

ServiceNow Application Development Fundamentals

Course Contents

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.

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.

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.

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.

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.

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.

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.

Module 9: Testing

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