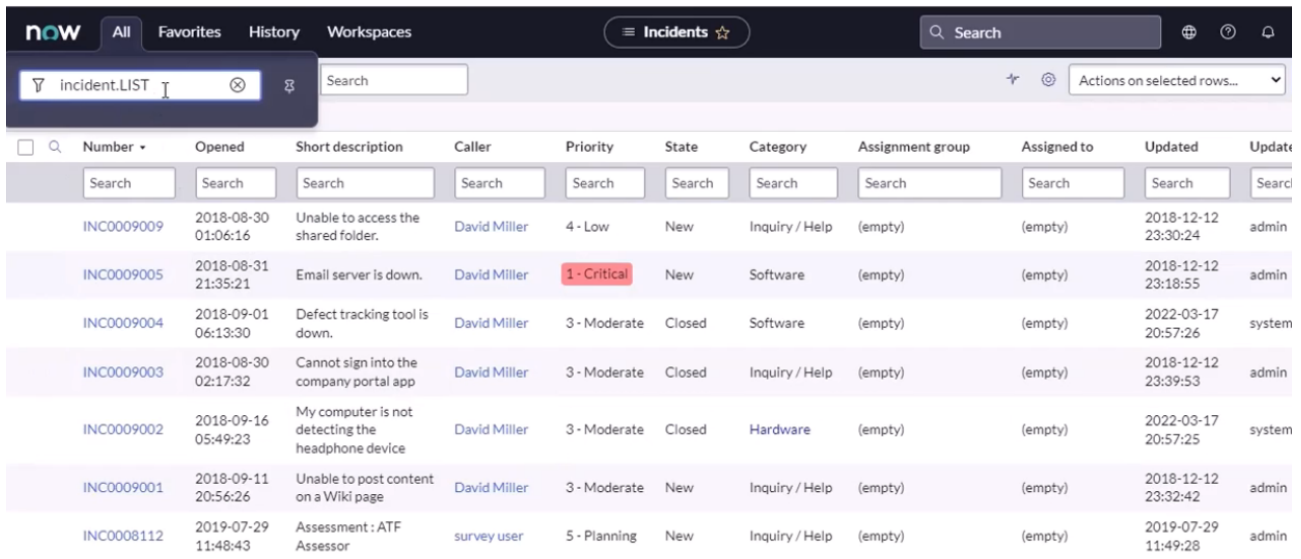1- Openning a table :

- 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 incedent)
- NOTE: if you type the table name and you add ".LIST" the table view will open in another waindow or tab

- After pressing ENTER you will see the incednt LIST view , when we observe the url onened we will see the table name apearing after the slash (i.e dev*.service-now.coma/incedent_LIST.do)
- after analyzing the LIST view we see that the list view consists of rows and coliamns (rows are the records and columns are the fileds 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 collumn and click o the three-column optiaon, and then click on the cofigure option,and lastly on list layout. this will take us to another window known as slash bucket .in here we can s;ee which ever fields are available to be dispalayed on the list.

- 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 clicaking on it and will again take us to the slash bucket

- 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 .

- 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 colomn defaults"