

Data storage

Servicenow has its own **data centers** to store large datas

Database are used to store the datas.

Datas are stored in table format called **relational database**

Record:

A Row in a spreadsheet

Each record has a unique key(**sys_id** = 32 character)

Field:

A Column in a spreadsheet

LIST VIEW

- Multiple records per page
- Filter and Sort
- Limited Fields

Shortcut: incident. LIST

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Software	(empty)	(empty)	2024-03-05 05:47:34	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2023-10-10 16:19:01	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2023-10-10 16:19:00	system
INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
INC0008111	2019-07-22	ATF T-12	System	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22	admin

FORM VIEW

- One record per page
- More Fields
- More Control

Shortcut: incident.do

servicenow All Favorites History Admin Incident - INC0009005

Incident INC0009005 [Discuss](#) [Follow](#) [Update](#) [Resolve](#) [Delete](#)

Number	<input type="text" value="INC0009005"/>	Channel	-- None --
* Caller	<input type="text" value="David Miller"/> <input type="button" value="🔍"/> <input type="button" value="📄"/>	State	New
Category	Software	Impact	1 - High
Subcategory	Email	Urgency	1 - High
Service	<input type="text" value=""/> <input type="button" value="🔍"/>	Priority	1 - Critical
Service offering	<input type="text" value=""/> <input type="button" value="🔍"/>	Assignment group	<input type="text" value=""/> <input type="button" value="🔍"/>
Configuration item	<input type="text" value=""/> <input type="button" value="🔍"/>	Assigned to	<input type="text" value=""/> <input type="button" value="🔍"/>
* Short description	<input type="text" value="Email server is down."/> <input type="button" value="🔍"/>		
Description	<input type="text" value="Unable to send or receive emails."/>		

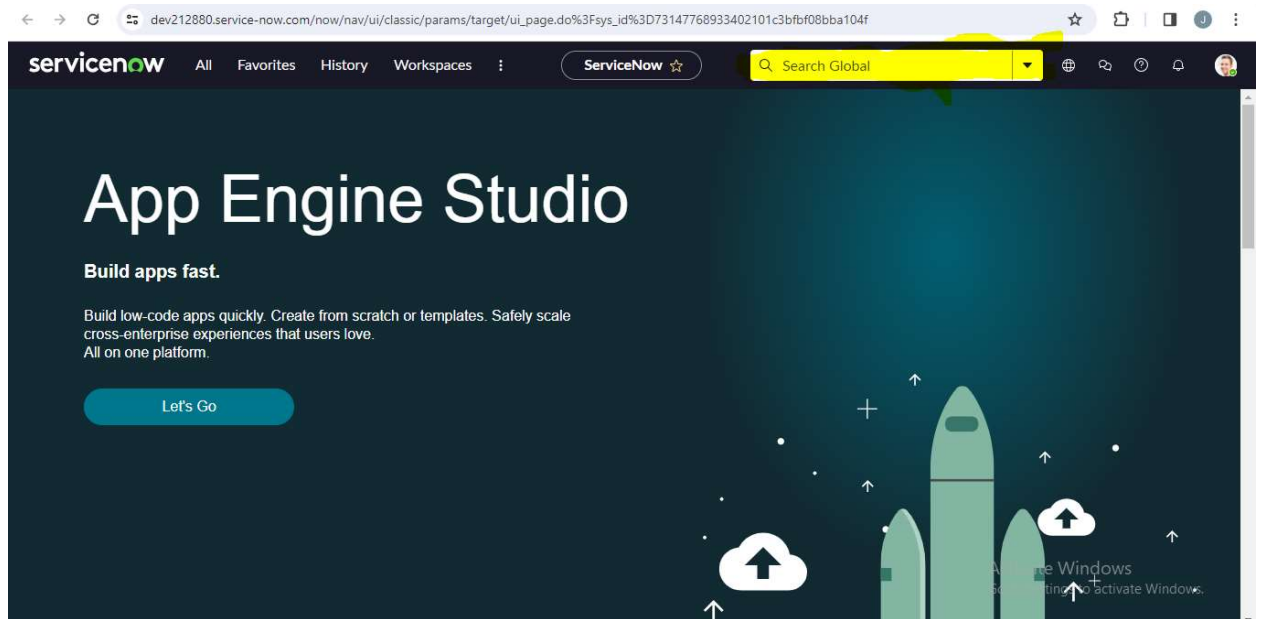
[Related Search Results >](#)

Notes Related Records Resolution Information

Activate Windows
Go to Settings to activate Windows.

Search and Filter

1. Global Search



2. Table Search

Incidents											
Number Search											
All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000001	2023-07-09 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2023-10-09 13:16:07	admin
	INC0000002	2023-07-03 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2023-10-09 12:51:11	admin
	INC0000003	2023-07-10 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2023-10-09 12:51:14	admin
	INC0000004	2023-07-16 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2023-10-09 13:16:24	admin
	INC0000005	2023-07-05 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2023-10-10 16:19:01	system
	INC0000006	2023-07-09 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2023-10-09 13:15:59	admin
	INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold	Database	(empty)	David Loo	2015-11-24 07:47:36	admin
	INC0000008	2023-07-17 16:08:39	Printer in my office is out of toner	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2023-10-09 13:16:02	admin
	INC0000009	2023-07-16 15:50:23	Reset my password	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2023-10-09 13:16:04	admin
	INC0000010	2023-07-10 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Good	2023-10-09 13:16:35	admin

3. Condition Builder Search

Helps to Customize own queues Eg: Daily reports, Assigned to me etc

Incidents Number Search

Run Save... AND OR Add Sort

All of these conditions must be met

Incident state is In Progress AND OR

Active is true AND OR

All > Number >= can

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned
Search	Search	*jensi	Search	Search	Search	Search	Search	Search
2023-07-09				1 -				Charlie

Wildcard search conditions: Field search

Syntax	Search Criteria	Example
*[term]	contains	*jensi
![term]	does not contain	!jensi
= [term]	equals	=jensi
!= [term]	does not equal	!=jensi
[term]%	starts with	jensi%
%[term]	Ends with	%jensi

Incidents

Number

Search

Actions on selected rows...

New

All > Number >= can

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	INC0000001	2023-07-09 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2023-10-09 13:16:07	admin
	INC0000002	2023-07-03 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2023-10-09 12:51:11	admin
	INC0000003	2023-07-10 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2023-10-09 12:51:14	admin
	INC0000004	2023-07-16 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2023-10-09 13:16:24	admin
	INC0000005	2023-07-05 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2023-10-10 16:19:01	system
	INC0000006	2023-07-09 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2023-10-09 13:15:59	admin
	INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold	Database	(empty)	David Loo	2015-11-24 07:47:36	admin
	INC0000008	2023-07-17 16:08:39	Printer in my office is out of toner	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2023-10-09 13:16:02	admin
	INC0000009	2023-07-16 15:50:23	Reset my password	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2023-10-09 13:16:04	admin

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Go to Settings to activate Windows.

Breadcrumbs

Helps to move the sessions quickly

Helps to copy this field as query for complex conditions while writing javascript

Incidents

Number

Search

All > Incident state = In Progress > Active = true .or. Priority = 3 - Moderate

	Number	Opened	Short description	Caller	Priority	State	Category
	INC0000003	2023-07-10 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network

MENU

LIST CONTROL MENU

← → ↻ 🔍 dev212880.service-now.com/incident_list.do?sysparm_query=&sysparm_first_

Number Search

- View >
- Filters >
 - Edit personal filters
- Group By >
 - None --
- Show >
 - Active
 - Active - Unassigned
 - Assigned to me
 - Closed
 - Incident Mobile
 - Incident Portal
 - Jensi
 - My Open Incidents
- Refresh List
- Create Favorite

	Short description	Caller	Priority
INC0000002	Can't read email	Fred Luddy	1 - Critical
INC0000003	Network file shares access issue	Fred Luddy	1 - Critical
INC0000004	Wireless access is down in my area	Joe Employee	1 - Critical
INC0000005	Forgot email password	Fred Luddy	1 - Critical
INC0000006	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical

COLUMN OPTIONS MENU

OR Add Sort

-- oper -- -- value --

Column options

- Sort (a to z)
- Sort (z to a)
- Show Visual Task Board
- Ungroup
- Group By Short description
- Bar Chart
- Pie Chart
- Launch Interactive Analysis
- Configure >
- Import
- Export >

Opened	Short description	Caller	State
2023-07-09 16:09:51	Can't read email		Closed
2023-07-03 16:07:12	Network file shares access issue		On Hold
2023-07-10 16:07:30	Wireless access is down in my area		In Progress
2023-07-16 15:49:22	Forgot email password		Closed
2023-07-05 16:06:52	CPU load high for over 10 minutes		Closed

FIELD OPTION MENU

All

<input type="checkbox"/>	Q	Number ▲	Opened	Short description	Caller	Priority
		INC0000001	2023-07-09 16:09:51	Can't read email	Fred Luddy	1 -
		INC0000002	2023-07-03 16:07:12	Network file sha access issue		
		INC0000003	2023-07-10 16:07:30	Wireless access down in my area		
		INC0000004	2023-07-16 15:49:22	Forgot email pas		
		INC0000005	2023-07-05 16:06:52	CPU load high fo 10 minutes		
		INC0000006	2023-07-09 16:08:05	Hangs when try print VISIO document	Employee	Critical

- Show Matching
- Filter Out
- Copy URL to Clipboard
- Copy sys_id
- Assign Tag >
- Archive Record
- Assign to me
- Follow on Live Feed
- Show Live Feed
- Add to Visual Task Board

FORM CONTROL MENU

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Incident

Save

Add to Visual Task Board

Copy Incident

Refresh Impacted Services

Metrics Timeline

Follow on Live Feed

Configure >

Export >

View >

Create Favorite

Copy URL

Copy sys_id

Show XML

History >

Reload form

FORM FIELD MENU

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Incident

INC0000001

Number

Configure Label

* Caller

Configure Dictionary

Configure Styles

Category

Show - 'number'

Subcategory

-- None --

Service

Service offering

Configuration Item

MailServerUS

* Short description

Can't read email

RELATED LIST MENU

RELATED LINKS

[Repair SLAs](#)

Task SLAs

Affected CIs

Impacted Services/CIs

Child Incidents

Filters

Refresh List

Search

Edit personal filters

-- None --

Add Sort

-- choose field --

-- oper --

-- value --

Task = INC0000001