

Week_1 - ServiceNow – Hands _ On

TOPIC : 5

ServiceNow Lists and Filters:

ServiceNow List View interface, standard paradigm, List Control, filter conditions, Refresh list

The screenshot shows the ServiceNow 'Incidents' list view. The interface includes a left-hand navigation pane with options like 'Incident', 'Favorites', 'Self-Service', 'Incidents', 'Watched Incidents', 'Service Desk', 'Incidents', 'Incident', 'Create New', 'Assigned to me', 'Open', 'Open - Unassigned', 'Resolved', 'All', and 'Overview'. The main area displays a table of incidents with columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, and Assigned to. The table contains 10 rows of incident data. At the top of the table, there are search filters for each column and a 'New' button. The top right of the interface shows the user 'System Administrator' and a search icon.

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
<input type="checkbox"/>	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey_user	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey_user	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000050	2021-08-26 14:58:24	Can't access Exchange server - is it down?	Jerrold Bennett	1 - Critical	In Progress	Hardware	Hardware	Beth Anglin
<input type="checkbox"/>	INC0000046	2021-08-26 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software	(empty)
<input type="checkbox"/>	INC0000019	2021-06-05 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	(empty)	Bud Richman
<input type="checkbox"/>	INC0000044	2021-06-18 17:47:08	Can't log into SAP from my laptop today	Joe Employee	2 - High	In Progress	(empty)	(empty)	Fred Luddy
<input type="checkbox"/>	INC0000001	2021-06-16 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon
<input type="checkbox"/>	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000005	2021-06-12 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman

List Interface: Header



in servicenow you're going to spend a lot of time looking at lists there's lists of tables and lists of apps lists of incidents problems and tasks throughout the platform servicenow uses lists and list views to display the contents of database tables in fact there's a list view for every database in the platform there's lots of great stuff to learn from this lesson but no need to worry we're here to assist it's time to get simple with filters and lists hey it's jeff here from servicenowsimple.com where we help me to understand the ins and outs of servicenow keeping it simple all the way if you're new here we would love it if you'd subscribe to the channel just hit the subscribe button so you can get notified

Key Takeaways

1. ServiceNow lists are a crucial part of the platform, providing a user-friendly interface to display and interact with data from database tables.
2. Lists can be accessed through the application navigator, using the ".list" command, or by navigating to a specific table.
3. The list view provides various tools for filtering, sorting, and customizing the data, including the condition builder, breadcrumbs, and context menus.
4. The condition builder allows users to create complex filters using multiple columns and operators.
5. Breadcrumbs provide a visual representation of the filters applied to the list and allow users to quickly clear or modify filters.
6. Context menus provide additional functionality, such as creating visual task boards, exporting data, and updating multiple records at once.

ServiceNow Lists

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List View

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Key Takeaways

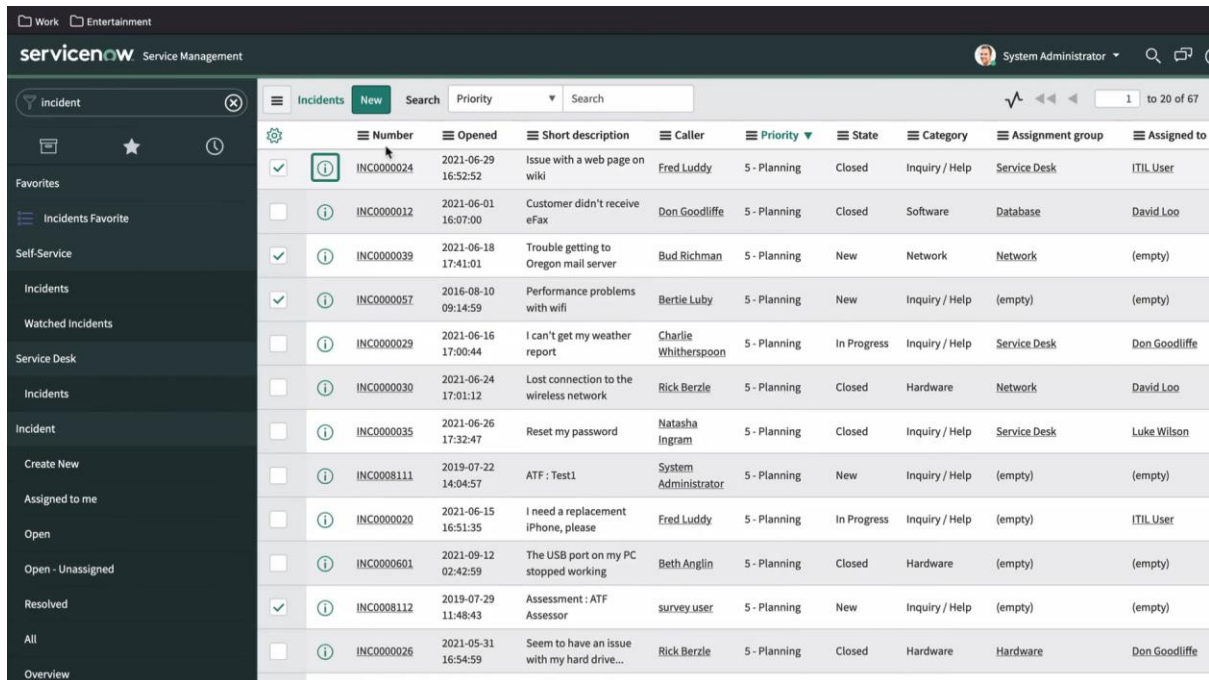
- ServiceNow lists are a powerful tool for working with data in the platform
- The list view provides a range of features and functionality for filtering, sorting, and customizing data
- The condition builder, breadcrumbs, and context menus are key features of the list view that can help users to work more efficiently with data in ServiceNow

Review

The video is well-structured and easy to follow, with the presenter providing clear explanations and examples of each topic. The use of screenshots and live demonstrations helps to illustrate the concepts and makes it easier for viewers to understand.

The video covers a wide range of topics related to ServiceNow lists, from basic concepts to more advanced features. This makes it a useful resource for both beginners and experienced users.

One minor suggestion for improvement is to provide more examples of real-world scenarios where the features and functionality described in the video would be used. This would help viewers to better understand the practical applications of the concepts being discussed.



The screenshot displays the ServiceNow Service Management interface. On the left is a navigation menu with options like Incident, Favorites, Incidents Favorite, Self-Service, Incidents, Watched Incidents, Service Desk, Incidents, Incident, Create New, Assigned to me, Open, Open - Unassigned, Resolved, All, and Overview. The main area shows a list of incidents with columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, and Assigned to. The first incident, INC0000024, is highlighted with a green box around its information icon. The list contains 14 incidents in total, with a pagination bar at the bottom showing '1 to 20 of 67'.

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
<input checked="" type="checkbox"/>	INC0000024	2021-06-29 16:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User
<input type="checkbox"/>	INC0000012	2021-06-01 16:07:00	Customer didn't receive eFax	Don Goodliffe	5 - Planning	Closed	Software	Database	David Loo
<input checked="" type="checkbox"/>	INC0000039	2021-06-18 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network	(empty)
<input checked="" type="checkbox"/>	INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000029	2021-06-16 17:00:44	I can't get my weather report	Charlie Whitherspoon	5 - Planning	In Progress	Inquiry / Help	Service Desk	Don Goodliffe
<input type="checkbox"/>	INC0000030	2021-06-24 17:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo
<input type="checkbox"/>	INC0000035	2021-06-26 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson
<input type="checkbox"/>	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000020	2021-06-15 16:51:35	I need a replacement iPhone, please	Fred Luddy	5 - Planning	In Progress	Inquiry / Help	(empty)	ITIL User
<input type="checkbox"/>	INC0000601	2021-09-12 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)
<input checked="" type="checkbox"/>	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000026	2021-05-31 16:54:59	Seem to have an issue with my hard drive...	Rick Berzle	5 - Planning	Closed	Hardware	Hardware	Don Goodliffe