



Mastering ServiceNow Administration

By Martin Wood

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Mastering ServiceNow Administration By Martin Wood

Conquer ServiceNow by getting to grips with the power behind the platform

About This Book

In DetailThis book will help you to understand the fundamentals behind the ServiceNow platform. Throughout the book, we develop a simple example application that is designed to highlight the key capabilities of ServiceNow. In the initial chapters, we build our foundations, walking through the data model, exploring how to write effective code to implement business logic, and avoiding the pitfalls that come with flexibility and choice in client-side scripting. Then, we explore the Task table, a powerful kick-start to any application. To head off potential problems, we look at debugging and diagnosis techniques. And finally, we think about automation and orchestration?how ServiceNow can help control the rest of your IT environment. Packed with hints, tips, and examples, this book helps you to master ServiceNow quickly and efficiently.

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Editorial ReviewAbout the Author

Martin WoodMartin 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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