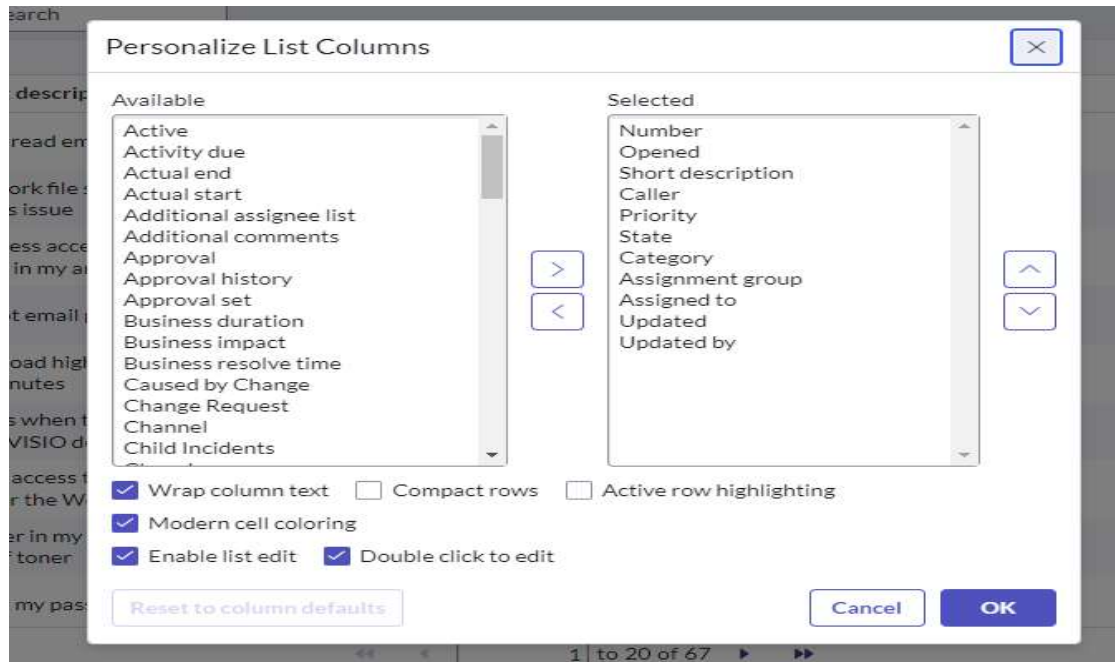
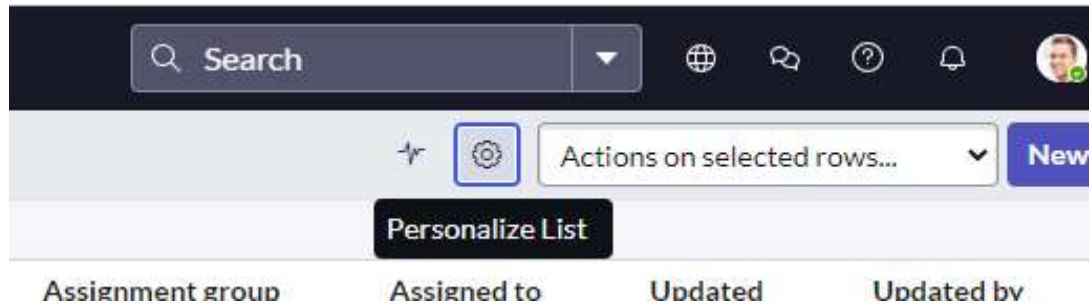


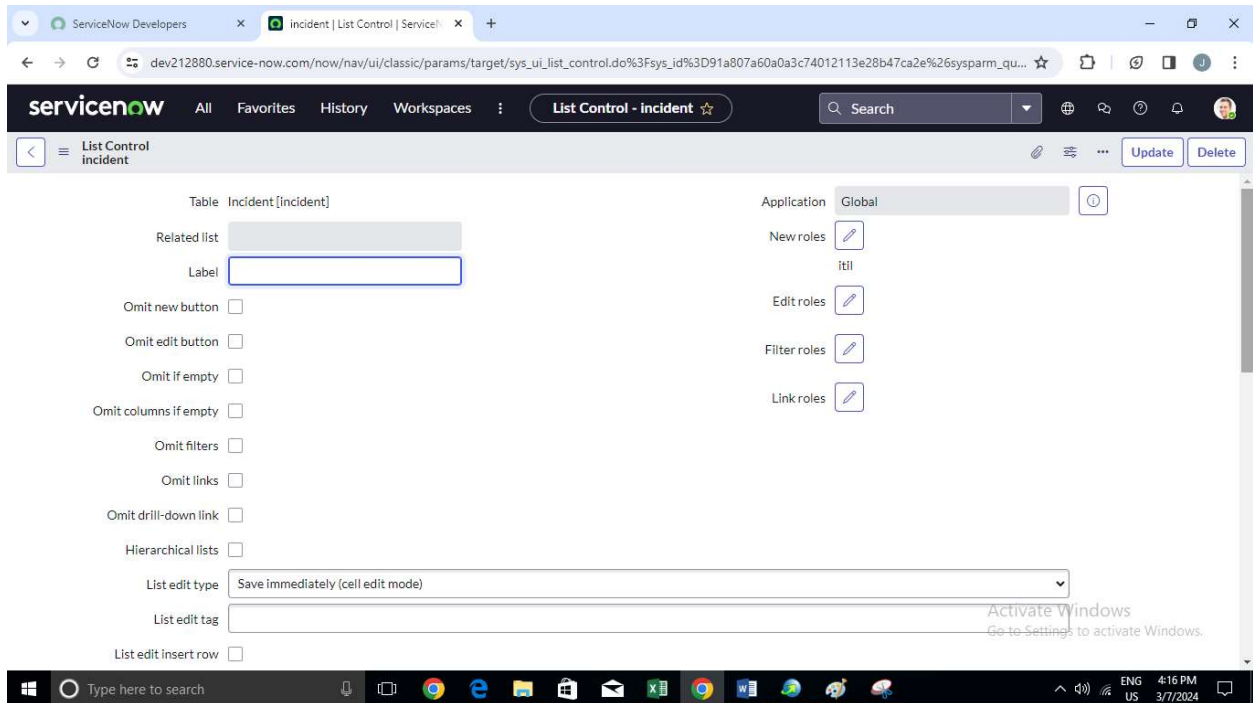
Personalize list layout

- It is user specific
- Add or remove column



Configure list layout

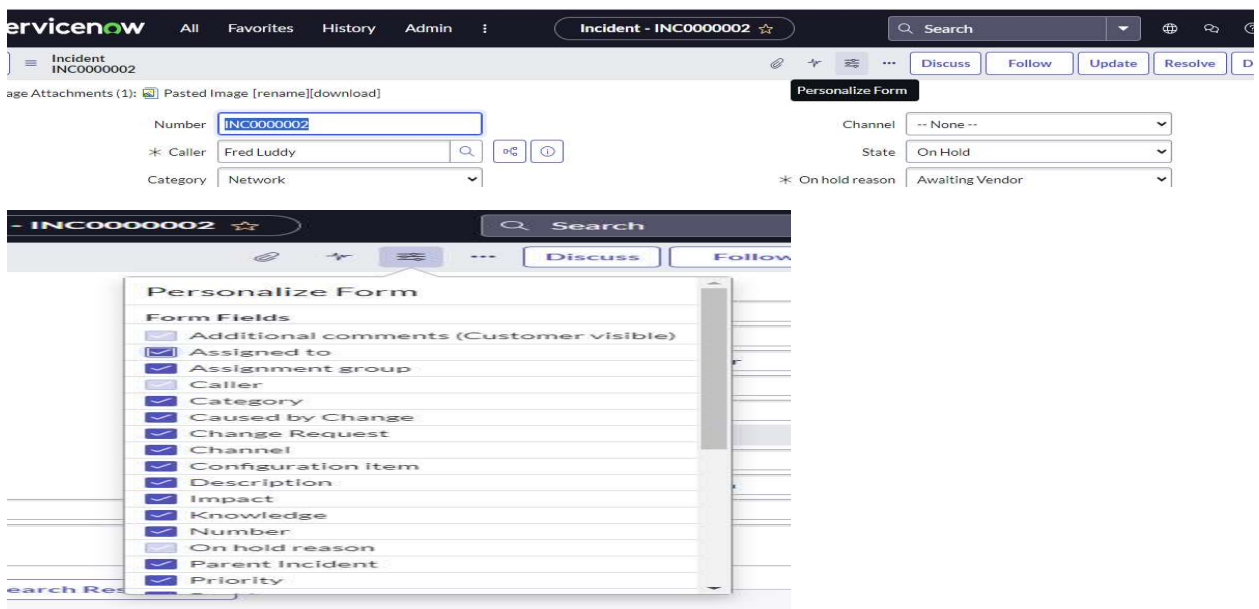
- Require administrator rights
- It applies to all user except personalization user
- Add or remove column



- List Calculation helps to do the calculation stuffs like min,max,total and avg on particular column
- List control helps to remove fields in list view Eg. OMIT New Button

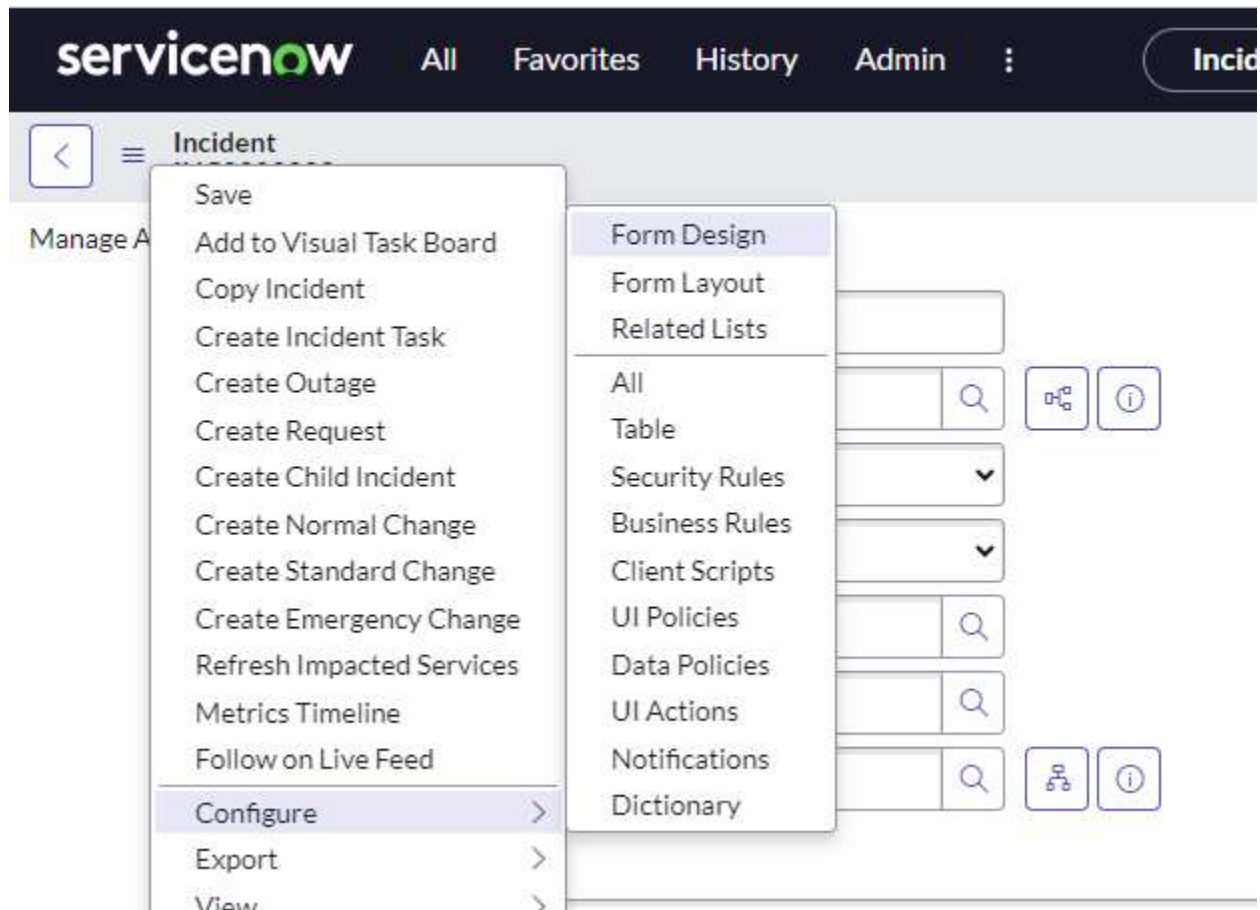
PERSONALIZE FORM LAYOUT

- User specific
- Add or remove field



CONFIGURE FORM LAYOUT

- Controlled by admin
- Add or remove field



figuring Incident form

Available

- Meeting Attendee->Attending for tasks
- Metrics
- Note Template for Table->Task
- Notify
- Number
- On hold reason
- Opened
- Opened by [+]
- Order
- Origin
- Origin table
- Orphan CI Remediation->Parent
- Orphan CI Remediation->Universal Request
- Outage->Task number
- Outages
- Parent [+]
- Parent Incident [+]

Selected

- Parent Incident
- Problem
- |- split -|
- Change Request
- Caused by Change
- |- end_split -|
- Attached Knowledge

Cancel Save

Form view and section

View name: Default view

Section: Incident, Notes, Related Records

Create new field

Name:

Type: String

Field length: Small (40)

Activate Windows
Go to Settings to activate Windows

FORM DESIGN

- Helps to align the field in form the way client wants

ServiceNow Developers | ServiceNow | INU0000002 | Incident | Service | Form Design

dev12880.service-now.com/smg_fld.do?sysparm_attributes=start:table=incident%26startView=1default%26bview

Incident [Incident] | Default view

Form Design

Fields

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval history
- Approval set
- Business duration
- Business impact
- Business resolve time
- Child incidents
- Closed
- Closed by

Incident [Incident]

2 Column

- Number
- Color
- Category
- Subcategory
- Service
- Service offering
- Configuration item
- Universal Request
- Transfer reason
- Channel
- State
- On hold reason
- Impact
- Urgency
- Priority
- Assignment group
- Assigned to

1 Column

- Short description
- Description

Activate Windows
Go to Settings to activate Windows