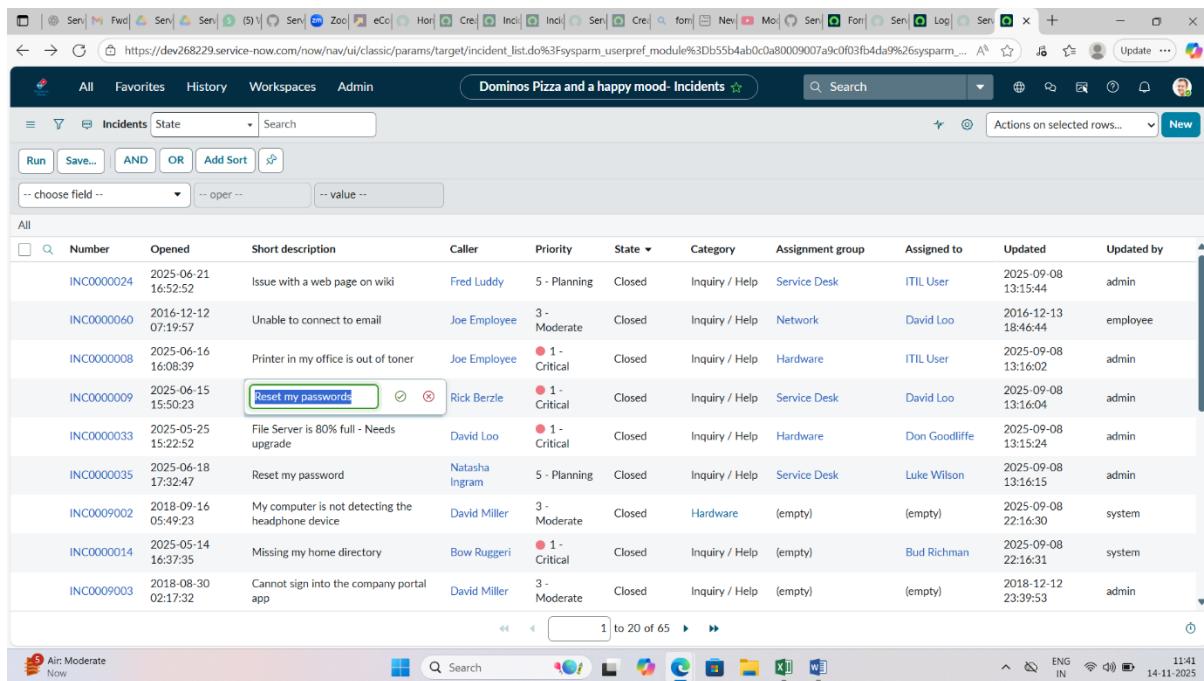


List Layout-

List view is a page that displays a list of records from a database table, and includes tools for filtering, sorting, and configuring how the records are displayed.

It is collection of records



The screenshot shows a ServiceNow list view titled "Dominos Pizza and a happy mood- Incidents". The table has columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. One row is selected, highlighting the "Reset my password" link in the "Short description" column. The status bar at the bottom shows "Air: Moderate Now".

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
INC0000060	2016-12-12 07:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
INC0000008	2025-06-16 16:08:39	Printer in my office is out of toner	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-09-08 13:16:02	admin
INC0000009	2025-06-15 15:50:23	Reset my password	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-09-08 13:16:04	admin
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	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
INC0000902	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
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	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

We can edit the data by double clicking on it

The screenshot shows a ServiceNow interface for managing incidents. The title bar says "Dominos Pizza and a happy mood- Incidents". The main area displays a table of incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. There are 65 rows in total. A context menu is open over the first row, with "multiple updates" highlighted. The status bar at the bottom shows "Air: Moderate Now" and the date "14-11-2025".

All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
	INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-09-08 13:16:02	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-09-08 13:16:04	admin
	INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
	INC0000035	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
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	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

We can edit column value by clicking on shift+down/up arrow → double click → edit

The screenshot shows a ServiceNow interface for managing incidents. The title bar says "Dominos Pizza and a happy mood- Incidents". The main area displays a table of incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. A context menu is open over the first row, with "Show Matching" highlighted. The status bar at the bottom shows "Trending videos Stranger Things..." and the date "14-11-2025".

All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
	INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	(empty)	(empty)	2025-09-08 13:16:02	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	(empty)	(empty)	2025-09-08 13:16:04	admin
	INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	(empty)	(empty)	2025-09-08 13:15:24	admin
	INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	2025-09-08 13:16:15	admin
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Inquiry / Help	Hardware	(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	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

We can filter the records based on the columns value using show matching and filter out

Show matching – will list the records of same values that are in that particular category

A screenshot of a ServiceNow web interface showing a list of incidents. A context menu is open over the 9th record in the list, which is related to hardware. The menu options include:

- Show Matching
- Filter Out** (highlighted)
- Copy URL to Clipboard
- Copy sys_id
- Assign Tag
- Archive Record
- Assign to me
- Follow on Live Feed
- Show Live Feed
- Add to Visual Task Board

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
INC0000060	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
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
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	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
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware		(empty)	2025-09-08 22:16:30	system
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggieri	● 1 - Critical	Closed	Inquiry / He		Bud Richman	2025-09-08 22:16:31	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / He		(empty)	2018-12-12 23:39:53	admin
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	● 1 - Critical	Closed	Inquiry / He		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		Bud Richman	2025-09-08 22:16:32	system

Filter out – all the records which are related to hardware will be removed

Copy url to clipboard – we can directly open that url separately then that particular record gets opened and we can debug the problem easily

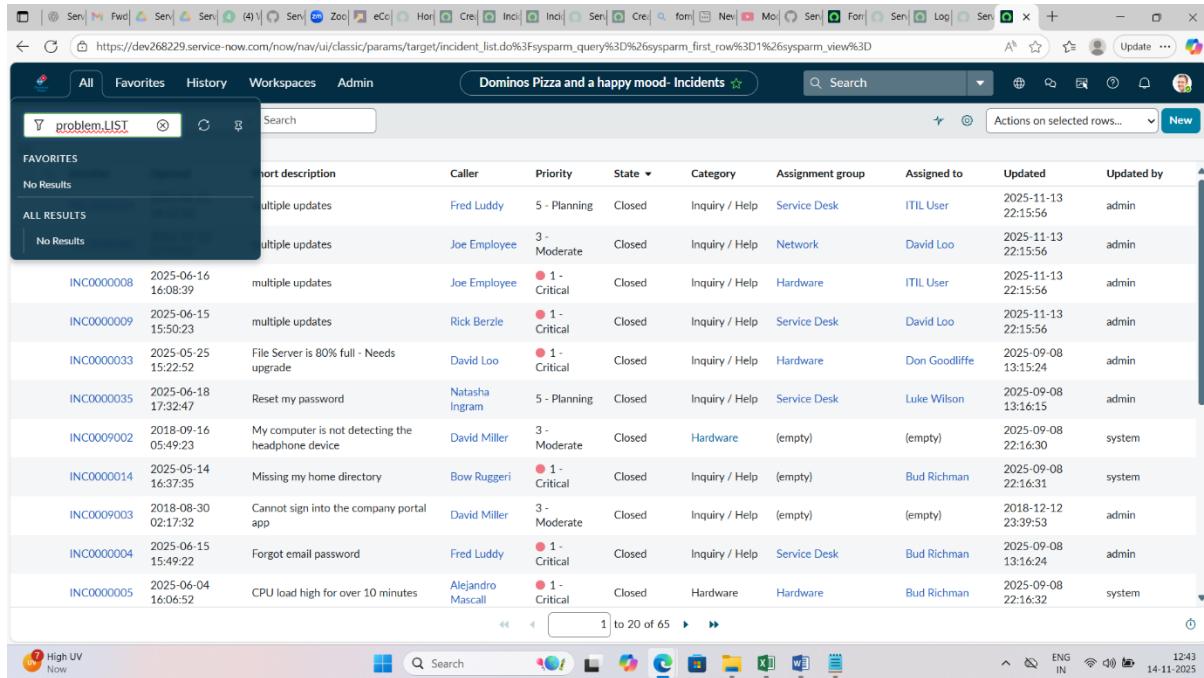
Copy sys_id- a system identifier and 32 digit hash code to easily identify each application

A screenshot of a ServiceNow web interface showing a list of incidents. A context menu is open over the 9th record in the list, which is related to hardware. The menu options include:

- 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

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
INC0000060	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
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
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	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
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware		(empty)	2025-09-08 22:16:30	system
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggieri	● 1 - Critical	Closed	Inquiry / He		Bud Richman	2025-09-08 22:16:31	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / He		(empty)	2018-12-12 23:39:53	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		Bud Richman	2025-09-08 22:16:32	system

Bar chart compares counts across categories
 Pie chart show percentage share of each category



			Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
FAVORITES	No Results		multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
ALL RESULTS	No Results		multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	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 Berle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
	INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
	INC0000035	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
	INC0000902	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
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
	INC0000903	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
	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

problem.LIST – it opens in new tab and will list all the data related to that particular application

problem.list – closes all tabs to its right and shows the data in the current tab itself

Incident.FORM- will create a new record in the new tab

Incident.form- create a form in the current tab

Problem.CONFIG- opens a new tab and all configurations related to particular table can be seen

Problem.config- opens in same tab and all configurations related to particular table can be seen

Incident.DO- creates in new tab

Incident.do-creates in same tab

Screenshot of the ServiceNow configuration interface showing the 'Flows' section for 'problem'.

The table lists various flows, and a context menu is open over the first row:

- Sort (a to z)
- Sort (z to a)
- Ungroup
- Group By Active
- Configure > (highlighted)
- Import
- Export >
- Update Selected
- Update All
- Data Management >
- Create Application Files
- Import XML
- Show XML

The 'Configure' option in the context menu is expanded, showing sub-options: List Layout, List Calculations, List Control, All, Table, Security Rules, Business Rules, Workflows, Flow Designer Flows, Client Scripts, UI Policies, Data Policies, UI Actions, Notifications, and Dictionary.

Configuring Business Rules list

The 'Available' list contains: Abort action, Accessible from, Advanced, Application [+], Class, Client callable, Condition, Created, Delete, Description, Display name, Domain [+], Domain Path, Filter Conditions, and Insert.

The 'Selected' list contains: Name, Active, Table, Application, Order, Updated, Add message, Created by, and Execute function.

Buttons: Cancel, Save.

List view

View name: Default view.

Create new field

Name: [empty], Type: String, Field length: Small (40).

Buttons: Add.

Related Links

Show versions.

Configure → List layout → new columns can be inserted

Configurations for problem

Flows

Name Search Actions on selected rows... New

All > Table = problem...or. Table in problem, task

Name	Active	Table	Application	Order	Standard	Add message	Created by	Execute function
Abort changes on group	true	Problem [problem]	Global	1	Sort (a to z) Sort (z to a) Ungroup	false	admin	false
Affected ci notifications	true	Task [task]	Global	2	Group By Order Launch Interactive Analysis Launch Process Mining Configure > Import Export	false	glide.maint	false
Affected cost center notifications	true	Task [task]	Global		Launch Process Mining	false	glide.maint	false
Affected group notifications	true	Task [task]	Global		Configure >	List Layout	maint	false
Affected location notifications	true	Task [task]	Global		Import	List Calculations	maint	false
Build scratchpad for task	true	Task [task]	Global	1	Export	List Control	maint	false
Calc SLAs on Display	true	Task [task]	Global	1	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 Dictionary	roberts	false
Cancel Workflows Upon Cancellation	true	Task [task]	Global	1			admin	false
Cascade closure of Problem Tasks	true	Problem [problem]	Global	101	2021-03-12 02:15:02		admin	false
Check inactive problem model	true	Problem [problem]	Global	100	2024-05-23 03:29:12		admin	false
Copy Attachment - new Task	true	Task [task]	Global	100	2022-08-10 06:47:11		admin	false

Configure → list calculations → gives the values of column

Related Links
Show Globals

1 to 20 of 61

Avg 16,939.33
Min 0
Max 1,000,000
Sum 1,033,299

24°C Mostly clear 19:21 ENG IN 14-11-2025

S Fv Se Zd Se (5) Zd Se Zd eC H Cr In In Se C fo N M Se Fc Se Lc Se Lc Se In x Bu + Update ...

https://dev268229.service-now.com/nav/ui/classic/params/target/incident_list.do?%3Fsysparm_userpref.module%3Ddb55b4ab0c0a80009007a9c0f03fb4da9%26sysparm_clear_stack... AA ☆ ⚡ Update ...

Dominos Pizza and a happy mood- Incidents

All Favorites History Workspaces Admin

Incidents State Search Actions on selected rows... New

All

Number	Opened	Short description	Caller	Priority	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Sort (a to z)	Service Desk	ITIL User	2025-11-13 22:15:56
INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Sort (z to a)	Network	David Loo	2025-11-13 22:15:56
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Show Visual Task Board	Hardware	ITIL User	2025-11-13 22:15:56
INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Ungroup	Service Desk	David Loo	2025-11-13 22:15:56
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Group By Priority	Bar Chart	ITIL User	admin
INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Configure	Pie Chart	David Loo	2025-11-13 22:15:56
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Import	Launch Interactive Analysis	Don Goodliffe	2025-09-08 13:15:24
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Export	Launch Process Mining	Luke Wilson	2025-09-08 13:16:15
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Update Selected	List Layout	(empty)	2025-09-08 22:16:30
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	● 1 - Critical	Update All	List Calculations	system	admin
INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	● 1 - Critical	Data Management	List Control	Bud Richman	2025-09-08 22:16:31
					Create Application Files	Business Rules	(empty)	2018-12-12 23:39:53
					Import XML	Workflows	Bud Richman	2025-09-08 13:16:24
					Show XML	Flow Designer Flows	(empty)	admin
					Inquiry / Help	Client Scripts	Bud Richman	2025-09-08 22:16:32
					Closed	UI Policies	Bud Richman	system
					Inquiry / Help	Data Policies		
					Closed	UI Actions		
					Hardware	Notifications		
						Dictionary		

23°C Mostly clear

Search

ENG IN 14-11-2025

The screenshot shows a web-based application interface. At the top, there's a navigation bar with various icons and a URL bar containing a long Jira-style URL. Below the URL is a header bar with tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Dominos Pizza and a happy mood- incident | List Con...'. To the right of the title are search, refresh, and other navigation buttons. The main content area is titled 'List Control' and 'incident View: List Controls'. It contains sections for 'Omit edit condition', 'Omit filter condition', 'Omit links', and 'Omit drill-down link', each with checkboxes and 'Turn on ECMAScript 2021 (ES12) mode' options. Each section has its own toolbar with various icons. A large central area is available for listing items, currently showing a single item labeled '1'. At the bottom, there are status icons for weather (23°C, mostly clear), language (ENG IN), and system information (Wi-Fi, battery, 14-11-2025). On the far right, there are 'Update' and 'Delete' buttons.

All	Favorites	History	Workspaces	Admin	Dominos Pizza and a happy mood- Incidents ★							Search	Actions on selected rows...	New
View	Filters	Sort description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by				
	Edit personal filters	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin			
		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			
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				
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodlife	2025-09-08 13:15:24	admin				
INC0000035	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				
INC0009002	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				
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	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				
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	2025-05-23	Seem to have an issue with my hard	Pauline Gosselin	5 - Planning	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:32	system				

Configure → list control → select the checkbox which you want to remove → update