Industry leading ServiceNow Scripting courses are now available!

What: This is a 3-day advanced training course where attendees will learn the skills required to modify and extend the baseline behavior of a ServiceNow instance through real-world labs and exposure to scripting best practices.

Who should attend: This class is ideal for experienced ServiceNow Administrators who are looking for a challenge! Previous scripting experience and/ or training is highly advised to successfully complete this course.

Why should I take this class: Class lectures, hands on practice and engaging group discussions will enable attendees with the skills required to modify and extend the functionality of their ServiceNow instance.

Where will this class be held: In order to meet your unique needs, classes can be delivered virtually or in a classroom setting.

Think you might be interested in this great training opportunity? Visit the Fruition Partners website to learn more.

Scripting Course Agenda
Day One

Scripting Overview

Objectives
- Define Scripting in ServiceNow
- Determine when to use Scripting
- Describe the different places ServiceNow scripts are executed

Preparing to Script in ServiceNow

Objectives
- Use the scripting editor feature
- Debug with the syntax checker
- Personalize script lists
- Customize the edge
- Learn where to get scripting help

Labs
- Using the syntax editor
- Syntax checking
- Personalizing lists
- Using the edge
- Scripting resources

Client Scripts

Objectives
- Define what it means to be a client script
- Know when to use a client script
- Write, test, and debug client scripts
- Learn to use the g_form and g_user objects and methods
- Retrieve reference records from the database
- Write client scripts for mobile
- Compare and revert to script versions

Labs
- Two simple client scripts
- g_form and g_user
- Debugging client scripts
- Client scripting for mobile
- Client scripting with reference objects
- Script versions

UI Policies

Objectives
- Define what it means to be a UI policy
- Learn when to use UI policies
- Write, test, and debug UI policies
- Understand the differences between client scripts and UI policies

Labs
- Incident state resolved UI policy

Scripting Course Agenda

Day Two

Business Rules

Objectives
- Define what it means to be a business rule
- Know when to write business rules
- Write, test, and debug business rules
- Use dot walking to access data on related tables

Labs
- Debugging business rules
- Current and previous
- Display business rules and dot walking

GlideSystem

Objectives
- Describe the GlideSystem
- Practice with GlideSystem methods
- Write, test, and debug business rules using GlideSystem methods

Labs
- Setting the CAB date
- Start and end date validation

GlideRecord

Objectives
- Define what it means to be a GlideRecord
- Know how to write a GlideRecord query
- Take action on returned GlideRecords
- Determine if records are returned from a query

Labs
- GlideRecord query
- RCA attached: Problem and child incidents
- addEncodedQuery()

Managing Events

Objectives
- Define what it means to be an event
- Know how to generate an event
- Create script actions to respond to events
- Determine if an event is generated

Labs
- Responding to a baseline event
- Incident state event

Scripting Course Agenda

Day Three

Scheduled Jobs

Objectives
- Define what it means to be a scheduled job
- Know how to create a script-based scheduled job
- Test scheduled jobs
- Determine when schedule jobs will run

Labs
- Scheduled job

Workflow Scripting

Objectives
- Discuss where to use scripts in the workflow
- Describe and use workflow objects
- Write, test and debug scripts in different workflow activities
- Describe the role of workflow contexts testing

Labs
- SLA workflow
- Trigger an event
- Scripted approvers list
- Majority approval

UI Actions

Objectives
- Describe and use client UI actions
- Describe and use server UI actions
- Write, test and debug UI action scripts

Labs
- Client UI action – Priority 1 incident
- Server UI action – URL redirect

Script Includes

Objectives
- Define script includes
- Determine when to use script includes
- Write, test and debug script includes
- Extend the AbstractAjaxProcessor

Labs
- Basic script include
- Hello world GlideAjax
- Now date time script include
- Number of group members
- JSON object