

WEEK-4

Hands-on 1: Scripting in ServiceNow

1. Understanding client-side and server-side scripting

- Client-side and server-side scripting will be useful for integrations and in creating UI policies, ACL scripting, etc
- Client-side scripting runs code on the client, server-side runs on the server.
- Identifying when to use client-side vs. server-side based on where the code needs to run. • Client-side scripting handles cosmetic changes visible to users.
- Server-side scripting manages data-related operations and business logic.
- Client-side scripting involves coding from basic to advanced for front-end development.
- Server-side scripting in ServiceNow includes script include, business rule, glide record, background script, schedule job script, and more.

2. Introduction to ServiceNow scripting

- ServiceNow scripting includes client-side techniques, advanced sections, import set script transform, glide datetime, email scripts, integrations, and authentication processes like JWT.
- Scripts in data policy or configuration can be included like client side techniques.
- Integration of authentication processes like JWT and token can be supported by ServiceNow but may require a mid-server installation.
- ServiceNow scripting allows customizing business applications in the platform. It involves using JavaScript to create custom functionalities.

Hands-on 2: What is ServiceNow | ServiceNow Tutorial for Beginners

1. What is ServiceNow

- ServiceNow is a cloud-based platform with dedicated workflows for easy access and development.
- Cloud hosting allows data access and security from anywhere, making ServiceNow accessible from any device.
- ServiceNow is a platform as a service (PaaS) that enables application development and customization without coding.

2. Services of ServiceNow.

- ITSM, HRSD, integrations, asset management, and business management and many more services are offered.
- The GRC and financial operating management modules are utilized in the banking sector.

3. Career & growth in ServiceNow

- ServiceNow has shown exponential career growth since its introduction in the market, surpassing competitors like BMC Remedy tool.
- With ServiceNow, individuals have the potential to earn significantly due to its no-code platform and high demand in the industry.
- ServiceNow certification and training cover fundamental admin and developer courses.

4. ServiceNow UI Overview

- The versions are named after cities in alphabetical order, such as Istanbul, San Diego, Rome, Paris, Cubic, and Tokyo
- There are quarterly results to track ServiceNow's performance and it has been growing exponentially for the past 20 years

5. ServiceNow Components

- The application picker captures all changes made and is crucial for development.
- The global application is available to all customers, while workspace-specific applications are limited to workspace customers.
- Left side contains instance logo, instance name, and application filter
- Right side includes application picker, update set picker, and user details

6. Incident Module

- Customers report issues to customer care, who then raise a ticket and assign it to a group for resolution.
- Technicians from the group visit the customer, rectify the issue, and solve the problem.
- An incident ticket is created when something impacts your work, like internet issues, and is managed in the incident module.
- If an issue occurs repeatedly and becomes a problem, a problem ticket is created and managed in the problem management module.

7. Problem Module and Change Module

- Problem management involves assessing, identifying root cause, and fixing problems
- Change management includes creating new change requests, getting approvals, and managing different levels of changes

8. Lists and Forms

- Filtering in lists helps in narrowing down the list of items based on category
- Grouping in lists allows to group items by a specific category, controlling the display of records

- Activity stream displays recent user activities and closed incidents with regulation codes
- Personalized list allows users to move items from left to right bucket and perform sorting, filtering, and integration
- ServiceNow forms can have one layout, two layout, or a blend of both
- Applying filters on ServiceNow using the funnel icon and selecting columns like category

The screenshot shows the ServiceNow Incidents list view. A filter menu is open on the left, showing options like 'Group By', 'Show', 'Refresh List', and 'Create Favorite'. The main table displays a list of incidents with columns for Category, State, Caller, Configuration Item, Priority, Short description, Created, Description, and Updated by.

Category	State	Caller	Configuration Item	Priority	Short description	Created	Description	Updated by
Network	Closed	Aileen Mottern	mobile PhoneTools	1 - Critical	My Internet is not working	2022-07-24 07:15:22	Since 2 days I am facing issues regardin...	admin
Network	In Progress	Prakash Chonpade	(empty)	5 - Planning	Using Assignment Rule	2022-07-21 02:56:55	qwerruo	admin
Network	New	Willia Dutt	(empty)	5 - Planning	Demo Integration via soap outbound	2022-05-29 14:02:51		admin
Network	In Progress	Beth Andin	svc.rac.nas200	2 - High	Network storage unavailable	2021-12-14 18:05:40	Receiving error message with "network pa...	admin
Network	New	Brad Richman	MailServerUS	5 - Planning	Trouble getting to Oregon mail server	2021-10-07 00:42:29	Unable to access Oregon mail server. It...	admin
Network	In Progress	Joe Employee	Apple - MacBook Pro 15" for Technical Staff	1 - Critical	Due to major outage change CH00111	2020-05-09 14:41:46	I just moved from floor 2 to floor 3 and...	system
Network	Closed	Fred Luddy	MailServerUS	1 - Critical	Please raise a new incident for any Query as the ticket has been closed—Thanks	2020-05-05 18:24:13	Demo	admin
Network	Closed	(empty)	*ANDRE JEM	1 - Critical	Please raise a new incident for any Query as the ticket has been closed—Thanks	2020-04-24 13:30:00	Demo	admin