

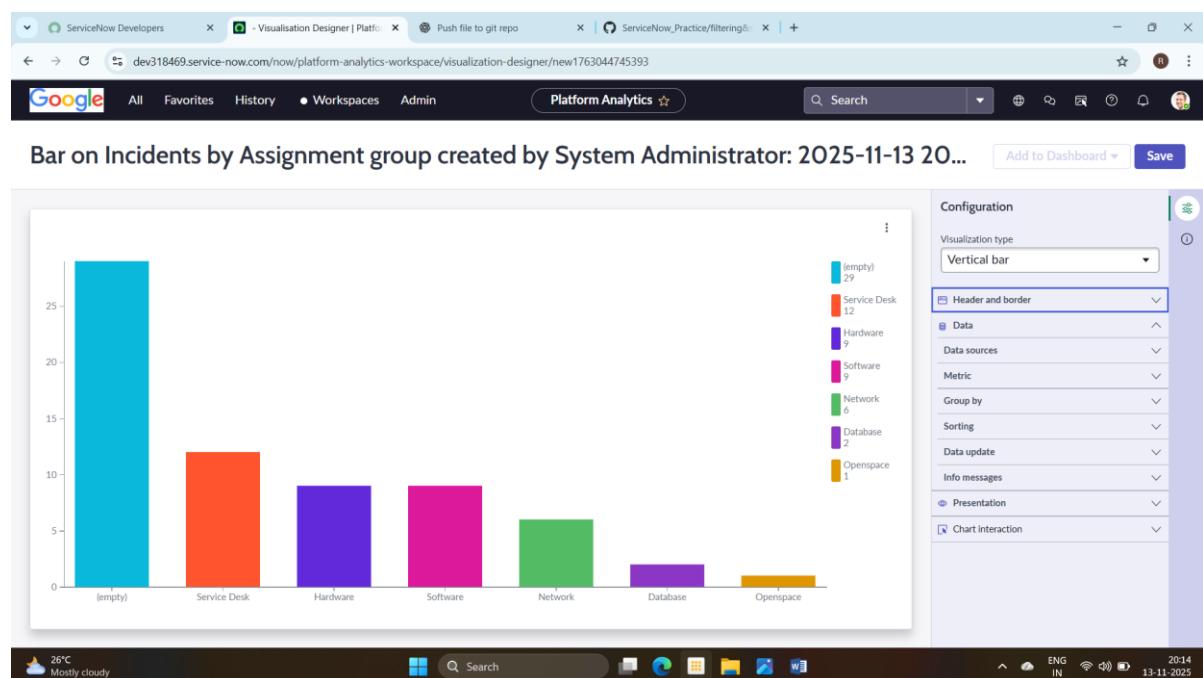
Incident.list in the search opens incident list in same tab while incident.LIST in the search opens incident list in new tab

Similar is the functionality with incident.do/DO and incident.config/CONFIG

(Incident.form/FORM and incident.do/DO does the same thing (opens a form to create new record)).

Charts:

A screenshot of a ServiceNow browser window titled "Incidents View: Default view". The page displays a list of incidents with columns for Number, Opened, Short description, Caller, Category, Assignment group, Assigned to, Updated, and Updated by. A context menu is open over the first incident, showing options like Sort (a to z), Sort (z to a), Show Visual Task Board, Ungroup, Group By Caller, Bar Chart, Pie Chart, Launch Interactive Analysis, Launch Process Mining, Configure, Import, Export, Update Selected, Update All, Data Management, Create Application Files, Import XML, Show XML, and Close. The first incident is for SAP Financial Accounting application appears to be down, opened on 2025-07-06 at 13:48:40, assigned to Fred Luddy, and updated by system.



Personalization of list

This screenshot shows a ServiceNow Incidents list with a "Personalize List" button highlighted. The list displays various incident details such as Number, Active status, Opened date, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated date, and Updated by. A tooltip for the "Personalize List" button indicates it allows users to "Change the columns displayed in this list".

Number	Active	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000052	true	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	● 1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000016	true	2025-04-07 16:40:23	Rain is leaking on main DNS Server	Bow Ruggeri	● 1 - Critical	In Progress	Hardware	Hardware	ITIL User	2025-07-27 12:51:23	admin
INC0000017	true	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	● 1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
INC0000018	true	2025-04-13 16:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	● 1 - Critical	In Progress	(empty)	(empty)	ITIL User	2025-07-27 12:37:49	admin
INC0000033	false	2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	false	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	● 1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC0000002	true	2025-04-20 16:07:12	Network file shares access issue	Fred Luddy	● 1 - Critical	On Hold	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
INC0000051	true	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	● 1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000006	false	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	● 1 - Critical	Closed	Software	Software	Howard Johnson	2025-07-27 13:15:59	admin
INC0000015	true	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	● 1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
		2025-04-22	CRU load link for more info	Administrator						2025-07-27	

This screenshot shows the "Personalize List Columns" dialog box open over the ServiceNow Incidents list. The dialog box has two main sections: "Available" and "Selected". The "Available" section lists various columns such as Service offering, Severity, Tags, Task type, Time worked, Transfer reason, Universal Request, Updates, Upon approval, Upon reject, Urgency, User input, Watch list, Work notes, and Work notes list. The "Selected" section contains the columns that are currently displayed in the list: Number, Active, Subcategory, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. At the bottom of the dialog box, there are several checkboxes for list editing options: "Wrap column text", "Compact rows", "Active row highlighting", "Modern cell coloring", "Enable list edit", and "Double click to edit". There are also "Reset to column defaults", "Cancel", and "OK" buttons.

Screenshot of a ServiceNow Incidents list view. The table shows various incidents with columns for Number, Active, Subcategory, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by.

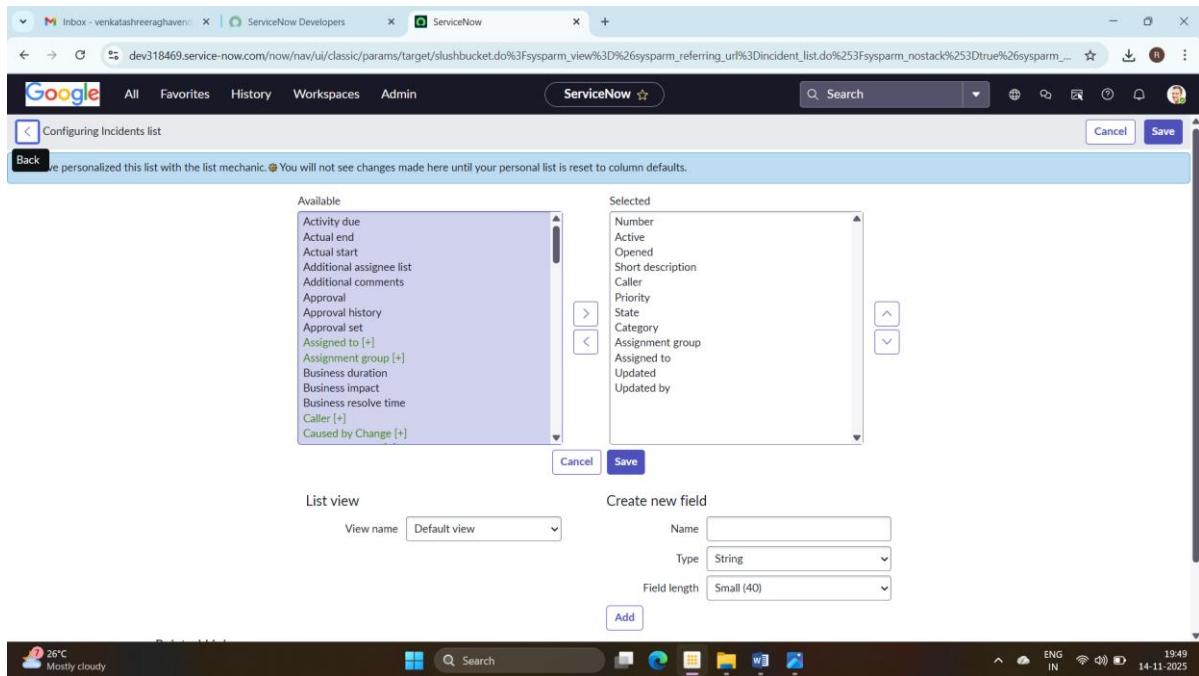
	Number	Active	Subcategory	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000052	true		2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	● 1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
	INC0000016	true		2025-04-07 16:40:23	Rain is leaking on main DNS Server	Bow Ruggeri	● 1 - Critical	In Progress	Hardware	Hardware	ITIL User	2025-07-27 12:51:23	admin
	INC0000017	true		2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	● 1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
	INC0000018	true		2025-04-13 16:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	● 1 - Critical	In Progress	(empty)	ITIL User	2025-07-27 12:37:49	admin	
	INC0000033	false		2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
	INC0000034	false		2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	● 1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
	INC0000002	true		2025-04-20 16:07:12	Network file shares access issue	Fred Luddy	● 1 - Critical	On Hold	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
	INC0000051	true		2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	● 1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
	INC0000004	false		2025-04-26	Hangs when trying to open attachments	Joe Employee	● 1 - Critical	Closed	Custom	Custom	Howard Johnson	2025-07-27 13:15:24	admin

List Layout

Screenshot of a ServiceNow Incidents list view. The table shows various incidents with columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. A context menu is open over the 'Priority' column, showing options like Sort (a to z), Sort (z to a), Show Visual Task Board, Ungroup, Group By Caller, Bar Chart, Pie Chart, Launch Interactive Analysis, Launch Process Mining, Configure, Import, Export, Update Selected, Update All, Data Management, Create Application Files, Import XML, Show XML, All, Table, Security Rules, Business Rules, Workflows, Flow Designer Flows, Client Scripts, UI Policies, Data Policies, UI Actions, Notifications, and Dictionary.

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	Sort (a to z) Sort (z to a) Show Visual Task Board Ungroup Group By Caller	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
	INC0000016	2025-04-07 16:40:23	Rain is leaking on main DNS Server	Bow Ruggeri	Bar Chart Pie Chart	In Progress	Hardware	ITIL User	ITIL User	2025-07-27 12:51:23	admin
	INC0000017	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	Launch Interactive Analysis Launch Process Mining	In Progress	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
	INC0000018	2025-04-13 16:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	Configure Import Export Update Selected Update All Data Management Create Application Files Import XML Show XML	In Progress	(empty)	ITIL User	ITIL User	2025-07-27 12:37:49	admin
	INC0000033	2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	Closed	Custom	Custom	Don Goodliffe	2025-07-27 13:15:24	admin
	INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	List Layout List Calculations List Control	Closed	Hardware	Hardware	David Loo	2025-07-27 12:53:47	admin
	INC0000002	2025-04-20 16:07:12	Network file shares access issue	Fred Luddy	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	On Hold	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
	INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
	INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	Closed	Custom	Custom	Howard Johnson	2025-07-27 13:15:59	admin
	INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	In Progress	Custom	Custom	Don Goodliffe	2025-07-27 12:50:33	admin
	INC0000005	2025-04-22 14:04:53	CPU load high for over 10 minutes	Alejandro Mazzoni	All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary	Closed	Custom	Custom	Bud Richman	2025-07-27 13:20:40	system

Only admin has access to this list layout and changes made via this are visible to everyone unless they have personalized it (even admin don't see changes if he has personalised)



Every view can be changed from list layout

Incidents ServiceNow											
		Actions on selected rows... New									
		Priority	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
All		Open	SAP Financial Accounting application appears to be down	Bud Richman	● 1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000016	Filters >	Open	Rain is leaking on main DNS Server	Bow Ruggeri	● 1 - Critical	In Progress	Hardware	Hardware	ITIL User	2025-07-27 12:51:23	admin
INC0000017	Group By >	Open	How do I create a sub-folder	Joe Employee	● 1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
INC0000018	Show >	Open	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	● 1 - Critical	In Progress	(empty)	ITIL User	2025-07-27 12:37:49	admin	
INC0000033	Refresh List	Open	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	Create Favorite	Open	Does not look like a backup occurred last night	Rick Berzle	● 1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC0000002		Open	Network file shares access issue	Fred Luddy	● 1 - Critical	On Hold	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
INC0000051		Open	Manager can't access SAP Controlling application	Joe Employee	● 1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
		Open	Hangs when trying to	Joe	● 1 - Critical	Closed	Customer	Customer	Howard Johnson	2025-07-27 12:51:11	admin

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...



Google All Favorites History Workspaces Admin Incidents View: Mobile Search Actions on selected rows... New

All

<input type="checkbox"/>	Number	Category	Short description	Priority ▲
	INC0000052	Software	SAP Financial Accounting application appears to be down	● 1 - Critical
	INC0000016	Hardware	Rain is leaking on main DNS Server	● 1 - Critical
	INC0000017	Inquiry / Help	How do I create a sub-folder	● 1 - Critical
	INC0000018		Sales forecast spreadsheet is READ ONLY	● 1 - Critical
	INC0000033	Inquiry / Help	File Server is 80% full - Needs upgrade	● 1 - Critical
	INC0000034	Software	Does not look like a backup occurred last night	● 1 - Critical
	INC0000002	Network	Network file shares access issue	● 1 - Critical
	INC0000051	Software	Manager can't access SAP Controlling application	● 1 - Critical
	INC0000006	Software	Hangs when trying to print VISIO document	● 1 - Critical
	INC0000015	Software	I can't launch my VPN client since the last software update	● 1 - Critical
	INC0000005	Hardware	CPU load high for over 10 minutes	● 1 - Critical
	INC0000031	Inquiry / Help	Need help with Remedy. Can we configure UI?	● 1 - Critical
	INC0000009	Inquiry / Help	Reset my password	● 1 - Critical
	INC0000025	Hardware	Need to add more memory to laptop	● 1 - Critical
	INC0000007	Database	Need access to sales DB for the West	● 1 - Critical
	INC0000001	Network	Can't read email	● 1 - Critical
	INC0000013	Inquiry / Help	EMAIL is slow when an attachment is involved	● 1 - Critical

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26°C Mostly cloudy Search ENG IN 19:58 14-11-2025

Google All Favorites History Workspaces Admin ServiceNow Search

Configuring Incidents list

Available

- Active
- 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 [+]
- Caused by Change [+]

Selected

- [- begin_split -]
- Number
- Activity due**
- Category
- [- end_split -]
- Short description
- Priority

Cancel Save

List view

View name: Mobile

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

Show versions

26°C Mostly cloudy Search ENG IN 20:03 14-11-2025

Incidents View: Mobile | ServiceNow

dev318469.service-now.com/nav/u/classic/params/target/incident_list.do?sysparm_query=%26sysparm_view%3DMobile%26sysparm_fixed_query?sysparm_refresh=refresh

Google All Favorites History Workspaces Admin Incidents View: Mobile Search Actions on selected rows... New

All

Number	Activity due	Category	Short description	Priority
INC0000052	2025-07-20 16:50:20	Software	SAP Financial Accounting application appears to be down	1 - Critical
INC0000016	2025-07-27 14:51:23	Hardware	Rain is leaking on main DNS Server	1 - Critical
INC0000017	2015-11-24 09:47:36	Inquiry / Help	How do I create a sub-folder	1 - Critical
INC0000018	2025-07-27 14:37:49		Sales forecast spreadsheet is READ ONLY	1 - Critical
INC0000033	UNKNOWN	Inquiry / Help	File Server is 80% full - Needs upgrade	1 - Critical
INC0000034	UNKNOWN	Software	Does not look like a backup occurred last night	1 - Critical
INC0000002	2025-07-27 14:51:11	Network	Network file shares access issue	1 - Critical
INC0000051	2025-07-27 14:40:45	Software	Manager can't access SAP Controlling application	1 - Critical
INC0000006	UNKNOWN	Software	Hangs when trying to print VISIO document	1 - Critical
INC0000015	2025-07-27 14:50:33	Software	I can't launch my VPN client since the last software update	1 - Critical
INC0000005	2025-07-20 16:17:01	Hardware	CPU load high for over 10 minutes	1 - Critical
INC0000031	2025-07-27 14:44:20	Inquiry / Help	Need help with Remedy. Can we configure UI?	1 - Critical
INC0000009	UNKNOWN	Inquiry / Help	Reset my password	1 - Critical
INC0000025	UNKNOWN	Hardware	Need to add more memory to laptop	1 - Critical
INC0000007	2015-11-24 09:47:36	Database	Need access to sales DB for the West	1 - Critical
INC0000001	UNKNOWN	Network	Can't read email	1 - Critical
INC0000013	UNKNOWN	Inquiry / Help	EMAIL is slow when an attachment is involved	1 - Critical

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The following is achieved by using list calculation

Incidents - venkatashreeraghaveni | ServiceNow

dev318469.service-now.com/nav/u/classic/params/target/incident_list.do?sysparm_nostack%3Dtrue%3Fsysparm_refresh%3Frefresh?sysparm_refresh=refresh

Google All Favorites History Workspaces Admin Incidents Priority Search Actions on selected rows... New

All

Number	Active	Subcategory	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000025	true		2025-04-05 16:53:46	Need to add more memory to laptop	Don Goodliffe	1 - Critical	In Progress	Hardware	(empty)	ITIL User	2025-07-27 12:44:35	admin
INC0000007	true		2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold	Database	(empty)	David Loo	2015-11-24 07:47:36	admin
INC0000001	false		2025-04-26 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-07-27 13:16:07	admin
INC0000013	false		2025-05-08 16:15:58	EMAIL is slow when an attachment is involved	Joe Employee	1 - Critical	Closed	Inquiry / Help	Software	David Loo	2025-07-27 12:54:48	admin
INC0000014	false		2025-04-01 16:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-07-27 17:26:49	system
INC0000004	false		2025-05-03 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-07-27 13:16:24	admin
INC0000008	false		2025-05-04 16:08:39	Printer in my office is out of toner	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-07-27 13:16:02	admin

Avg 2.81
Min 1 - Critical
Max 5 - Planning
Sum 191

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List control is used to hide some items in the list view

The screenshot shows the ServiceNow List Control configuration page for an incident. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current page, List Control - incident. A search bar and various system icons are also present. The main content area is titled "List Control - incident" and displays configuration options for the "Table Incident [incident]" view. Key settings include:

- Application:** Global
- Related list:** Itil
- Display Configuration:** Set to "Edit configuration".
- Omit new button:** Unchecked.
- Omit new condition:** Turn on ECMAScript 2021 (ES12) mode (radio button selected).
- Content Area:** A large text input field containing the following JSON-like configuration:

```
1
```
- Omit edit button:** Unchecked.
- Omit edit condition:** Unchecked.

The bottom of the screen shows the Windows taskbar with the date 14-11-2025 and time 19:54.