

# ServiceNow Application Development Fundamentals

## Course Description

The ServiceNow Application Development Fundamentals course is a comprehensive and hands-on training program designed to equip participants with the skills and knowledge required for custom application development within the ServiceNow platform. Throughout the course, attendees will engage in practical exercises, including building an award-winning loaner equipment application. This course covers essential aspects of application creation, guiding participants through key decisions such as designing application tables, implementing user-friendly forms, managing business logic with scripts, controlling access, automating workflows, integrating with external services, and utilizing testing methodologies.

## Audience

This course is ideal for aspiring ServiceNow developers, IT professionals, and individuals interested in expanding their expertise in custom application development on the ServiceNow platform. Whether you are a beginner or an experienced user, this course provides valuable insights and hands-on experience to enhance your application development skills.

## Pre-requisite Knowledge/Skills

Participants should have a basic understanding of ServiceNow and its platform functionalities. Familiarity with IT processes and workflows is recommended but not mandatory.

## Course Objectives

Upon completion of this course, participants will be able to:

- Design application tables, deciding whether to extend or create new ones.
- Create and implement forms and views to ensure a positive user experience.
- Manage application business logic effectively using scripts.
- Control access to applications and their records with proper security configurations.
- Implement notifications to engage stakeholders and collaborators.
- Utilize Flow Designer for workflow automation.
- Integrate with ServiceNow and external web services seamlessly.
- Leverage the Service Catalog for streamlined application access.
- Test applications manually and automatically using the Automated Test Framework (ATF).
- Use the Application Repository for installing/uninstalling applications.

# Course Outline

## Module 1 - Application Development Overview

- ADF: Application Development Overview
- ADF: Scoped Application Model
- ADF: Application Development vs Application Deployment
- ADF: Module 1 demo

## Module 2 - Application Analysis and Design

- ADF: Application Analysis and Design
- ADF: Build a Scoped Architecture Data Model - Database Logic and User Interface
- ADF: Lab 2.1 The Loaner Request Application

## Module 3 - Create Application and Modules

- ADF: Create Application and Modules
- ADF: Create a Custom Application (Tables and Data Model) Using Guided App Creator (GAC)
- ADF: Lab 3.2 Create an Application
- ADF: Link Loaner Application to GitLab Repository
- ADF: Lab 3.3 Link Loaner Application to GitLab Repository
- ADF: Configure Application Menu, Create Files, Commit Changes
- ADF: Lab 3.4 Create Application Menu and Files

## Module 4 - Work with Application Forms

- ADF: Application Forms
- ADF: Forms, Fields, Lists, and Views
- ADF: Lab 4.1 - Working with Fields and Views
- ADF: Scripting (part 1 of 3)
- ADF: Scripting (part 2 of 3)
- ADF: Scripting (part 3 of 3)
- ADF: Lab 4.2a & b - Create a UI Policy and Scripting
- ADF: Application Management
- ADF: Lab 4.3 Commit Changes and Migrate Application

## **Module 5 - Control Access**

- ADF: Configure Application Security
- ADF: Configure Application Security (part 2)
- ADF: Lab 5.1 - Configure Application Security
- ADF: Set Application Access
- ADF: Lab 5.2 - Set Application Access

## **Module 6 - Automate Work**

- ADF: Flow Designer to Manage Deployment States
- ADF: Lab 6.1 - Flow Designer to Manage Deployment States
- ADF: Create Application Properties
- ADF: Lab 6.2 - Creating Application Properties
- ADF: Scheduled Script Execution and Email (part 1)
- ADF: Scheduled Script Execution and Email (part 2)
- ADF: Lab 6.3 Scheduled Script Execution and Email
- ADF: Script Include and Commit Changes
- ADF: Lab 6.4 - Script Include and Commit Changes

## **Module 7 - Import and Integrate External Data**

- ADF: Importing and Integrating
- ADF: Lab 7.1 - Importing Records from a Spreadsheet
- ADF: Web Services
- ADF: Lab 7.2 - Web Service Consumer

## **Module 8 - Test with ATF**

- ADF: Test with Automated Test Framework (ATF)
- ADF: Lab 8.1 - Test with Automated Test Framework

## **Module 9 - App Dev Topics for Further Study**

- ADF: Additional Application Development Topics
- ADF: Lab 9.1 - Service Catalog
- ADF: Lab 9.2 - Outbound REST Message

## **Certified Application Developer Voucher Info**

- Information about the certification voucher for participants.