

Scripting in ServiceNow Fundamentals

Course Description

This course provides a comprehensive introduction to scripting in ServiceNow, starting with client-side scripting and progressing to server-side scripting. Designed to leverage your JavaScript expertise, the course equips you to write, test, and debug scripts for real-world use cases. With a blend of lectures, demos, and hands-on lab activities, you will gain practical experience to build and customize applications effectively in ServiceNow.

Audience Profile

This course is ideal for:

- Developers, administrators, and professionals looking to enhance their scripting knowledge in ServiceNow.
- Individuals with a background in JavaScript who aim to improve their ability to automate and customize ServiceNow applications.
- Those familiar with database structures who want to leverage ServiceNow's capabilities in their organizations.

Prerequisites

To maximize the learning experience, participants should have:

- Completed the "Welcome to ServiceNow" module.
- At least two years of JavaScript programming experience.
- Familiarity with database tables and columns.
- (Optional) Tested their JavaScript skills using lessons 1–14 of Codecademy's "Learn JavaScript" course.

Course Objectives

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

1. Understand and apply client-side and server-side scripting concepts in ServiceNow.
2. Write, debug, and test scripts for various real-world scenarios.
3. Leverage the GlideSystem, GlideRecord, and GlideQuery APIs for efficient server-side scripting.
4. Utilize Script Includes and Flow Designer for modular and process-driven development.
5. Apply UI Policies, Catalog Client Scripts, and Catalog UI Policies to enhance user interactions.

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