Week 4-Documentation

Scripting in ServiceNow

Scripting in ServiceNow allows users to customize and extend the platform's functionality by writing JavaScript code. This capability is essential for tailoring ServiceNow to specific business requirements, automating tasks, and integrating with other systems. ServiceNow scripting encompasses various types of scripts operating at different platform levels, including server-side, client-side, and integration points.

Fix Script

- **Definition**: A Fix Script is a server-side script used to perform data corrections, updates, or other maintenance tasks in the ServiceNow database. It is typically used to address data inconsistencies or to apply changes across multiple records.

- **Usage**: Fix scripts are executed directly within the ServiceNow platform and are often used during system upgrades, migrations, or to correct data issues identified during routine operations. They are usually run manually or scheduled to run at specific intervals.

- **Example**: Updating field values across multiple records in a table to ensure consistency after a schema change or correcting incorrect data entries.

ACL Script (Access Control List Script)

- **Definition**: ACL (Access Control List) scripts define the security rules that determine which users or groups can access or modify specific records or fields within ServiceNow. ACL scripts are essential for ensuring that data and functionality are securely managed according to organizational policies.

- **Usage**: ACL scripts are written to enforce permissions based on user roles, conditions, and context. They are evaluated when users attempt to interact with records, controlling read, write, create, or delete operations.

- **Example**: Restricting access to a particular field in a form based on the user's role or ensuring that only specific users can update records in a sensitive table.

GlideAjax

- **Definition**: GlideAjax is a server-side API in ServiceNow that facilitates asynchronous communication between client-side scripts (such as UI policies or client scripts) and server-side scripts (such as business rules or script includes). It allows client scripts to call server-side code and retrieve data without reloading the entire page.

- **Usage**: GlideAjax is used to perform server-side operations in response to client-side events. It enables dynamic data retrieval and interaction, improving user experience by providing real-time feedback and updates without requiring page refreshes.

- **Example**: A client script that needs to fetch data from the server based on user input (e.g., retrieving related records or performing calculations) can use GlideAjax to make an asynchronous call to a server-side script include, which processes the request and returns the results to the client.

What is ServiceNow?

ServiceNow is a robust, cloud-based platform designed to automate and streamline a wide variety of business processes. It offers a unified suite of applications and services that support a range of enterprise functions, from IT operations to human resources and beyond. By integrating different business processes into a single platform, ServiceNow enhances operational efficiency, improves service delivery, and facilitates better management of workflows across an organization. The platform is known for its ability to centralize and automate processes, which helps organizations reduce manual efforts, improve accuracy, and drive overall business agility.

ServiceNow Architecture
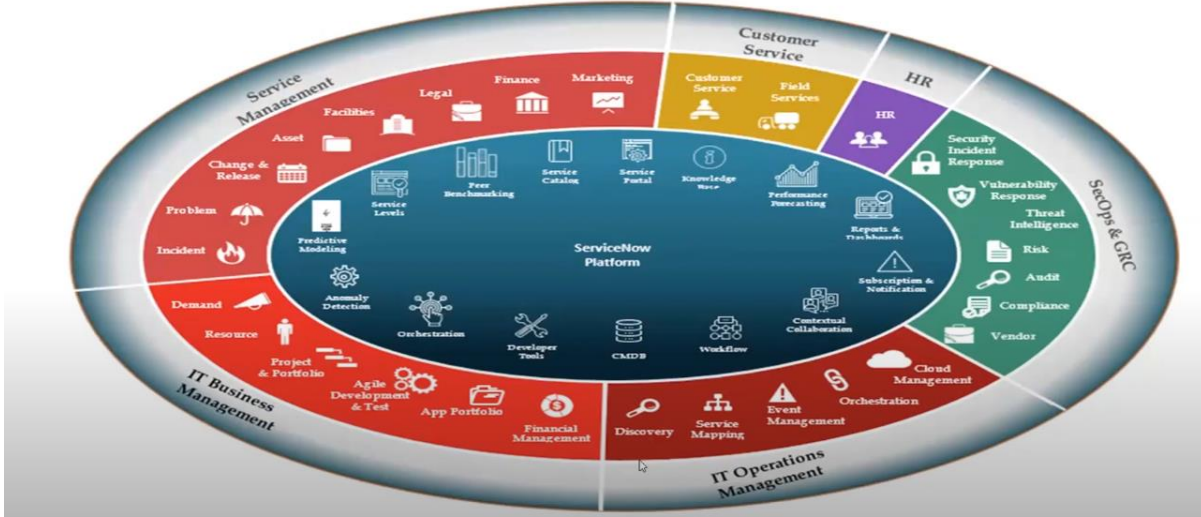
Services Offered by ServiceNow

ServiceNow provides a comprehensive range of services designed to meet diverse business needs:

- **IT Service Management (ITSM)**: This service helps organizations manage their IT services and support functions. It includes processes for handling incidents (disruptions or interruptions in service), managing problems (underlying causes of incidents), and fulfilling service requests. ITSM aims to improve the quality and efficiency of IT support and ensure that IT services align with business requirements.

- **Human Resources (HR) Service Delivery**: ServiceNow enhances HR operations by automating various HR tasks and processes. This includes handling employee service requests, managing HR cases, and streamlining HR workflows. The goal is to provide a more efficient and responsive HR service to employees, improving their overall experience.

- **Governance, Risk, and Compliance (GRC)**: The GRC module helps organizations manage their compliance obligations, assess and mitigate risks, and ensure effective governance. It provides tools for risk management, policy compliance, and audit management, helping organizations meet regulatory requirements and minimize operational risks.

- **Integrations**: ServiceNow offers integration capabilities to connect with other systems and tools used by an organization. This ensures seamless data flow between ServiceNow and external systems, such as ERP systems, CRM platforms, or other IT management tools. Integrations help streamline operations and enhance overall system efficiency.

- **IT Asset Management (ITAM)**: This service manages the lifecycle of IT assets, including procurement, deployment, maintenance, and disposal. ITAM provides visibility into asset inventory, ensures proper asset utilization, and helps manage asset-related costs, contributing to better financial management and operational efficiency.

- **Finance Operations Management**: ServiceNow helps optimize financial processes and provides insights into financial operations. This includes managing budgets, forecasting financial performance, and improving financial reporting and analysis.

- **IT Business Management (ITBM)**: ITBM aligns IT initiatives with business objectives by optimizing resource allocation, project management, and portfolio management. It helps organizations prioritize IT investments and projects based on their impact on business goals, ensuring that IT resources are used effectively to drive business success.

ServiceNow Components

ServiceNow is built on several core components that work together to provide its comprehensive functionality:

- **User Interface**: The interface through which users interact with the ServiceNow platform. It is designed to be intuitive and user-friendly, allowing users to navigate the platform, access applications, and manage tasks efficiently.

- **Application Modules**: These are specialized areas within ServiceNow that cater to different business functions, such as incident management, change management, and asset management. Each module offers tools and features specific to its area of focus.

- **Scripting Capabilities**: ServiceNow includes powerful scripting tools that allow for customization and automation. Scripting can be used to create custom functionality, automate workflows, and integrate with other systems. Scripts can be written in JavaScript and are executed on either the client-side or server-side of the platform.
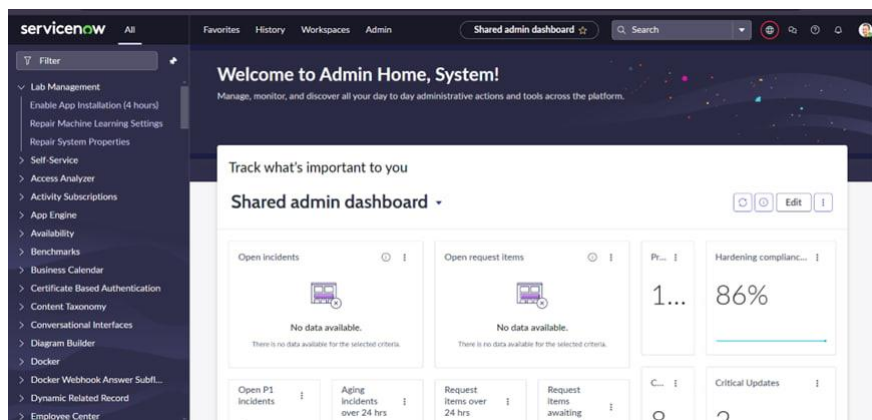
ServiceNow Modules

ServiceNow modules are distinct functional areas within the platform, each designed to address specific business needs:

- **Incident Management**: Manages the lifecycle of incidents, including detection, logging, resolution, and closure. It ensures that service disruptions are handled promptly and efficiently.

- **Problem Management**: Focuses on identifying and addressing the root causes of incidents to prevent their recurrence. It involves problem analysis, root cause identification, and resolution.

- **Change and Release Management**: Oversees the process of implementing changes to IT systems and services. It includes planning, approval, and deployment of changes while minimizing disruption and ensuring compliance with change management processes.

- **Request Management**: Handles service requests from users, such as requests for new hardware or software. It streamlines the process of fulfilling user requests and ensures timely delivery.

- **Asset and Cost Management**: Manages the lifecycle of IT assets and tracks associated costs. It provides visibility into asset usage, helps with financial planning, and ensures efficient asset management.

- **Walk-Up Experience**: Enhances the in-person support experience by managing and tracking walk-up interactions with IT support staff. It helps improve the efficiency of face-to-face service delivery.

- **Agent Workspace**: Provides a unified interface for support agents to handle incidents, service requests, and other tasks. It is designed to streamline the support process and improve agent productivity.

- **Now Mobile**: Offers mobile access to ServiceNow functionality, allowing users to perform tasks, view information, and interact with the platform from mobile devices.

Incident Management Module

- **Definition**: An incident is any event that disrupts or degrades normal service operations. This can include outages, system failures, or performance issues that affect users or business processes.

- **Purpose**: The incident management module aims to effectively manage the entire lifecycle of incidents. This includes detecting, logging, categorizing, prioritizing, and resolving incidents. The goal is to minimize the impact on business operations, restore normal service as quickly as possible, and manage risks associated with service interruptions.

Problem Management Module

- **Purpose**: The problem management module is dedicated to identifying and resolving the underlying causes of incidents. Its main focus is on analyzing recurring issues, finding root causes, and implementing solutions to prevent future incidents. This proactive approach enhances overall service reliability and stability by addressing issues at their source.

Change Management Module

- **Purpose**: The change management module oversees the process of implementing changes to IT systems and services. It includes planning, approval, scheduling, and deployment of changes. The goal is to ensure that changes are made with minimal disruption to services and in compliance with established processes and standards. Effective change management helps reduce risks associated with changes and ensures that IT systems remain stable and reliable.

Lists

- **Function**: Lists in ServiceNow are used to display records from a specific table in a structured, tabular format. They provide users with a comprehensive view of multiple records, allowing them to manage and interact with data easily.

- **Components**: Lists include several key elements:

   o **Title Bar**: Displays the name of the list and may include options for list actions.

   o **Breadcrumbs**: Show the navigation path to help users understand their current location within the application.

   o **Filters**: Allow users to refine and narrow down the displayed records based on specific criteria.

   o **Data Columns**: Represent fields from the table, displaying various attributes of each record.

- o **Footer**: Provides additional information, such as pagination controls and the total number of records.

Forms

- **Definition**: Forms are used to display and manage the details of a single record from a database table. They present the fields and values associated with the record, allowing users to view and edit data.

- **Layouts**: Forms can be organized in different layouts to improve usability:

  - o **One-Column Layout**: Displays fields in a single vertical column, suitable for simpler forms.

  - o **Two-Column Layout**: Arranges fields in two parallel columns, making it easier to organize and view more complex forms.

  - o **Combination Layout**: Uses a mix of one-column and two-column arrangements for flexible form design.

- **Access**: Forms can be accessed in two primary ways:

  - o **Application Navigator**: By selecting the relevant module or application.

  - o **List View**: By clicking on a record number within a list to open the detailed view.

Filters

- **Purpose**: Filters are used to narrow down and refine search results within lists and forms. They enable users to specify criteria to focus on particular subsets of data, improving the efficiency of data retrieval and management. Filters help users quickly find relevant records, view specific information, and manage large datasets more effectively.

d	Short description		Caller	Priority		State
h	Search					Searc

	Short description	Sort (a to z)		
)8-14 17	email not working	Sort (z to a)	ng	Closed
)8-14 55	iphone not working	Show Visual Task Board	ng	Closed
)8-14 08	Need Password Rese	Ungroup	ng	Closed
)9-12 39	My wifi is not workin	Group By Short description	ng	New
)8-30 16	Unable to access the shared folder.	Bar Chart		New
)9-01 21	Email server is down.	Pie Chart		New
)9-01 30	Defect tracking tool i down.	Launch Interactive Analysis	ate	Closed
)8-30	Cannot sign into the			

Menu items:
- Sort (a to z)
- Sort (z to a)
- Show Visual Task Board
- Ungroup
- Group By Short description
- Bar Chart
- Pie Chart
- Launch Interactive Analysis
- Configure >
- Import
- Export >
- Update Selected
- Update All
- Data Management >
- Create Application Files
- Import XML
- Show XML