ServiceNow Application Development Fundamentals

Duration: 3 Days Course Code: SNADF Delivery Method: Virtual Learning

Overview:

This hands-on course will provide training and lab work to support application creation in ServiceNow. Attendees will build an award-winning loaner equipment application by working through a checklist of considerations for application creation, including decisions such as creating an application table vs. extending an existing table, and determining how users will interact with the application. Detailed labs that reinforce good practices in these areas support the topics covered in class.
Certification
Following this course, ServiceNow recommends that attendees have at least two to three months of hands-on experiences with ServiceNow before attempting the Certification Exam.
Further details regarding this exam, including an exam blueprint, can be found on the Certified Application Developer page. Successful candidates will be awarded a “ServiceNow Certified Application Developer” certificate.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Experienced ServiceNow system administrators who have at least one year of hands-on experience administering a ServiceNow instance. Experience writing both client-side and server-side JavaScript in ServiceNow is required.

Objectives:

- A combination of lecture content and lab work helps attendees achieve the following:
- Design an application table: to extend or not to extend?
- Create and implement forms and views for a positive user experience
- Manage application business logic withscripts
- Control access to the application and its records
- Send notifications to stakeholders and collaborators
- Use Flow Designer to automate applications
- Integrate to ServiceNow and to public web services
- Use the Service Catalog to provide accessto applications
- Test the application manually and automatically
- Use the Application Repository to install/uninstall applications

Prerequisites:

- SNF - ServiceNow Fundamentals
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals

Content:

Module 1: Application Development Overview

Objectives: Define application creation; determine if an application is a good technical fit with the

platform; discuss customer application success examples, list the skills needed to successfully

develop applications in ServiceNow; provide a high-level overview of the application to be built

during class.

Module 2: Analysis and Design

Objectives: Discuss application design key points; examine the Application Development

Checklist; discuss design considerations; determine application platform(s); design database

schema.

- Lab 2.1: The Loaner Request Application

Module 3: Creating an Application and Modules

Objectives: Use Guided Application Creator and Studio to develop applications; link an

application to a Git repository; create application files; explore table schema and existing

business logic.

- Lab 3.1: Creating an Application
- Lab 3.2: Linking an Application
- Lab 3.3: Creating Application Files
- Lab 3.4: Committing Changes to the GitLab Repository

Module 4: Creating and Configuring Application Forms

Objectives: Create and modify tables; design and create forms; create views; write, test, and

debug client-side and server-side scripts; update the GitLab repository; publish and install an

Application.

- Lab 4.1: Working with Fields
- Lab 4.2: Working with Views
- Lab 4.3: UI Policy
- Lab 4.4: Scripting
- Lab 4.5: Committing Changes to the GitLab Repository
- Lab 4.6: Installing an Application

Module 5: Controlling Access

Objectives: Control user access to applications, menus, modules, records, and fields; control

script and web service access to application records; control ability to create applications; use

fix scripts to migrate artifacts that are not part of an application record.

- Lab 5.1: Application Security
- Lab 5.2: Application Access
- Lab 5.3: Committing Changes to the GitLab Repository
- Lab 5.4: Updating an Application

Module 6: Automating an Application

Objectives: Use Flow Designer to automate processes; use a scheduled script execution to send

email; generate events for overdue records; create application properties.

- Lab 6.1: Flow to Manage Deployment States
- Lab 6.2: Creating Application Properties
- Lab 6.3: Scheduled Script and Email
- Lab 6.4: Script Include
- Lab 6.5: Committing Changes to the Gitlab Repository

Module 7: Importing and Integrating

Objectives: Import records from an Excel file; use Web Services to integration to an external data

source; use Web Services to integrate to a ServiceNow instance.

- Lab 7.1: Importing Records from a Spreadsheet
- Lab 7.2: Web Service Consumer
- Lab 7.3: Optional: Outbound REST Message
- Lab 7.4: Committing Changes to the GitLab Repository

Module 8: Service Catalog

Objectives: Improve user interaction with application; create a friendly interface for interacting

with an application; configure the Service Catalog; write, test, and debug Service Catalog

client-side and server-side scripts.

- Lab 8.1: Service Catalog User Interface
- Lab 8.2: Enhancing the Service Catalog User Interface
- Lab 8.3: Committing Changes to the GitLab Repository

Module 9: Testing

Objectives: Review Software Testing Life Cycle; explore different testing options.

- Lab 9.1: Automated Test Framework

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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