Mastering ServiceNow Administration

Martin Wood

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Conquer ServiceNow by getting to grips with the power behind the platform

About This Book

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Who This Book Is For

This book is intended for those who are familiar with web technologies such as JavaScript. We start from the computing fundamentals to understand how ServiceNow is architected, working from the ground up to really leverage the full capabilities of the platform.

What You Will Learn

- Dig into the foundations of the ServiceNow platform and build powerful custom applications
- Design feature-rich, responsive, automated workflow systems
- Leverage the vast capabilities of ServiceNow to super-power your business
- Design powerful data-driven applications
- Control information flow and apply business logic with Business Rules
- Write efficient and effective client-side JavaScript
- Explore the working of the Task table
- Integrate and exchange data with people and systems
- Create and secure your systems with proper access control
- Discover and automate other IT systems

In Detail

This book will help you to understand the fundamentals behind the ServiceNow platform. Throughout the book, we develop a simple example application that is designed to highlight the key capabilities of ServiceNow.

In the initial chapters, we build our foundations, walking through the data model, exploring how to write effective code to implement business logic, and avoiding the pitfalls that come with flexibility and choice in client-side scripting.

Then, we explore the Task table, a powerful kick-start to any application. To head off potential problems, we look at debugging and diagnosis techniques. And finally, we think about automation and orchestration?how ServiceNow can help control the rest of your IT environment. Packed with hints, tips, and examples, this book helps you to master ServiceNow quickly and efficiently.

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