

SERVICENOW APPLICATION DEVELOPMENT FUNDAMENTALS

Course Code: 821232

Learn the fundamentals of creating applications in ServiceNow.

This hands-on course will provide training and lab work to support application creation in ServiceNow. Attendees will build an award-winning loaner equipment application by working through a checklist of considerations for application creation, including decisions such as creating an application table vs. extending an existing table, and determining how users will interact with the application. Detailed labs that reinforce good practices in these areas support the topics covered in class.

Certification

Following this course, ServiceNow recommends that attendees have at least two to three months of hands-on experiences with ServiceNow before attempting the Certification Exam.

Further details regarding this exam, including an exam blueprint, can be found on the [Certified Application Developer](#) page. Successful candidates will be awarded a “ServiceNow Certified Application Developer” certificate.

What You’ll Learn

A combination of lecture content and lab work helps attendees achieve the following:

- Design an application table: to extend or not to extend?
- Create and implement forms and views for a positive user experience
- Manage application business logic with scripts
- Control access to the application and its records
- Send notifications to stakeholders and collaborators
- Use Flow Designer to automate applications
- Integrate to ServiceNow and to public web services
- Use the Service Catalog to provide access to applications
- Test the application manually and automatically
- Use the Application Repository to install/uninstall applications

Who Needs to Attend

Experienced ServiceNow system administrators who have at least one year of hands-on experience administering a ServiceNow instance. Experience writing both client-side and server-side JavaScript in ServiceNow is required.

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CLASSROOM LIVE

\$2,700 USD

3 Day

Classroom Live Outline

Module 1: Application Development Overview

Objectives: Define application creation; determine if an application is a good technical fit with the platform; discuss customer application success examples, list the skills needed to successfully develop applications in ServiceNow; provide a high-level overview of the application to be built during class.

Module 2: Analysis and Design

Objectives: Discuss application design key points; examine the Application Development Checklist; discuss design considerations; determine application platform(s); design database schema.

- Lab 2.1: The Loaner Request Application

Module 3: Creating an Application and Modules

Objectives: Use Guided Application Creator and Studio to develop applications; link an application to a Git repository; create application files; explore table schema and existing business logic.

- Lab 3.1: Creating an Application
- Lab 3.2: Linking an Application
- Lab 3.3: Creating Application Files
- Lab 3.4: Committing Changes to the GitLab Repository

Module 4: Creating and Configuring Application Forms

Objectives: Create and modify tables; design and create forms; create views; write, test, and debug client-side and server-side scripts; update the GitLab repository; publish and install an Application.

- Lab 4.1: Working with Fields
- Lab 4.2: Working with Views
- Lab 4.3: UI Policy

- Lab 4.4: Scripting
- Lab 4.5: Committing Changes to the GitLab Repository
- Lab 4.6: Installing an Application

Module 5: Controlling Access

Objectives: Control user access to applications, menus, modules, records, and fields; control script and web service access to application records; control ability to create applications; use fix scripts to migrate artifacts that are not part of an application record.

- Lab 5.1: Application Security
- Lab 5.2: Application Access
- Lab 5.3: Committing Changes to the GitLab Repository
- Lab 5.4: Updating an Application

Module 6: Automating an Application

Objectives: Use Flow Designer to automate processes; use a scheduled script execution to send email; generate events for overdue records; create application properties.

- Lab 6.1: Flow to Manage Deployment States
- Lab 6.2: Creating Application Properties
- Lab 6.3: Scheduled Script and Email
- Lab 6.4: Script Include
- Lab 6.5: Committing Changes to the Gitlab Repository

Module 7: Importing and Integrating

Objectives: Import records from an Excel file; use Web Services to integration to an external data source; use Web Services to integrate to a ServiceNow instance.

- Lab 7.1: Importing Records from a Spreadsheet
- Lab 7.2: Web Service Consumer
- Lab 7.3: Optional: Outbound REST Message
- Lab 7.4: Committing Changes to the GitLab Repository

Module 8: Service Catalog

Objectives: Improve user interaction with application; create a friendly interface for interacting with an application; configure the Service Catalog; write, test, and debug Service Catalog client-side and server-side scripts.

- Lab 8.1: Service Catalog User Interface
- Lab 8.2: Enhancing the Service Catalog User Interface
- Lab 8.3: Committing Changes to the GitLab Repository

Module 9: Testing

Objectives: Review Software Testing Life Cycle; explore different testing options.

- Lab 9.1: Automated Test Framework
- Lab 9.2: Committing Changes to the GitLab Repository

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VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

Virtual Classroom Live Outline

Module 1: Application Development Overview

Objectives: Define application creation; determine if an application is a good technical fit with the platform; discuss customer application success examples, list the skills needed to successfully develop applications in ServiceNow; provide a high-level overview of the application to be built during class.

Module 2: Analysis and Design

Objectives: Discuss application design key points; examine the Application Development Checklist; discuss design considerations; determine application platform(s); design database schema.

- Lab 2.1: The Loaner Request Application

Module 3: Creating an Application and Modules

Objectives: Use Guided Application Creator and Studio to develop applications; link an application to a Git repository; create application files; explore table schema and existing business logic.

- Lab 3.1: Creating an Application
- Lab 3.2: Linking an Application
- Lab 3.3: Creating Application Files
- Lab 3.4: Committing Changes to the GitLab Repository

Module 4: Creating and Configuring Application Forms

Objectives: Create and modify tables; design and create forms; create views; write, test, and debug client-side and server-side scripts; update the GitLab repository; publish and install an Application.

- Lab 4.1: Working with Fields
- Lab 4.2: Working with Views
- Lab 4.3: UI Policy

- Lab 4.4: Scripting
- Lab 4.5: Committing Changes to the GitLab Repository
- Lab 4.6: Installing an Application

Module 5: Controlling Access

Objectives: Control user access to applications, menus, modules, records, and fields; control script and web service access to application records; control ability to create applications; use fix scripts to migrate artifacts that are not part of an application record.

- Lab 5.1: Application Security
- Lab 5.2: Application Access
- Lab 5.3: Committing Changes to the GitLab Repository
- Lab 5.4: Updating an Application

Module 6: Automating an Application

Objectives: Use Flow Designer to automate processes; use a scheduled script execution to send email; generate events for overdue records; create application properties.

- Lab 6.1: Flow to Manage Deployment States
- Lab 6.2: Creating Application Properties
- Lab 6.3: Scheduled Script and Email
- Lab 6.4: Script Include
- Lab 6.5: Committing Changes to the Gitlab Repository

Module 7: Importing and Integrating

Objectives: Import records from an Excel file; use Web Services to integration to an external data source; use Web Services to integrate to a ServiceNow instance.

- Lab 7.1: Importing Records from a Spreadsheet
- Lab 7.2: Web Service Consumer
- Lab 7.3: Optional: Outbound REST Message
- Lab 7.4: Committing Changes to the GitLab Repository

Module 8: Service Catalog

Objectives: Improve user interaction with application; create a friendly interface for interacting with an application; configure the Service Catalog; write, test, and debug Service Catalog client-side and server-side scripts.

- Lab 8.1: Service Catalog User Interface
- Lab 8.2: Enhancing the Service Catalog User Interface
- Lab 8.3: Committing Changes to the GitLab Repository

Module 9: Testing

Objectives: Review Software Testing Life Cycle; explore different testing options.

- Lab 9.1: Automated Test Framework
- Lab 9.2: Committing Changes to the GitLab Repository

May 6 - 8, 2026 | 9:00 AM - 5:00 PM CDT

May 18 - 20, 2026 | 9:00 AM - 5:00 PM CDT

Jun 3 - 5, 2026 | 9:00 AM - 5:00 PM CDT

Jun 15 - 17, 2026 | 9:00 AM - 5:00 PM CDT

SERVICENOW APPLICATION DEVELOPMENT FUNDAMENTALS

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ON-DEMAND

\$0 USD

On-Demand Outline

ADF: Course Introduction

- ADF: Getting Started with this Course

ADF: Module 1 - Application Development Overview

- ADF: Application Development Overview
- ADF: Application Development Concepts
- ADF: Scoped Application Model
- ADF: Application Development vs Application Deployment
- ADF: Module 1 Recap

ADF: Module 2 - Application Analysis and Design

- ADF: Application Analysis and Design
- ADF: Business Logic & User Interface
- ADF: Build a Scoped Architecture Data Model - Database Logic
- ADF: Module 2 Recap

ADF: Module 3 - Create Application and Modules

- ADF: Create Application and Modules
- ADF: Application Development Tools Overview
- ADF: Create a Custom Application (Tables and Data) Using Guided App Creator (GAC)
- ADF: Link Loaner Application to GitLab Repository
- ADF: Configure Application Menu, Create Files, Commit Changes
- ADF: Module 3 Recap

ADF: Module 4 - Work with Application Forms

- ADF: Application Forms
- ADF: Fields, Lists, Forms, and Views - Concepts
- ADF: Fields, Lists Forms, and Views - Tools
- ADF: Scripting
- ADF: Application Management

- ADF: Module 4 Recap

ADF: Module 5 - Control Access

- ADF: Controlling Access
- ADF: Configure Application Security
- ADF: Set Application Access
- ADF: Module 5 Recap

ADF: Module 6 - Automate Work

- ADF: Automate Work
- ADF: Flow Designer
- ADF: Create Application Properties
- ADF: Scheduled Script Execution and Email Notifications
- ADF: Script Include and Commit Changes to the GitLab Repository
- ADF: Module 6 Recap

ADF: Module 7 - Import and Integrate External Data

- ADF: Importing and Integrating
- ADF: Import Data
- ADF: Web Services
- ADF: Module 7 Recap

ADF: Module 8 - Test with ATF

- ADF: Test with Automated Test Framework (ATF)
- ADF: Module 8 Recap

ADF: Module 9 - App Dev Topics for Further Study

- ADF: Additional Application Development Topics
- ADF: Service Catalog
- Service Catalog User Interface Demo
- ADF: Web Services
- ADF: ServiceNow Developer Resources
- ADF: Module 9 Recap

Certified Application Developer Voucher Info

On-Demand Labs

- ADF: Lab 2.1 The Loaner Request Application
- ADF: Lab 3.2 Create an Application
- ADF: Lab 3.3 Link Loaner Application to GitLab Repository
- ADF: Lab 3.4 Configure Application Menu, Create Files, Commit Changes
- ADF: Lab 4.1 - Working with Fields and Views
- ADF: Lab 4.2 - Create a UI Policy and Scripting
- ADF: Lab 4.3 Commit Changes and Migrate Application
- ADF: Lab 5.1 - Configure Application Security
- ADF: Lab 5.2 - Set Application Access
- ADF: Lab 6.1 - Flow Designer to Manage Deployment States

- ADF: Lab 6.2 - Creating Application Properties
- ADF: Lab 6.3 Scheduled Script Execution and Email
- ADF: Lab 6.4 - Script Include and Commit Changes
- ADF: Lab 7.1 - Importing Records from a Spreadsheet
- ADF: Lab 7.2 - Web Service Consumer and Commit Changes
- ADF: Lab 8.1 - Test with Automated Test Framework
- ADF: Lab 9.2 - Outbound REST Message



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PRIVATE GROUP TRAINING

3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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