ServiceNow Scripting

ServiceNow scripting is a powerful tool for automating tasks, customizing the platform, and extending its capabilities. It allows you to create custom workflows, validate data, and integrate ServiceNow with external systems.

Types of Scripting in ServiceNow

There are two main types of scripting in ServiceNow:

- **Client-side scripting:** This type of scripting runs on the user's browser and is used to manipulate the user interface and validate data. It is written in JavaScript.
- **Server-side scripting:** This type of scripting runs on the ServiceNow server and is used to automate tasks and integrate with external systems. It is also written in JavaScript, but it has access to more server-side functionality.

Common Scripting Use Cases

- **Automating tasks:** Creating scripts to automate repetitive tasks, such as sending notifications or updating records.
- **Customizing the user interface:** Modifying the appearance and behavior of forms and lists.
- **Validating data:** Ensuring that data entered into forms is correct and consistent.
- **Integrating with external systems:** Connecting ServiceNow with other applications using APIs or web services.
- **Creating custom applications:** Building custom applications to extend ServiceNow's functionality.

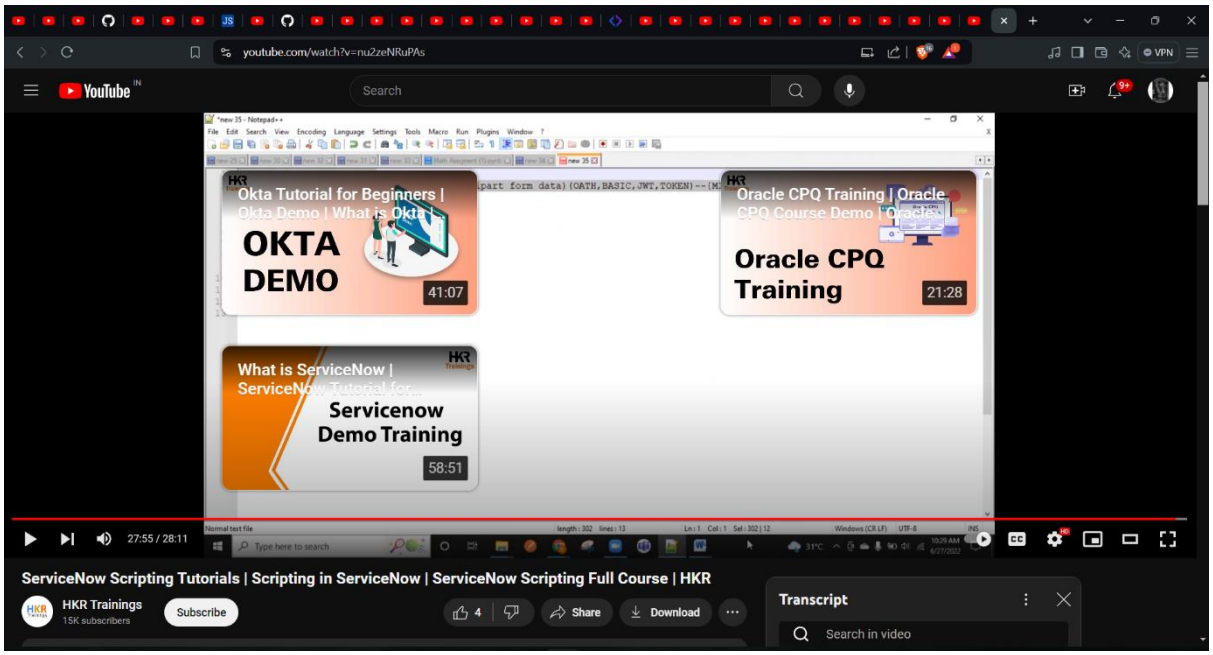
Key Scripting Concepts

- **Business rules:** These are server-side scripts that are triggered by specific events, such as when a record is created or updated.

- **Client scripts:** These are client-side scripts that are executed on the user's browser. They can be used to manipulate the UI, validate data, and perform other client-side tasks.
- **Script includes:** These are reusable scripts that can be called from other scripts.
- **Fixed scripts:** These are scripts that are embedded in a form or list and are executed when the form or list is loaded.

Best Practices for ServiceNow Scripting

- **Write clean and efficient code:** Use meaningful variable names, comments, and formatting to make your scripts easier to read and maintain.
- **Test your scripts thoroughly:** Before deploying your scripts, test them in a development environment to ensure that they work as expected.
- **Use debugging tools:** ServiceNow provides built-in debugging tools that can help you identify and fix errors in your scripts.
- **Follow ServiceNow best practices:** Adhere to ServiceNow's guidelines for scripting to ensure compatibility and maintainability.



ServiceNow is a cloud-based platform that helps organizations manage their IT services efficiently. It provides a range of features, including incident management, problem management, change management, asset management, and knowledge management.

How ServiceNow Functions

ServiceNow operates on a relational database and uses a workflow engine to automate processes. It is highly customizable, allowing organizations to tailor the platform to their specific needs.

Proper Configuration and Personalization

- **User Interface:** Customize the UI to match your organization's branding and preferences.
- **Lists:** Create and manage lists to view and filter records.
- **Forms:** Design custom forms for data entry and display.
- **Notifications:** Set up notifications to alert users of important events.
- **Workflows:** Create and automate workflows to streamline processes.
- **Integration:** Integrate ServiceNow with other systems using APIs and connectors.

Incident Module

- **Incident Management:** Track and resolve IT incidents efficiently.
- **Incident Classification:** Categorize incidents based on severity and type.
- **Assignment Groups:** Assign incidents to appropriate teams or individuals.
- **Knowledge Base:** Leverage a knowledge base to resolve common issues.

Problem Module

- **Problem Management:** Identify and address the root causes of recurring incidents.
- **Problem Records:** Create problem records to track investigations and solutions.
- **Root Cause Analysis:** Conduct thorough analysis to prevent future problems.

Change Module

- **Change Management:** Control and manage changes to IT infrastructure and processes.
- **Change Requests:** Submit and review change requests.
- **Risk Assessment:** Evaluate the potential risks associated with changes.
- **Change Implementation:** Plan and execute changes effectively.

List and Forms

- **Lists:** Display records in a tabular format, allowing for filtering, sorting, and grouping.
- **Forms:** Collect and display data for various records (e.g., incidents, problems, changes).
- **Form Design:** Customize forms to meet specific requirements and improve user experience.