

# LIST

In listview we get some information of all the records

In formview we get all the information of one record

List will help us to sort the records and manipulate the data

We can apply filters through 2 ways

1. Through dropdown and search button- for one condition
2. Through condition builder – for multiple conditions

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
	INC000902	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
	INC000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	admin
	INC000011	2025-06-16 16:01:12	Need new Blackberry set up	Don Goodliffe	3 - Moderate	Closed	Inquiry / Help	Hardware	ITIL User	2025-09-08 12:56:31	admin
	INC000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
	INC000038	2025-06-15 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Service Desk	Luke Wilson	2025-09-08 12:57:55	admin
	INC000026	2025-05-23 16:54:59	Seem to have an issue with my hard drive...	Rick Berzle	5 - Planning	Closed	Hardware	Hardware	Don Goodliffe	2025-09-08 13:15:35	admin
	INC000030	2025-06-16 17:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo	2025-09-08 13:15:37	admin
	INC000021	2025-06-15 16:52:01	New employee hire	Fred Luddy	5 - Planning	Closed	Inquiry / Help	(empty)	Beth Anglin	2025-09-08 12:56:12	admin
	INC000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
	INC000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
	INC000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
	INC000010	2025-06-20	EMAIL is slow when an attachment is		1 - Critical	Closed	Hardware	Network	David Loo	2025-09-08 13:15:37	admin

ListView is a collection of records

Incidents Priority

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
INC0010046	2024-02-27 22:53:54	Tableau unresponsive	Abel Tuter (architect)	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2024-02-27 22:53:54	admin
INC0010050	2024-02-27 22:53:55	Tableau outage	Abel Tuter (architect)	1 - Critical	New	Inquiry / Help	Tableau Engineering	(empty)	2024-02-27 22:53:55	admin
INC0010049	2024-02-27 22:53:55	Tableau down	Abel Tuter (architect)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2024-02-27 22:53:55	admin
INC0000005	2025-09-08 22:16:32	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
INC00000501	2017-09-20 05:03:10	Email Server Down Again	Alejandro Mascall	1 - Critical	New	Inquiry / Help	Service Desk	Beth Anglin	2017-09-20 05:03:10	system
INC00000507	2025-11-14 11:06:47	SAP Controlling app down?	Amelia Caputo	1 - Critical	Resolved	Software	Major Incident Management	Major Incident Manager	2025-11-14 11:06:47	admin
INC00000503	2017-09-20 05:13:48	SAP Materials Mgmt outage	Barbara Hindley	1 - Critical	In Progress	Inquiry / Help	Service Desk	Beth Anglin	2017-09-20 05:13:48	system
INC00000504	2017-09-20 06:48:30	SAP Materials Management is slow or there is an outage	Bert Schadie	1 - Critical	In Progress	Inquiry / Help	Service Desk	(empty)	2017-09-20 06:48:30	system
INC00000507	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:59	admin
INC0000049	2025-09-08 12:52:34	Network storage unavailable	Beth Anglin	2 - High	In Progress	Network	Hardware	Don Goodiffe	2025-09-08 12:52:34	admin

Dropdown gives all the list of columns and also it gives personalised columns also

Incidents State

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
INC0000039	2025-06-10 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	(empty)	(empty)	(empty)	2025-09-08 12:39:15	admin
INC0000530	2019-09-23 03:08:06	Unable to upgrade ClipboardManager tool	brad Haddin	5 - Planning	New	(empty)	(empty)	(empty)	2025-11-14 11:06:36	admin
INC0000046	2025-08-18 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	(empty)	(empty)	(empty)	2025-08-17 15:37:27	glide.maint
INC00007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	(empty)	(empty)	(empty)	2018-12-12 23:28:49	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	(empty)	(empty)	(empty)	2018-12-12 23:18:55	admin
INC0010050	2024-02-27 22:51:23	Tableau outage	Abel Tuter (architect)	1 - Critical	New	Engineering	(empty)	(empty)	2024-02-27 22:53:55	admin
INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	(empty)	(empty)	(empty)	2019-07-22 14:05:48	admin
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
INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin
INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin

Group By state- It groups particular field values separately

The screenshot shows a ServiceNow interface for the 'Incidents' list. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Dominos Pizza and a happy mood- Incidents'. A search bar is present, along with a 'Search' button and a 'New' button. Below the header is a table with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, smokxsm, Updated, and Updated by. The 'State' column is currently sorted. A dropdown menu under 'State' shows the following counts: State: New (16), State: In Progress (27), State: On Hold (7), State: Resolved (1), and State: Closed (26). The bottom status bar shows 'Air: Moderate Tomorrow', system icons, and the date/time '11:04 29-11-2025'.

We can see the number of particular field values

This screenshot is identical to the first one, but a context menu is open over the 'State' column header. The menu options include: Sort (a to z), Sort (z to a), Show Visual Task Board, Ungroup, Group By State, Bar Chart, Pie Chart, Launch Interactive Analysis, Launch Process Mining, Configure, Import, Export, Update Selected, Update All, Data Management, Create Application Files, Import XML, and Show XML. The bottom status bar shows 'Air: Moderate Tomorrow', system icons, and the date/time '11:05 29-11-2025'.

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Dominos Pizza and a happy mood- Incidents

All	Incidents	Number	INC0000001	Actions on selected rows...	New						
All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
	INC0000001	2025-06-08 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin
	INC0000002	2025-06-02 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2025-09-08 12:51:11	admin
	INC0000003	2025-06-09 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2025-09-08 12:51:14	admin
	INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
	INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
	INC0000006	2025-06-08 16:08:52	Hangs trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-09-08 13:15:59	admin
	INC0000007	2015-08-12 16:08:24	Need access to SALS DB for the West	Joe Employee	1 - Critical	On Hold	Database	(empty)	David Loo	2015-11-24 07:47:36	admin
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
	INC0000010	2025-06-09 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodiffe	2025-09-08 13:16:35	admin

## We can also search for each record

Dominos Pizza and a happy mood- Incidents

All	Incidents	Number	=INC0000001	Actions on selected rows...	New						
All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
	INC0000001	2025-06-08 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin

If I want all incidents without any filters, what can I do?

Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin

Click on all to remove all the filters

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Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
INC0000001	2025-06-08 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin
INC0000002	2025-06-02 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2025-09-08 12:51:11	admin
INC0000003	2025-06-09 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2025-09-08 12:51:14	admin
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
INC0000006	2025-06-08 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-09-08 13:15:59	admin
INC0000007	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
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin

We can filter using condition builder

https://dev268229.service-now.com/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_query%3D%26sysparm\_first\_row%3D1%26sysparm\_view%3D

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
INC0000001	2025-06-08 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin
INC0000002	2025-06-02 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2025-09-08 12:51:11	admin
INC0000003	2025-06-09 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2025-09-08 12:51:14	admin
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
INC0000006	2025-06-08 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-09-08 13:15:59	admin
INC0000007	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
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	iTIL User	2025-11-13 22:15:56	admin

https://dev268229.service-now.com/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_query%3Dsys\_updated\_bySTARTSWITHa%26sysparm\_first\_row%3D1%26sysparm\_view%3D

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	smokxsm	Updated	Updated by
INC0000001	2025-06-08 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-09-08 13:16:07	admin
INC0000002	2025-06-02 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2025-09-08 12:51:11	admin
INC0000003	2025-06-09 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2025-09-08 12:51:14	admin
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC0000006	2025-06-08 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-09-08 13:15:59	admin
INC0000007	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
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	iTIL User	2025-11-13 22:15:56	admin
INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
INC0000010	2025-06-09 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2025-09-08 13:16:35	admin
INC0000011	2025-06-16 16:01:12	Need new Blackberry set up	Don Goodliffe	3 - Moderate	Closed	Inquiry / Help	Hardware	iTIL User	2025-09-08 12:56:31	admin

The screenshot shows a ServiceNow interface for managing incidents. A context menu is open over the 'Number' column header, titled 'Personalize List Columns'. The 'Available' section contains items like 'Actions taken', 'Active', and 'Actual start'. The 'Selected' section contains 'Number', 'Opened', 'Short description', 'Caller', 'Priority', 'State', 'Category', 'Assignment group', 'Updated', and 'Updated by'. At the bottom of the menu are several checkboxes: 'Wrap column text' (checked), 'Compact rows' (unchecked), 'Active row highlighting' (unchecked), 'Modern cell coloring' (checked), 'Enable list edit' (checked), and 'Double click to edit' (checked). Buttons for 'Reset to column defaults', 'Cancel', and 'OK' are also present.

Number	Opened	Short description
INC0000001	2025-06-08 16:09:51	Can't read email
INC0000002	2025-06-02 16:07:12	Network file shares acc issue
INC0000003	2025-06-09 16:07:30	Wireless access is down my area
INC0000004	2025-06-15 15:49:22	Forgot email password
INC0000006	2025-06-08 16:08:05	Hangs when trying to p VISIO document
INC0000007	2015-08-12 16:08:24	Need access to sales D the West
INC0000008	2025-06-16 16:08:39	multiple updates
INC0000009	2025-06-15 15:50:23	multiple updates
INC0000010	2025-06-09 15:53:02	Need Oracle 10GR2 installed
INC0000011	2025-06-16 16:01:12	Need new Blackberry set up

If we personalize, the changes can be seen only for us but if we customize the form as an admin the changes can be seen by everyone