

Technical Best Practices

Overview



The following best practices provide *under-the-hood* information administrators and developers can use to increase the effectiveness of the ServiceNow experience. The articles offer tips and tricks to maximize performance, guide your system customizations, and improve your understanding of the overall system.

Plan

Tips for performing pre-implementation planning

- Planning for Development Best Practices
- Customizing the UI Appearance
- Documenting a Migration Procedure
- Modifying the Application Design
- Requirements Best Practices
- Security Best Practices

Develop

Guidelines for developing clean code and migrating data between ServiceNow instances

- Business Rules Best Practices
- Client Script Best Practices
- Coding Best Practices
- Commenting Your Work
- Exporting and Importing XML Files
- Update Sets Best Practices

Maintain

Helpful hints for maintaining and troubleshooting ServiceNow instances

- Debugging Tools Best Practices
 - Import Set Performance Best Practices
 - Logs and Queues Best Practices
 - Upgrades Best Practices
 - Patches Best Practices
 - Web Service Integrations Best Practices
 - ODBC Best Practices
 - System Performance Best Practices
 - System Properties Best Practices
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