

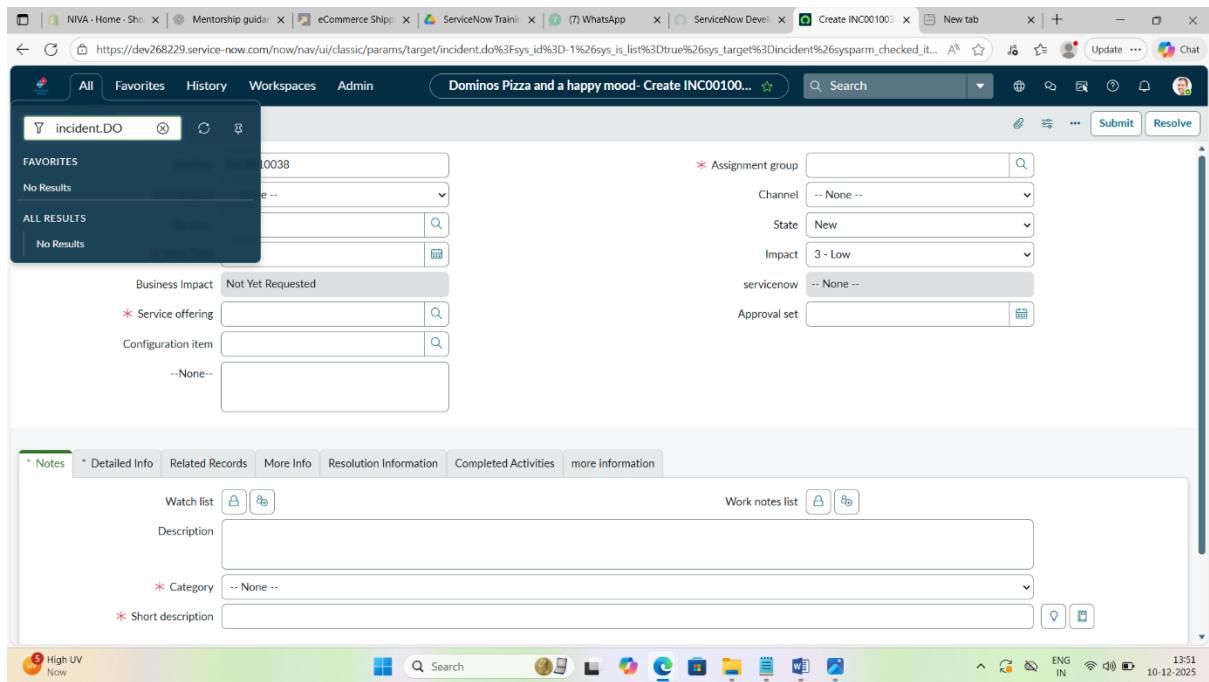
## Incident- unplanned interruption

If an interruption causing to their business workflow then they create an incident, so that someone can debug it

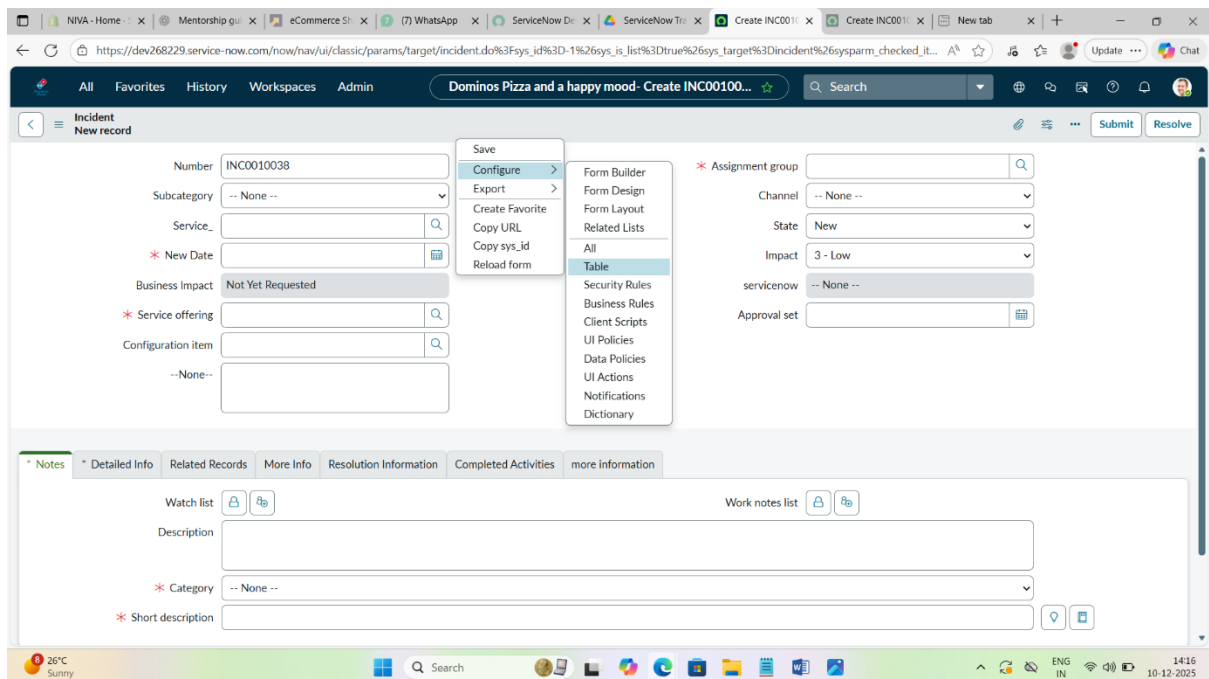
The screenshot shows the ServiceNow 'Create Incident' form. The browser address bar displays the URL: [https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys\\_id%3D-1%26sys\\_is\\_list%3Dtrue%26sys\\_target%3Dincident%26sysparm\\_checked\\_item](https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dincident%26sysparm_checked_item). The form title is 'Domino's Pizza and a happy mood- Create INC00100...'. The 'Number' field is pre-filled with 'INC0010038'. Other fields include 'Subcategory' (set to '-- None --'), 'Service' (with a search icon), 'New Date' (with a calendar icon), 'Business Impact' (set to 'Not Yet Requested'), 'Service offering' (with a search icon), 'Configuration item' (with a search icon), 'Assignment group' (with a search icon), 'Channel' (set to '-- None --'), 'State' (set to 'New'), 'Impact' (set to '3 - Low'), 'servicenow' (set to '-- None --'), and 'Approval set' (with a search icon). Below the form is a 'Notes' section with tabs for 'Notes', 'Detailed Info', 'Related Records', 'More Info', 'Resolution Information', 'Completed Activities', and 'more information'. The 'Notes' tab is active, showing a 'Watch list' and a 'Work notes list'.

Open a new incident, we can see incident.do in the link. We can navigate to the same page by searching for the table name in all.

\*Whenever we try to create a new incident, record number will be generated with auto number and this is called number padding



All → search for incident.DO → opens a new incident in new tab.



As an admin if we want to know the details of record number

Form header → configure → table → controls

Table Incident

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label Incident Application Global

\* Name Incident Remote Table

Extends table Task

Columns Controls Application Access

Extensible ☐

Live feed ☒

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Prefix INC

Number 10,000

Number of digits 7

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls ☐

Here we can see the prefix, number of digits and number details

Incident New record

Number INC0010042

Subcategory -- None --

Service

\* New

Business Im

\* Service off

Configuration item

--None--

\* Assignment group

Channel -- None --

State New

Impact 3 - Low

servicenow -- None --

Approval set

Notes Detailed Info Related Records More Info Resolution Information Completed Activities more information

Watch list

Description

\* Category -- None --

\* Short description

To change the column name –

Right click on label → configure dictionary

The screenshot shows the ServiceNow Dictionary Entry form for 'Service\_Offering'. The form is titled 'Dictionary Entry Service\_Offering'. It includes a search bar and a navigation menu. The main form area has several sections:

- Table and Type:** Table is 'Task [task]' and Type is 'Reference'.
- Column Label and Name:** Column label is 'Service\_Offering' and Column name is 'business\_service'.
- Application:** Global.
- Active:** Checked.
- Function field:** Unchecked.
- Read only:** Unchecked.
- Mandatory:** Unchecked.
- Display:** Unchecked.

Below these fields, there is a 'Reference Specification' section. It includes a 'Reference' field set to 'Service' and a 'Reference qual condition' section with 'Add Filter Condition' and 'Add OR Clause' buttons. The 'Reference qual condition' section has a dropdown menu for 'choose field --', a dropdown for 'oper --', and a text field for 'value --'.

change the column label→update

\*Caller is someone who has an issue and creates an incident

\*Channel is how he created an incident like phonecall, chat system, email, self-service, virtual agent, walk-in

The screenshot shows the ServiceNow Incident form for 'Major Incident Management'. The form is titled 'Incident INC0000530 | Inc...'. It includes a search bar and a navigation menu. The main form area has several sections:

- Assignment group:** Major Incident Management.
- Channel:** None.
- State:** New.
- Impact:** 3 - Low.
- servicenow:** None.
- Approval set:** (empty).

Below these fields, there is a 'Notes' section with a 'Watch list' and a 'Work notes list'. The 'Watch list' has a 'Description' field with the text 'Unable to upgrade ClipboardManager tool'.

In self-service , the person who is having an issue can create an incident

Number: INC0000530

Subcategory: -- None --

\* Caller: [Field with context menu open]

Service Offering: [Field]

\* New Description: [Field]

Business Impact: [Field]

\* Service offering: [Field]

Configuration item: [Field]

--None--

\* Assignment group: Major Incident Management

Channel: -- None --

State: New

Impact: 3 - Low

servicenow: -- None --

Approval set: [Field]

Notes | Detailed Info | Related Records | More Info | Resolution Information | Completed Activities | more information

Watch list: [Icon]

Description: Unable to upgrade ClipboardManager tool

\* Category: Inquiry / Help

Caller is a reference

Right click on caller field → configure dictionary

Dictionary Entry  
Closed by View: Advanced

Mandatory: ☐

Display: ☐

Attributes: encode\_utf8=false

Reference Specification | Choice List Specification | Dependent Field | Calculated Value | Default Value

The Reference field specifies what table this field displays values from.

\* Reference: User

Use reference qualifier: Simple

Reference qual condition: [Add Filter Condition] [Add OR Clause]

-- choose field -- -- oper -- -- value --

Reference Specification - Additional Customization

Reference key: [Field]

Reference cascade rule: -- None --

Reference floats: ☒

Dynamic creation: ☐

Reference specification is user

Dictionary Entry  
Closed by View: Advanced

Mandatory ☐

Display ☐

Alters the behavior of a field or functionality that depends on the field. [More Info](#)

Attributes: encode\_utf8=false

Reference Specification | Choice List Specification | Dependent Field | Calculated Value | Default Value

The Reference field specifies what table this field displays values from.

\* Reference: User

Use reference qualifier: Simple

Reference qual condition: Add Filter Condition | Add OR Clause

-- choose field --

Reference Specification - Additional Customization

Reference key:

Reference cascade rule: -- None --

Table

\* Label: User

\* Name: sys\_user

Extends table:

Application: Global

Create module: ☒

Create mobile module: ☒

Add module to menu: -- Create new --

New menu name:

Open Record: ☒

To know which user, open record. User is sys\_user so whatever will be available in sys\_user table can be seen in caller.

We are putting sys\_user table values as a reference to another table

Incident  
INC0000530

Number: INC0000530

Subcategory: -- None --

\* caller:

Service Offering:

\* New Date:

Business Impact: Not Yet Requested

\* Service offering:

Configuration item:

--None--

\* Assignment group: Major Incident Management

Channel: -- None --

Configure Label

Configure Dictionary

Configure Styles

Show Security Rules

Configure Choices

Show Choice List

Show - contact\_type

Notes | Detailed Info | Related Records | More Info | Resolution Information | Completed Activities | more information

Watch list:

Work notes list:

Description: Unable to upgrade ClipboardManager tool

\* Category: Inquiry / Help

Show choice list will show the choices

Incident	Element	Language	Value	Label	Hint	Inactive	Sequence
<a href="#">incident</a>	contact_type	en	chat	Chat		false	0
<a href="#">incident</a>	contact_type	en	walk-in	Walk-in		false	6
<a href="#">incident</a>	contact_type	ar	الخدمة الهاتفية	الخدمة الهاتفية		false	0
<a href="#">incident</a>	contact_type	ar	المساعد الافتراضي	المساعد الافتراضي		false	5
<a href="#">incident</a>	contact_type	en	Monitoring	Monitoring		true	3
<a href="#">incident</a>	contact_type	ar	خدمة ذاتية	خدمة ذاتية		false	4
<a href="#">incident</a>	contact_type	ar	في المركز	في المركز		false	6
<a href="#">incident</a>	contact_type	en	virtual_agent	Virtual Agent		false	5
<a href="#">incident</a>	contact_type	en	email	Email		false	1
<a href="#">incident</a>	contact_type	ar	الهاتف	الهاتف		false	2
<a href="#">incident</a>	contact_type	ar	البريد الإلكتروني	البريد الإلكتروني		false	1
<a href="#">incident</a>	contact_type	en	phone	Phone		false	2
<a href="#">incident</a>	contact_type	ar	المراقبة	المراقبة		true	3
<a href="#">incident</a>	contact_type	en	self-service	Self-service		false	4
<a href="#">task</a>	contact_type	ar	خدمة ذاتية	خدمة ذاتية		false	
<a href="#">task</a>	contact_type	en	email	Email		false	

We can select show matching on english we get only values wrt only English

\*To avoid conflicts of different people creating new incident at the same time, incident number will be changed everytime when we click on new. Even if we don't save new number will generated after clicking new.