Scripting in ServiceNow Fundamentals Training

Duration: **3 Day**

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Need to take advantage of the extensibility of ServiceNow? Want to add new functionality or modify the baseline behavior of your instance? If so, attend Scripting in ServiceNow to learn how to use our JavaScript API. This class begins with client side scripting and transitions to server side scripting. You will write, test, and debug scripts using real-world, relevant lab exercises. The class features lecture recordings as well as extensive hands-on practice and reinforcement delivered in a wide variety of lab activities.

Prerequisites

- Welcome to ServiceNow course
- Certified System Administrator preferred
- Ability to write, test, and debug JavaScript
- Students should work all of the exercises and labs from lessons 1 – 14 of CodeCademy's **JavaScript Fundamentals** course
- Students should complete the 'Scripting in ServiceNow Primer' course if they are brand new to the ServiceNow AI Platform and JavaScript.
- Familiarity with database tables and columns

What You Will Learn

How to use your existing JavaScript skills in the Now Platform.

Training Outline

Course Flow

During this three-day interactive training course, attendees access the ServiceNow platform in their own student instance, which is a “safe sandbox” loaded with demo and test data.

The course weaves a scenario throughout, simulating situations one might find in the real world. The class features lecture and group discussions, as well as extensive hands-on practice and reinforcement delivered through a variety of labs.

Day 1

Module 1: Scripting Overview

- Lab 1.3.1: Using the Syntax Editor
- Lab 1.3.2: Syntax Checking
- Lab 1.6.1: Explore Scripting Resources

Module 2: Client Scripts

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- Lab 2.1.1: Two Simple Client Scripts
- Lab 2.2.1: g_form and g_user
- Lab 2.3.1: Debugging Client Scripts

Module 3: UI Policies

- Lab 3.1.1: Incident State Resolve/Closed

Module 4: Business Rules

Day 2

Module 4: Business Rules

- Lab 4.1.1: Debugging Business Rules
- Lab 4.1.2: Current and Previous
- Lab 4.1.3: Display Business Rules and Dot-walking

Module 5: GlideSystem

- Lab 5.1.1: Setting the CAB Date
- Lab 5.1.2: Re-open Problem Date Validation

Module 6: GlideRecord

- Lab 6.1.1: Two GlideRecord Queries
- Lab 6.1.2: RCA Attached: Problem and Child Incidents
- Lab 6.1.3: addEncodedQuery()
- Lab 6.2.1: Explore GlideQuery

Module 7: Script Includes

- Lab 7.1.1A: Classless Script Include (logPropertyValues)
- Lab 7.1.1B: Classless Script Include (hasRoleExactly)

Day 3

Module 7: Script Includes (continued)

- Lab 7.2.1: Create a New Class
- Lab 7.3.1: HelloWorld GlideAjax
- Lab 7.3.2: Number of Group Members
- Lab 7.4.1: JSON Object

Module 8: Scripting with Flow Designer

- Lab 8.1.1: Build a Flow
- Lab 8.2.1: Trigger a Subflow
- Lab 8.3.1: Add a Script to a Flow