Week-4:

Overview of ServiceNow Scripting

1. **Types of Scripting**
    - **Client-Side Scripting**: Handles user interactions and updates on the browser side. Used for UI changes and validations.
    - **Server-Side Scripting**: Manages data operations and interactions with the database. Includes scripts like Business Rules, Script Includes, and Scheduled Jobs.
2. **Client-Side vs. Server-Side Scripting**
    - **Client-Side**: Used for immediate user interface changes and form interactions. Examples include UI Policies and Client Scripts.
    - **Server-Side**: Involves operations that require data retrieval or modification, such as Business Rules, Script Includes, and ACL Scripts.
3. **Key Scripting Components**
    - **Client Scripts**: Execute on the browser side for dynamic form changes and validations.
    - **UI Policies/Data Policies**: Control form behavior and field visibility based on user actions.
    - **Server-Side Scripts**: Include Business Rules, Script Includes, Background Scripts, and Scheduled Jobs.
4. **Advanced Scripting Topics**
    - **Script Includes**: Reusable server-side code that can be called from other scripts.
    - **Fixed Scripts**: Server-side scripts executed directly and can be captured in an update set for deployment.
    - **GlideRecord and GlideAjax**: Used for querying data from ServiceNow tables and handling server-client communication.

Integration Topics

1. **Types of Integrations**
    - **REST and SOAP APIs**: For integrating with external systems.
    - **Inbound and Outbound Email**: Handling email communications.
    - **Postman and Table API**: Tools for testing and interacting with APIs.
2. **Special Topics in Integration**
    - **Authentication Methods**: JWT, Basic Auth, and other methods for securing integrations.
    - **Attachments Handling**: Base64 and multipart form data in integration scenarios.

- **MID Server**: Installation and configuration for integrating with external systems.

Additional Considerations

1. **Service Portal Customization**
    - **Client-Side and Server-Side Customization**: Understanding how to pass data between server-side scripts and client-side HTML/CSS.
2. **Flow Designer vs. Workflow**
    - **Flow Designer**: A no-code tool for automating processes; minimal scripting involved.
    - **Workflow**: Traditional tool with more extensive scripting capabilities.
3. **Request for Additional Topics**
    - **Including Integration and Advanced Scripting Topics**: Based on class needs, integration topics, and advanced scripting such as handling attachments, will be added to the curriculum.
4. **Customization and Scheduling**
    - **Customized Plan**: A detailed schedule incorporating all required topics will be provided.
    - **Participants**: The class will include approximately 10-11 participants.

Next Steps

- **Customization Plan**: A detailed plan including scripting, integrations, and additional topics will be developed.
- **Feedback and Confirmation**: Final adjustments based on participant needs and feedback.