Report on Six-Week Workshop on
"ServiceNow - Certified Application Developer (CAD)"

Event Type	: ServiceNow - Certified Application Developer (CAD)
Dates	: 18-08-2025 to 27-09-2025
Time	: 06:00 pm TO 08:00 pm
Organized by	: Department of Computer Science and Engineering, LBRCE.
Name of the Industry	: Smart Bridge
Convenor	: Dr. S. Nagarjuna Reddy, Professor & HoD of CSE
Co-convenor	: Dr. D. Veeraiah, Professor, Department of CSE
Coordinators	:Mrs. B. Usha Rani, Sr. Asst. Professor, Dept of CSE
	Mrs. M. Gayatri, Asst. Professor, Dept of CSE
	Mrs. Bh. Nirosha, Asst. Professor, Dept of CSE
	Mrs. B. Swathi, Sr. Asst. Professor, Dept of CSE
	Mr. N. Srikanth, Sr. Asst. Professor, Dept of CSE
	Mr. M. Kiran Kumar, Sr. Asst. Professor, Dept of CSE

Total no. of Students attended   : 83

Objective

Objectives of the ServiceNow – Certified Application Developer (CAD) One-Week Workshop:

➢ To provide students with **practical knowledge and hands-on experience** in developing applications on the ServiceNow platform.

➢ To help students understand the **fundamentals of ServiceNow**, including its **architecture, components, and development environment.**

➢ To enable students to **design and build custom applications** using tools such as **App Engine Studio, Flow Designer,** and **client-side and server-side scripting.**

➢ To offer **interactive sessions and real-time examples** that illustrate how **digital workflows are created and managed** in enterprise systems.

➢ To **encourage teamwork, logical thinking, and problem-solving skills,** essential for real-world application development.

➢ To **prepare students for industry-ready roles** in IT service management and business process automation.

➢ To provide a **strong foundation for the ServiceNow Certified Application Developer (CAD) certification.**

➢ To **enhance students' technical skills** and **improve their career prospects** in the IT field.

Impact Analysis

➢ Gained practical skills in designing and developing applications on the ServiceNow platform.

➢ Learned to create custom applications and automate workflows using App Engine Studio, Flow Designer, and scripting.

➢ Developed teamwork, problem-solving, and industry-oriented technical skills.

➢ Built confidence in cloud-based application development and prepared for the ServiceNow CAD certification.

➢ Enhanced career readiness and employability in the IT domain

Week 1:

Week 1 contents:
1. Introduction to application development, Creating an application, Git Repository
2. Scripting, Glide APIs, Glide methods, Client vs Server-side scripting, commonly used Glide methods
3. Client Scripts, UI policy scripts
4. UI action scripts, ACL executions (includes scripting)
5. Business Rules, Script Includes, Script includes with Glide Ajax

Day 1: Introduction to Application Development and Git Repository

The first day began with an introduction to **application development** on the ServiceNow platform. Students learned about the purpose of application development, the ServiceNow architecture, and how different modules interact. The session included the process of **creating a new application** using App Engine Studio and understanding various components such as tables, forms, and modules. Additionally, the concept of **Git Repository integration** was explained to help students understand version control and collaborative development practices in ServiceNow.

Day 2: Scripting Fundamentals and Glide APIs

The second day focused on the **scripting aspects** of ServiceNow. Students were introduced to **Glide APIs**, their importance, and how they help in server-side communication and data manipulation. Key **Glide methods** such as GlideRecord, GlideSystem, and GlideUser were demonstrated. The distinction between **client-side** and **server-side scripting** was clearly explained, enabling students to understand when and where to use each type of script effectively.

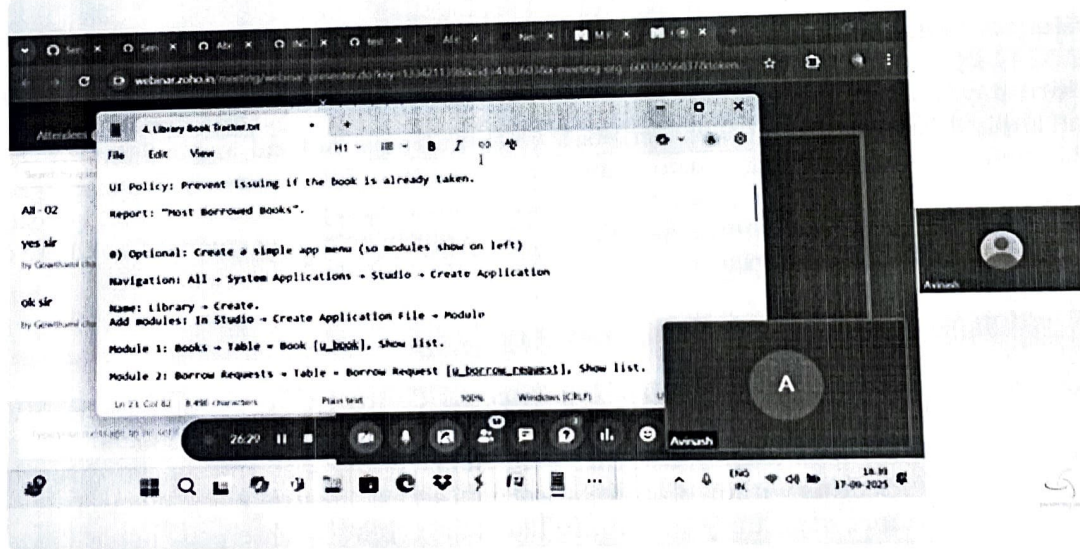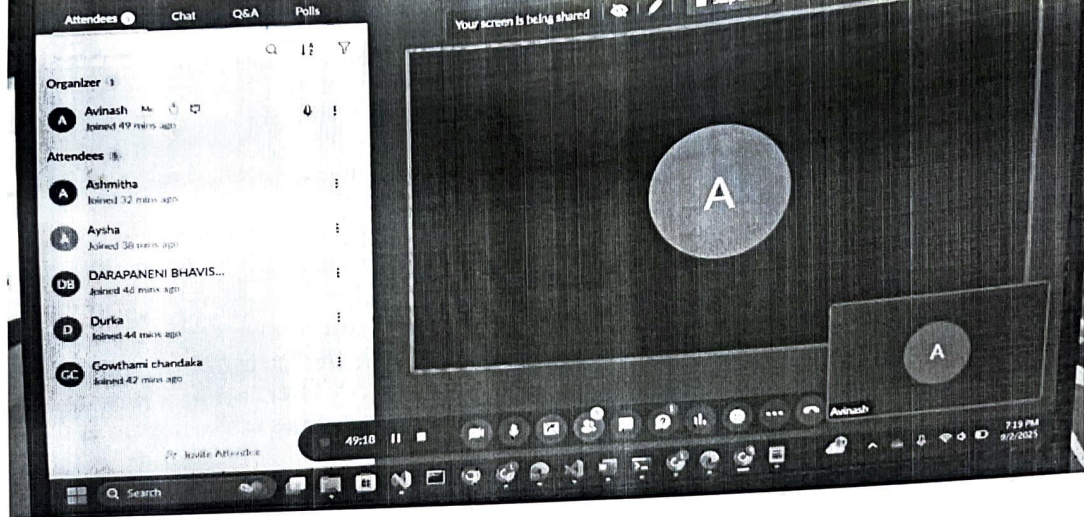## Day 3: Client Scripts and UI Policy Scripts

On the third day, the training covered **Client Scripts** and **UI Policy Scripts**. Students learned to create and apply different types of client scripts, such as onChange, onLoad, and onSubmit, to control form behaviour dynamically. The purpose and functionality of **UI Policies** were discussed, and students practiced setting conditions and actions that modify field properties like visibility, read-only status, and mandatory settings without using code. This session enhanced students' ability to create interactive and user-friendly interfaces.

Day 4: UI Action Scripts and Access Control Lists (ACLs)

The fourth day focused on **UI Actions** and **ACL (Access Control List)** configurations. Students explored **UI Action Scripts**, understanding how to add buttons, links, and context menu actions that trigger custom scripts. The concept of **security in ServiceNow** was introduced through **ACL executions**, including scripting within ACLs to control data access and user permissions. This session emphasized the importance of security and controlled data visibility in enterprise applications.

Day 5: Business Rules, Script Includes, and Glide Ajax

The final day covered advanced server-side scripting concepts such as **Business Rules** and **Script Includes**. Students learned how Business Rules automate backend processes and respond to database actions like insert, update, or delete. The concept of **Script Includes** was explained, showing how reusable server-side scripts can be invoked across different parts of an application. The use of **Glide Ajax** was also demonstrated, allowing client-side scripts to communicate asynchronously with server-side code. By the end of the day, students had a complete understanding of how to integrate and automate workflows in ServiceNow applications.

Your screen is being shared

Organizer 1

A   Avinash
Joined 49 mins ago

Attendees 5

A   Ashmitha
Joined 32 mins ago

Aysha
Joined 38 mins ago

DB   DARAPANENI BHAVIS...
Joined 44 mins ago

D   Durka
Joined 44 mins ago

GC   Gowthami chandaka
Joined 42 mins ago

49:18

7:19 PM
9/2/2025

Q Search

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webinar.zoho.in

4. Library Book Tracker.txt

File   Edit   View

UI Policy: Prevent issuing if the book is already taken.

All - 02

Report: "Most Borrowed Books".

yes sir
by Gowthami cha

0) Optional: Create a simple app menu (so modules show on left)

ok sir
by Gowthami cha

Navigation: All → System Applications → Studio → Create Application

Name: Library → Create.
Add modules: In Studio → Create Application File → Module

Module 1: Books → Table → Book [u_book], Show list.

Module 2: Borrow Requests → Table → Borrow Request [u_borrow_request], Show list.

Ln 21 Col 62   8,498 characters   Plain text   100%   Windows (CRLF)

26:29

Avinash

17-09-2025

Week 2:

Week 2 Contents:
1. (Instructor-Led Training)
2. (Instructor-Led Training)
3. Holiday
4. (Instructor-Led Training)
5. (Instructor-Led Training)

Day 1 – Instructor-Led Training:
➤ Introduction to ServiceNow platform and application development.

➤ Creating a new application using App Engine Studio.

➤ Understanding Git Repository integration for version control.

Day 2 – Instructor-Led Training:
➤ Overview of scripting concepts in ServiceNow.

➤ Learning about Glide APIs and commonly used Glide methods.

➤ Difference between client-side and server-side scripting with examples.
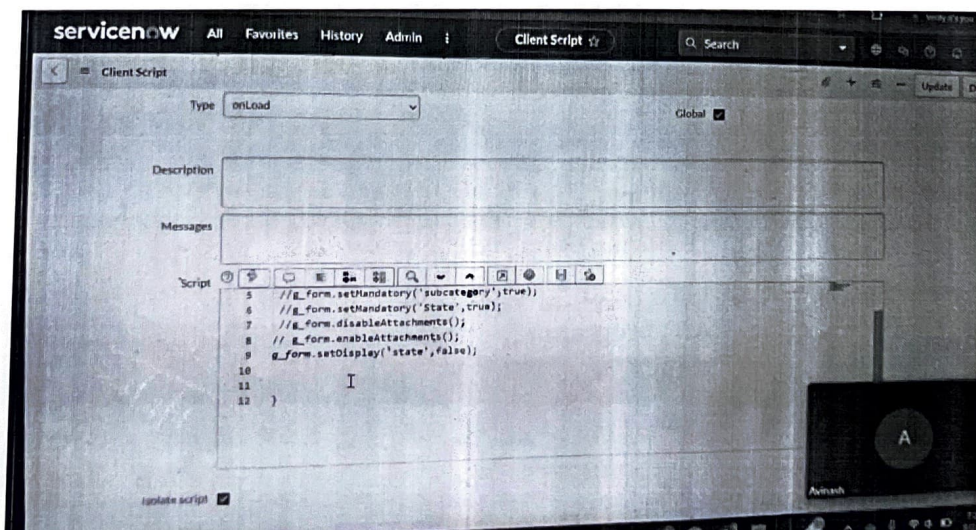
Day 3 – Holiday:
➤ No sessions conducted.

➤ Students utilized the day for revision and self-study.
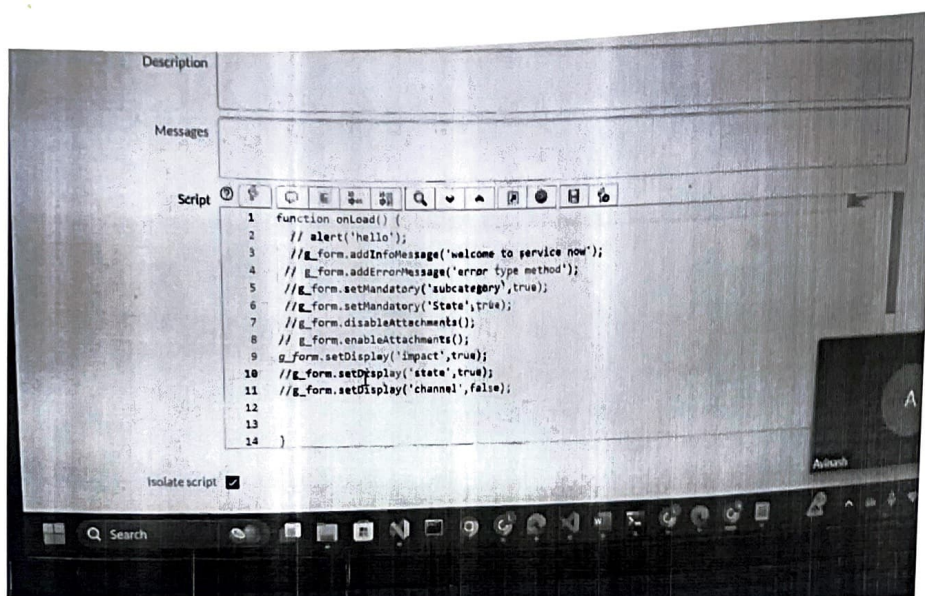
Day 4 – Instructor-Led Training:
➤ Working with Client Scripts, UI Policy Scripts, and UI Action Scripts.

➤ Understanding Access Control Lists (ACLs) and their execution using scripts.

➤ Emphasis on user interface design and security control in applications.

Day 5 – Instructor-Led Training:
➤ Introduction to Business Rules and Script Includes.

➤ Implementing Script Includes with Glide Ajax for client-server communication.

➤ Hands-on practice and project demonstration of developed applications.

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Description

Messages

Script
1   function onLoad() {
2       // alert('hello');
3       //g_form.addInfoMessage('welcome to service now');
4       // g_form.addErrorMessage('error type method');
5       //g_form.setMandatory('subcategory',true);
6       //g_form.setMandatory('State',true);
7       //g_form.disableAttachments();
8       // g_form.enableAttachments();
9       g_form.setDisplay('impact',true);
10      //g_form.setDisplay('state',true);
11      //g_form.setDisplay('channel',false);
12
13
14  }

Isolate script ☑
```

Week 3: Mentoring Session

➢ Conducted a one-on-one mentoring session to provide personalized guidance to students.

➢ Addressed specific queries related to ServiceNow application development.

➢ Instructors reviewed students' project work and offered constructive feedback.

➢ Discussed real-world implementation challenges and possible solutions.

➢ Shared best practices for effective application design and development.

➢ The session enhanced students' confidence and deepened their conceptual understanding.

➢ Motivated students to pursue the ServiceNow Certified Application Developer (CAD) certification) with improved clarity and preparation.
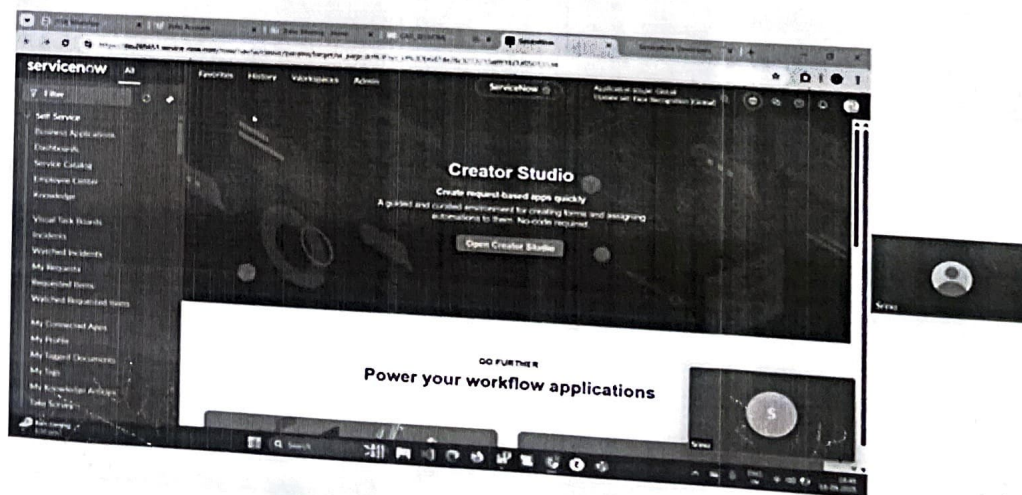
Week 4: Mentoring Session

➢ Focused on guiding students through the complete process of building and managing applications on the ServiceNow platform.

➢ Provided personalized support to help students understand all stages of application development — from data model design and form creation to business rule implementation and workflow automation.

➢ Emphasized best practices in using App Engine Studio, Flow Designer, and scripting techniques for efficient and user-friendly applications.

➢ Encouraged students to discuss development challenges, with mentors offering practical solutions and optimization tips.

➢ Helped students strengthen technical understanding, improve coding accuracy, and gain confidence in developing real-time enterprise applications.

➢ The session aligned directly with the core objectives of the ServiceNow Certified Application Developer (CAD) program.
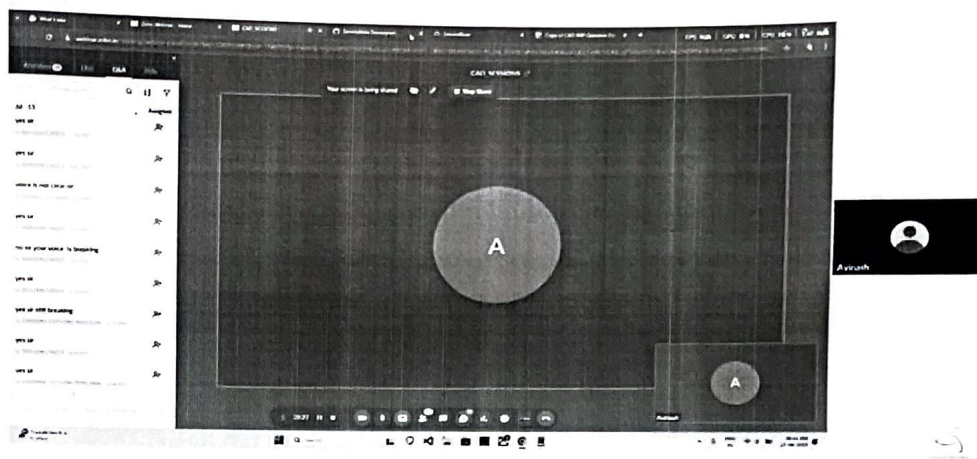
Week 5: Mentoring Session

➤ Focused on advanced scripting concepts in ServiceNow application development — Business Rules, Script Includes, and Glide Ajax.

➤ Explained how Business Rules are used to automate backend processes effectively.

➤ Demonstrated how Script Includes help in storing and reusing server-side code.

➤ Clarified the role of Glide Ajax in enabling communication between client and server scripts.

➤ Provided guidance on debugging and script optimization for better performance.

➤ Strengthened students' practical scripting skills and confidence in developing efficient and dynamic ServiceNow applications.

Week 6: Mentoring Session & Mock Tests

➤ Mock tests were conducted to evaluate students' understanding of concepts covered during the workshop.

➤ The assessments included questions on application development, scripting, Glide APIs, Business Rules, and other core ServiceNow topics.

➤ Helped students assess their knowledge and identify areas for improvement.

➤ Familiarized participants with the pattern and structure of the ServiceNow Certified Application Developer (CAD) exam.

➤ Boosted students' confidence and ensured better preparation for the final certification assessment.

OUTCOME

➤ Gained hands-on experience in developing custom applications on the ServiceNow platform.

➤ Understood the architecture, tools, and development environment of ServiceNow.

➤ Learned to use App Engine Studio and Flow Designer for application creation and workflow automation.

➤ Acquired knowledge of client-side and server-side scripting for enhancing application functionality.

➤ Improved problem-solving, analytical thinking, and teamwork skills through practical exercises.

➤ Gained exposure to real-time industry use cases and project-based learning.

➤ Built confidence to appear for the ServiceNow Certified Application Developer (CAD) certification exam.

➤ Enhanced employability and readiness for roles in cloud computing and IT service management.

Conclusion

The ServiceNow – Certified Application Developer (CAD) one-week workshop provided B. Tech students with valuable practical experience and technical knowledge in enterprise application development. Through instructor-led training, mentoring sessions, and mock tests, students gained a solid understanding of ServiceNow tools, scripting techniques, and workflow automation. The workshop successfully bridged the gap between academic learning and real-world industry applications, enhancing students' problem-solving, teamwork, and programming skills. Overall, the program equipped students with confidence and competence to pursue the ServiceNow CAD certification and excel in their future careers in IT and cloud-based application development.

20/09/2025

Co-convenor

Dr. D. Veeraiah

(Professor)

Convenor

Dr. S. Nagarjuna Reddy

(Professor&Head of the Department)