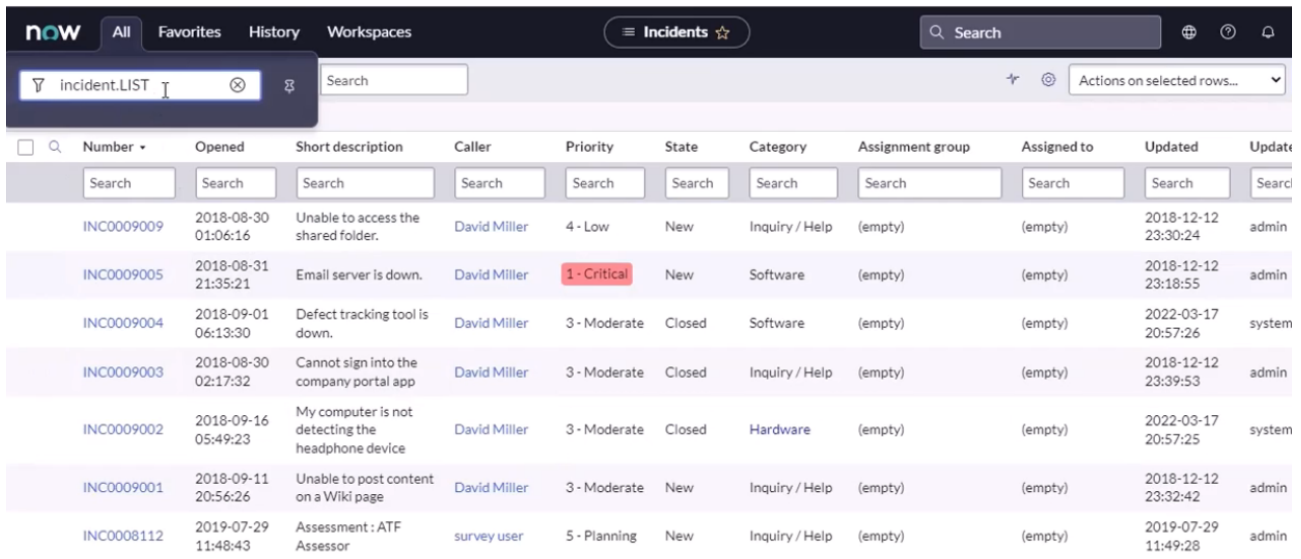


1- Opening a table :

- to open a table , we have to be aware of the table name, We will go to the application navigator.
- In the application navigator filter we will type the "table" name (i.e incident)
- NOTE: if you type the table name and you add ".LIST" the table view will open in another window or tab



The screenshot shows the ServiceNow application navigator with the 'Incidents' menu open. The filter 'incident.LIST' is entered in the search bar. Below the navigator, a table of incidents is displayed with the following columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Update. The table contains 8 rows of incident data.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Update
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	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)	2022-03-17 20:57:26	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)	2022-03-17 20:57:25	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

- After pressing ENTER you will see the incident LIST view , when we observe the url opened we will see the table name appearing after the slash (i.e dev*.service-now.com/incident_LIST.do)
- after analyzing the LIST view we see that the list view consists of rows and columns (rows are the records and columns are the fields or forms)
- NOTE: to remove or add a columns to a list it is known as the configuration of the list
- 2- There are two different ways to configure the list:
 - 2.1- we will go to the column and click on the three-column option, and then click on the configure option, and lastly on list layout. this will take us to another window known as slash bucket .in here we can see which ever fields are available to be displayed on the list.

The interface consists of two main panels: 'Available' on the left and 'Selected' on the right. The 'Available' panel contains a list of fields including 'Active', 'Activity due', 'Actual end', 'Actual start', 'Additional assignee list', 'Additional comments', 'Approval', 'Approval history', 'Approval set', 'Assigned to [+]', 'Assignment group [+]', 'Business duration', 'Business impact', 'Business resolve time', 'Caller [+]', and 'Caused by Change [+]'.

The 'Selected' panel contains a list of fields including 'Number', 'Opened', 'Short description', 'Caller', 'Priority', 'State', 'Category', 'Assignment group', 'Assigned to', 'Updated', and 'Updated by'. A hand cursor is pointing at 'Updated by'.

Between the panels are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). To the right of the 'Selected' panel are two vertical arrow buttons: an up arrow (^) and a down arrow (v).

At the bottom are two buttons: 'Cancel' and 'Save'.

List view

View name Default view

Create new field

Name

Type String

- 2.2- Another way to add or remove columns in a list is known as the personalization of the list, by navigating to the gear icon and clicking on it and will again take us to the slash bucket

The interface consists of two main panels: 'Available' on the left and 'Selected' on the right. The 'Available' panel contains a list of fields including 'Active', 'Activity due', 'Actual end', 'Actual start', 'Additional assignee list', 'Additional comments', 'Approval', 'Approval history', 'Approval set', 'Assigned to [+]', 'Assignment group [+]', 'Business duration', 'Business impact', 'Business resolve time', 'Caller [+]', and 'Caused by Change [+]'.

The 'Selected' panel contains a list of fields including 'Number', 'Opened', 'Short description', 'Caller', 'Priority', 'State', 'Category', 'Assignment group', 'Assigned to', 'Updated', and 'Updated by'. A hand cursor is pointing at 'Updated by'.

Between the panels are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). To the right of the 'Selected' panel are two vertical arrow buttons: an up arrow (^) and a down arrow (v).

At the bottom are two buttons: 'Cancel' and 'Save'.

List view

View name Default view

Create new field

Name

Type String

- NOTE 1: when we personalize the list it will be only personalized for you ,If you're logged in as an admin this personalized view will be only personalized for the admin .
- NOTE 2: when we personalize the list we will not be able to configure the list .

Configuring Incidents List Cancel Save

You have personalized this list with the list mechanic. You will not see changes made here until your personal list is reset to column defaults.

Available

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval history
- Approval set
- Assigned to [+]
- Assignment group [+]
- Business duration
- Business impact
- Business resolve time
- Caller [+]
- Caused by Change [+]
- Change Request [+]

>

<

Selected

- Number
- Opened
- Short description
- Caller
- Priority
- State
- Category
- Approval
- Assignment group
- Assigned to
- Updated
- Updated by

<

>

Cancel

Save

List view

View name Default view

Create new field

Name

Type String

- NTOE 3: if you want to configure the list for all the users you have to remove the personalization of the list first .to remove the personalization of the list we click on the gear icon and choose the "Reset to column defaults"

Personalize List Columns ✕

Available

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Business duration
- Business impact
- Business resolve time
- Caused by Change
- Change Request
- Channel
- Child Incidents

>

<

Selected

- Number
- Opened
- Short description
- Caller
- Priority
- State
- Category
- Assignment group
- Assigned to
- Updated
- Updated by

<

>

☒ Wrap column text
☐ Compact rows
☐ Active row highlighting

☒ Modern cell coloring

☒ Enable list edit
☒ Double click to edit

Reset to column defaults

Cancel

OK