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ServiceNow Scripting in ServiceNow Fundamentals

Duration: 365 Days   Course Code: SNSSF   Delivery Method: Elearning (Self-paced)

Overview:

Attend Scripting in ServiceNow Fundamentals to learn how to use the ServiceNow JavaScript API. Take advantage of the extensibility of ServiceNow by adding new functionality or modifying the baseline behavior of an instance. This class begins with client-side scripting and transitions to server-side scripting. Attendees write, test and debug scripts using real-world, relevant lab exercises. The class features lecture and discussion as well as extensive hands-on practice and reinforcement of the lectures, delivered in a wide variety of lab activities.
During this interactive training course, attendees perform scripting functions in their own class instance. This provides an opportunity to practice and become comfortable with both client-side and server-side scripting.

Target Audience:

ServiceNow System Administrators, with a minimum of three to six months experience configuring and developing the platform, who wish to extend the functionality of their instance.

Objectives:

- Determine when and where it is appropriate to script
- Use ServiceNow's built-in text editor
- Script client-side with o Client Scripts
- - UI Policies
- - Catalog Client Scripts & Catalog UI Policies
- Script server-side with o Business Rules

- GlideSystem
- GlideRecord
- Script Includes
- UI Actions
- -Flow Designer
- Use ServiceNow's scripting best practices

Prerequisites:

It is recommended that attendees have

- Intermediate-level ability to write, test and debug JavaScript
- Familiarity with database tables and columns
- SNSAF - ServiceNow Administration Fundamentals

Content:

Day 1

Module 1: Scripting Overview

- Lab 1.1: Using the Syntax Editor
- Lab 1.2: Syntax Checking
- Lab 1.3: Explore Scripting Resources

Module 2: Client Scripts

- Lab 2.1: Two Simple Client Scripts
- Lab 2.2: g_form and g_user
- Lab 2.3: Debugging Client Scripts

Module 3: UI Policies

- Lab 3.1: Incident State Resolve/Closed

Module 4: Catalog Client Scripts ; Catalog UI Policies

- Lab 4.1: Control Variable Choices Catalog Client Script
- Lab 4.2: Control Out of State Shipping Catalog UI Policy

Day 2

Module 5: Business Rules

- Lab 5.1: Debugging Business Rules
- Lab 5.2: Current and Previous
- Lab 5.3: Display Business Rules and Dot-walking

Module 6: GlideSystem

- Lab 6.1: Setting the CAB Date
- Lab 6.2: Re-open Problem Date Validation

Module 7: GlideRecord

- Lab 7.1: Two GlideRecord Queries
- Lab 7.2: RCA Attached: Problem and Child Incidents
- Lab 7.3: addEncodedQuery()
- Lab 7.4 Explore GlideQuery

Module 8: Script Includes

- Lab 8.1: Classless Script Include (logPropertyValues)
- Lab 8.1A: Classless Script Include (hasRoleExactly)

Day 3

Module 8: Script Includes (continued)

- Lab 8.2: Create a New Class
- Lab 8.3: HelloWorld GlideAjax
- Lab 8.4: Number of Group Members
- Lab 8.5: JSON Object

Module 9: UI Actions

- Lab 9.1: Client-Side UI Actions
- Lab 9.2: Server-Side UI Actions
- Lab 9.3: Client and Server-Side UI Actions

Module 11: Scripting with Flow Designer

- Lab 10.1: Build a Flow
- Lab 10.2: Trigger a Subflow

Lab 10.2: Add a Script to a Flow

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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