

SERVICENOW HANDBOOK WEEK - 4

Done by

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ServiceNow offers a range of training options, designed to help individuals with both IT and non-IT backgrounds. These courses cover fundamental components of the ServiceNow platform, career growth pathways, and development opportunities.

Key Features

- **Comprehensive Training:** Designed for all learners, whether from IT or non-IT backgrounds.
- **Cloud-Based Platform:** ServiceNow specializes in IT service management (ITSM) and has expanded to cover other business needs.
- **Free Instances:** By registering on the developer website, users can access free ServiceNow instances.
- **Career Development:** Basic scripting knowledge and a bachelor's degree can enhance opportunities in ServiceNow development.
- **Industry Relevance:** Knowledge of ServiceNow is valuable in sectors like IT, healthcare, government, and more.
- **Certification Opportunities:** Completing courses can lead to certifications, often including free certification vouchers.
- **Regular Platform Updates:** ServiceNow updates the platform bi-annually to introduce new features.

❏ **What is ServiceNow?** A cloud-based platform that streamlines IT service management (ITSM) and other business operations.

❏ **Core Focus:** ITSM serves as the backbone, helping organizations manage IT-related services such as incidents, problems, and changes.

❏ **Key Benefits:** Increases efficiency, reduces downtime, and improves organizational service delivery.

❏ **Non-IT Usage:** ServiceNow also supports HR, customer service, and other non-IT departments through its versatility.

❏ **Training Programs:** Available for beginners, intermediate users, and advanced learners in both IT and non-IT domains.

❏ **Platform Customization:** ServiceNow allows businesses to customize workflows and processes to fit specific needs.

❏ **Free Learning Resources:** ServiceNow provides a developer portal where users can practice on free instances.

❏ **Common Scripting Languages:** JavaScript is predominantly used in ServiceNow for scripting.

❏ **Learning Pathways:** Structured learning paths for developers, administrators, and process consultants.

🔍 **Updates and Relevance:** The platform updates regularly, ensuring knowledge remains relevant and up-to-date.

🔍 **Definition:** Client-side scripts run on the user's browser and manage form interactions.

🔍 **Types of Client Scripts:** Includes UI actions (buttons), Client Scripts (real-time form validation), and GlideForm (g_form) APIs.

🔍 **Business Rules (Client-Side):** Used to validate or manage data entry before submission.

🔍 **UI Actions:** Allow customization of form actions like buttons or links.

🔍 **Client Scripts:** Can execute logic based on events such as form load, form submission, or field changes.

🔍 **OnSubmit Validation:** Validates fields before allowing form submission to ensure required data is entered.

🔍 **Performance Tips:** Minimize excessive DOM manipulation or database calls in client-side scripts to keep applications responsive.

🔍 **Security:** Avoid exposing sensitive business logic client-side; focus on basic validation.

🔍 **Common Errors:** Incorrect syntax, outdated browser support, and cross-browser compatibility issues.

🔍 **Best Practices:** Ensure modular and reusable code, and avoid hard-coding values.

- **What is Server-Side Scripting?** Runs on the server and handles database operations, integrations, and backend logic.
- **Script Includes:** Reusable server-side logic that can be called from multiple places within the system.
- **Business Rules (Server-Side):** Trigger server-side logic based on database events like record insertions or updates.
- **Scheduled Jobs:** Automate tasks to run at specified intervals, such as data cleanups or report generation.
- **GlideRecord:** A powerful API used for querying and manipulating ServiceNow's database records.
- **Integration Capabilities:** ServiceNow can interact with external systems through web services, REST, SOAP, and API integrations.
- **Security Considerations:** Always sanitize user inputs to prevent SQL injection and other vulnerabilities.
- **Efficiency Tips:** Use batch processing and efficient database queries to improve performance.

- **Debugging:** Logging statements (`gs.log()`) can be used to track down issues in server-side scripts.
- **Testing Server-Side Scripts:** Run scripts in a sandbox environment before deploying to production.

📖 **Certification Overview:** ServiceNow certifications are structured for administrators, developers, and implementers.

📖 **Administrator Certification:** Focuses on platform basics, workflows, and system configuration.

📖 **Developer Certification:** Involves advanced scripting, application development, and API usage.

📖 **Implementation Specialist:** Concentrates on specific ServiceNow modules such as ITSM, HR, or Customer Service Management (CSM).

📖 **Exam Format:** Typically multiple-choice questions with scenario-based problems.

📖 **Benefits of Certification:** Increases employability and often leads to salary increases in the tech industry.

📖 **Preparation Resources:** ServiceNow offers training materials, practice exams, and study guides.

📖 **Free Certification Vouchers:** Often provided upon completion of certain training courses.

📖 **Recertification Requirements:** Every few years, certified professionals must recertify or take additional courses.

📖 **Industry Recognition:** ServiceNow certification is widely recognized and respected in various industries.

📖 **Career Opportunities:** Roles include platform developers, solution architects, and system administrators.

📖 **Developer Instance:** ServiceNow offers free personal developer instances to practice on.

📖 **ServiceNow Studio:** The integrated development environment (IDE) within ServiceNow for writing and managing scripts.

📖 **Script Debugger:** A tool used to step through server-side scripts and troubleshoot issues in real-time.

📖 **REST API Explorer:** Allows developers to interact with and test REST APIs within ServiceNow.

📖 **Scripting Guidelines:** Follow ServiceNow's recommended coding standards to maintain system stability and performance.

📖 **Community Support:** The ServiceNow Developer Community is an active platform for getting help, sharing ideas, and finding solutions.

📖 **Documentation:** Comprehensive official documentation covers all areas of development within the platform.

🔗 **Open Source Contributions:** Developers can share custom apps and solutions on the ServiceNow Store.

🔗 **Version Control:** Best practices include keeping code versioned and using update sets for deploying changes.

🔗 **Learning Paths:** Developer-specific learning paths are offered to specialize in different areas such as mobile app development and portal creation.