



ServiceNow

Introduction

FEBRUARY 2018

Service now

Information Technology Infrastructure Library - A set of best-practice publications for IT service management.

- ✓ The essence of ITIL is to make IT services explicit and strictly focused on client needs.
- ✓ Clearly defined responsibilities for service provision within the IT organization, and effectively designed IT processes.
- ✓ As a result, the IT organization concentrates on the services required by the customer side, rather than being focused on technologies.

ITIL terms

- **Service** is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.
- **Service management** is a set of specialized organizational capabilities for providing value to customers in a form of service.

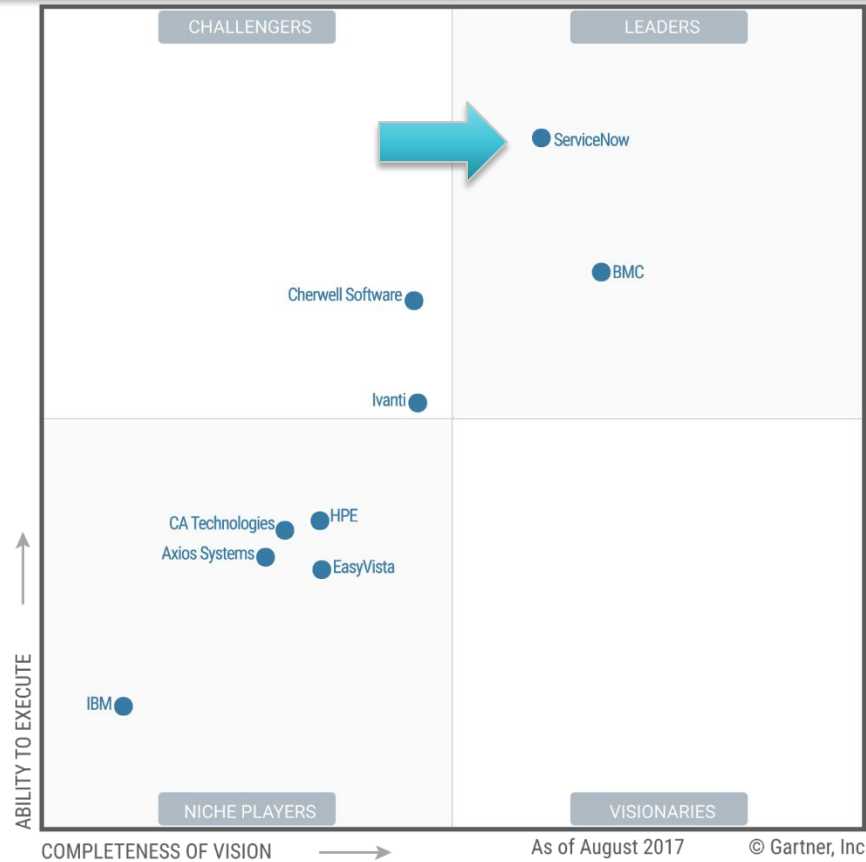
ITSM

Refers to the implementation and management of quality information technology services. IT service management is performed by IT service providers through people, process and information technology.

Tools and ITSM platforms:

- ✓ **BMC Software: BMC Remedy IT Service Management**
- ✓ **CA Technologies: CA IT Service Management**
- ✓ **IBM: IBM Tivoli Service Request Manager**
- ✓ **ServiceNow**

Gartner: Magic Quadrant for IT Service Management Tools



COMPLETENESS OF VISION →

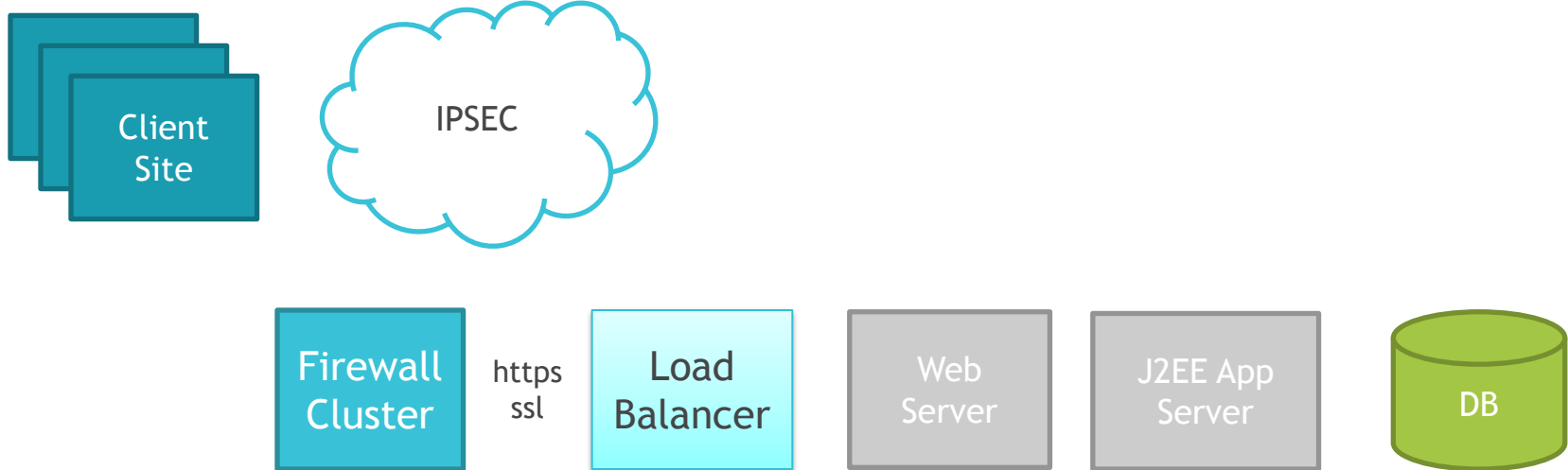
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ServiceNow

✓ SaaS model, PaaS, ITIL, Web 2.0

✓ Rhino, HTML, CSS, JavaScript, Jelly



SaaS & PaaS

PaaS and SaaS are cloud computing service models.

- ✓ PaaS (Platform as a service) provides you computing platforms which typically includes operating system, programming language execution environment, database, web server etc. Examples : AWS Elastic Beanstalk, Windows Azure, Heroku, Force.com, Google App Engine.
- ✓ SaaS (Software as a service) model you are provided with access to application softwares often referred to as on-demand softwares. No need to worry about the installation, setup and running of the application as service provider will do that for you. Available to customers over a network, typically the Internet. Examples : Google Apps, Microsoft Office 365

Scripting in ServiceNow

- To implement some Business logic you can use scripting ServiceNow tools.
- There are 17 script types, they are pretty common
- But most important differences :
 - - what it is used for
 - - client or server side

Client Script has a

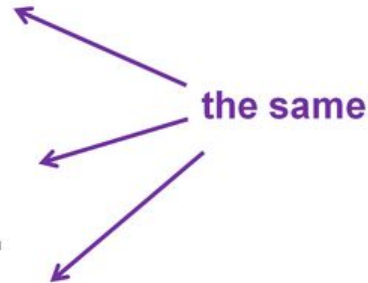
- name
- script
- specifies a table
- and other stuff

Business Rule has a

- name
- script
- specifies a table
- and other stuff

Workflow Activity has a

- name
- script
- specifies a table
- and other stuff



Glide Class Overview

Server-side Glide Classes

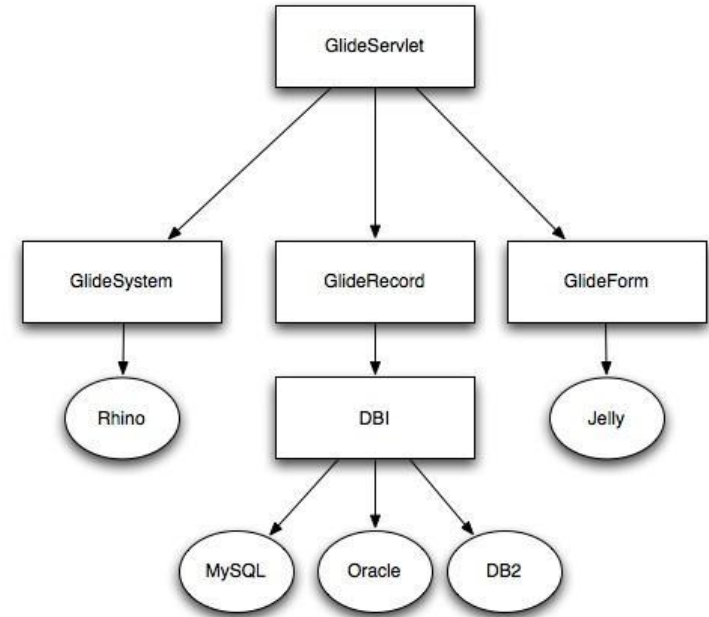
- GlideRecord
- GlideElement
- GlideSystem
- GlideAggregate
- GlideDateTime

Client-side Glide Classes

- GlideAjax
- GlideDialogWindow
- GlideForm
- GlideList2
- GlideMenu
- GlideUser

User interface stack technology map

Java packages		Technologies used
	User Interface (Browser)	<ul style="list-style-type: none">•AngularJS•HTML•CSS•JavaScript
com.glide.ui com.glide.jelly	GlideServlet	Apache Jelly
com.glide.script	Business Rules	Mozilla Rhino
com.glide.db	Persistence	JDBC



Some scripting examples

Glide Ajax

Client Side

```
var ga = new GlideAjax('HelloWorld');
ga.addParam('sysparm_name', 'helloWorld');
ga.addParam('sysparm_user_name', "Bob");
ga.getXML(HelloWorldParse);

function HelloWorldParse(response) {
    var answer = response.responseXML.documentElement.getAttribute("answer");
    alert(answer);
}
```

Server Side

```
var HelloWorld = Class.create();
HelloWorld.prototype = Object.extendObject(AbstractAjaxProcessor, {
    helloWorld: function() {
        return "Hello " + this.getParameter('sysparm_user_name') + "!";
    },

    _privateFunction: function() { // this function is not client callable
    }
});
```

Client Side

```
1 function onChange(control, oldValue, newValue, isLoading) {
2     if (isLoading)
3         return;
4
5     if (newValue == '') {
6         g_form.setValue('location', '');
7         return;
8     }
9
10    if (!g_form.getControl('location'))
11        return;|
12
13    var caller = g_form.getValue('caller_id');
14    var gr = new GlideRecord('sys_user');
15    gr.addquery('sys_id', caller);
16    gr.query();
17    if (gr.next()){
18        g_form.setValue('location', gr.location);
19    }
20 }
```

Links for self-studying

1. <https://developer.servicenow.com>
2. <https://community.servicenow.com>
3. <https://www.servicenowguru.com>
4. <http://www.servicenowelite.com>

**THANK YOU
FOR YOUR
TIME AND
ATTENTION!**

