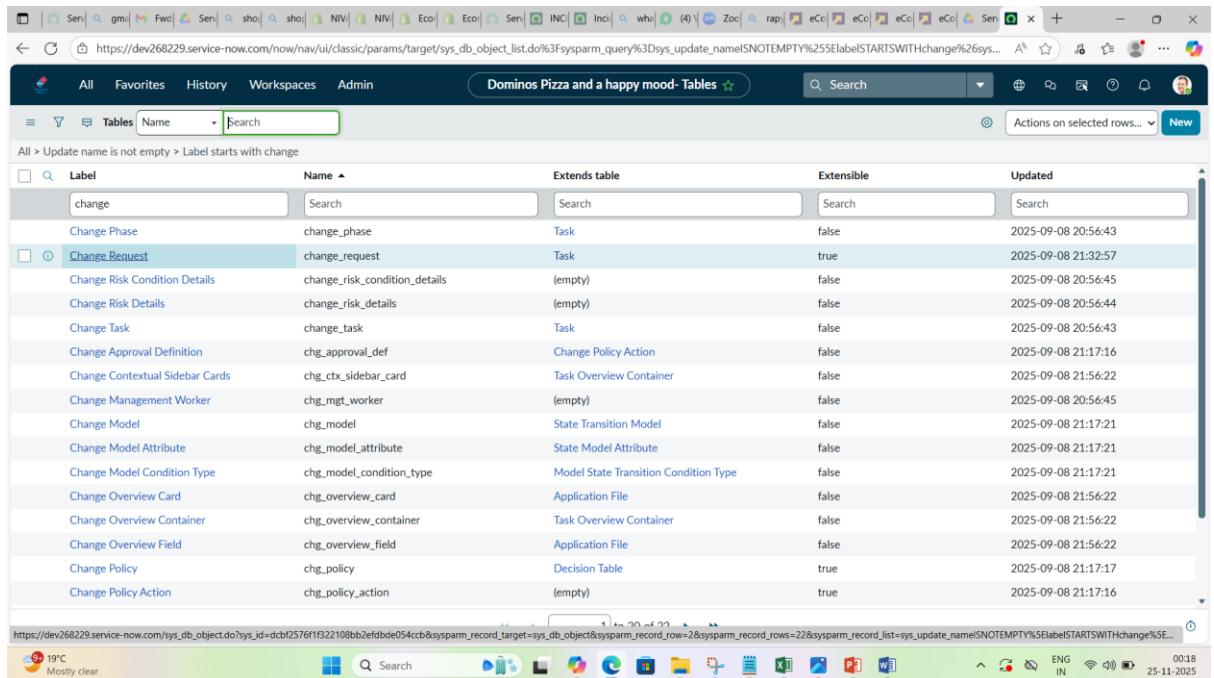


# TABLE

- ➔ Table is a structured data repository in a way that resembles spreadsheet
- ➔ Table is a concept of database where it holds the data in a structured format
- ➔ A table is a collection of records stored in a database. Each record represents a row in a table and each field represents a column in a table
- ➔ ServiceNow stores the information in the form of tables
- ➔ Each table is an application
- ➔ A database consists many tables
- ➔ A table contains many fields/attributes
- ➔ Records are stored within the tables
- ➔ One or more child tables are able to share fields and records with a parent table
- ➔ Types of tables:
  1. Base table – tables that are already available
  2. Custom table – tables that are created by admin/developer

## ➔ Pre-defined tables-



The screenshot shows a ServiceNow web interface titled "Dominos Pizza and a happy mood- Tables". The browser address bar displays the URL: https://dev268229.service-now.com/nav/uiclassic/params/target/sys\_db\_object\_list.do?sysparm\_query=%3Dsys\_update\_name!SNOTEMPTY%25label!STARTSWITHchange%26sys... The page has a header with "All", "Favorites", "History", "Workspaces", and "Admin" tabs. Below the header is a search bar with dropdown menus for "Tables", "Name", and "Search". The main content area is a table listing various pre-defined tables:

Label	Name	Extends table	Extensible	Updated
change	Search	Search	Search	Search
Change Phase	change_phase	Task	false	2025-09-08 20:56:43
Change Request	change_request	Task	true	2025-09-08 21:32:57
Change Risk Condition Details	change_risk_condition_details	(empty)	false	2025-09-08 20:56:45
Change Risk Details	change_risk_details	(empty)	false	2025-09-08 20:56:44
Change Task	change_task	Task	false	2025-09-08 20:56:43
Change Approval Definition	chg_approval_def	Change Policy Action	false	2025-09-08 21:17:16
Change Contextual Sidebar Cards	chg_ctx_sidebar_card	Task Overview Container	false	2025-09-08 21:56:22
Change Management Worker	chg_mgt_worker	(empty)	false	2025-09-08 20:56:45
Change Model	chg_model	State Transition Model	false	2025-09-08 21:17:21
Change Model Attribute	chg_model_attribute	State Model Attribute	false	2025-09-08 21:17:21
Change Model Condition Type	chg_model_condition_type	Model State Transition Condition Type	false	2025-09-08 21:17:21
Change Overview Card	chg_overview_card	Application File	false	2025-09-08 21:56:22
Change Overview Container	chg_overview_container	Task Overview Container	false	2025-09-08 21:56:22
Change Overview Field	chg_overview_field	Application File	false	2025-09-08 21:56:22
Change Policy	chg_policy	Decision Table	true	2025-09-08 21:17:17
Change Policy Action	chg_policy_action	(empty)	true	2025-09-08 21:17:16

All→tables(System Definition)→search for incident, problem, change request

# Creating a new custom table-

The screenshot shows the ServiceNow Tables list view. The left sidebar has a tree structure with 'System Clone' and 'System Definition' expanded, showing 'Tables' under 'System Definition'. The main area lists various system tables with columns for Name, Extends table, Extensible, and Updated. Some entries include 'ais\_async\_genius\_result' and 'ais\_country\_to\_search\_language'.

Name	Extends table	Extensible	Updated
account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
agent_file	(empty)	false	2025-09-08 21:01:32
agile_filter_definition	(empty)	true	2025-11-14 10:56:47
agile_group_vtb_board	(empty)	false	2025-09-08 21:23:32
aisa_rp_config	Application File	false	2025-09-08 21:23:31
aisa_ui_action	Application File	false	2025-09-08 21:23:31
ais_acl_overrides	Application File	false	2025-09-08 20:41:20
ais_active_table_ingestion_tracker	(empty)	false	2025-09-08 20:41:17
ais_async_genius_result	(empty)	false	2025-09-08 20:41:23
ais_async_request	(empty)	false	2025-09-08 20:41:23
ais_child_table	Application File	false	2025-09-08 20:41:21
ais_configuration_attribute	(empty)	false	2025-09-08 20:41:17
ais_connection	(empty)	false	2025-09-08 20:41:23
ais_country_to_search_language	Application File	false	2025-09-08 20:41:23
Custom Matcher	Application File	false	2025-09-08 20:41:21
ais_databasename	Application File	false	2025-09-08 20:41:20

The screenshot shows the 'New Record' form for creating a new table. The 'Label' field is set to 'school' and the 'Name' field is set to 'u\_school'. A context menu is open over the form header with options like 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys\_id', and 'Reload form'. The 'Save' option is highlighted.

All → Tables → New → label name → right click on form header → save

Q. How can you differentiate customer created table and pre-defined tables?

For customer created tables, u\_ will be the prefix where u is user

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](#)

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

→ If we click on save, it reloads the same page

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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](#)

Column label	Type	Reference	Max length	Default value	Display
+ Insert a new row...					

All → Tables → New → label name → right click on form header → submit

\* For some fields, we need mobile navigations so we enable the mobile module

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: school  
Application: Global  
\* Name: u\_school  
Remote Table:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Insert a new row...

→ Submit button will reload the previous page in the current tab

## CREATING NEW FIELDS IN TABLE:

Name	Extends table	Extensible	Updated
account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
agent_file	(empty)	false	2025-09-08 21:01:32
agile_filter_definition	(empty)	true	2025-11-14 10:56:47
agile_group_vtb_board	(empty)	false	2025-11-14 10:56:47
aisa_rp_config	Application File	false	2025-09-08 21:23:32
aisa_ui_action	Application File	false	2025-09-08 21:23:31
ais_acl_overrides	Application File	false	2025-09-08 20:41:20
ais_active_table_ingestion_tracker	(empty)	false	2025-09-08 20:41:17
ais_async_genius_result	(empty)	false	2025-09-08 20:41:23
ais_async_request	(empty)	false	2025-09-08 20:41:23
ais_child_table	Application File	false	2025-09-08 20:41:21
ais_configuration_attribute	(empty)	false	2025-09-08 20:41:17
ais_connection	(empty)	false	2025-09-08 20:41:23
ais_country_to_search_language	Application File	false	2025-09-08 20:41:23

All → Tables (System Definition) → New

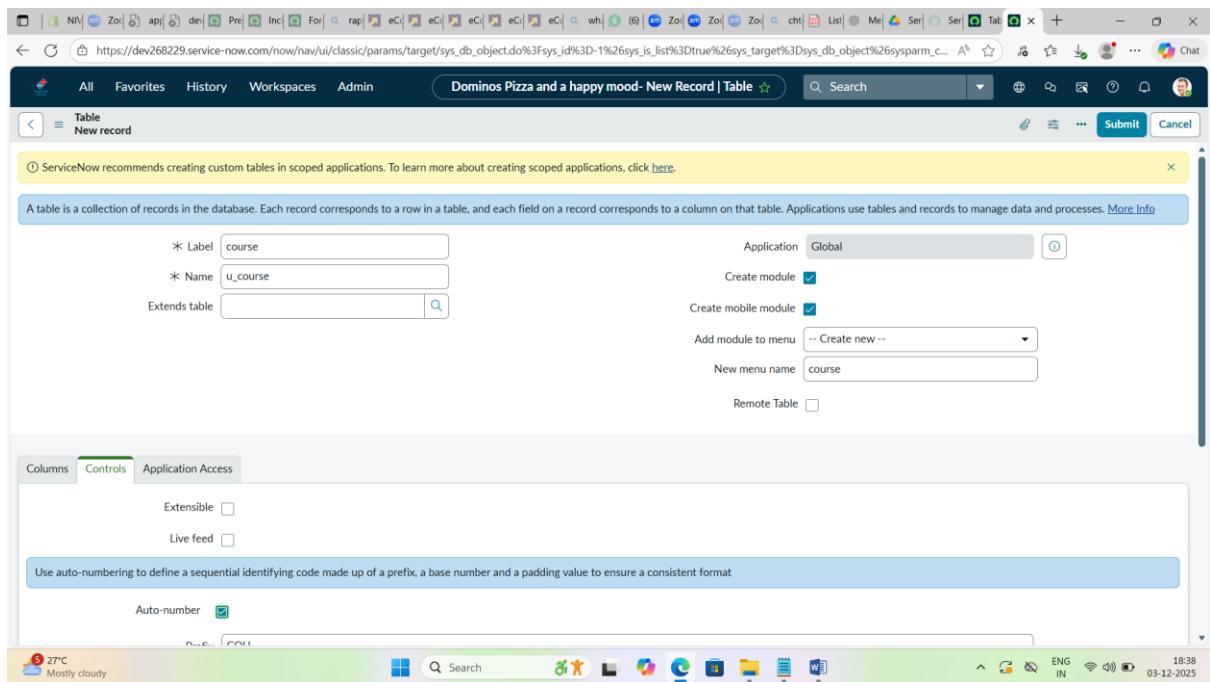
The screenshot shows the ServiceNow 'New Record' interface for creating a new table. The table name is 'student'. Under the 'Controls' tab, the 'Create mobile module' checkbox is checked. Other settings include 'Application: Global', 'Extends table: student', and 'Auto-number: checked'. The status bar at the bottom shows a weather icon for 27°C and a date/time of 03-12-2025.

Give table name (label) → tick mobile module

\*Mobile module will automatically create a mobile-friendly module for that table

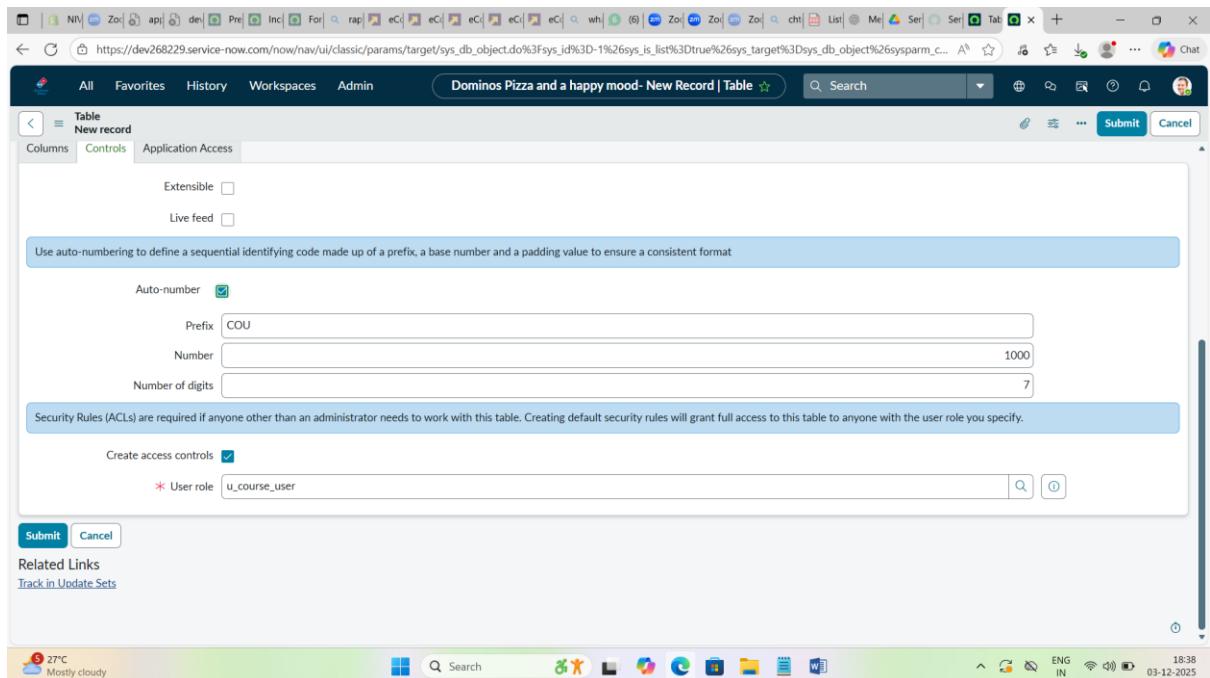
The screenshot shows the ServiceNow 'New Record' interface for creating a new table. The table name is 'student'. Under the 'Controls' tab, the 'Create access controls' checkbox is checked, and a user role 'u\_student\_user' is selected. Other settings include 'Extensible: unchecked', 'Live feed: unchecked', and 'Auto-number: checked'. The status bar at the bottom shows a weather icon for 27°C and a date/time of 03-12-2025.

Check auto number → Prefix(before number) → number(allocates 1000 numbers) → Number of digits

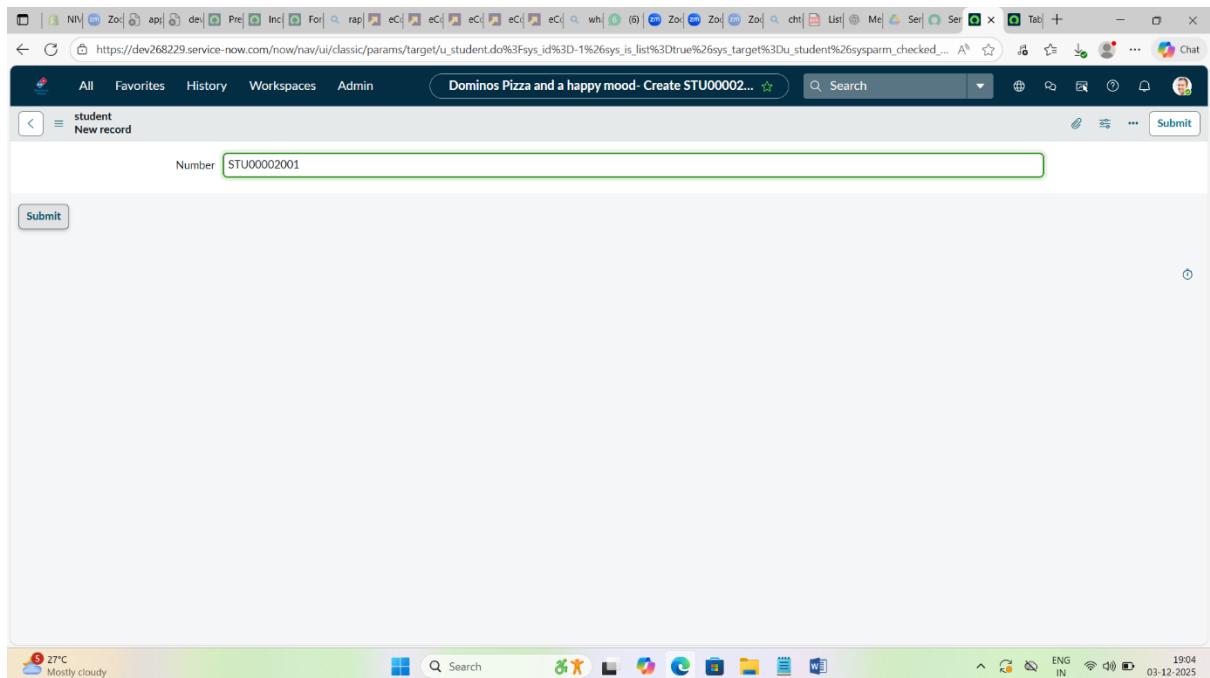


Give table name (label) → enable mobile module

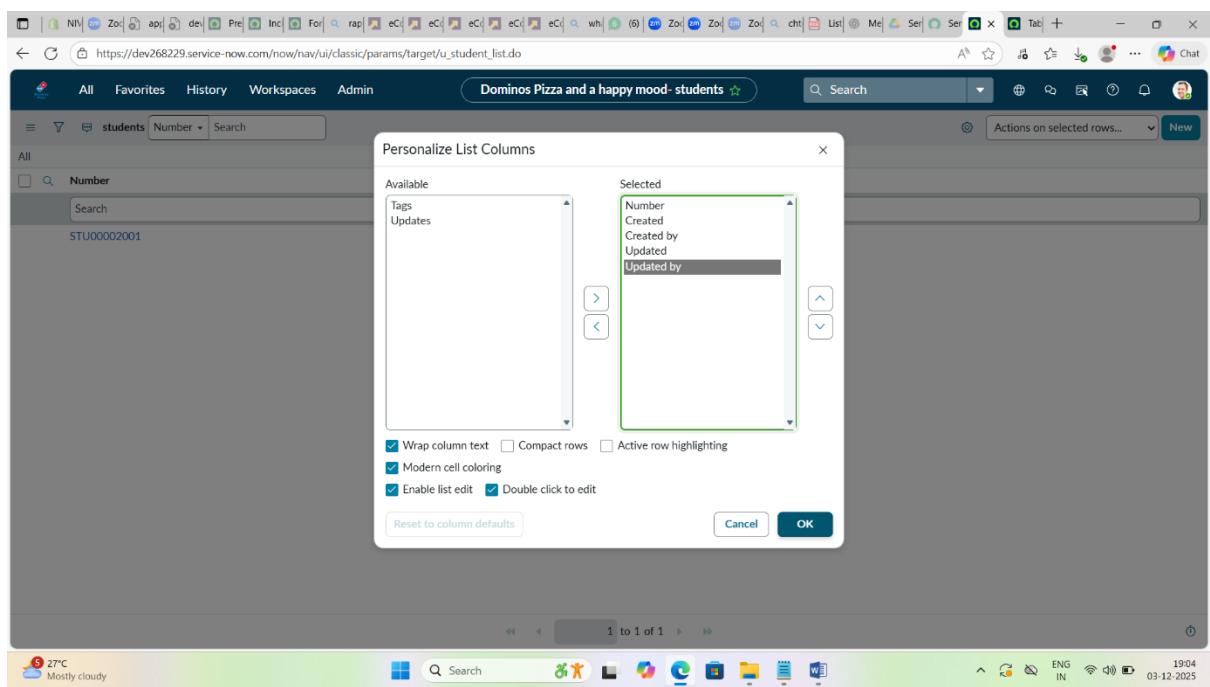
\* Mobile module will automatically create a mobile-friendly module for that table



Check auto number → Prefix(before number) → number(allocates 1000 numbers) → Number of digits



All → student → new → submit (new record will be created)



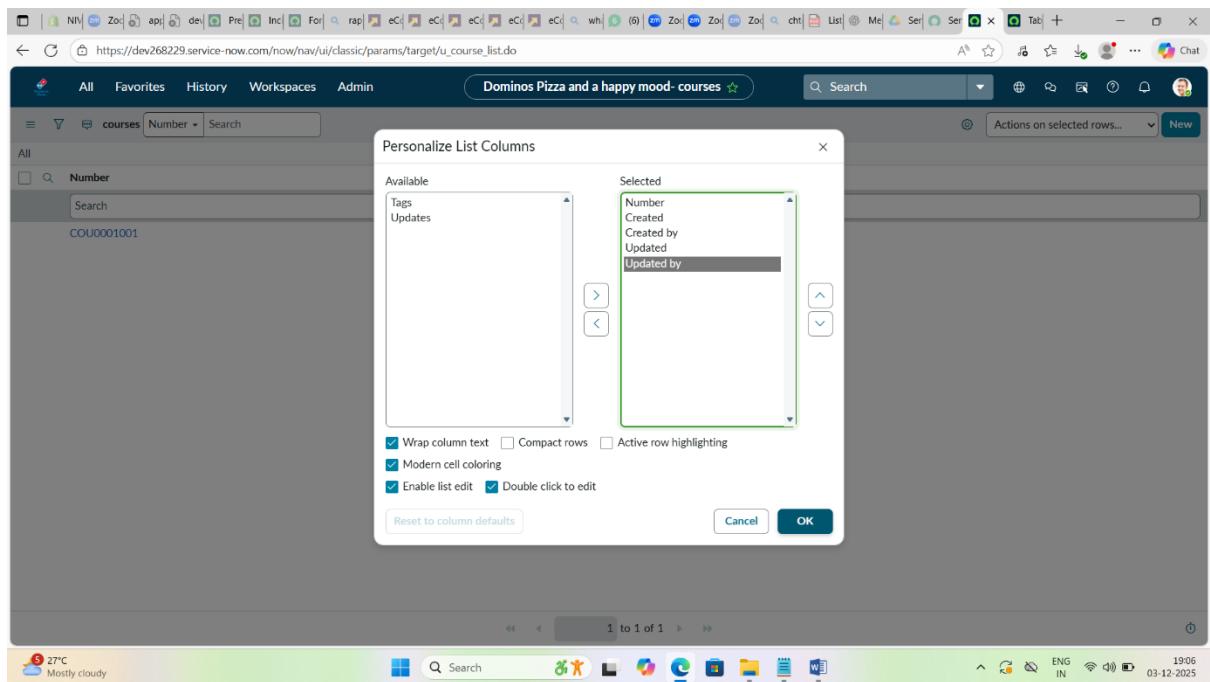
To personalize list columns, move the columns from available to selected slush bucket then click ok

The screenshot shows a ServiceNow classic interface with a list view titled "Domino's Pizza and a happy mood- students". The list has columns: Number, Created, Created by, Updated, and Updated by. One record is listed: STU00002001, created on 2025-12-03 at 05:34:19 by admin, updated on the same date and time by admin. The status bar at the bottom indicates it's 27°C and mostly cloudy.

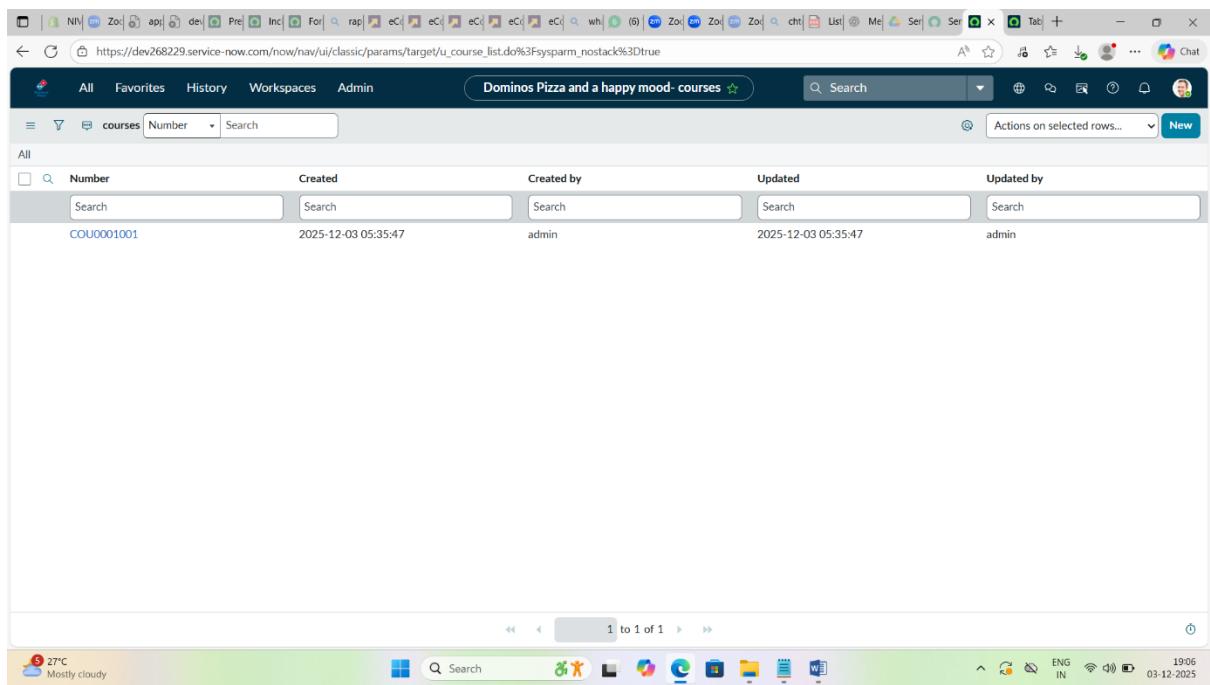
→ Columns gets created

The screenshot shows a ServiceNow classic interface with a new record creation form for "course". The form has a single field "Number" with the value "COU0001001" entered. A "Submit" button is visible. The status bar at the bottom indicates it's 27°C and mostly cloudy.

All → course → new → submit (new record will be created)



To personalize list columns, move the columns from available to selected slush bucket then click ok



→Columns gets created

# To create a new custom field-

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	2025-12-03 05:32:51
<b>course</b>	<b>u_course</b>	(empty)	false	2025-02-03 05:44:41
Dev App PDI Click	u_dev_app_pdi_click	(empty)	false	2025-01-19 12:03:31
Dev PDI Telemetry Errors	u_dev_pdi_telemetry_errors	(empty)	false	2025-11-24 11:18:05
movie	u_movie	(empty)	false	2025-11-24 11:20:55
school	u_school	(empty)	false	2025-12-03 05:07:55
student	u_student	(empty)	false	2025-09-08 21:22:24
Validator Run Summary	validator_run_summary	(empty)	false	2025-09-08 20:40:23
Variant	variant	(empty)	false	2025-09-08 20:36:16
Variables	var_dictionary	Dictionary Entry	true	2025-09-08 21:45:36
Menu Item	va_branding_contact_menu	Application File	false	2025-09-08 21:02:14
VMware Datastore HostMount	vcenter_datastore_hostmount	(empty)	false	2025-09-08 21:02:07
vCenter Event	vcenter_event	(empty)	false	2025-09-08 21:02:29
vCenter Event vCenter Extension Context	vctr_evt_vctr_ext_cx_m2m	(empty)	false	2025-09-08 20:35:00
Vendor Type	vendor_type	(empty)	false	2025-09-08 21:10:05
Visualization Migration Storage	visualization_migration_storage	(empty)	false	2025-09-08 21:49:19
Map source	viz_map_source	(empty)	false	

All → tables (System Definition) → Search(course) → open

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

Go to columns → New

https://dev268229.service-now.com/nav/ui/classic/params/target/sys\_dictionary.do?sysparm\_query\_override%3Dname%3Du\_course

Dictionary Entry  
New record

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table	course [u_course]	Application	Global
* Type	String	Active	<input checked="" type="checkbox"/>
* Column label	course enrolled	Function field	<input type="checkbox"/>
* Column name	u_course_enrolled	Read only	<input type="checkbox"/>
* Max length	40	Mandatory	<input checked="" type="checkbox"/>
		Display	<input type="checkbox"/>

Choice List Specification Default Value

The **Default value** specifies what value the field has when first displayed.

Default value course enrolled

Submit

Related Links Advanced view

27°C Mostly cloudy

Search

ENG IN 19:40 03-12-2025

Give column name → check read only or mandatory → provide default value → submit

https://dev268229.service-now.com/nav/ui/classic/params/target/u\_course.do?sys\_id=1%26sys\_is\_list%3Dtrue%26sys\_target%3Du\_course%26sysparm\_checked\_it...

Domino's Pizza and a happy mood- Create COU0001...

Course New record

Number	COU0001005
* course enrolled	course enrolled

Submit

Air: Poor Now

Search

ENG IN 16:12 04-12-2025

Course enrolled field have created

The screenshot shows a ServiceNow list view titled "Domino's Pizza and a happy mood- courses". The list contains two items:

Number	course enrolled
COU0001001	course enrolled
COU0001004	course enrolled

At the bottom of the list, there is a navigation bar with the text "1 to 2 of 2". The system status bar at the bottom right shows the date as 04-12-2025.

These are the fields created, all the fields will be there in the backend if we want more fields to be seen we can personalize it

The screenshot shows the "Personalize List Columns" dialog box. The "Available" column on the left lists several fields:

- Created
- Created by
- Tags
- Updated
- Updated by
- Updates

The "Selected" column on the right contains the fields "Number" and "course enrolled". At the bottom of the dialog, there are several checkboxes for column settings:

- Wrap column text
- Compact rows
- Active row highlighting
- Modern cell coloring
- Enable list edit
- Double click to edit

Buttons at the bottom include "Reset to column defaults", "Cancel", and "OK".

Move the columns from available to selected and click ok

# Deleting a custom table with records-

The screenshot shows two screenshots of the ServiceNow interface. The top screenshot is titled 'Tables | Dominos Pizza and a happy mood-' and shows a table named 'student'. The table has columns: Label, Name, Extends table, Extensible, and Updated. One record is listed: student (Label), u\_student (Name), (empty) (Extends table), false (Extensible), and 2025-12-03 05:07:55 (Updated). The bottom screenshot is titled 'student | Table | Dominos Pizza and a happy mood-' and shows the 'student' table details. It includes fields for Label (student) and Name (u\_student). The table has 7 columns: Column label, Type, Reference, Max length, Default value, and Display. The columns listed are Created (Date/Time, empty, 40, false), Updated by (String, empty, 40, false), Number (String, empty, 40, javascript:global.getNextObjNumberPadded();, false), Sys ID (Sys ID (GUID), empty, 32, false), Updates (Integer, empty, 40, false), Updated (Date/Time, empty, 40, false), and Created by (String, empty, 40, false). A note at the top says '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.' A 'Delete All Records' button is visible.

All → tables → search for student → open student table → delete

Student table gets deleted

The screenshot shows two screenshots of the ServiceNow interface. The top screenshot displays the 'Tables' page with a search bar for 'Name'. A table is listed with the following columns:

Label	Name	Extends table	Extensible	Updated
course	Search	Search	Search	Search
course	u_course	(empty)	false	2025-12-03 05:32:51

The bottom screenshot shows the 'course' table details. It has a single column 'u\_course'. The 'Delete' button is highlighted with a tooltip: 'After confirmation, delete all records in this table'. The table structure is shown below:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
course enrolled	String	(empty)	40	course enrolled	false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false

All → tables → courses → Delete all records → delete the whole table

Now we can see the table but no records in it.

\*We have to delete the records first before deleting a table because if there is relation between one table to other table it can be identified during deletion of records. Once deleted we can't recover the custom tables

\*We can't delete pre-defined tables

# Soft Delete-

Soft delete means the record is not permanently deleted, ServiceNow hides it from normal views but keeps it in a “deleted records” table so that we can restore it when needed

The screenshot shows the ServiceNow Incidents list view. A context menu is open over a selected row (INC00008111). The menu includes options like 'Delete', 'Archive Record', and various tags such as New tag, Android, Java, etc.

Number	Opened	Created	Actual start	Short description	Caller	Priority	State	Category	Assignment group
INC0000039	2025-06-10 17:41:01	2025-06-10 17:42:29	(empty)	No access to software	Bud Richman	5 - Planning	New	Network	Network
INC0000530	2019-09-23 03:08:06	2019-09-23 03:09:27	(empty)	No access to software	brad Haddin	5 - Planning	New	Inquiry / Help	Major Incident Management
INC0000046	2025-08-18 15:04:15	2025-08-17 15:05:30	(empty)	No access to software	Bud Richman	3 - Moderate	New	Software	Software
INC0007002	2018-10-16 22:47:51	2018-10-16 22:48:24	(empty)	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)
INC0009005	2018-08-31 21:35:21	2018-08-31 21:35:45	(empty)	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)
INC0008111	2019-07-22 14:04:57	2019-07-22 14:05:17	(empty)	No access to software	System Administrator	5 - Planning	New	Inquiry / Help	(empty)
INC0009001	2018-09-11 20:56:26	2018-09-11 20:57:01	(empty)	can't access to drive	David Miller	3 - Moderate	New	Inquiry / Help	(empty)
INC0000058	2016-08-10 09:37:45	2016-08-10 09:37:45	(empty)	Tableau outages	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)
INC0000059	2016-08-10 09:14:29	2016-08-10 09:14:29	(empty)	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)
INC0000057	2016-08-10 09:14:59	2016-08-10 09:14:59	(empty)	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)
INC0000501	2017-09-14 15:50:31	2017-09-14 15:56:37	(empty)	Email Server Down Again	Alejandro Mascall	● 1 - Critical	New	Inquiry / Help	Service Desk
INC0001049	2024-02-27 22:50:22	2024-02-27 22:51:17	(empty)	Tableau down	Abel Tuter (architect)	5 - Planning	New	Inquiry / Help	(empty)
INC0000040	2019-07-29	2019-07-29	(empty)	Assessment : ATF					

All → incidents → select a record → delete

The screenshot shows the ServiceNow Deleted Records list view. A context menu is open over a selected row (INC00008111). The menu includes options like 'Delete', 'Archive Record', and various tags such as New tag, Android, Java, etc.

Number	Opened	Created	Actual start	Short description	Caller	Priority	State	Category	Assignment group	Updated	Updated by
INC0000039	2025-06-10 17:41:01	2025-06-10 17:42:29	(empty)	No access to software	Bud Richman	5 - Planning	New	Network	Network	2025-11-29 02:08:21	admin
INC0000530	2019-09-23 03:08:06	2019-09-23 03:09:27	(empty)	No access to software	brad Haddin	5 - Planning	New	Inquiry / Help	Major Incident Management	2025-11-29 02:08:21	admin
INC0000046	2025-08-18 15:04:15	2025-08-17 15:05:30	(empty)	No access to software	Bud Richman	3 - Moderate	New	Software	Software	2025-11-29 02:08:22	admin
INC0007002	2018-10-16 22:47:51	2018-10-16 22:48:24	(empty)	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	2018-12-12 23:28:49	admin
INC0009005	2018-08-31 21:35:21	2018-08-31 21:35:45	(empty)	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)	2018-12-12 23:18:55	admin
INC0009001	2018-09-11 20:56:26	2018-09-11 20:57:01	(empty)	can't access to drive	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	2025-11-28 23:06:20	admin
INC0000058	2016-08-10 09:37:45	2016-08-10 09:37:45	(empty)	Tableau outages	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	2025-11-28 23:05:24	admin
INC0000059	2016-08-10 09:14:29	2016-08-10 09:14:29	(empty)	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)	2016-08-10 09:14:29	admin
INC0000057	2016-08-10 09:14:59	2016-08-10 09:14:59	(empty)	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	2016-08-10 09:14:59	admin
INC0000501	2017-09-14 15:50:31	2017-09-14 15:56:37	(empty)	Email Server Down Again	Alejandro Mascall	● 1 - Critical	New	Inquiry / Help	Service Desk	2017-09-20 05:03:10	system
INC0001049	2024-02-27 22:50:22	2024-02-27 22:51:17	(empty)	Tableau down	Abel Tuter (architect)	5 - Planning	New	Inquiry / Help	(empty)	2024-02-27 22:53:55	admin
INC0000040	2019-07-29	2019-07-29	(empty)	Assessment : ATF						2019-07-29	

Search for deleted records

Audit Deleted Records | Dominos

All Favorites History Workspaces Admin

Domino's Pizza and a happy mood- Audit Deleted Rec...

Audit Deleted Records Table name Search

All > Table name starts with incident

Table name	Display value	Record deleted
incident	INC0008111	2025-11-13 11:33:35
incident	INC0009009	2025-11-13 11:34:14
incident	INC0007001	2025-11-27 23:20:26
incident	INC0000036	2025-12-04 04:04:11
incident	INC0010050	2025-12-04 04:04:11

Actions on selected rows... New

Actions on selected rows...

Delete

Delete with preview...

**Undelete Records**

Restores the single deleted record but does NOT restore references or relationships

1 to 5 of 5

28°C Partly sunny

Search

ENG IN 17:36 04-12-2025

select the record → undelete record

or

INC0008111 | Audit Deleted Rec...

All Favorites History Workspaces Admin

Domino's Pizza and a happy mood- INC0008111 | Au...

Audit Deleted Record INC0008111

Table name Incident [incident]

Display value INC0008111

Record deleted 2025-12-04 04:19:13

Document key a83820b58f723300e7e16c7827bdeed2

Restore the deleted record and all related changes (e.g. Cascade Delete, Business Rules)

Payload Turn on ECMAScript 2021 (ES12) mode

```
<?xml version="1.0" encoding="UTF-8"?><incident><actions_taken/><active>true</active><activity_due/><additional_assignee_list/><approval_not_requested/><approval><approval_history/><approval_set/><assigned_to/><assignment_group/><business_duration/><business_impact/><business_stc/><calendar_duration/><calendar_stc/><caller_id display_value="System Administrator">6816f79c0a8016401c5a33be04be41c</caller_id><category><inquiry><cause><caused_by/><child_incident><close_code/><close_notes/><closed_at/><closed_by><cmdb_ci/><comments><comments_and_work_notes/><company/><contact_type/><contract/><correlation_display/><correlation_id/><delivery_plan/><delivery_task/><description/><due_date/><escalation><escalation><expected_start/><follow_up/><group_list/><hold_reason/><impact><impact><incident_state>1</incident_state><knowledge>false</knowledge><lessons_learned/><location/>
```

Update Undelete With Related Delete

Related Links Recover entire operation...

Related Changes Operation Search Actions on selected rows...

Rollback Sequences

28°C Partly sunny

Search

ENG IN 17:50 04-12-2025

Select the record → undelete with related

\*We can delete a custom table and record but not out of the box table, we can also delete out of the box record

# Schema Mapping-

Shows the relation between one table and other table

The screenshot shows the ServiceNow interface for creating a new table named 'student'. The table has the following columns:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
studentid	String	(empty)	30	id	false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
student name	String	(empty)	40	name	false
Updated	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(emptyv)	40		false

Create a new table- All→Tables(system definition)→New→Student→submit

Opening student table- All→tables→search for student→open student table→New(columns)→Enter column names→submit

The screenshot shows the ServiceNow interface for creating a new table named 'course'. The table has the following columns:

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)	40		false
Created by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
course name	String	(empty)	40	name	false

Create a new table- All→Tables(system definition)→New→course→submit

Opening course table- All→tables→search for course→open course table→New(columns)→Enter column names→submit

The image consists of two screenshots of the ServiceNow web interface, both titled "Domino's Pizza and a happy mood- New Record | Dict...".

**Screenshot 1: Creating a New Table**

This screenshot shows the "Tables" page. A modal window is open for creating a new table named "u\_student". The table is defined under the "System Definition" category. The "Tables & Columns" section is selected. The "Submit" button is visible at the bottom left of the modal.

**Screenshot 2: Defining Table Columns**

This screenshot shows the "Tables & Columns" page for the "u\_student" table. The "Fields (u\_student)" section is expanded, showing various fields like "Created", "Created by", "Number", "Sys ID", "Tags", "Updated", "Updated by", "Updates", "student name", and "studentid". The "Indexes" section is also visible. At the bottom, there are buttons for "Edit Table", "Schema map", and "Delete all records". Below the table list, there is an "Index creator" section where users can select fields for indexing. The "Table name" is set to "u\_student" and the "Access Method" is set to "BTree".

All → tables & Columns → select the table for which you want to see the schema mapping → Click on schema map

The screenshot shows a web browser window with the URL [https://dev268229.service-now.com/generic\\_hierarchy\\_erd.do?sysparm\\_attributes=table\\_history-,table=u\\_student,show\\_internal=true,show\\_referenced=true,show\\_referenced...](https://dev268229.service-now.com/generic_hierarchy_erd.do?sysparm_attributes=table_history-,table=u_student,show_internal=true,show_referenced=true,show_referenced...). The search bar contains 'student'. Below the search bar are several checkboxes: 'Show referenced tables' (checked), 'Show referencing tables' (checked), 'Show extended tables' (unchecked), and 'Show extending tables' (checked). A yellow box highlights the 'student' table entry, which is labeled '(u\_student)'. The main content area is mostly empty, indicating no schema mapping details are currently visible.

The screenshot shows a web browser window with the URL [https://dev268229.service-now.com/nav/ui/classic/params/target/sys\\_db\\_object.do%3Fsys\\_id%3D1d16a326c3ad3210e9af36dc050131b4%26sysparm\\_record\\_target%3D...](https://dev268229.service-now.com/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D1d16a326c3ad3210e9af36dc050131b4%26sysparm_record_target%3D...). The title bar says 'Dominos Pizza and a happy mood- student | Table'. The table configuration page shows the table name 'student' and its label 'student'. It includes fields for Application (Global), Remote Table, and a note about dictionary form for creating new columns. Below this, a table lists column details such as type, reference, max length, default value, and display status. The table has 9 rows.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
studentid	String	(empty)	30	id	false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
student name	String	(empty)	40	name	false
Updated	Date/Time	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false

All → Tables → student → New column

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

\* Table: student [u\_student] Application: Global  
 \* Type: Reference Active:   
 \* Column label: course name Function field:   
 \* Column name: u\_course\_name Read only:   
 Max length: 40 Mandatory:   
 Display:

\* Reference Specification | Choice List Specification | Default Value

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice: Dropdown with -- None --

**Submit**

Related Links  
Advanced view

27°C Partly cloudy

Type(reference) → Column label → Choice List specification(Dropdown with none)

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

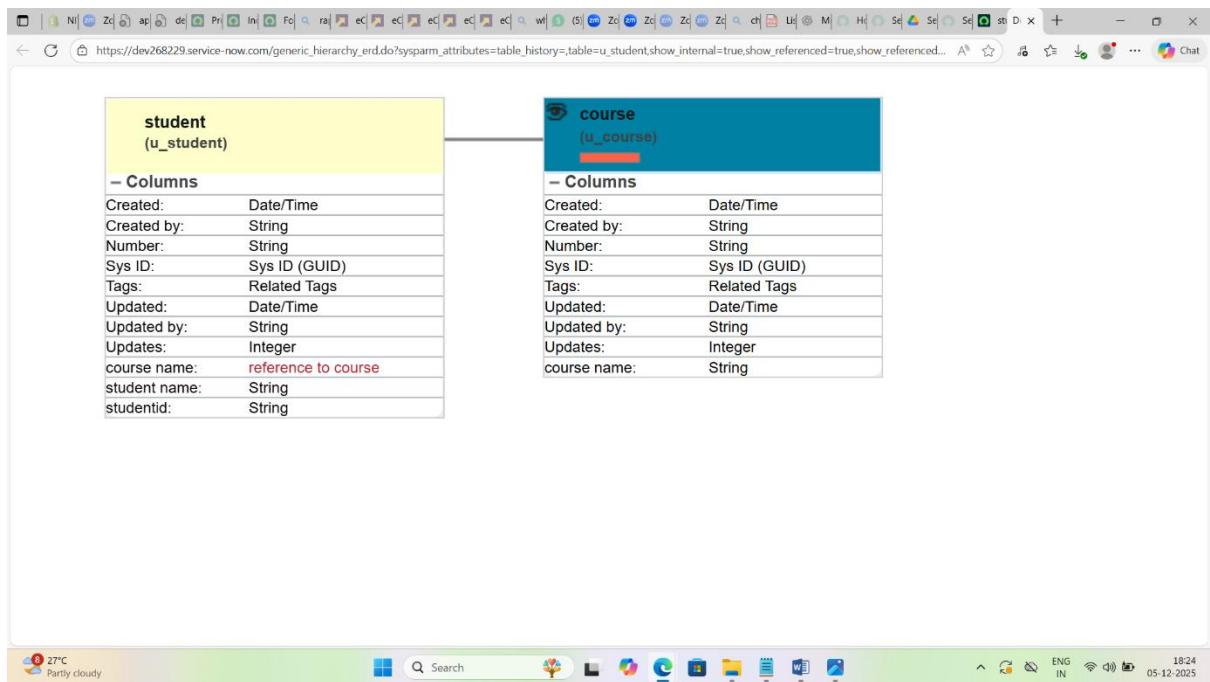
\* Reference:  Reference qual condition:  Add Filter Condition:  Add OR Condition:

**Submit**

Related Links  
Advanced view

27°C Partly cloudy

Reference specification(select course)



Now we can see the schema mapping between student and course table

### Other way to view schema map-

The screenshot shows a table view for the "student" table in ServiceNow. The table has the following columns:

	Updated by	Type	(empty)	40	
x	student name	String	(empty)	40	name
x	Updated	Date/Time	(empty)	40	
x	Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();
	Sys ID	Sys ID (GUID)	(empty)	32	
o	Created by	String	(empty)	40	false

Below the table, there are buttons for "Delete", "Update", and "Delete All Records".

**Related Links**

- Form Builder
- Design Form
- Layout Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

**Access Controls (4)** **Security Data Filters** **Labels (1)** **Database Indexes (2)** **Table Subscription Configuration (1)**

At the bottom, there is a search bar and a toolbar with various icons.

All → tables → student → Show schema map

# Meta Tables

- Dictionary tables store the information about the tables
- Meta tables also called as Data dictionary Tables

The screenshot shows two ServiceNow tables side-by-side.

**Top Table: Dictionary**

Name	Type	Default Value	Display	Text Index	Audit	Updated
name	String	(empty)	40	false	false	2025-12-04 09:45:51
name	String	(empty)	40	false	false	2025-12-04 09:45:52
name	Date/Time	(empty)	40	false	false	2025-12-04 09:45:52
name	String	(empty)	40	false	false	2025-12-04 09:45:52
name	Sys ID (GUID)	(empty)	32	false	false	2025-12-04 09:45:52
name	String	(empty)	40	false	false	2025-12-04 09:45:52

**Bottom Table: Dictionary Entries**

Table	Column name	Type	Reference	Default value	Display	Text index	Audit	Updated
u_student	Search	Search	Search	Search	Search	Search	Search	2025-12-04 09:45:51
u_student	Collection	(empty)			false	false	false	2025-12-04 09:45:51
u_student	sys_created_on	Date/Time	(empty)		false	false	false	2025-12-04 09:45:52
u_student	u_course_name	Reference	course		false	false	false	2025-12-05 04:53:46
u_student	u_studentid	String	(empty)	id	false	false	false	2025-12-04 10:56:38
u_student	sys_mod_count	Integer	(empty)		false	false	false	2025-12-04 09:45:52
u_student	sys_updated_by	String	(empty)		false	false	false	2025-12-04 09:45:52
u_student	u_student_name	String	(empty)	name	false	false	false	2025-12-04 10:57:49
u_student	sys_updated_on	Date/Time	(empty)		false	false	false	2025-12-04 09:45:52
u_student	u_number	String	(empty)	javascript:global.getNextObjNumberPadded();	false	false	false	2025-12-04 09:45:53
u_student	sys_id	Sys ID (GUID)	(empty)		false	false	false	2025-12-04 09:45:52

All → dictionary → search for table name

In dictionary entries we can find the data of all tables and fields

https://dev268229.service-now.com/nav/ui/classic/params/target/sys\_documentation\_list.do%3Fsys\_id%3D-1%26sysparm\_clear\_stack%3Dtrue

Field Labels								
	Element	Language	Label	Plural	Help	Hint	URL	URL target
	d0f2...	offense_data	بيانات المخالفة					
	0f2...	offense_data	بيانات المخالفة					
	var_m_sys_hub_action_output_8104507d0f...	start_time	وقت البدء					
	var_m_sys_hub_action_output_8104507d0f...	modified_time	لوقت المعدل					
	var_m_sys_hub_action_output_b4f150f90f...	start_time	وقت البدء					
	var_m_sys_hub_action_output_b4f150f90f...	modified_time	لوقت المعدل					
	account_address_relationship	primary	الأساسية					
	account_address_relationship	sys_updated_by	تم التحديث بواسطته					
	account_address_relationship	sys_mod_count	التحديثات					
	account_address_relationship	sys_created_by	تم الإنشاء بواسطته					
	account_address_relationship	ar	عنوان الحساب					
	account_address_relationship	sys_id	مُعرف النظام					
	account_address_relationship	account	الحساب					
	account_address_relationship	location	المكان					

https://dev268229.service-now.com/nav/ui/classic/params/target/sys\_documentation\_list.do%3Fsys\_id%3D-1%26sysparm\_clear\_stack%3Dtrue

Field Labels								
	Element	Language	Label	Plural	Help	Hint	URL	URL target
	Search	Search	Search	Search	Search	Search	Search	Search
	var_m_sys_hub_action_input_8104507d0f...	offense_data	بيانات المخالفة					
	var_m_sys_hub_action_input_b4f150f90f...	offense_data	بيانات المخالفة					
	var_m_sys_hub_action_output_8104507d0f...	start_time	وقت البدء					
	var_m_sys_hub_action_output_8104507d0f...	modified_time	لوقت المعدل					
	var_m_sys_hub_action_output_b4f150f90f...	start_time	وقت البدء					
	var_m_sys_hub_action_output_b4f150f90f...	modified_time	لوقت المعدل					
	account_address_relationship	primary	الأساسية					
	account_address_relationship	sys_updated_by	تم التحديث بواسطته					
	account_address_relationship	sys_mod_count	التحديثات					
	account_address_relationship	sys_created_by	تم الإنشاء بواسطته					
	account_address_relationship	ar	عنوان الحساب					
	account_address_relationship	sys_id	مُعرف النظام					
	account_address_relationship	account	الحساب					
	account_address_relationship	location	المكان					

All → sys\_documentation\_list.do → contains information of field labels

All → sys\_db\_object\_list.do

It opens the list of all database tables

Name	Extends table	Extensible	Updated
<input type="text" value="Search"/> <input type="button" value="Search"/> <input type="button" value="Search"/> <input type="button" value="Search"/>			
account_subscription_entitlement	(empty)	false	2025-09-08 21:40:14
adaptive_auth_event	(empty)	false	2025-09-08 21:18:14
agent_assist_recommendation	Application File	false	2025-09-08 21:19:58
agent_file	(empty)	false	2025-09-08 21:01:32
agile_filter_definition	(empty)	true	2025-11-14 10:56:47
agile_group_vtb_board	(empty)	false	2025-11-14 10:56:47
aisa_rp_config	Application File	false	2025-09-08 21:23:32
aisa_ui_action	Application File	false	2025-09-08 21:23:31
ais_acl_overrides	Application File	false	2025-09-08 20:41:20
ais_active_table_ingestion_tracker	(empty)	false	2025-09-08 20:41:17
ais_async_genius_result	(empty)	false	2025-09-08 20:41:23
ais_async_request	(empty)	false	2025-09-08 20:41:23
ais_child_table	Application File	false	2025-09-08 20:41:21
ais_configuration_attribute	(empty)	false	2025-09-08 20:41:17
ais_connection	(empty)	false	2025-09-08 20:41:23
ais_country_to_search_language	Application File	false	2025-09-08 20:41:23

## CONFIGURE DICTIONARY -

All → incident → open any record → right click on label → configure dictionary

The change is done on the task table

column label is changed and save

Open any incident and we can see the field name has changed

All the out of the box fields also will be changed

## CONFIGURE LABEL -

**Incident** INC0000039

Number	INC0000039	Assignment group	Network
Subcategory	-- None --	Channel	Phone
Service_provider	Configure Label	State	New
* New D	Configure Dictionary	Impact	3 - Low
Business Imp	Configure Styles	servicenow	-- None --
Service offe	Show Security Rules	Approval set	
	Show - 'business_service'		
Configuration item	MailServerUS		
--None--			

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

Watch list    Work notes list

Description: Unable to access Oregon mail server. Is it down?

\* Category: Network

\* Short description: No access to software

Update    Resolve    Delete

29°C Mostly sunny    Search    16:16    ENG IN    08-12-2025

**Field Label** Service\_provided

* Table	Task [task]
Label	Service_
Plural	Service_provided
Element	business_service
Language	en
Application	Global
Help	
Hint	
URL	
URL target	

Update    Delete

29°C Mostly sunny    Search    16:24    ENG IN    08-12-2025

Number: INC0000039

Assignment group: Network

Subcategory: None

Channel: Phone

Service:

State: New

New Date:

Impact: 3 - Low

Business Impact: Not Yet Requested

servicenow: None

Service offering:

Configuration item: MailServerUS

Approval set:

--None--

Notes

Description: Unable to access Oregon mail server. Is it down?

\* Category: Network

\* Short description: No access to software

Update | Resolve | Delete

Right click on label → configure label → modify the label → update → label gets changed

## EXTENDS TABLE-

All > Update name is not empty > Extends table Label = Task

Label	Name	Extends table	Extensible	Updated
Transfer Order Line Subtask	alm_transfer_order_line_subtask	Task	false	2025-09-08 20:56:01
Transfer Order Line Task	alm_transfer_order_line_task	Task	false	2025-09-08 20:56:05
Asset Reclamation Request	asset_reclamation_request	Task	false	2025-09-08 20:56:00
Asset Task	asset_task	Task	false	2025-09-08 20:56:01
Business Application Request	business_app_request	Task	false	2025-09-08 21:22:37
Follow On Task	cert_follow_on_task	Task	false	2025-09-08 20:54:50
Change Phase	change_phase	Task	false	2025-09-08 20:56:43
Change Request	change_request	Task	true	2025-09-08 21:32:57
Change Task	change_task	Task	false	2025-09-08 20:56:43
Chat Queue Entry	chat_queue_entry	Task	false	2025-09-08 20:39:21
CMDB Data Management Task	cmdb_data_management_task	Task	true	2025-09-08 21:24:12
CMDB Multisource Recompute Task	cmdb_multisource_recomp_task	Task	false	2025-09-08 20:44:36
Communication Task	comm_task	Task	true	2025-11-14 10:30:31
Guided Setup Task	gsw_task	Task	false	2025-09-08 21:32:57
Guidance Task	help_guidance_task	Task	false	2025-09-08 21:12:43
Incident	incident	Task	false	2025-09-08 21:32:57

All → Tables → Extends tables (=Task)

Task is the parent table which extends 53 child tables

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

All → tables → incident → Controls (extensible is not enabled as it is not a parent table and can't extend)

All > Label starts with incident	Name	Extends table	Extensible	Updated
incident	Search	Search	Search	Search
Incident	incident	Task	false	2025-09-08 21:32:57
Incident Communication Plan	incident_alert	Communication Plan	false	2025-11-14 10:30:33
Incident Communication Task	incident_alert_task	Communication Task	false	2025-11-14 10:30:34
Incident Fact Table	incident_fact_table	(empty)	false	2025-09-08 20:34:39
Incident Task	incident_task	Task	false	2025-09-08 20:56:40

All → tables → extends table(task) → Task is parent table which extends child table.

OOB ITSM tables like Incident and Problem already have complete functionality, so extending them is not recommended. If extra fields are needed, we simply add fields to the OOB table instead of extending it.

Label	Name	Extends table	Extensible	Updated
incident	Search	=Incident	Search	Search

We can search for incident whether if it is parent table or not. Here, we don't find any tables extending incident table.

## →How do we change a field property for only one child table without affecting all other tables?

The screenshot shows the ServiceNow dictionary entry configuration for the 'Service offering' field. The 'Table' is set to 'Task [task]' and the 'Type' is 'Reference'. The 'Column label' is 'Service offering' and the 'Column name' is 'service\_offering'. The 'Application' is 'Global' and 'Active' is checked. Under 'Behavior', 'Mandatory' is checked. The 'Attributes' section contains 'encode\_utf8=false'. The 'Reference Specification' tab is selected, showing the reference is set to 'Offering'. The system status bar at the bottom indicates it's 19°C and mostly clear.

All → incident → right click on service offering field → dictionary entry

If we enable mandatory in parent table(task), it effects all the child tables

The screenshot shows the ServiceNow problem creation screen for problem PRB0007601. The 'Service offering' field is marked as mandatory (\*). Other fields include Number (PRB0007601), Origin task, Category (Software), Subcategory (Email), Service, Service offering, Configuration item (Email), Model (General), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to (Problem Coordinator A), and Description (Unable to send or receive emails. Looks like issue is with the email server.). The system status bar at the bottom indicates it's 19°C and mostly clear.

Service offering fields becomes mandatory as problem is child table

The screenshot shows the 'Incident' creation page in ServiceNow. The 'Number' field is populated with 'INC0000530'. Several fields are marked as mandatory with red asterisks: 'New Date', 'Business Impact', 'Service offering', and 'Configuration item'. On the right side, there are additional fields like 'Assignment group', 'Channel', 'State', 'Impact', 'servicenow', and 'Approval set', which are currently empty.

## Service offering fields becomes mandatory as incident is child table

The screenshot shows the 'Dictionary Entry' page for 'Service offering'. The 'Table' is set to 'Task [task]'. The 'Type' is 'Reference'. The 'Column label' is 'Service offering' and the 'Column name' is 'service\_offering'. The 'Attributes' section contains the value 'encode\_utf8=false'. The 'Mandatory' checkbox is checked, indicating it is a required field.

Now, disable the mandatory

The screenshot shows the 'Dictionary Entry Overrides' page for the 'Service offering' table. The 'Dictionary Overrides (1)' tab is selected. A single row is listed:

Table	Override reference qualifier	Override dependent	Override default value	Override attributes	Override calculation	Override display value
incident	true	false	false	false	false	false

Below the table, there is a detailed view of the 'Override the dictionary settings for the 'Task Service offering' field in extended tables' section. It includes fields for Reference qualifier, Dependent, Attributes, Default value, Calculation, Mandatory, Read only, and Display.

Task display column: number

Application: Global  
Base table: task

https://dev268229.service-now.com/sys\_dictionary\_override.do?sys\_id=6469b202533370108b91ddeff7b123f&sysparm\_view=advanced&sysparm\_record\_target=sys\_dictionary\_override&sysparm\_record\_row=1&sysparm\_record\_list=base\_table%3Dtask%5Eelement%3Dservice\_of...

Scroll down in incident record → dictionary overrides → open incident table → click on open record

The screenshot shows the 'Dictionary Entry Override' page for the 'service\_offering' table. The 'Task display column: number' section is visible, showing Application: Global and Base table: Task [task]. The 'Override reference qualifier' checkbox is checked, and the reference qualifier is set to 'javascript:[!gs.nil(current.business\_service)? parent='+current.business\_service+']:'. Other override options like 'Override mandatory' are also present.

Task display column: number

Application: Global  
Base table: Task [task]  
Table: Incident [incident]  
Column name: service\_offering

Override reference qualifier   
Reference qualifier: javascript:[!gs.nil(current.business\_service)? parent='+current.business\_service+']:;  
Override dependent   
Override attributes   
Override default value   
Override calculation   
Override mandatory   
Mandatory   
Override read only   
Override display value

Update Delete

https://dev268229.service-now.com/sys\_dictionary\_override.do?sys\_id=6469b202533370108b91ddeff7b123f&sysparm\_view=advanced&sysparm\_record\_target=sys\_dictionary\_override&sysparm\_record\_row=1&sysparm\_record\_list=base\_table%3Dtask%5Eelement%3Dservice\_of...

Enable override mandatory

The screenshot shows the ServiceNow Incident table interface. At the top, there are several mandatory fields: Number (INC0000046), Subcategory (None), Service\_ (empty), \* New Date (empty), Business Impact (Not Yet Requested), Service offering (empty), Configuration item (Sales Force Automation), and Assignment group (Software). Below these, there are optional fields: Channel (Phone), State (New), Impact (1 - High), servicenow (None), and Approval set (empty). The Notes tab is selected, showing a note about being unable to log in to SFA. The status bar at the bottom indicates it's 19°C and mostly clear.

Here, you can see service offering is not mandatory in incident table

The screenshot shows the ServiceNow Problem table interface. At the top, there are several mandatory fields: Number (PRB0001001), Origin task (empty), Category (Software), Subcategory (None), Service\_ (empty), Service offering (empty), Configuration item (Zoom V.92 USB Modem), Model (General), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), and Assignment group (empty). Below these, there are optional fields: \* Problem statement (Issue in connecting to internet using modem.) and Description (Issue in connecting to internet using modem.). The Notes tab is selected, showing a note about the issue. The status bar at the bottom indicates it's 19°C and mostly clear.

Here you can see service offering is not mandatory in problem table

Dictionary Entry Override  
service\_offering

Display: false

Task display column: number

Application: Global

Base table: Task [task]

\* Table: Incident [incident]

Column name: service\_offering

Override reference qualifer:

Reference qualifer: javascript:if(gs.nil(current.business\_service))?'parent='+current.business\_service:'';

Override dependent:

Override attributes:

Override default value:

Override calculation:

Override mandatory:

Mandatory:

Override read only:

Override display value:

**Update** **Delete**

Here we enable the mandatory in incident

New

Assess

Root Cause Analysis

Fix in Progress

Resolved

Closed

Number: PRB0001001

Origin task:

Category: Software

Subcategory: -- None --

Service:

Service offering:

Configuration item: Zoom V.92 USB Modem

Model: General

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to: Problem Coordinator B

\* Problem statement: Issue in connecting to internet using modem.

Description: Issue in connecting to internet using modem.

Related Search Results >

Notes

Analysis Information

Resolution Information

Other Information

Work notes list

Work notes

19°C Mostly clear

As we enabled the mandatory field in incident, service offering is not mandatory in problem table

Screenshot of a ServiceNow incident creation page (https://dev268229.service-now.com/incident.do?sys\_id=a9e30c7dc61122760116894de7bcc7bd&sysparm\_view=&sysparm\_domain=null&sysparm\_domain\_scope=null&sys...).

The page shows the following fields:

- Number: INC0000046
- Subcategory: None
- Service: (empty)
- \* New Date: 2025-12-11
- Business Impact: Not Yet Requested
- \* Service offering: Sales Force Automation
- Configuration item: Sales Force Automation
- None-- (empty)
- \* Assignment group: Software
- Channel: Phone
- State: New
- Impact: 1 - High
- servicenow: None
- Approval set: (empty)

Below the main form, there is a Notes tab section:

- Watch list: (empty)
- Work notes list: (empty)
- Description: Unable to login to SFA even though login credentials are correct.
- \* Category: Software
- \* Short description: No access to software

At the bottom, there are buttons for Update, Resolve, and Delete. The system status bar at the bottom shows: 19°C Mostly clear, Search, and various system icons.

As we enabled the mandatory field in incident, service offering is mandatory in incident table