

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.

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.

Target Audience:

Experienced ServiceNow system administrators who have at least one year of hands-on experience administering a ServiceNow instance.

Objectives:

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| ■ After you complete this course you will be able to: | ■ Use Flow Designer to automate applications |
| ■ Design an application table: to extend or not to extend | ■ Integrate to ServiceNow and to public web services |
| ■ Create and implement forms and views for a positive user experience | ■ Use the Service Catalog to provide access to applications |
| ■ Manage application business logic with scripts | ■ Test the application manually and automatically |
| ■ Control access to the application and its records | ■ Use the Application Repository to install/uninstall applications |
| ■ Send notifications to stakeholders and collaborators | |

Prerequisites:

Attendees should meet the following prerequisites:

- Experience writing both client-side and server-side JavaScript in ServiceNow is required
- SNSAF - ServiceNow Administration Fundamentals
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals

Content:

Application Development Overview

- 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

Analysis and Design

- 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

Creating an Application and Modules

- 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

Creating and Configuring Application Forms

- 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

Controlling Access

- 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

Automating an Application

- 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

Importing and Integrating

- 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

Service Catalog

- 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

Testing

- Review Software Testing Life Cycle
- Explore different testing options
- Lab 9.1: Automated Test Framework
- Lab 9.2: Committing Changes to the GitLab Repository

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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