MODULE - 4

Scripting on the ServiceNow Platform

Scripting in ServiceNow is an important tool that enables customization as well as task automation. The writing of code using JavaScript allows one to modify various aspects of business rules, the user interface, and other components.

Some of the major scripting types include:
Client Scripts: These scripts work on the client-side (browser) and are used to validate data, change form behavior or create interfaces specific for users.
Business Rules: They are executed on server side to automate tasks, validate data and update records.
Script Includes: These are JavaScript functions that can be reused from other scripts.
UI Policies: These help to manage visibility, requiredness and readonly of form fields.
Data Policies: Enforcing data validation and consistency are done through these types of scripting.
Scheduled Jobs: Automating tasks at regular intervals is done through this type of scripting.

Scripting Concepts:
GlideRecord: This is an object that is used for querying and manipulating records present in ServiceNow.
g_form: It helps in accessing and manipulating form fields.
g_user: This object gives information about the current user.
GlideAjax: A client-side script can call upon this object for making AJAX calls to server.

Understanding ServiceNow

A platform in the cloud that provides a collection of applications for information technology service management (ITSM), customer service management, human resource management is called as ServiceNow. It simplifies and automates business processes, increase productivity and improve customer satisfaction.

Key Components:

- Platform Architecture: ServiceNow is implemented on a service-oriented architecture (SOA), which allows flexibility and scalability.
- User Interface: It offers personalized user interface customizable by organizations to reflect their identity.
- Modules: Incident Management, Problem Management, Change Management, Knowledge Management, Asset Management are the different modules present in this platform.

- Lists and Forms: In order to view many records at the same time lists are used but forms aid in looking at and editing single records.

Understanding Core Modules

Incident Module:
1. Used for tracking and resolving IT incidents
2. This module enables categorization, prioritization and assignment of technicians for dealing with incidents.
3. Workflows can be defined to automate incident resolution processes.

Problem Module:
1. Used to identify the root causes of recurring incidents.
2. These problems have links with related incidents.
3. Preventive actions against future occurrences can be taken through problem records.

Change Module:
1. Allows managing modifications of IT services.
2. There is a defined change management process through which changes can be categorized, prioritized, approved.
3. The module helps ensure that changes are made in a controlled and documented way.

Configuration and Personalization:

- Customizing the User Interface: You have the option to modify the features of the platform so it would look like your organization's brand.

- Creating Custom Fields: Custom fields can be created that will hold particular types of information on tables.

- Defining Business Rules: You can set business rules for automating tasks and enforcing validation rules.

- Creating Workflows: By creating workflows you are able to automate processes and steer users through their assignments.

- Configuring Notifications: Alerts about significant occurrences, such as task assignment or record update, may be sent out by configuring notifications.