

# ServiceNow Certified Application Developer Training

*COURSE CONTENT*

## GET IN TOUCH



Multisoft Systems  
B - 125, Sector - 2, Noida



(+91) 9810-306-956



info@multisoftsystems.com



www.multisoftsystems.com

## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

ServiceNow Certified Application Developer Training by Multisoft Systems is a comprehensive program designed to equip individuals with the skills and knowledge required to become proficient ServiceNow application developers. This training provides a deep understanding of the ServiceNow platform, its architecture, and best practices for building custom applications and solutions.

## Module 1: Application Development Overview

- ✓ 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

- ✓ Discuss application design key points
- ✓ Examine the Application Development Checklist
- ✓ Discuss design considerations
- ✓ Determine application platform(s)
- ✓ Design database schema

## Module 3: Creating an Application and Modules

- ✓ 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

## Module 4: Creating and Configuring Application Forms

- ✓ 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

## Module 5: Controlling Access

- ✓ 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

## Module 6: Automating an application

- ✓ Use Flow Designer to automate processes
- ✓ Use a scheduled script execution to send email
- ✓ Generate events for overdue records
- ✓ Create application properties

## Module 7: Importing and Integrating

- ✓ 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

## Module 8: Service Catalog

- ✓ 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

## Module 9: Testing

- ✓ Review Software Testing Life Cycle
- ✓ Explore different testing options