

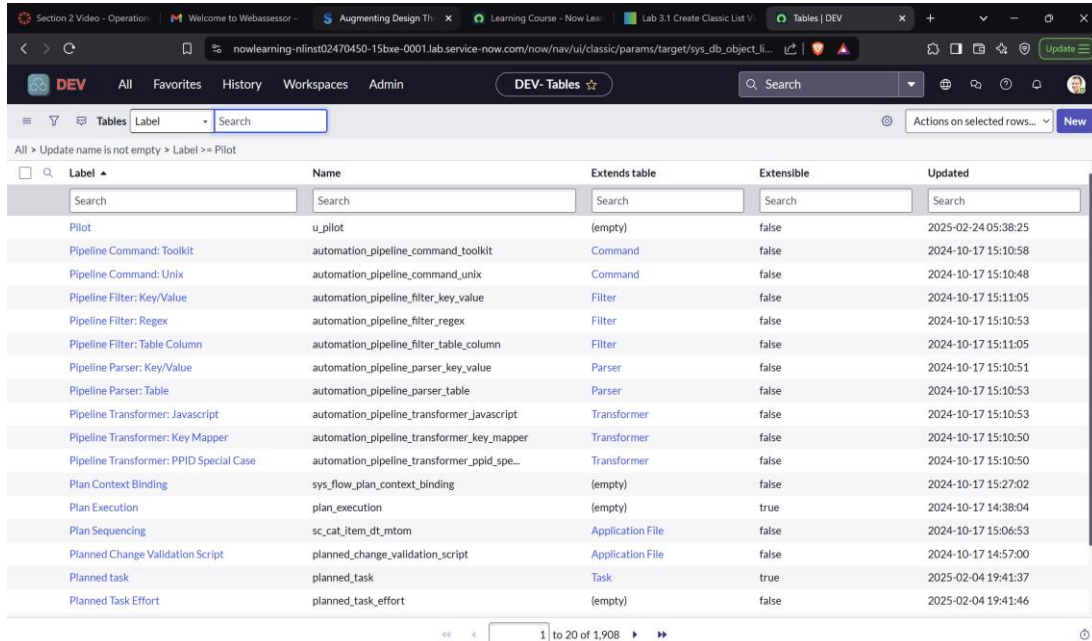
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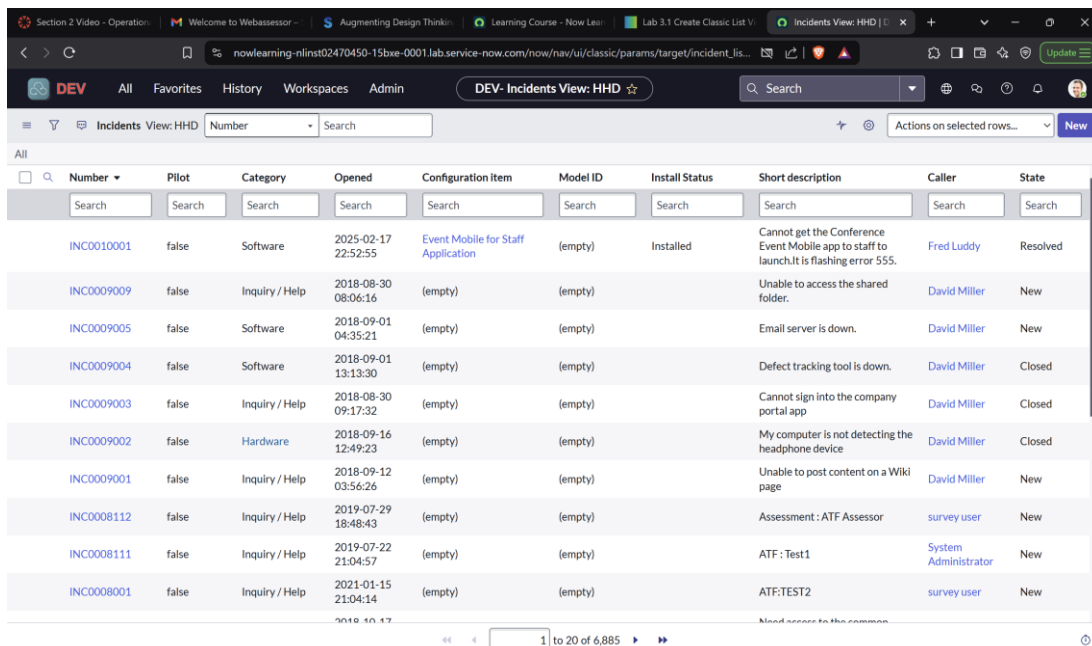
Lab 3.1.1 - Create Classic List Views

➔ Section 1: Add Pilot Column to Incident Table



Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Pilot	u_pilot	(empty)	false	2025-02-24 05:38:25
Pipeline Command: Toolkit	automation_pipeline_command_toolkit	Command	false	2024-10-17 15:10:58
Pipeline Command: Unix	automation_pipeline_command_unix	Command	false	2024-10-17 15:10:48
Pipeline Filter: Key/Value	automation_pipeline_filter_key_value	Filter	false	2024-10-17 15:11:05
Pipeline Filter: Regex	automation_pipeline_filter_regex	Filter	false	2024-10-17 15:10:53
Pipeline Filter: Table Column	automation_pipeline_filter_table_column	Filter	false	2024-10-17 15:11:05
Pipeline Parser: Key/Value	automation_pipeline_parser_key_value	Parser	false	2024-10-17 15:10:51
Pipeline Parser: Table	automation_pipeline_parser_table	Parser	false	2024-10-17 15:10:53
Pipeline Transformer: Javascript	automation_pipeline_transformer_javascript	Transformer	false	2024-10-17 15:10:53
Pipeline Transformer: Key Mapper	automation_pipeline_transformer_key_mapper	Transformer	false	2024-10-17 15:10:50
Pipeline Transformer: PPID Special Case	automation_pipeline_transformer_ppid_spe...	Transformer	false	2024-10-17 15:10:50
Plan Context Binding	sys_flow_plan_context_binding	(empty)	false	2024-10-17 15:27:02
Plan Execution	plan_execution	(empty)	true	2024-10-17 14:38:04
Plan Sequencing	sc_cat_item_dt_mtom	Application File	false	2024-10-17 15:06:53
Planned Change Validation Script	planned_change_validation_script	Application File	false	2024-10-17 14:57:00
Planned task	planned_task	Task	true	2025-02-04 19:41:37
Planned Task Effort	planned_task_effort	(empty)	false	2025-02-04 19:41:46

➔ Section 2: View and Monitor HHD Incidents and Inquiries Using Classic View



Number	Pilot	Category	Opened	Configuration Item	Model ID	Install Status	Short description	Caller	State
Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
INC0010001	false	Software	2025-02-17 22:52:55	Event Mobile for Staff Application	(empty)	Installed	Cannot get the Conference Event Mobile app to staff to launch.It is flashing error 555.	Fred Luddy	Resolved
INC0009009	false	Inquiry / Help	2018-08-30 08:06:16	(empty)	(empty)		Unable to access the shared folder.	David Miller	New
INC0009005	false	Software	2018-09-01 04:35:21	(empty)	(empty)		Email server is down.	David Miller	New
INC0009004	false	Software	2018-09-01 13:13:30	(empty)	(empty)		Defect tracking tool is down.	David Miller	Closed
INC0009003	false	Inquiry / Help	2018-08-30 09:17:32	(empty)	(empty)		Cannot sign into the company portal app	David Miller	Closed
INC0009002	false	Hardware	2018-09-16 12:49:23	(empty)	(empty)		My computer is not detecting the headphone device	David Miller	Closed
INC0009001	false	Inquiry / Help	2018-09-12 03:56:26	(empty)	(empty)		Unable to post content on a Wiki page	David Miller	New
INC0008112	false	Inquiry / Help	2019-07-29 18:48:43	(empty)	(empty)		Assessment : ATF Assessor	survey user	New
INC0008111	false	Inquiry / Help	2019-07-22 21:04:57	(empty)	(empty)		ATF : Test1	System Administrator	New
INC0008001	false	Inquiry / Help	2021-01-15 21:04:14	(empty)	(empty)		ATF:TEST2	survey user	New

➔ Section 3: Configure List on Application Menu

The screenshot shows the ServiceNow 'Application Menu' configuration page for an application named 'HHD'. A search bar at the top left contains 'HHD', and a dropdown menu is open showing 'HHD' under 'ALL RESULTS' and 'Incidents and Inquiries' under 'FAVORITES'. The main form includes the following fields and options:

- Application:** Global
- Active:** ☒
- Category:** Custom Applications
- Hint:** Holographic Handheld Devices
- Description:** (empty text area)

At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Add to Update Set'.