

SERVICENOW SCRIPTING IN SERVICENOW FUNDAMENTALS

Course Code: 821283

Learn how to use JavaScript to extend the functionality of ServiceNow. The class does NOT teach JavaScript

Attend Scripting in ServiceNow Fundamentals to learn how to use the ServiceNow JavaScript API. Take advantage of the extensibility of ServiceNow by adding new functionality or modifying the baseline behavior of an instance. This class begins with client-side scripting and transitions to server-side scripting. Attendees write, test and debug scripts using real-world, relevant lab exercises. The class features lecture and discussion as well as extensive hands-on practice and reinforcement of the lectures, delivered in a wide variety of lab activities.

During this interactive training course, attendees perform scripting functions in their own class instance. This provides an opportunity to practice and become comfortable with both client-side and server-side scripting.

What You'll Learn

The course content and lab work help attendees learn to:

- Determine when and where it is appropriate to script
- Use ServiceNow's built-in text editor
- Script client-side with o Client Scripts
 - ☒ UI Policies
 - ☒ Catalog Client Scripts & Catalog UI Policies
- Script server-side with o Business Rules
 - ☒ GlideSystem
 - ☒ GlideRecord
 - ☒ Script Includes
 - ☒ UI Actions
 - ☒ Flow Designer
- Use ServiceNow's scripting best practices

Who Needs to Attend

ServiceNow System Administrators, with a minimum of three to six months experience configuring and developing the platform, who wish to extend the functionality of their instance.

Prerequisites

It is recommended that attendees have

- Intermediate-level ability to write, test and debug JavaScript
- Familiarity with database tables and columns

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CLASSROOM LIVE

\$4,050 CAD

3 Day

Classroom Live Outline

Module 1: Service Portal Review

- This module covers the foundations of Service Portals in ServiceNow.

Objectives:

- Define Service Portal
- Discuss reasons for building a Service Portal
- Review Service Portal administration and development duties
- Explore the Branding Editor
- Examine where to get Service Portal help

Labs:

- Lab 1.1 – Explore Your Student Instance
- Lab 1.2 – Use the Branding Editor

Module 2: Create a Service Portal

- Learn how to create a new Theme, a new Portal, and a new Page.

Objectives:

- Review the Service Portal framework
- Create a new Theme
- Create a new Service Portal
- Create a new Page
- Review the Bootstrap framework
- Explore baseline Page

Labs:

- Lab 2.1 – Create a New Theme and Portal
- Lab 2.2 – Include a Custom Font
- Lab 2.3 – Create a New Page

- Lab 2.4 – Explore and Incorporate Existing Pages

Module 3: Widgets

- Learn how to use Widgets on a Page to provide your content. This module also includes a low-code overview on how to create a new Widget.

Objectives:

- Define Widgets and explore the baseline elements
- Learn how to use Widgets
- Clone existing Widgets
- Develop new Widgets
- Widget debugging

Labs:

- Lab 3.1 – Add Widgets to a Page
- Lab 3.2 – Clone an Existing Widget
- Lab 3.3 – Develop a Custom Footer Widget
- Lab 3.4 – Develop a Custom Widget with Options
- Lab 3.5 – Develop a Modal Widget

Module 4: Header Menus

- Learn how to create a new Menu and how to include it in a Service Portal.

Objectives:

- Define a Header Menu
- Explore Menu Items
- Discuss nested Menu Items
- Review testing Menu functionality

Labs:

- Lab 4.1 – Create a Header Menu
- Lab 4.2 – Service Portal Surveys (Optional)
- Module 5: Search Sources
- Learn about the sources for Portal searches.

Objectives:

- Define Contextual Search
- Define Search Sources
- Learn how to set Portal Search Sources
- Learn about Pagination and Search Facets
- Review creating new Search Sources
- Explore external Search Sources

Labs:

- Lab 5.1 – Create a Search Source

Module 6: Service Portal Extras

Learn about Announcements, the Service Portal Log Entries table, the Usage Overview dashboard, using User Criteria records to control user access within a portal, and Guided Tours.

Objectives:

- Learn about the Announcements Widget
- Explore Page Route Maps
- Review Service Portal transaction logging and reporting
- Discuss use of User Criteria records to control user access in a portal
- Explore Guided Tours for Service Portals

Labs:

- Lab 6.1 – Announcements
- Lab 6.2 – Service Portal Reporting
- Lab 6.3 – Create a Dashboard Page
- Lab 6.4 – Create a Guided Tour
- Module 7: Redirecting in Service Portal
- Learn a variety of options you can configure to redirect users to a Service Portal and to specific pages. .

Objectives:

- Review available features that enable redirecting within a Service Portal
- Page Route Maps
- Login, redirect, and SSO

Labs:

- Lab 7.1 – Clone the Landing Page
- Lab 7.2 – Page Route Maps
- Lab 7.3 – Redirect users to a Service Portal

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VIRTUAL CLASSROOM LIVE

\$4,050 CAD

3 Day

Virtual Classroom Live Outline

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- This module covers the foundations of Service Portals in ServiceNow.

Objectives:

- Define Service Portal
- Discuss reasons for building a Service Portal
- Review Service Portal administration and development duties
- Explore the Branding Editor
- Examine where to get Service Portal help

Labs:

- Lab 1.1 – Explore Your Student Instance
- Lab 1.2 – Use the Branding Editor

Module 2: Create a Service Portal

- Learn how to create a new Theme, a new Portal, and a new Page.

Objectives:

- Review the Service Portal framework
- Create a new Theme
- Create a new Service Portal
- Create a new Page
- Review the Bootstrap framework
- Explore baseline Page

Labs:

- Lab 2.1 – Create a New Theme and Portal
- Lab 2.2 – Include a Custom Font
- Lab 2.3 – Create a New Page

- Lab 2.4 – Explore and Incorporate Existing Pages

Module 3: Widgets

- Learn how to use Widgets on a Page to provide your content. This module also includes a low-code overview on how to create a new Widget.

Objectives:

- Define Widgets and explore the baseline elements
- Learn how to use Widgets
- Clone existing Widgets
- Develop new Widgets
- Widget debugging

Labs:

- Lab 3.1 – Add Widgets to a Page
- Lab 3.2 – Clone an Existing Widget
- Lab 3.3 – Develop a Custom Footer Widget
- Lab 3.4 – Develop a Custom Widget with Options
- Lab 3.5 – Develop a Modal Widget

Module 4: Header Menus

- Learn how to create a new Menu and how to include it in a Service Portal.

Objectives:

- Define a Header Menu
- Explore Menu Items
- Discuss nested Menu Items
- Review testing Menu functionality

Labs:

- Lab 4.1 – Create a Header Menu
- Lab 4.2 – Service Portal Surveys (Optional)
- Module 5: Search Sources
- Learn about the sources for Portal searches.

Objectives:

- Define Contextual Search
- Define Search Sources
- Learn how to set Portal Search Sources
- Learn about Pagination and Search Facets
- Review creating new Search Sources
- Explore external Search Sources

Labs:

- Lab 5.1 – Create a Search Source

Module 6: Service Portal Extras

Learn about Announcements, the Service Portal Log Entries table, the Usage Overview dashboard, using User Criteria records to control user access within a portal, and Guided Tours.

Objectives:

- Learn about the Announcements Widget
- Explore Page Route Maps
- Review Service Portal transaction logging and reporting
- Discuss use of User Criteria records to control user access in a portal
- Explore Guided Tours for Service Portals

Labs:

- Lab 6.1 – Announcements
- Lab 6.2 – Service Portal Reporting
- Lab 6.3 – Create a Dashboard Page
- Lab 6.4 – Create a Guided Tour

Module 7: Redirecting in Service Portal

Learn a variety of options you can configure to redirect users to a Service Portal and to specific pages. .

Objectives:

- Review available features that enable redirecting within a Service Portal
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- Login, redirect, and SSO

Labs:

- Lab 7.1 – Clone the Landing Page
- Lab 7.2 – Page Route Maps
- Lab 7.3 – Redirect users to a Service Portal

Dec 10 - 12, 2025 | 9:00 AM - 5:00 PM CST

Dec 22 - 24, 2025 | 9:00 AM - 5:00 PM CST

Jan 28 - 30, 2026 | 9:00 AM - 5:00 PM CST

Feb 11 - 13, 2026 | 9:00 AM - 5:00 PM EST

Mar 2 - 4, 2026 | 9:00 AM - 5:00 PM CST

Mar 16 - 18, 2026 | 9:00 AM - 5:00 PM CDT

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

Apr 27 - 29, 2026 | 9:00 AM - 5:00 PM CDT

May 27 - 29, 2026 | 9:00 AM - 5:00 PM CDT

Jun 10 - 12, 2026 | 9:00 AM - 5:00 PM CDT

Jun 22 - 24, 2026 | 9:00 AM - 5:00 PM CDT

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ON-DEMAND

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On-Demand Outline

- Instance Help
- SSNF: Welcome to the Show
- SSNF: Scripting Overview
- SSNF: Client Scripts
- SSNF: Client Scripts Demo
- SSNF: UI Policies
- SSNF: Catalog Client Scripts and Catalog UI Policies
- SSNF: Business Rules
- SSNF: Business Rules Demo
- SSNF: GlideSystem
- SSNF: GlideRecord/GlideQuery
- SSNF: GlideRecord/GlideQuery Demo
- SSNF: Script Includes
- SSNF: Flow Designer Scripting
- SSNF: Script Includes/Flow Designer Demo
- What's New in the Tokyo Course Release
- Backstage Passes



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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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