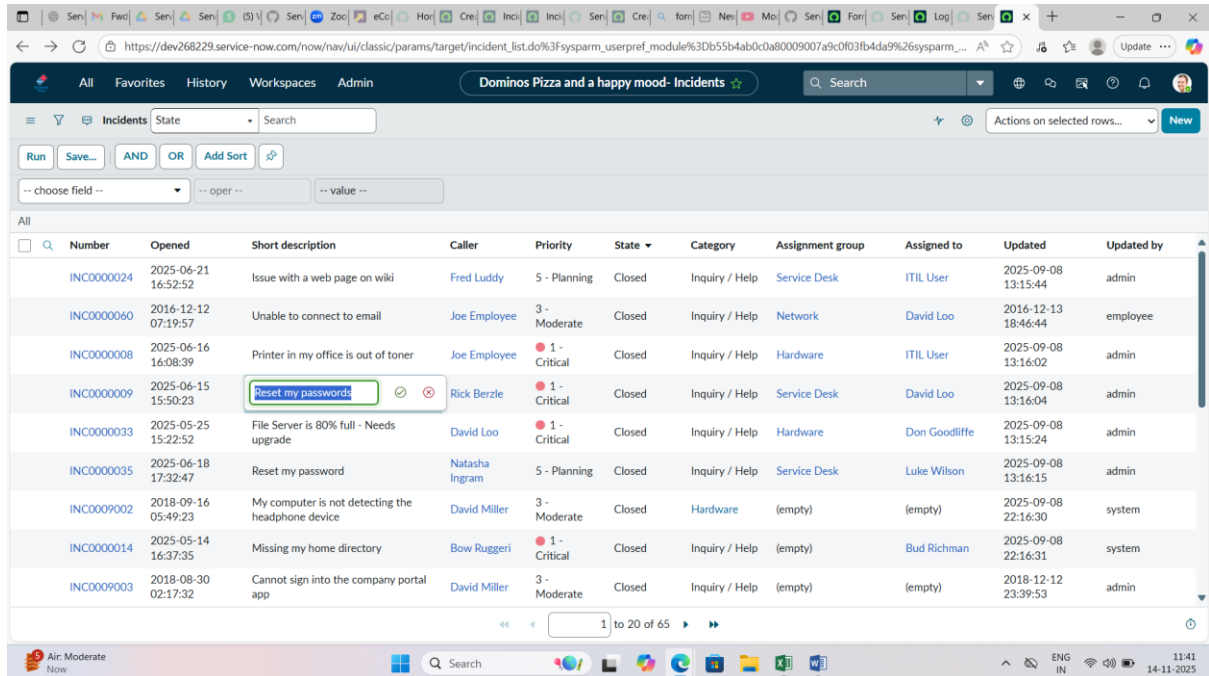


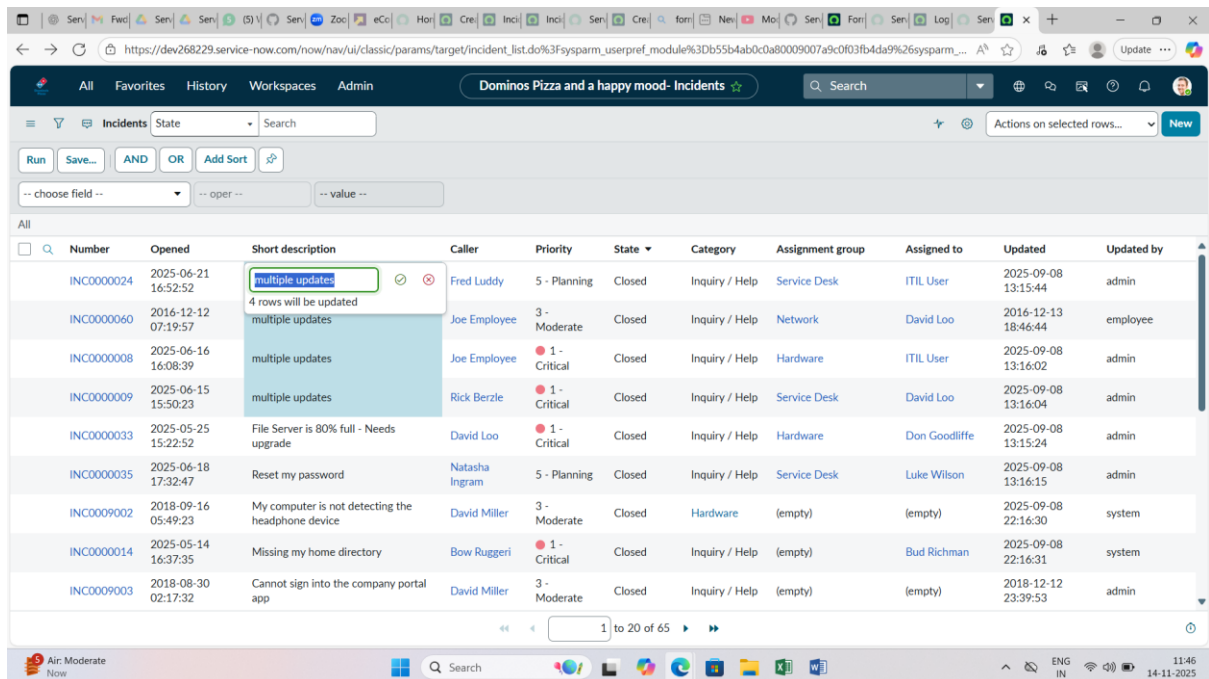
List View -2



The screenshot shows the ServiceNow List View for Incidents. The table has columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The incident with Number INC0000024 is selected, and its 'Short description' cell is being edited with the text 'Reset my passwords'.

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 passwords	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	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 the ServiceNow List View for Incidents. The table has columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The incident with Number INC0000024 is selected, and its 'Short description' cell is being edited with the text 'multiple updates'.

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

The screenshot shows the ServiceNow Incidents list view. A context menu is open over the 'Category' column, with 'Show Matching' selected. The table contains the following data:

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	Hardware	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

The screenshot shows the ServiceNow Incidents list view after applying the 'Filter Out' action. The table contains the following data:

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	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
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	(empty)	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

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

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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
	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	admin
INC0000008	multiple updates	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
INC0000009	multiple updates	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
INC0000033	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	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
INC0009002	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
INC0000014	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
INC0009003	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC0000004	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC0000005	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

The screenshot shows the ServiceNow configuration interface for a list layout. The top navigation bar includes tabs for Business Rules (61), Client Scripts (17), Dictionary Entries (103), Dictionary Entry Overrides (12), Notifications (9), UI Actions (53), Access Controls (731), UI Policies (18), Data Policies (8), Styles (14), and View Rules. The main content area displays a table of configurations for 'problem'. A context menu is open over the table, showing options like 'Sort (a to z)', 'Sort (z to a)', 'Ungroup', 'Group By Active', 'Launch Interactive Analysis', 'Launch Process Mining', 'Configure', 'Import', 'Export', 'Update Selected', 'Update All', 'Data Management', 'Create Application Files', 'Import XML', and 'Show XML'. The 'Configure' option is selected, leading to a 'List Layout' configuration dialog. This dialog has two panes: 'Available' and 'Selected'. The 'Available' pane lists various fields and actions, while the 'Selected' pane lists the fields currently in the layout. Below the panes are buttons for 'Cancel' and 'Save'. At the bottom, there is a 'List view' section with a 'View name' dropdown set to 'Default view', and a 'Create new field' section with fields for 'Name', 'Type' (String), and 'Field length' (Small (40)).

Configurations for **problem**

Business Rules (61) Client Scripts (17) Dictionary Entries (103) Dictionary Entry Overrides (12) Notifications (9) UI Actions (53) Access Controls (731) UI Policies (18) Data Policies (8) Styles (14) View Rules

Flows

Name Search Actions on selected rows... New

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

Name	Active	Application	Order	Updated
Abort changes on group	true	Global	100	2019-10-14 08:25:14
Affected ci notifications	true	Global	200	2023-11-01 13:05:26
Affected cost center notifications	true	Global	99	2020-02-14 13:55:56
Affected group notifications	true		99	2020-02-14 12:44:52
Affected location notifications	true		99	2020-02-14 13:45:56
Build scratchpad for task	true		100	2015-07-21 12:01:12
Calc SLAs on Display	true		100	2020-09-22 05:36:24
Cancel Workflows Upon Cancellation	true		100	2019-04-18 14:52:37
Cascade closure of Problem Tasks	true	Problem [problem]	101	2021-03-12 02:15:02
Check inactive problem model	true	Problem [problem]	100	2024-05-23 03:29:12
Copy Attachment - new Task	true	Task [task]	100	2022-08-10 06:47:11

Configuring Business Rules list

Available

- Abort action
- Accessible from
- Advanced
- Application [+]
- Class
- Client callable
- Condition
- Created
- Delete
- Description
- Display name
- Domain [+]
- Domain Path
- Filter Conditions
- Insert

Selected

- Name
- Active
- Table
- Application
- Order
- Updated
- Add message
- Created by
- Execute function

Cancel Save

List view

View name Default view

Create new field

Name

Type String

Field length Small (40)

Add

Related Links

[Show versions](#)

Configure → List layout → new columns can be inserted

Configurations for **problem**

Business Rules (61) Client Scripts (17) Dictionary Entries (103) Dictionary Entry Overrides (12) Notifications (9) UI Actions (53) Access Controls (731) UI Policies (18) Data Policies (8) Styles (14) View Rules

Flows

Name Search Actions on selected rows... New

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

Name	Active	Table	Application	Order	Updated	Add message	Created by	Execute function
Abort changes on group	true	Problem [problem]	Global	1		false	admin	false
Affected ci notifications	true	Task [task]	Global	2		false	glide.maint	false
Affected cost center notifications	true	Task [task]	Global			false	glide.maint	false
Affected group notifications	true	Task [task]	Global				maint	false
Affected location notifications	true	Task [task]	Global				maint	false
Build scratchpad for task	true	Task [task]	Global	1			n	false
Calc SLAs on Display	true	Task [task]	Global	1			n	false
Cancel Workflows Upon Cancellation	true	Task [task]	Global	1			n	false
Cascade closure of Problem Tasks	true	Problem [problem]	Global	101	2021-03-12 02:15:02	f	n	false
Check inactive problem model	true	Problem [problem]	Global	100	2024-05-23 03:29:12	f	n	false
Copy Attachment - new Task	true	Task [task]	Global	100	2022-08-10 06:47:11	f	n	false

24°C Mostly clear

Configure → list calculations → gives the values of column

Copy Attachment - new Task

Copy Problem State to State	true	Problem [problem]	Global	1,000,000	2014-02-21 15:07:50	false	admin	false
Copy related records to original Problem	true	Problem [problem]	Global	100	2021-03-12 01:44:16	false	admin	false
Copy State to Problem State	true	Problem [problem]	Global	0	2014-02-21 15:01:38	false	admin	false
Delete Impacted Services	true	Task [task]	Global	100	2009-04-23 15:43:47	false	glide.maint	false
insert_problem	true	Problem [problem]	Global	100	2011-08-25 09:54:57	false	pat	false
Link task & interaction on insert/update	true	Task [task]	Global	90	2022-05-19 06:37:18	false	admin	false
Link task to interaction on display	true	Task [task]	Global	100	2022-05-19 06:37:02	false	admin	false
live feed events	true	Task [task]	Global	50	2018-01-08 09:29:28	false	admin	false
mark closed	true	Task [task]	Global	800	2015-05-27 07:21:02	false	glide.maint	false

Avg 16,939.33

Min 0

Max 1,000,000

Sum 1,033,299

Related Links

Show Globals

1 to 20 of 61

24°C Mostly clear

https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident_list.do%3Fsysparm_userpref_module%3Db55b4ab0c0a8009007a9c0f03fb4da9%26sysparm_clear_stack...

All Favorites History Workspaces Admin **Domino's Pizza and a happy mood- Incidents** Search

Incidents State Search Actions on selected rows... New

	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		Service Desk	ITIL User	2025-11-13 22:15:56	admin
	INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate		Network	David Loo	2025-11-13 22:15:56	admin
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	1 - Critical		Hardware	ITIL User	2025-11-13 22:15:56	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	1 - Critical		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			Don Goodliffe	2025-09-08 13:15:24	admin
	INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning			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			(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	1 - Critical			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			(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	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

1 to 20 of 65

23°C Mostly clear 19:39 14-11-2025

https://dev268229.service-now.com/now/nav/ui/classic/params/target/sys_ui_list_control.do%3Fsys_id%3D91a807af60a0a3c74012113e28b47ca2e%26sysparm_query%3Dname%3Dincid...

All Favorites History Workspaces Admin **Domino's Pizza and a happy mood- incident | List Con...** Search

List Control Incident View: List Controls Update Delete

Omit edit condition ☐ Turn on ECMAScript 2021 (ES12) mode

1

Omit filters ☒

Omit filter condition ☐ Turn on ECMAScript 2021 (ES12) mode

1

Omit links ☐ Link roles

Omit drill-down link ☐

Omit links condition ☐ Turn on ECMAScript 2021 (ES12) mode

23°C Mostly clear 19:41 14-11-2025

View

Filters

Group By

Show

Refresh List

Create Favorite

Edit personal filters

Incident description

Caller

Priority

State

Category

Assignment group

Assigned to

Updated

Updated by

	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 Goodliffe	2025-09-08 13:15:24	admin
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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 Mascal	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
INC0000007	2025-05-23	Seem to have an issue with my hard	David Miller	3 - Moderate	Closed	Hardware	Hardware	Don Goodliffe	2025-09-08	admin

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to 20 of 65

23°C

Mostly clear

Search

ENG

19:42

14-11-2025

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