# Scripting in ServiceNow

**Scripting** is a powerful tool that allows you to customize and extend the platform's functionality beyond its default capabilities.

It involves writing code to automate tasks, create custom workflows, and tailor the platform to specific business needs.

The Scripting are of two types:

- Server-side scripting-This type of scripting executes on the ServiceNow server and is used for tasks that interact with the database or require significant processing. Examples include updating records, querying data, and sending emails.
- Client-side scripting-This type of scripting runs on the user's web browser and is used for tasks that affect the user interface, such as hiding or showing fields, validating input, and providing real-time feedback.

ServiceNow primarily uses JavaScript for both Server-side and Client-side Scripting.

## Components of Scripting

- **Business rules:** Triggered by specific events or conditions, they automate tasks and workflows. Usually runs on Server-side
- **Script includes:** Includes Reusable code blocks that can be called from other scripts.
- **Client scripts:** Run on the client side to modify the user interface. Can be applied in forms and list.
- **UI policies:** Control the visibility and behavior of fields based on conditions. This also runs on Client-side.
- **ACLs (Access Control Lists):** Define security rules for accessing records and data.
- **Fixed Script:** These are scripts that are embedded in a form or list and are executed when the form or list is loaded.

## Benefits of ServiceNow scripting:

- **Automation:** Streamline repetitive tasks and improve efficiency.
- **Customization:** Tailor the platform to meet specific business requirements.
- **Integration:** Connect ServiceNow with other systems and applications.
- **Flexibility:** Create custom solutions to solve complex problems.
- **Validating data:** Ensuring that data entered into forms is correct and consistent.
- **Creating custom applications:** Building custom applications to extend ServiceNow's functionality.

## Best Practices for Scripting in ServiceNow:

- **Familiarize yourself with core concepts:** Thoroughly grasp ServiceNow's data model, business rules, script includes, and other fundamental components.
- **Learn about best practices:** Study ServiceNow documentation and community resources to understand recommended approaches**.**
- **Use meaningful variable names:** Choose descriptive names that clearly indicate the purpose of variables.
- **Avoid unnecessary code:** Remove redundant or unused code to enhance performance and maintainability.
- **Minimize database queries:** Use GlideRecord efficiently and batch operations to reduce the number of database interactions.
- **Use GlideAjax:** Minimize round trips between the client and server for client-side to server-side communication.
- **Implement error handling:** Use try-catch blocks to handle exceptions and provide informative error messages.
- **Use debugging tools:** ServiceNow provides built-in debugging tools that can help you identify and fix errors in your scripts.

# What is ServiceNow |ServiceNow Tutorial for Beginners| ServiceNow Full Course

**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.

It provides a centralized system to track and resolve issues, manage assets, automate workflows, and improve overall IT efficiency.

## 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.