

Scripting in ServiceNow Fundamentals

Course Duration : 16 Hours

Course code : SN-SCRIPT-FND-101

1. Course Overview

The **Scripting in ServiceNow Fundamentals** course introduces the basics of scripting used to customize and automate the ServiceNow platform. This course helps learners understand how scripts work in ServiceNow and how they are used to control business logic and platform behavior.

2. What you'll learn?

- Introduction to ServiceNow scripting
- JavaScript basics for ServiceNow
- Client-side and server-side scripts
- Business Rules and Script Includes
- UI Policies and UI Actions
- Script debugging basics

3. Target Audience

- ServiceNow administrators
- Beginner ServiceNow developers
- ITSM professionals
- Technical consultants
- Platform implementers

4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of ITSM processes
- No prior programming experience required

5. Course Content (Modules)

Module 1: Introduction to ServiceNow Scripting

- Scripting overview
- Script types in ServiceNow

Module 2: JavaScript Basics

- Variables and functions
- Control statements

Module 3: Client-Side Scripting

- Client Scripts
- UI Policies

Module 4: Server-Side Scripting

- Business Rules
- Script Includes

Module 5: Debugging and Best Practices

- Debugging tools
- Scripting best practices