ServiceNow App Engine Studio Citizen Developer

Course Description

This course delves deeper into ServiceNow's App Engine Studio, equipping participants with the skills needed to create complex and highly functional applications. Through a hands-on approach, you will learn to develop sophisticated user experiences, automate intricate business processes, and secure applications and data effectively. Whether you are a ServiceNow developer looking to master App Engine Studio or an IT professional aiming to streamline your organization's processes, this course is tailored to enhance your expertise.

Audience

This course is ideal for:

- Experienced ServiceNow developers and administrators seeking to take their skills to the next level.
- IT professionals responsible for creating, optimizing, and maintaining applications on the ServiceNow platform.
- Individuals with a strong foundation in ServiceNow and App Engine Studio who want to specialize in advanced application development.
- Those looking to build secure, sophisticated, and automated applications in complex organizational environments.

Pre-requisite Knowledge/Skills

To get the most out of this course, it is recommended that participants have a basic understanding of ServiceNow and its platform functionalities. Familiarity with service management concepts will be beneficial but is not required

Course Objectives

By the end of this course, participants will be able to:

- Create applications from scratch using App Engine Studio.
- Design and build data models to serve as the foundation for applications.
- Develop user experiences such as Record Producers, Catalog Items, Workspaces, and Mobile Experiences.
- Automate business processes using Flows to improve efficiency and reduce errors.
- Secure applications and data through the creation of roles and role-based access control.

Course Outline

The course comprises 32-hours of theory and labs. It's divided into 10 different modules.

Module 1: Build My First App Engine Studio Application

- Objectives
- About This Learning Module
- App Engine Studio Process
- App Engine Studio Interface
- Building an Application in App Engine Studio
    - Exercise: Build an Application in App Engine Studio
- Creating a Table
- Editing a Table
    - Exercise: Create a Table
- Adding Logic and Automation
- Triggers
- Actions
    - Exercise: Create and Configure a Flow
- Creating a Workspace
- Configuring a Workspace
    - Using a Workspace
    - Exercise: Create a Workspace
- Build My First App Engine Studio Application Recap

Module 2: Create an App and Data Model

- Objectives
- About This Learning Module
- Designing an application
    - Exercise: Design the To-Do Application
- App Engine Studio Anatomy
- Creating an Application from Scratch
    - Exercise: Create the To-Do Application
- Creating a Table
    - Adding Fields to a Table
    - Exercise: Create the To-Do Tables
- Previewing a Table
    - Adding and Editing Data from a Preview

- Exercise: Add Data to the To-Do Table
- Forms
  - Form Sections
  - Views
  - Exercise: Working with Forms
- Test Your Create an App and Data Model Knowledge
- Create an App and Data Model Recap

Module 3: Create Record Producer User Experiences

- Objectives
- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is a Record Producer?
  - Exercise: Use an Existing Catalog Item
- Catalog Item Creation Process
- Creating a Record Producer
  - Exercise: Create a Record Producer
- Configuring a Record Producer
  - Previewing a Record Producer
  - Exercise: Configure the Record Producer
- Selecting a Destination Table
  - Choosing a Record Producer Location
  - Exercise: Select a Destination Table and Location for the Record Producer
- Adding Questions to a Record Producer
  - Question Types and Subtypes
  - Exercise: Add Questions to the Record Producer
- Configuring Settings and Access
  - Submitting a Record Producer
  - Exercise: Configure Settings and Submit the Record Producer
- Test Your Record Producer User Experience Knowledge
- Create Record Producer User Experiences Recap

Module 4: Create Catalog Item User Experiences

- Objectives
- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is a Catalog Item?
  - Exercise: Use an Existing Catalog Item

- Catalog Item Creation Process
- Creating a Catalog Item
    - Exercise: Create a Catalog Item
- Configuring a Catalog Item
    - Previewing a Catalog Item
    - Exercise: Configure the Catalog Item
- Choosing a Catalog Item Location
    - Exercise: Select a Location for the Catalog Item
- Adding Questions to a Catalog Item
    - Question Types and Subtypes
    - Exercise: Add Questions to the Catalog Item
- Configuring Settings and Access
    - Fulfillment
    - Exercise: Fulfillment
    - Submitting a Catalog Item
    - Exercise: Submit the Catalog Item
- Test Your Catalog Item User Experience Knowledge
- Create Catalog Item User Experiences Recap

Module 5: Create Workspace User Experiences

- Objectives
- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is a Workspace?
    - Using a Workspace
    - Exercise: Explore the Asset Workspace
- Creating a Workspace
    - Previewing a Workspace
    - Exercise: Create a Workspace in App Engine Studio
- Editing Workspace Elements
    - Exercise: Configure Workspace Elements
- Adding Data Visualization to a Workspace
    - Exercise: Add a Data Visualization to the Workspace
- Test Your Creating Workspace Experiences Knowledge
- Creating Workspace User Experiences Recap

Module 6: Create Mobile User Experiences

- Objectives

- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is the ServiceNow Agent Mobile Application?
  - Installing the ServiceNow Agent Mobile Application
  - Exercise: Install the ServiceNow Agent Mobile Application
- Launching the ServiceNow Agent Mobile Application
  - Navigating in the ServiceNow Agent Mobile Application
- Creating a Mobile Experience
  - Exercise: Create and Use the To-Do Mobile Experience
- What Is Offline Mode?
  - Working Offline
  - Exercise: Work Offline
- Test Your Mobile Experience Knowledge
- Create Mobile User Experiences Recap

Module 7: Automate Processes with Flows

- Objectives
- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is Logic and Automation?
  - Adding Logic and Automation
  - Exercise: Create a Flow
- Flow Editor
  - Triggers and Actions
  - Exercise: Add a Trigger
- Actions
  - Exercise: Add Actions
- Testing Flows
  - Viewing Flow Execution Details
  - Exercise: Test a Flow
- Activating Flows
  - Exercise: Activate a Flow
- Challenge Exercise: Create a Flow
- Test Your Automate Processes with Flows Knowledge
- Automate Processes with Flows Recap

Module 8: Secure Apps and Data

- Objectives

- About This Learning Module
- Exercise: Prepare for This Learning Module
- What is Security?
    - Determining What Roles to Create
    - Adding Roles During Application Creation
    - Elevating Privileges
- Creating a Role
    - Exercise: Create and Configure Roles
- Users and Groups
    - Exercise: Add Roles to Groups
- Impersonating Users
    - Exercise: Test Roles
- Test Your Securing Apps and Data Knowledge
- Secure Apps and Data Recap