Itential IDEV101 Training

* Chapter 1: Platform Logic Division
  + Itential Architecture:
    - Adapters
      * Adapters should create, read, update and delete (CRUD). Data is generated through external systems.
    - Brokers
      * Brokers model and combine adapter methods
    - Products
      * Products implement logic to meet specific business requirements
* Chapter 2: Change Management
  + ServiceNow introduction
  + Instance Info:
    - <https://dev66605.service-now.com/>
    - Admin
    - Pretzel32
    - CHG0030001
* Chapter 3: REST
  + REST = Representational State Transfer
    - Simple transport for APIs. Systems use REST to access and manipulate textual representations of web resources through a uniform and predefined set of stateless operations.
    - Resources are manipulated through Create, Read, Update and Delete (CRUD) operations
    - REST uses HTTP for transport, and HTTP’s verbs or request methods are used for CRUD operations.
    - POST – used when creating new data
    - GET – used when reading data
    - PUT – used when updating data, specifically by replacing data
    - PATCH – used when updating data, through merging new and existing data
    - DELETE – Used when deleting data or marking data as deleted.
  + REST training video
    - Six constraints
      * Uniform interface
        + HTTP verbs, URI, HTTP response
      * Stateless
        + Server contains no client state
      * Client-server
        + Separate client/server systems with a uniform interface between the two
      * Cacheable
        + Server responses are cacheable: implicitly, explicitly, and negotiated.
      * Layered System
        + Client has no direct connection to the server
        + Software or hardware layers between client and server
      * Code on demand
        + Server can temporarily extend logic to client
    - Resource based, not action based
      * Things versus actions
      * URI = resource
    - Typically JSON or XML
    - Compliance with REST constraints allows:
      * Scalability
      * Simplicity
      * Modifiability
      * Visibility
      * Portability
      * Reliability