

# ServiceNow Certified Application Developer (CAD) 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 (CAD) training by Multisoft Systems is designed to help professionals develop, customize, and deploy applications on the ServiceNow Now Platform. This training provides a comprehensive understanding of application architecture, scripting, database configuration, user interface design, and automation using ServiceNow tools and features.

## Module 1: Application Design & Planning

- ✓ Understanding business requirements
- ✓ Deciding when to build a custom application
- ✓ Application scope and namespaces
- ✓ Creating applications using Studio
- ✓ Application menu and module creation

## Module 2: Data Modeling & Tables

- ✓ Tables, fields, and records
- ✓ Extending tables
- ✓ Reference fields and relationships
- ✓ Dictionary entries
- ✓ Database views and schema map

## Module 3: Application User Interface

- ✓ Forms and form layouts
- ✓ Lists and list layouts
- ✓ UI policies
- ✓ UI actions
- ✓ Record producers

## Module 4: Client-Side Scripting

- ✓ Client scripts (onLoad, onChange, onSubmit)
- ✓ g\_form API
- ✓ UI policies vs client scripts
- ✓ Debugging client scripts

## Module 5: Server-Side Scripting

- ✓ Business rules

- ✓ Script includes
- ✓ GlideRecord basics
- ✓ gs (GlideSystem) methods
- ✓ Debugging server-side scripts

## **Module 6: Security & Access Control**

- ✓ Roles and role hierarchy
- ✓ Access Control Lists (ACLs)
- ✓ Application access settings
- ✓ Securing tables, records, and UI elements
- ✓ Scripted security

## **Module 7: Application Automation**

- ✓ Introduction to Flow Designer
- ✓ Creating flows and subflows
- ✓ Triggers, actions, and conditions
- ✓ Events and notifications
- ✓ Scheduled jobs

## **Module 8: Application Properties & Configuration**

- ✓ System properties
- ✓ Scoped vs global properties
- ✓ Application configuration patterns
- ✓ Using properties in scripts and flows

## **Module 9: Reporting & Dashboards**

- ✓ Creating reports
- ✓ Report sources and filters
- ✓ Visualizations and charts

- ✓ Dashboards and widgets

## Module 10: Working with External Data

- ✓ Import sets and transform maps
- ✓ Data sources (CSV, Excel)
- ✓ REST integration basics
- ✓ Outbound REST messages
- ✓ Error handling in integrations

## Module 11: Application Management

- ✓ Update sets and application versions
- ✓ Application repository
- ✓ Delegated development
- ✓ Source control (Git integration)

## Module 12: Testing & Debugging

- ✓ Application testing strategies
- ✓ Script debugging tools
- ✓ Logs and error analysis
- ✓ Performance considerations

## Module 13: Exam Readiness & Real-World Scenarios

- ✓ CAD exam pattern and domain weightage
- ✓ Scenario-based questions
- ✓ Best practices and common mistakes
- ✓ Mock test discussions