

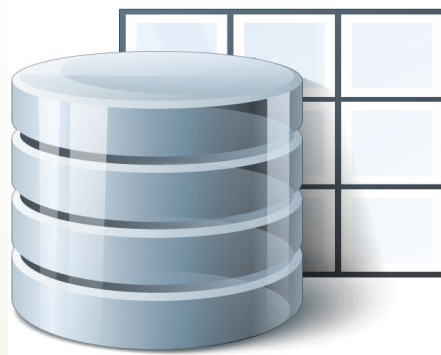


Tables & Fields

Tables & Fields & Columns

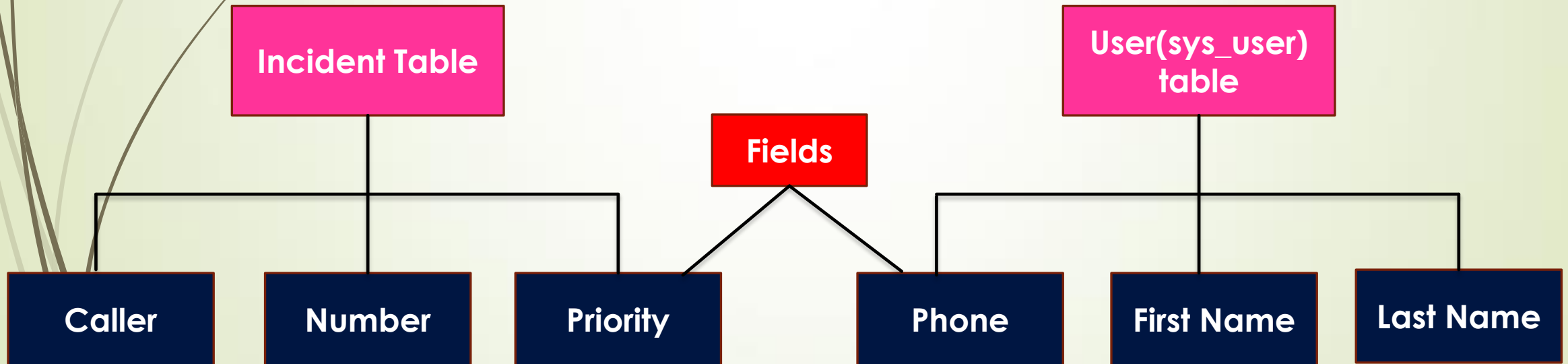
What is a table

- A table is a collection of records in the database
- Each record corresponds to a row in the table
- Each field on the record corresponds to a column on that table
- Applications use tables and records to manage data and processes, such as **Incident, Problem, and CMDB.**
- Tables can extend other tables, creating parent tables and child tables.



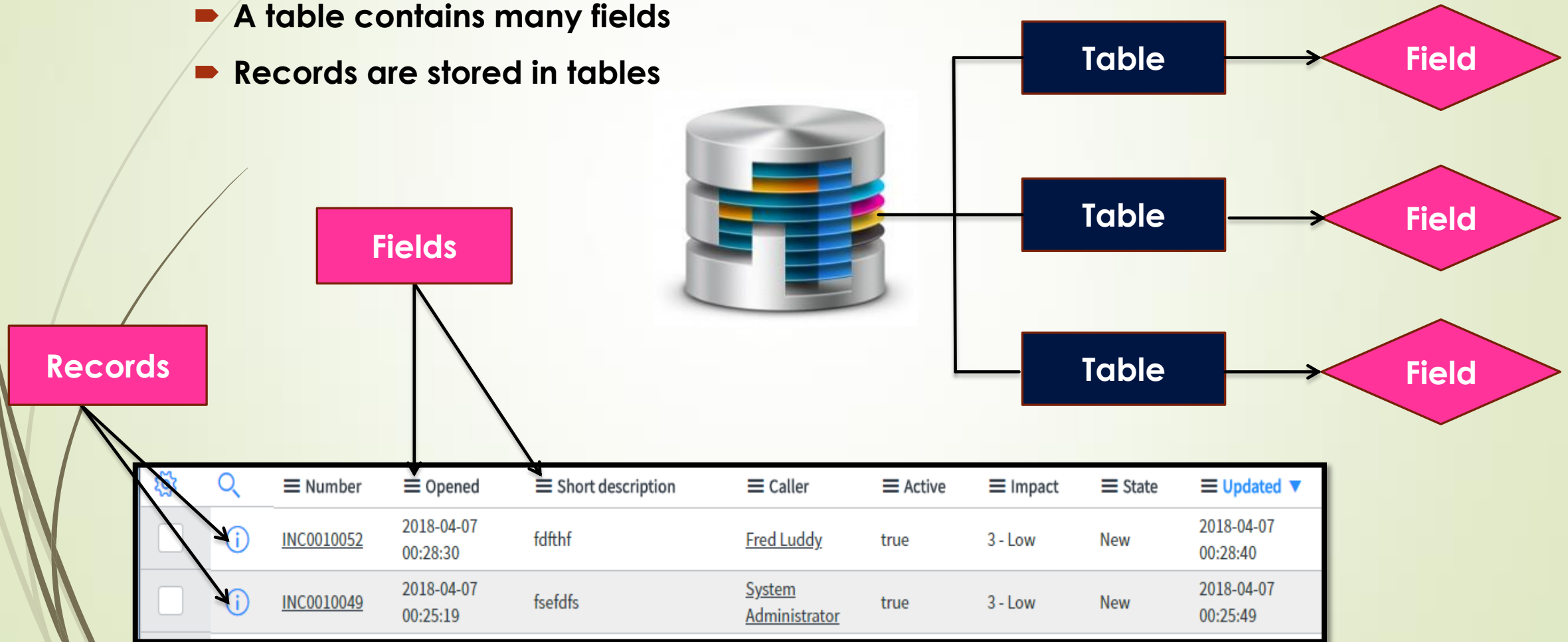
Database Table Overview

- Over 2,000 tables in base instance
- Each table has many fields
- Extend other tables
- Naming convention
- Create/modify tables
- Each application has 1 or many tables



Database, Tables, & Fields

- A database contains many tables
- A table contains many fields
- Records are stored in tables



Types of tables



Base table:

Base tables are the tables already available in Service Now and which do not extend any table



Custom table:

A table is custom if it was created by an administrator and is not part of a system upgrade or plugin activation. Custom table names always begins with u_

Major Tables in Service Now

- Task
- incident
- problem
- change_request
- sys_user
- sys_user_group
- sys_user_role
- cmn_location
- core_company
- kb_knowledge
- kb_category
- kb_knowledge_base
- sc_catalog
- sc_cat_item
- cmdb_ci
- cmdb_ci_server

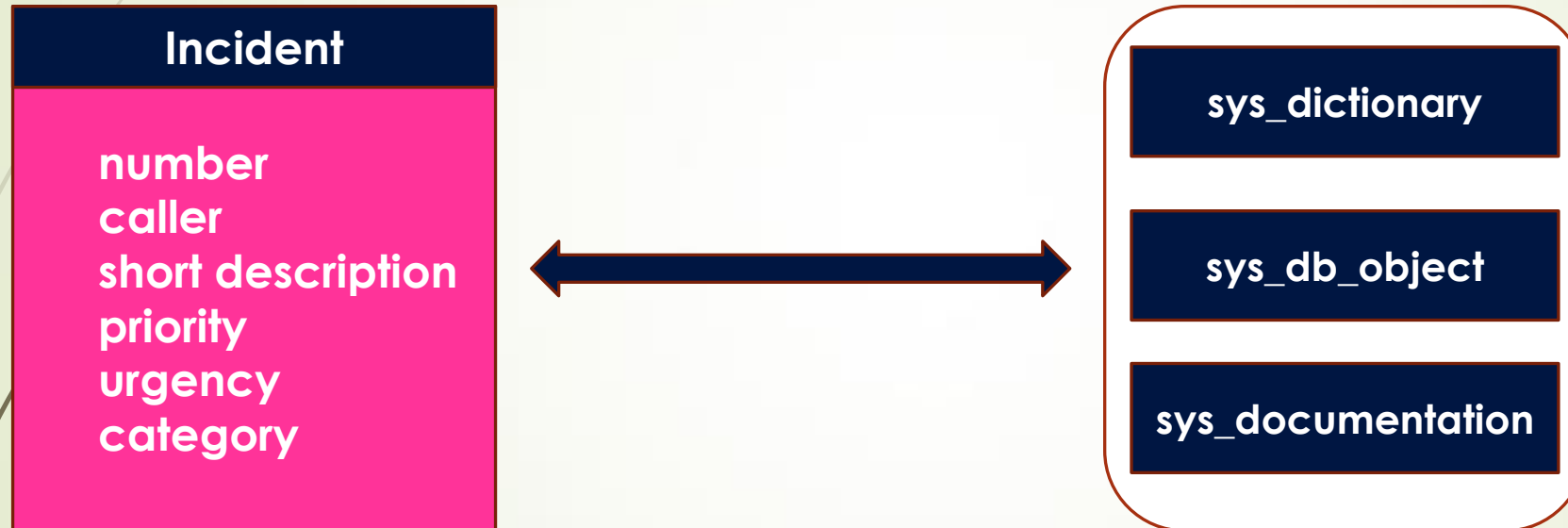
Data Dictionary Tables

- A dictionary entry manages how Service Now stores data in tables and fields (columns).
- For new dictionary entries, select a Table and the field Type of the new column. Also enter a column label, which becomes the field label, and the column name.
- If necessary, set a Max length for text String type fields, make the field Mandatory to save a record, and make the field a Display Value for reference fields so it appears on records that reference this table.
- Contain metadata about tables

Example :

sys_db_object record	—————→	table
sys_dictionary record	—————→	field on table
sys_documentation record	—————→	labels

Data Dictionary Tables(Cont.)



Fields

- Each table contains many fields
- Different field types
- Calculated values
- Attributes
- Default values
- Dictionary overrides

≡ Column label	≡ Type	≡ Reference
<u>Business resolve time</u>	<u>Integer</u>	
<u>Resolve time</u>	<u>Integer</u>	
<u>Caller</u>	<u>Reference</u>	<u>User</u>
<u>Category</u>	<u>String</u>	
<u>Caused by Change</u>	<u>Reference</u>	<u>Change Request</u>
<u>Child Incidents</u>	<u>Integer</u>	
<u>Close code</u>	<u>String</u>	
<u>On hold reason</u>	<u>Integer</u>	

Field Data Types

- String
- Date
- Time
- Choice
- True/False
- List
- Script
- Reference

Location

Category

Close code

Watch list

Reference Fields

- Power of RDBMS
- References are everywhere
- Store sys_id in reference field
- Must match exact record
- Reference qualifiers

Dictionary Info: incident.caller_id

Table	incident
Field	caller_id
Type	reference
Reference	sys_user
Max Length	32
Dependent	company
Attributes	ref_ac_columns_search=true, ref_ac_order_by=name, text_index_translations=true, ref_contributions=user_show_incidents, ref_ac_columns=email, display_image=photo, ref_auto_completer=AJAXTableCompleter, iterativeDelete=true

Table Relationships

Example:

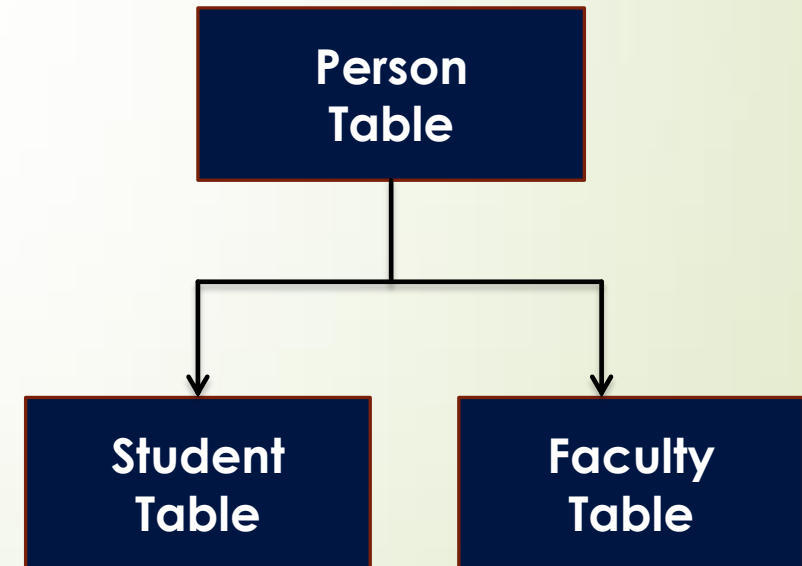
- Person table has first name and last name fields
- Student & faculty tables extend person table, thus student & faculty tables inherit first name and last name fields Must match exact record

Dictionary overrides

Very common in CMDB

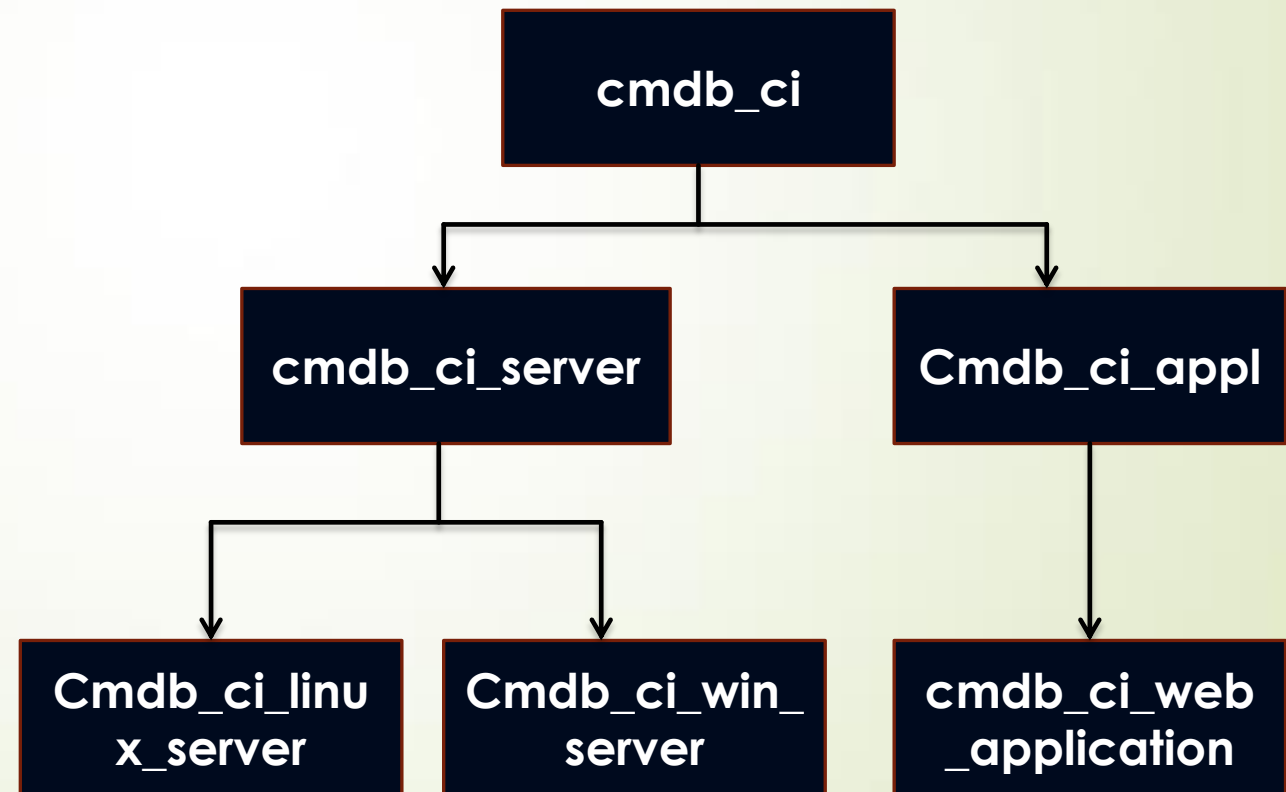
Relationships

- 1 to many
- Many to many



CMDB Tree Structure Example

- Hundreds of CMDB tables
- Majority of tables extend cmdb_ci table
- New CI classes = new extended table



Tables & Columns Module

- One stop shop for all tables and fields
- Field attributes
- Schema map

The screenshot displays the 'Tables & Columns Module' interface. It is divided into two main sections: 'Table Names' on the left and 'Column Names' on the right.

Table Names: A list of tables is shown, with 'Incident [incident]' selected and highlighted in blue. The other tables listed are:

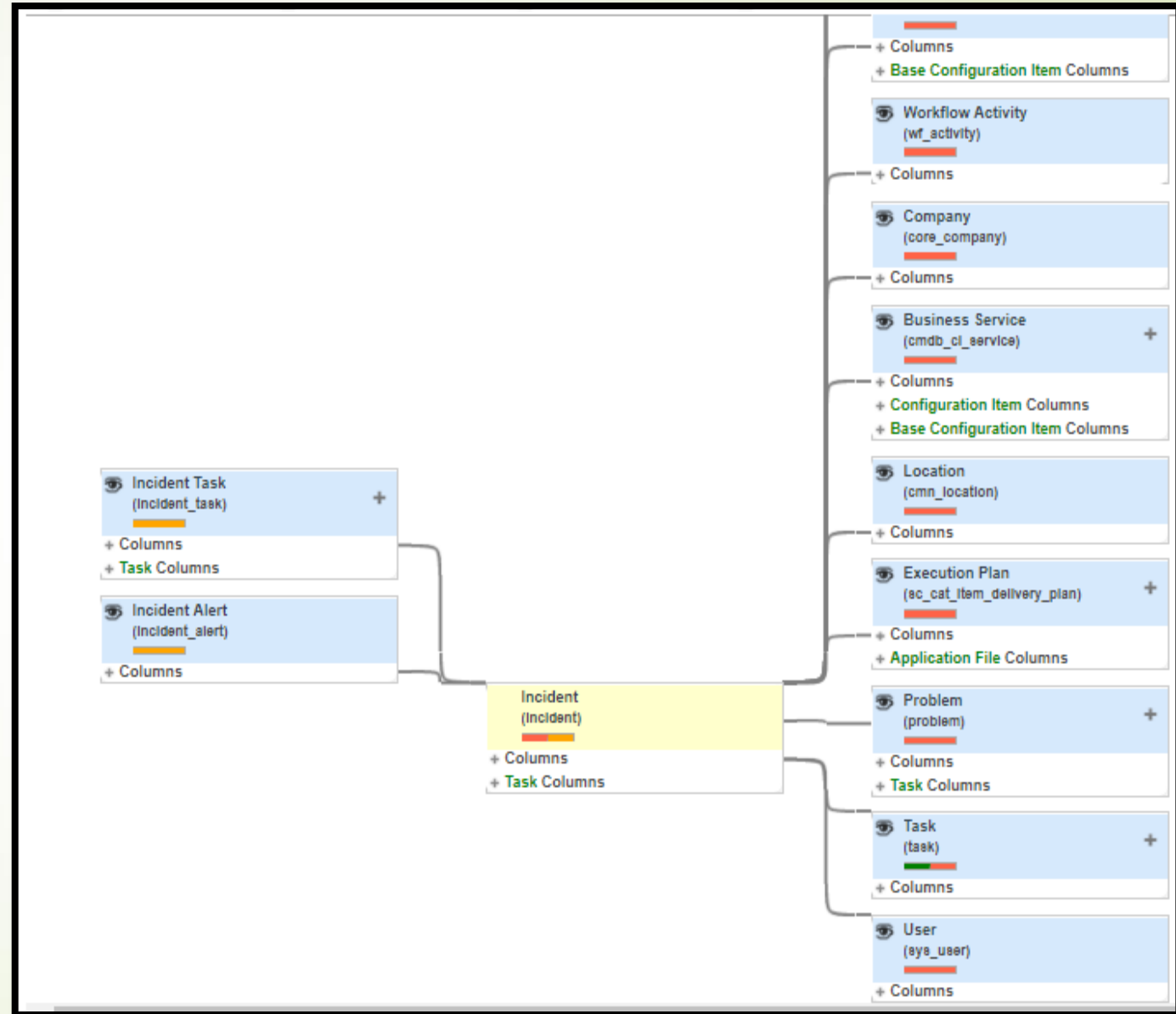
- Import Log [import_log]
- Import Set [sys_import_set]
- Import Set Row [sys_import_set_row]
- Import Set Row Error [sys_import_set_row_error]
- Inactivity Monitor [sysrule_escalate_am]
- Inbound Email Actions [sysevent_in_email_action]
- Incident Alert [incident_alert]
- Incident Fact Table [incident_fact_table]
- Incident Metric [incident_metric]
- Incident SLA [incident_sla]
- Incident Task [incident_task]
- Incident Time Worked [incident_time_worked]
- Inclusion Endpoint [cmdb_ci_endpoint_inclusion]
- Index Hint Rewrite [sys_query_index_hint]

Column Names: A list of columns is shown for the selected 'Incident' table. The columns are:

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Assigned to
- Assignment

Schema Map

- Visual schema map
- Shows extended tables
- Focus on different tables



Create A Table

- **Label**

- Human Readable
- May have spaces

- **Name**

- No spaces
- Lowercase

- Create a new module
- Add module to application
- Create a new role

< Table
New record

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label

* Name

Extends table 🔍

Application ⓘ

Create module ☒

Create mobile module ☒

Add module to menu ▼

New menu name

Submit Cancel

Delete A Table

- First delete all records, then delete table
- Cannot delete out-of-the-box tables

The image displays two screenshots of the Salesforce Table Editor interface, illustrating the process of deleting a table.

Top Screenshot (Table: Incident):

- Header: Table Incident
- Buttons: Update, Delete All Records
- Text: A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)
- Fields:
 - * Label: Incident
 - * Name: incident
 - Extends table: Task
 - Application: Global

Bottom Screenshot (Table: My New Table1):

- Header: Table My New Table1
- Buttons: Update, Delete, Delete All Records
- Text: A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)
- Fields:
 - * Label: My New Table1
 - * Name: u_my_new_table1
 - Application: Global

Arrows indicate the sequence of actions: first, clicking 'Delete All Records' in the top screenshot, and then clicking 'Delete' in the bottom screenshot.