🚀 **Mastering Server-Side APIs in ServiceNow**

Unlock the full potential of ServiceNow by diving deep into its Server-Side APIs. These powerful tools allow developers to interact directly with the platform's database and core functionalities, enabling the creation of robust and efficient applications.

🛠️ **Key Server-Side APIs:**

* **GlideRecord**: Perform CRUD operations on ServiceNow tables.
* **GlideSystem (gs)**: Access system-level information and utilities.
* **GlideDateTime**: Manipulate and format date/time values.
* **GlideAggregate**: Execute aggregate functions like COUNT, SUM, AVG.

📚 **Why Learn Server-Side APIs?**

* Automate complex business processes.
* Enhance data integrity and validation.
* Optimize performance with efficient queries.
* Build reusable and maintainable code structures.

💡 **Best Practices:**

* Always test scripts in a development environment.
* Use query conditions to limit data retrieval.
* Handle exceptions gracefully to prevent runtime errors.
* Document your code for future maintenance.

Ready to elevate your ServiceNow development skills? Explore the official learning path here: [ServiceNow Server-Side APIs Learning Plan](https://developer.servicenow.com/dev.do#!/learn/learning-plans/xanadu/new_to_servicenow/app_store_learnv2_scripting_xanadu_server_side_apis)

#ServiceNow #ServerSideAPIs #GlideRecord #GlideSystem #ITSM #Automation #ServiceNowDeveloper

🚀 **Core Server-Side APIs in ServiceNow**

1️ **GlideRecord**  
➡️ Used to query and manipulate records in ServiceNow tables.  
📌 *Example:* Fetch incidents assigned to a specific user.

A computer screen shot of a code

AI-generated content may be incorrect.

2️ **GlideSystem (gs)**  
➡️ Offers system-level utilities like logging, getting user info, etc.  
📌 *Example:* Log a message to the system log.



3️ **GlideDateTime**  
➡️ Manage and manipulate date/time values.  
📌 *Example:* Add 3 days to the current date.

A screenshot of a computer code

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4️ **GlideAggregate**  
➡️ Retrieve summarized (aggregated) data like count, avg, max.  
📌 *Example:* Count open incidents per priority.

A computer screen shot of a program code

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📌 **Use Cases of Server-Side APIs**

✅ **1. Auto-Close Related Records**  
When a parent task is resolved, use GlideRecord to close all child tasks.

✅ **2. Scheduled Reports or Jobs**  
Use gs.log() and GlideRecord in scheduled jobs for backend processing.

✅ **3. Data Validations**  
Use gs.getUser() and GlideRecord in Business Rules to enforce access control.

✅ **4. Escalation Tracking**  
Use GlideDateTime to calculate SLA breaches and trigger alerts.

✅ **5. Summary Dashboards**  
Use GlideAggregate to provide count/metrics for reporting dashboards.

💡 **Best Practices**  
✔️ Always test your code in a sub-prod environment  
✔️ Add error handling and logging using gs.error()  
✔️ Use query filters (addQuery) to limit data load  
✔️ Avoid nested loops for better performance

📚 Learning Link:  
🧩 [Explore Server-Side APIs on ServiceNow Developer Site](https://developer.servicenow.com/dev.do#!/learn/learning-plans/xanadu/new_to_servicenow/app_store_learnv2_scripting_xanadu_server_side_apis)