



# Mastering ServiceNow - Second Edition

*Martin Wood*

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## Key Features

- Give your organization a powerful kick-start of ServiceNow implementation by quickly acquiring key capabilities of ServiceNow,
- Learn by practicing examples and build feature-rich and automated workflow systems; automate and orchestrate your IT environment,
- Take control of your entire organization and master ServiceNow quickly and efficiently, and build secure systems with sophisticated control systems

## Book Description

ServiceNow is a SaaS application that provides workflow forms based applications. It is an ideal platform for creating enterprise level applications giving requesters and fulfillers better visibility and access to a process. ServiceNow based applications often replace email messages by providing a way to submit work to be done, such as marketing requests, asking for new equipment to be procured, or logistics or maintenance tickets.

The book steps through the main aspects of the ServiceNow platform, working from the ground up. It starts by listing the core concepts of ServiceNow and building customize applications that can be managed on the ServiceNow app store. To add business logic and control data, and, interactivity to user interaction, you will be shown how the Server-side Control and Client-side Interaction works. You will then learn more about Tasks, Service Management, Events, Notifications, and Reporting activities in ServiceNow. The book will then focus on using web services and other mechanisms for integrating ServiceNow with other systems. Furthermore, you will get to know how to secure applications and data, and, understand how ServiceNow does logging and error reporting. You will then be shown how to package your applications and changes, so they can be installed elsewhere. If you wish to create an alternative simple interface, then explore the ways to make ServiceNow beautiful using CMS and Jelly and the Service Portal.

By the end of the book, you will be an expert ServiceNow System Administrator, or a developer with a complete knowledge on how the platform works.

## What you will learn

- Build custom applications and manage them on the ServiceNow app store
- Understand the concept of Tasks and Service Management in ServiceNow
- Design feature-rich, responsive, automated workflow systems
- Design powerful data-driven applications
- Control information flow and apply business logic with Business Rules
- Write efficient and effective client-side JavaScript
- Learn how to authenticate and secure Web Services
- Integrate and exchange data with people and systems
- Create and secure your systems with proper access control

## About the Author

**Martin Wood** has spent the last few years spreading the word about ServiceNow. His first exposure to the platform was as one of its first customers in the UK in 2008, when he built a custom ITSM application. He enjoyed the experience so much that he joined the company. Now, he works with a variety of clients, ranging from blue-chip enterprises to SMEs, helping them utilize the power of ServiceNow. Martin is passionate about helping people make an informed choice and enjoys speaking at ServiceNow user conferences.

He lives in the beautiful Berkshire countryside with his wife, Sarah. They both love exploring the world and enjoying good food and great wine!

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