

COURSE SYLLABUS

ServiceNow Application Developer

Hello, and welcome!

As technology rapidly evolves, the demand for straightforward, intuitive software programs and applications grows alongside it. However, creating these programs and apps the traditional way calls for a deep understanding of coding languages and advanced IT skills. But this may not be practical in such a fast-paced and ever-changing environment. That's why developing applications through a more accessible Low-Code Application Platform like ServiceNow is vital. This platform allows you to create sophisticated and user-friendly applications without requiring an advanced coding or IT background. In this course, you will implement user-centered solutions from multiple perspectives. You will use the Flow Designer platform to automate real-world processes. You will develop a custom application with an emphasis on user experience. And you will write, test, and debug scripts using JavaScript. The skills gained in this course will empower you on your application development journey.

We invite you to take a minute to learn about the course by reviewing the information that follows. This way, you will be better able to understand the expectations of the course as a whole. Then you can determine how to manage your time and efforts as you navigate through it.

You are in the right place. You belong here. You can do this!

Course Description and Competencies

What to Expect

In this course, you will work through nine Now Learning on-demand courses. And each will cover multiple learning objectives. These will teach you the skills needed to develop custom, user-friendly applications for any organization.

Throughout the course, you will find readings and a variety of interactive elements in the Now Learning platform. These include knowledge checks and labs to help deepen your understanding of the content. Engaging with these activities reinforces new learning. It also complements the knowledge you bring to this area of study.

Prerequisites: ServiceNow Application Developer requires prerequisite knowledge and skills found in Front-End Web Development (D277A) and JavaScript Programming (D280A).

This course covers the following competencies:

1. The student uses tips, tricks, and how-to guides to effectively navigate and fully understand the ServiceNow platform's features and capabilities.
2. The student uses the Flow Designer platform to automate real-world processes.
3. The student develops a custom application using various considerations for application creation, with an emphasis on user experience.
4. The student writes, tests, and debugs scripts using JavaScript.

Although this course does not offer competency units or credits, mastering the competencies will best prepare you for your certification exam, which is a requirement for the WGU ServiceNow Application Developer certificate program. Details for preparing, registering, and completing the exam are in the **My Vouchers** section of your Now Learning profile. Your enrollment in this WGU course includes your first attempt at passing the certification exam. If you require further attempts, please contact our support team at [\(888\) 320-0540](tel:8883200540) or support@academy.wgu.edu.

- **1** certification exam

Course Outline

Now Learning Courses

Upon completion of this On-Demand Course, you will be able to:

Account Creation

- A. Create Now Learning account to access course materials.

Welcome to ServiceNow

- A. Learn to navigate the ServiceNow platform.
- B. Explore Knowledge Management in the ServiceNow platform.
- C. Use the Service Catalog to fulfill requests and discover services.
- D. Identify key functionalities such as Lists, Filters, Forms, and Reporting.
- E. Navigate workflows in the ServiceNow platform to complete tasks.

Introduction to Generative AI

- A. Recognize common artificial intelligence (AI) terms and definitions.
- B. Describe how generative AI works.
- C. Describe the impact of generative AI on a variety of industries and communities.
- D. Identify the benefits, limitations, and risks of generative AI.
- E. Describe how ServiceNow uses generative AI.

Scripting Fundamentals

- A. Determine when and where to script.
- B. Use ServiceNow's built-in text editor.
- C. Script client-side with Client Scripts, UI Policies, and with Catalog Client Scripts and Catalog UI Policies.
- D. Script server-side with Business RulesGlideSystem, GlideRecord/GlideQuery, Script Includes, and Flow Designer.
- E. Use ServiceNow's scripting best practices.

Now Assist Essentials	<ul style="list-style-type: none"> A. Describe Now Assist and how it works within the ServiceNow Platform. B. Identify application-specific terminology and acronyms. C. List ServiceNow Generative AI Capabilities provided by Now Assist. D. Simulate installing Now Assist, configuring the Generative AI Controller, and embedding Generative AI Capabilities into workflows. E. Describe how AI uses platform data.
Application Development Fundamentals	<ul style="list-style-type: none"> A. Build an application and use Flow Designer to automate workflow. B. Design and create tables, forms, and views. C. Manage application business logic and control access to an application and its records. D. Test applications manually and automatically. E. Integrate into ServiceNow and public web services.
Flow Designer: Introduction	<ul style="list-style-type: none"> A. Review the Flow Designer platform, its capabilities, and benefits. B. Digitize the flow of work across the enterprise using Flow Designer. C. Recognize real-world processes to automate using Flow Designer.
Flow Designer: Create a Flow	<ul style="list-style-type: none"> A. Review Flow Designer Features, benefits, and development best practices. B. Learn how to build and test flows.
Flow Designer: Subflows and Actions	<ul style="list-style-type: none"> A. Create and add Subflows and Actions into existing Flow Designer flows.
UI Builder Fundamentals	<ul style="list-style-type: none"> A. Create and configure a workspace using UI Builder. B. Create pages and page variants within an experience, including adding and configuring components within a page. C. Describe how to use page parameters. D. Describe how to create and use data resources to fetch data. E. Apply styling and theming to an experience.

Technology Requirements

We want to be sure you have the tools to succeed! Review the [Computer System and Technology Requirements](#) to learn about the technology you'll need. If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven't already, [download this free software](#). You may encounter an interactive form that contains fields that you can select or fill in. Review [how to fill in a PDF form](#).

Key Contacts

Your Fellow Students

Check out the Service Now Application Developer Lobby in the course site! In this online community, you can ask questions and explore ideas. You can connect with your fellow learners. You will also find helpful videos and exercises. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Tutor.com

If you need academic support, don't hesitate to contact [Tutor.com](#). There, you have access to thousands of tutors. And they are available 24/7 from any internet-ready device. You can also benefit from instructional videos, study tools, and other assistance.

Technical Support

If you encounter technical issues, be sure to contact the Help Desk. Just [submit a Support Request for assistance](#).

Program Support

Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.

Accommodations

WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email support@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU's services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX's commitment to accessible content is published on their [Website Accessibility Policy](#).