN TO USE SCOPED APP

Scoped Applications:

- When you want to build an application that is **isolated** from **others** to **prevent conflicts** in script names, table names etc.
- When you need to ensure that the application's components are not **visible** or **accessible** from **other applications** without **explicit permissions**.

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EXAMPLES

1) Human Resources management tool:

Designed to handle **sensitive** employee **data** and HR **processes**. It should be **separate** from other departments to maintain **confidentiality** and specialized functionality.

2) Project Management System:

A software development team uses a **scoped** application for **tracking** their agile sprints, user stories, and backlogs that are **relevant** only to **their** projects and **shouldn't** be **accessible** by other departments.

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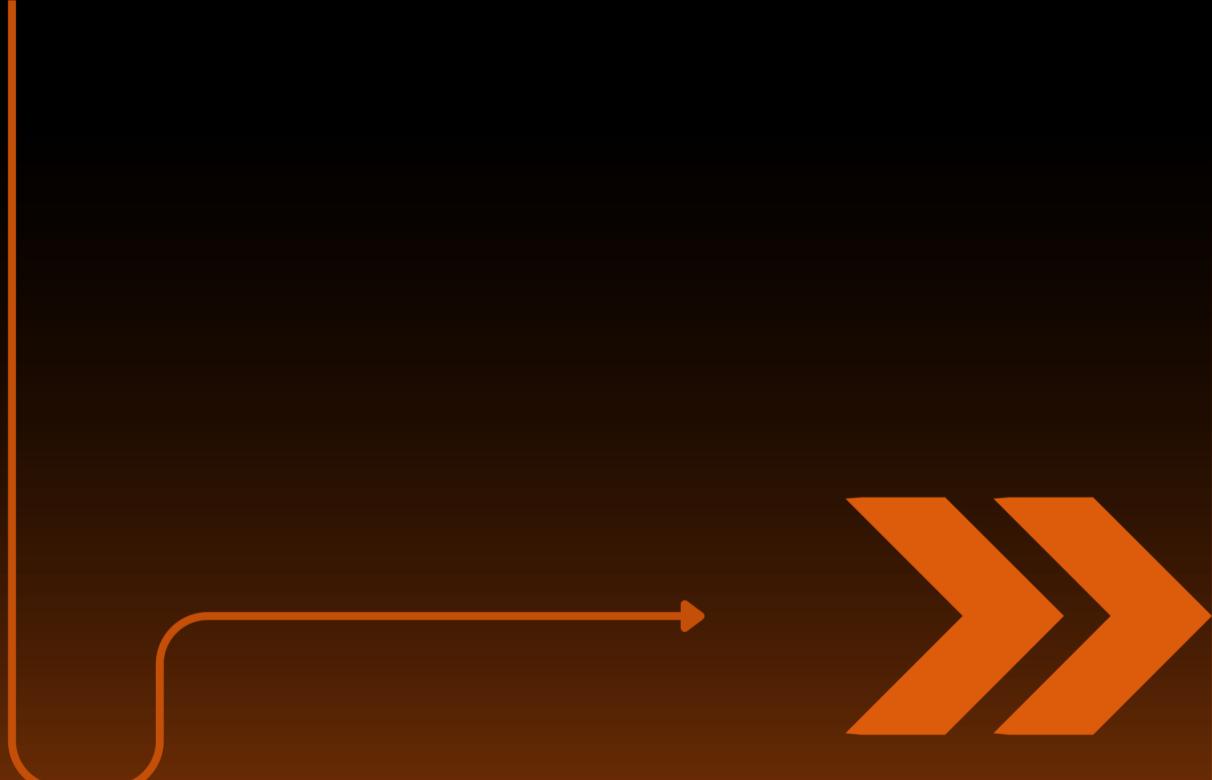


WHEN TO USE GLOBAL APP

Global Applications:

- When you need an application that **interacts** with **multiple** other **applications** and **services**.
- When you **don't need** the **strict isolation** provided by **scopes**.

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EXAMPLES

1) Enterprise Reporting Platform:

Reporting system that **pulls data** from **various** departments to create **comprehensive** performance **reports**. This **needs access** to **company-wide data** and thus would be **implemented** as a **global** application.

2) Cross-Application Service Catalog:

Integrated service catalog where employees from **any department** can request **various** items and services, ranging from IT equipment to human resources benefits. It **must interact** with **various** departmental systems to process these requests.

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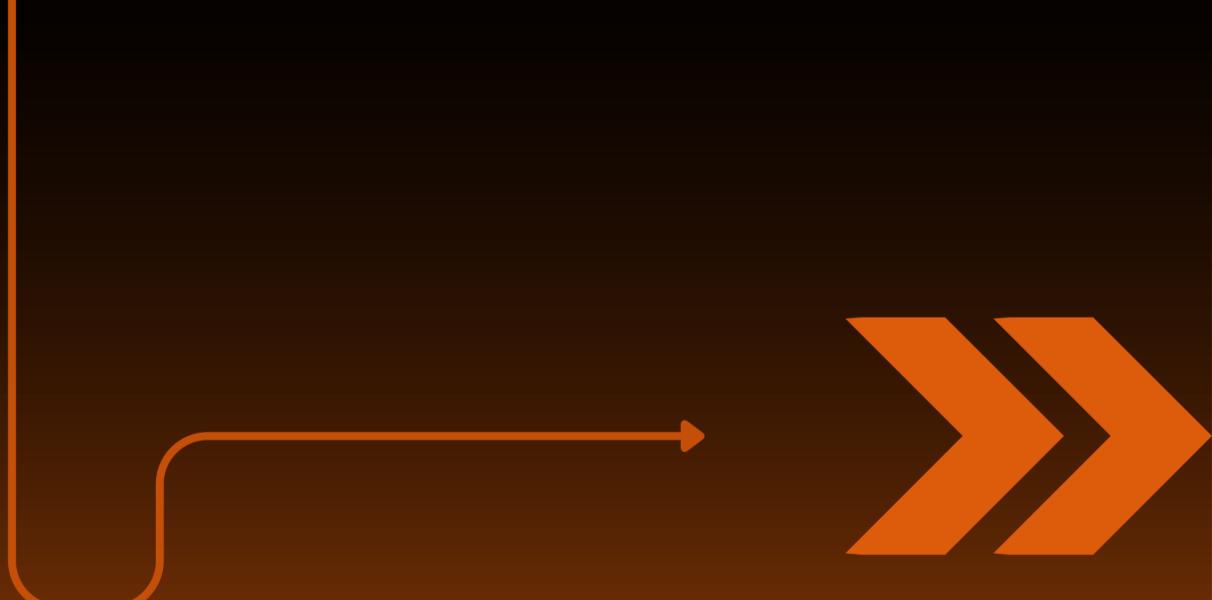


POTENTIAL PITFALLS

Okay, now when we know when to use each, let's see what are potential **pitfalls** if we use **Global** App instead of **Scoped**.

Global applications in ServiceNow have the potential to **impact** other **applications** and the overall **system** because of their **unrestricted** access to the platform's resources.

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EXAMPLE OF 'VAR GR' IMPACT

Two server-side scripts declaring the **variable gr** in the global scope can interfere each other.

Such **overlap risks** overwriting the variable, leading to **unpredictable** outcomes.

Scoped Apps even if they had same **variable names** they would be in **different scope** (It's working similar to **funcion scope**)



GLOBAL BUSINESS RULES

Global business rules affect the entire system.

For instance, imagine you have a **global business rule** that **triggers** on every **insert** and **update** operation across all tables.

It can inadvertently **slow down** the entire system due to the **overhead** it causes on **transactions**.

Scoped application's rules are more **targeted** and **efficient**, activating **only** within its **designated** area

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BEST PRACTICES

Scoped Applications:

- Limit the **scope** to **only** what is **necessary** for the application to function.
- Use scoped APIs to ensure compatibility and **prevent unauthorized** access to **other parts** of the ServiceNow platform.

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BEST PRACTICES

Global Applications:

- Be **careful** with **global** applications as they can **potentially impact** other **applications** and the **overall** system.
- **Minimize** the use of **global variables** and **functions** to avoid **conflicts** and **security** issues.

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