

ServiceNow Fundamentals Simulator (San Diego) (Course) > **Lists and Filters Activity (Content)**

# Lists and Filters Activity

Simulator Task

<b>INSTANCE STATUS</b> Running <a href="#">Terminate Instance</a>	<b>Open My Instance</b>	<b>Your instance will expire in...</b> 14 Days 49 Minutes <a href="#">Request Expiry Extension</a>	<b>SIMULATOR SCORE</b> 70% passed
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**Task Result:** *Success*

Task validation successful!

## Get Started with Lists

To help them fulfill procurement tasks, the Hardware group needs to see additional information when looking at Service Catalog Requests.

- Navigate to the **All > Service Catalog > Open Records > Requests** module to display the List view for the Requests (sc\_request) table. Then **create** a **new** List view called **'Delivery'** to show the following fields in the order shown.
  - Number
  - Requested for
  - Due date
  - Urgency
  - Delivery address

*HINT:* If you get stuck on creating the view, review the Lists and Filters Lesson.

After creating your new view, be sure to select it within the list view, to display it:

2. To help identify Hardware requests quickly, create a saved filter for the list. Begin by filtering your list view to only display **Active** requests, where the Assignment group is the **Hardware** group and the Stage is **Requested**. Then use the **Save..** button to save the filter with the name '**Hardware Requests**' and ensure **Everyone** can access it.

Requests View: Delivery Number Search

Run Save... AND OR Add Sort

All of these conditions must be met

Active is true AND OR X

Assignment group is Hardware AND OR X

Stage is Requested AND OR X

Save as: Hardware Requests Visible to: ☒ Me ☒ Everyone ☐ Group Save

3. Apply the **Hardware Requests** filter to your list view, then create a **Favorite** to save the link to the list view in your Favorites list.

Requests View: Delivery Number Search

View > Filters > Edit personal filters

Group By > -- None --

Show > Hardware Requests

Refresh List

Create Favorite

Service Catalog Request

Service Catalog Request Portal

Favorites History Workspaces

Requests View: Delivery Number Search

View > Filters > Hardware Requests

Group By > -- None --

Show > Requested for

Refresh List

Create Favorite

Requested for Due c

4. *Personalize* the new **Delivery** list view to meet your **individual** needs. Click the **Personalize List** gear icon in list header to add the **Escalation** field to the list just before **Delivery address**.

Personalize List Columns

Available

Delivery task

Description

Domain

Domain Path

Duration

Effective number

Escalation

Expected start

Follow up

Group list

Impact

Knowledge

Location

Made SLA

Opened

Opened by

Order

Selected

Number

Requested for

Due date

Urgency

Delivery address

Add

Upon completion of these tasks, select the **Validate Task** button. If the validation fails, refer to the recommendations for hints.

If you continue to have difficulties completing the activity, you can find additional hints by going to your Simulator Instance and navigating to the **Simulator Task Information > Lists and Filters Activity** module.