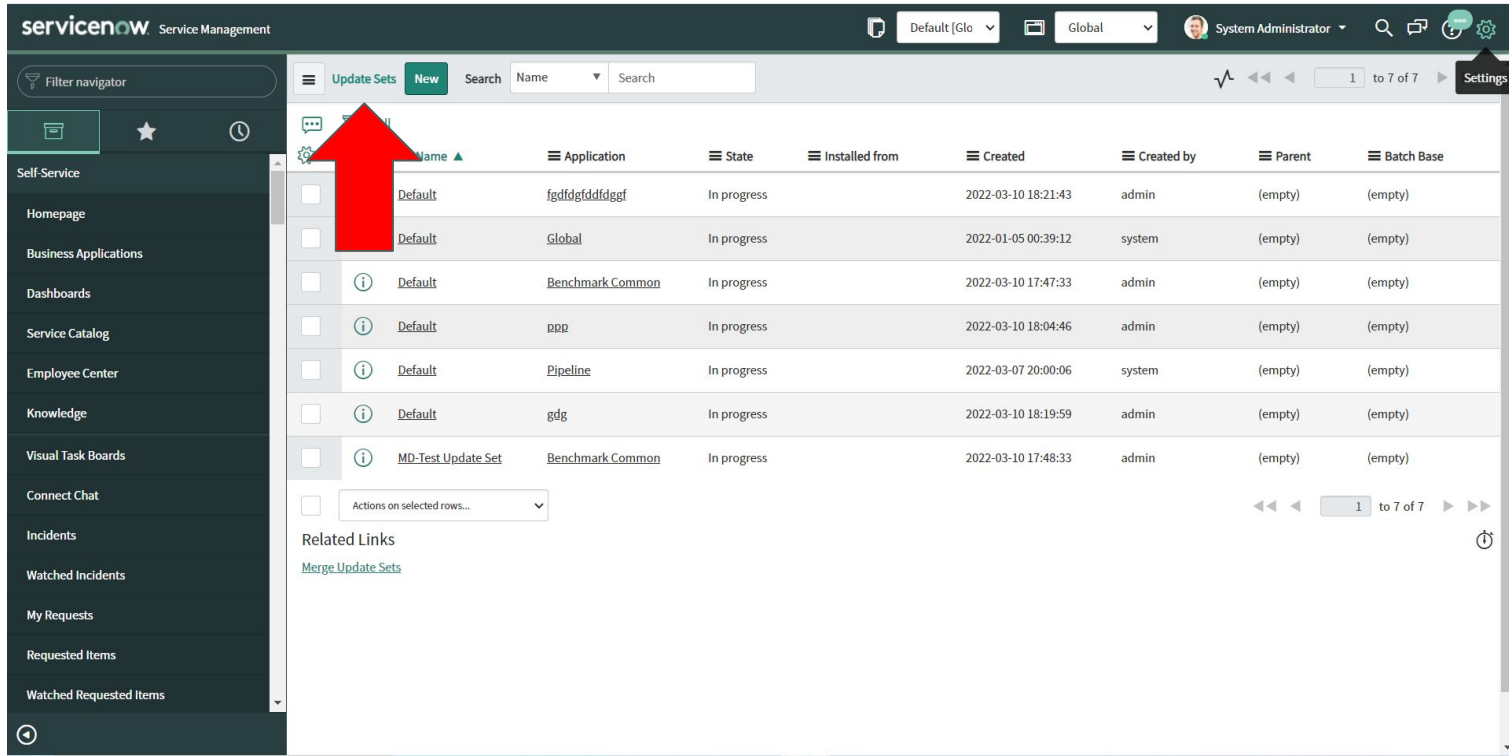


ServiceNow Order System Implementation Guide



By: Manny De Haro, for: MyTechBestFriend

1. **Create Update Set:**
 - Search “update sets” in the navigator.

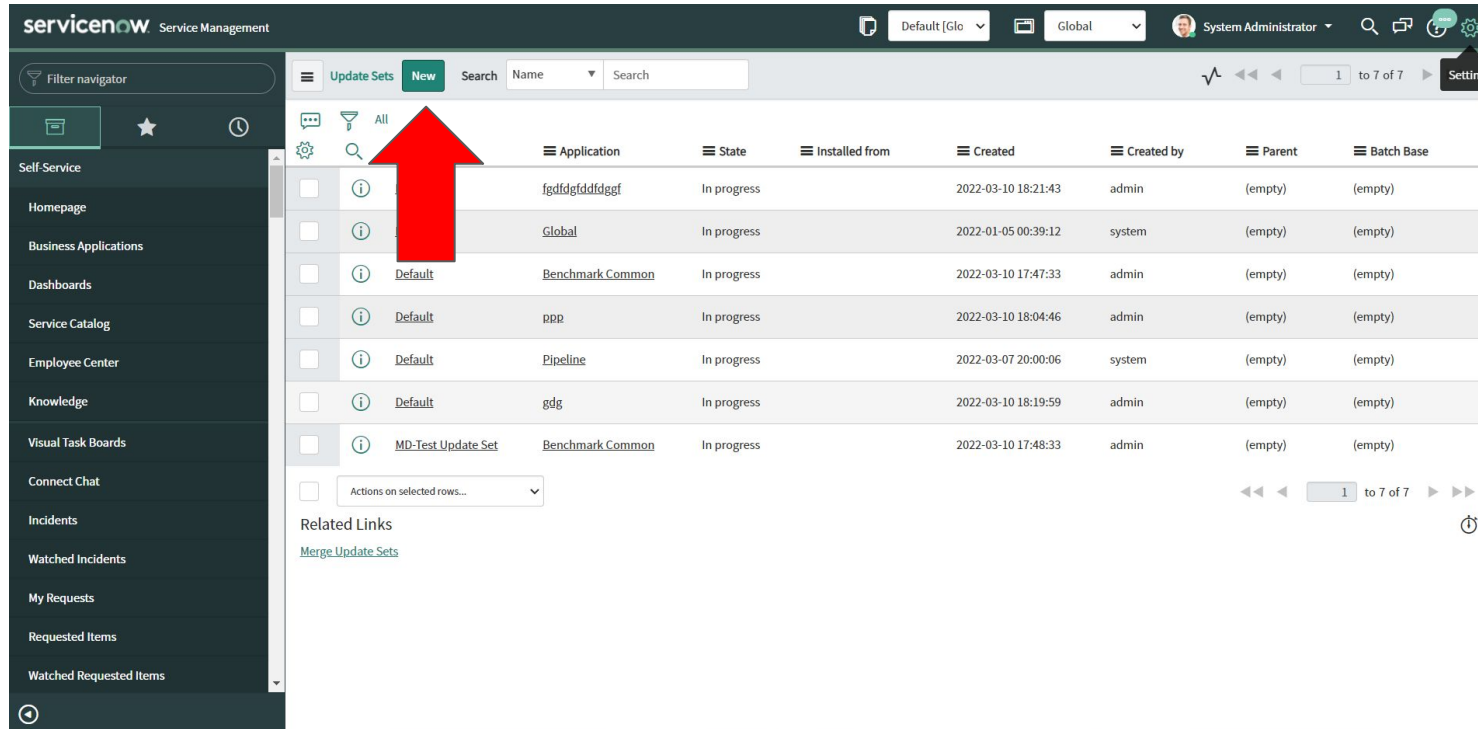


The screenshot displays the ServiceNow Service Management interface. The top navigation bar includes the 'Filter navigator' search bar, the 'Update Sets' tab, and a search field. The main content area shows a table of update sets with columns for Name, Application, State, Installed from, Created, Created by, Parent, and Batch Base. A red arrow points to the 'Filter navigator' search bar, and another red arrow points to the 'Update Sets' tab.

Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
Default	fgdfgfdffggf	In progress		2022-03-10 18:21:43	admin	(empty)	(empty)
Default	Global	In progress		2022-01-05 00:39:12	system	(empty)	(empty)
Default	Benchmark Common	In progress		2022-03-10 17:47:33	admin	(empty)	(empty)
Default	ppp	In progress		2022-03-10 18:04:46	admin	(empty)	(empty)
Default	Pipeline	In progress		2022-03-07 20:00:06	system	(empty)	(empty)
Default	gdg	In progress		2022-03-10 18:19:59	admin	(empty)	(empty)
MD-Test Update Set	Benchmark Common	In progress		2022-03-10 17:48:33	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

2. Select “new” to create new update set.



The screenshot displays the ServiceNow Service Management interface. The top navigation bar includes the 'Update Sets' section with a 'New' button highlighted in green. A red arrow points to this 'New' button. Below the navigation bar is a table of Update Sets with columns for Application, State, Installed from, Created, Created by, Parent, and Batch Base. The table contains seven rows of data. Below the table is a 'Related Links' section with a link to 'Merge Update Sets'.

		Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	i	fgdfjgfdjfdjgdf	In progress		2022-03-10 18:21:43	admin	(empty)	(empty)
<input type="checkbox"/>	i	Global	In progress		2022-01-05 00:39:12	system	(empty)	(empty)
<input type="checkbox"/>	i	Default	Benchmark Common	In progress	2022-03-10 17:47:33	admin	(empty)	(empty)
<input type="checkbox"/>	i	Default	ppp	In progress	2022-03-10 18:04:46	admin	(empty)	(empty)
<input type="checkbox"/>	i	Default	Pipeline	In progress	2022-03-07 20:00:06	system	(empty)	(empty)
<input type="checkbox"/>	i	Default	gdg	In progress	2022-03-10 18:19:59	admin	(empty)	(empty)
<input type="checkbox"/>	i	MD-Test Update Set	Benchmark Common	In progress	2022-03-10 17:48:33	admin	(empty)	(empty)

Related Links
[Merge Update Sets](#)

3. Add in company information, and select **save/submit/update**.

The screenshot displays the ServiceNow interface for managing update sets. The left sidebar contains navigation options such as Self-Service, Homepage, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, Requested Items, and Watched Requested Items. The main content area is titled 'Update Set Management' and shows the details for an update set named 'Starbucks Management'. The form includes the following fields:

- Name: Starbucks Management
- State: In progress
- Parent: (empty)
- Release date: (empty)
- Install date: (empty)
- Installed from: (empty)
- Description: Starbucks Update Set

Metadata fields on the right include:

- Application: Global
- Created: 2022-03-15 14:24:16
- Created by: admin
- Merged to: (empty)

At the bottom of the form, there are 'Update' and 'Delete' buttons. A red arrow points to the 'Update' button. Below the form, there are 'Related Links' and a table for 'Customer Updates'.

Related Links:

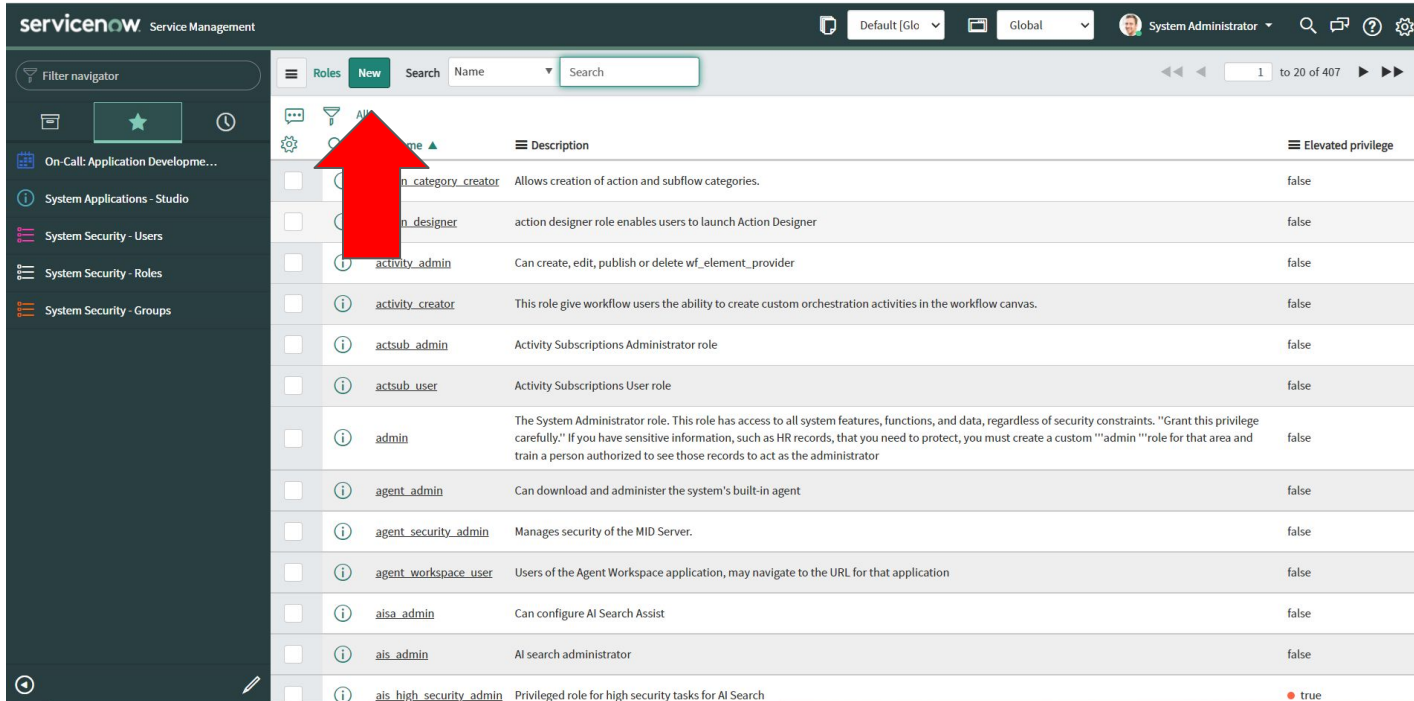
- [Make This My Current Set](#)
- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates Table:

Customer Updates	Search	Created	Search
Update set = Starbucks Management			

4. Creating Roles

Search for “roles” in the navigator, and click “new.”



The screenshot shows the ServiceNow interface for managing roles. The top navigation bar includes the ServiceNow logo, 'Service Management', and user information for 'System Administrator'. A search bar is present with the text 'Roles' and a 'New' button highlighted in green. A red arrow points to this 'New' button. Below the search bar, a table lists various roles with columns for 'Name', 'Description', and 'Elevated privilege'. The roles listed include 'action_category_creator', 'action_designer', 'activity_admin', 'activity_creator', 'actsub_admin', 'actsub_user', 'admin', 'agent_admin', 'agent_security_admin', 'agent_workspace_user', 'aisa_admin', 'ais_admin', and 'ais_high_security_admin'.

Name	Description	Elevated privilege
action_category_creator	Allows creation of action and subflow categories.	false
action_designer	action designer role enables users to launch Action Designer	false
activity_admin	Can create, edit, publish or delete wf_element_provider	false
activity_creator	This role give workflow users the ability to create custom orchestration activities in the workflow canvas.	false
actsub_admin	Activity Subscriptions Administrator role	false
actsub_user	Activity Subscriptions User role	false
admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. "Grant this privilege carefully." If you have sensitive information, such as HR records, that you need to protect, you must create a custom "admin" role for that area and train a person authorized to see those records to act as the administrator	false
agent_admin	Can download and administer the system's built-in agent	false
agent_security_admin	Manages security of the MID Server.	false
agent_workspace_user	Users of the Agent Workspace application, may navigate to the URL for that application	false
aisa_admin	Can configure AI Search Assist	false
ais_admin	AI search administrator	false
ais_high_security_admin	Privileged role for high security tasks for AI Search	true

5. Enter company information and **save/submit**.

The screenshot displays the ServiceNow interface for configuring a new Role. The page title is "Role" and the subtitle is "New record". The user is logged in as "System Administrator".

The form fields are as follows:

- Name:** starbucks_user (indicated by a red arrow pointing to the input field)
- Application:** Global
- Requires Subscription:** Unspecified
- Elevated privilege:**
- Description:** (Empty text area)

A red arrow points to the "Submit" button in the top right corner of the form area. Another "Submit" button is located on the left side of the form area.

The left sidebar contains the following navigation items:

- Filter navigator
- On-Call: Application Developme...
- System Applications - Studio
- System Security - Users
- System Security - Roles
- System Security - Groups

5. To assign a **role** to a user, select the “**contains roles**” tab. Then select **new**.

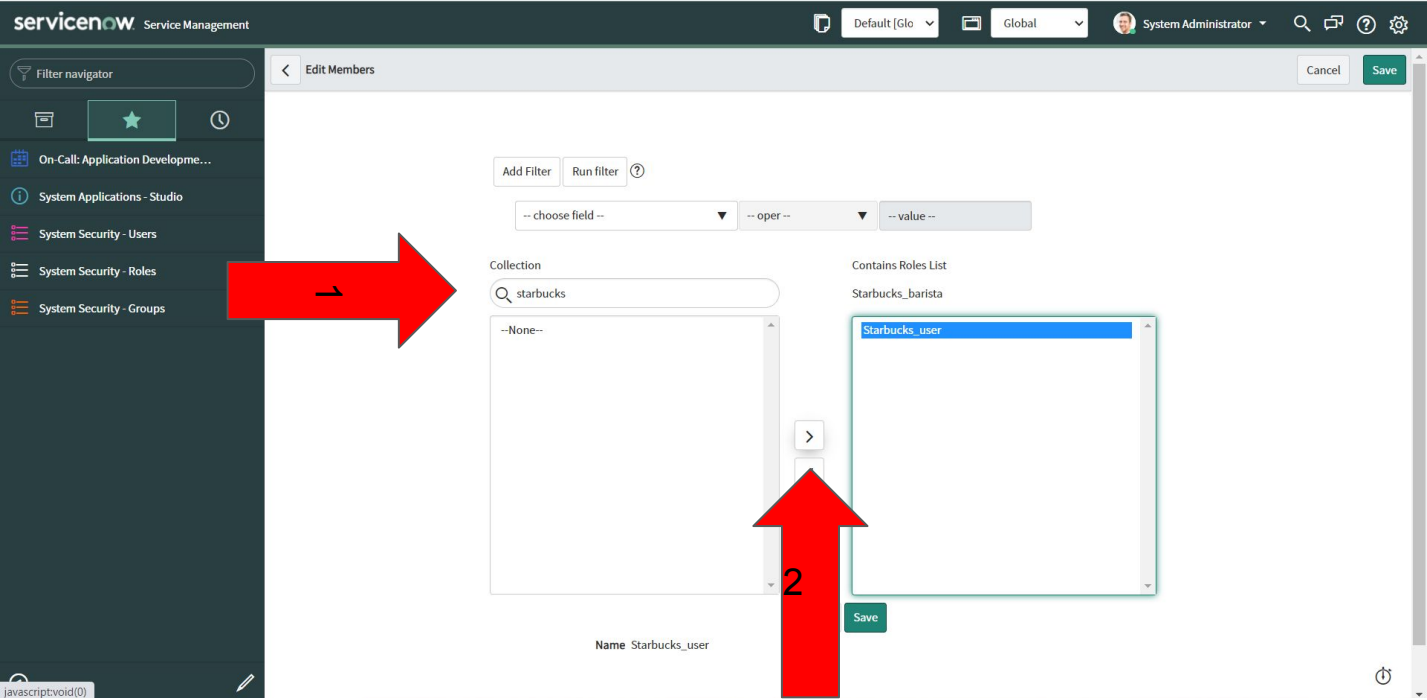
The screenshot shows the ServiceNow interface for configuring a role named "Starbucks_barista". The "Contains Roles" tab is selected, and the "New" button is highlighted with a red arrow labeled "2". A red arrow labeled "1" points to the "Contains Roles" tab. The role details are as follows:

- Name: Starbucks_barista
- Application: Global
- Requires Subscription: Unspecified
- Description: Starbucks barista
- Elevated privilege:

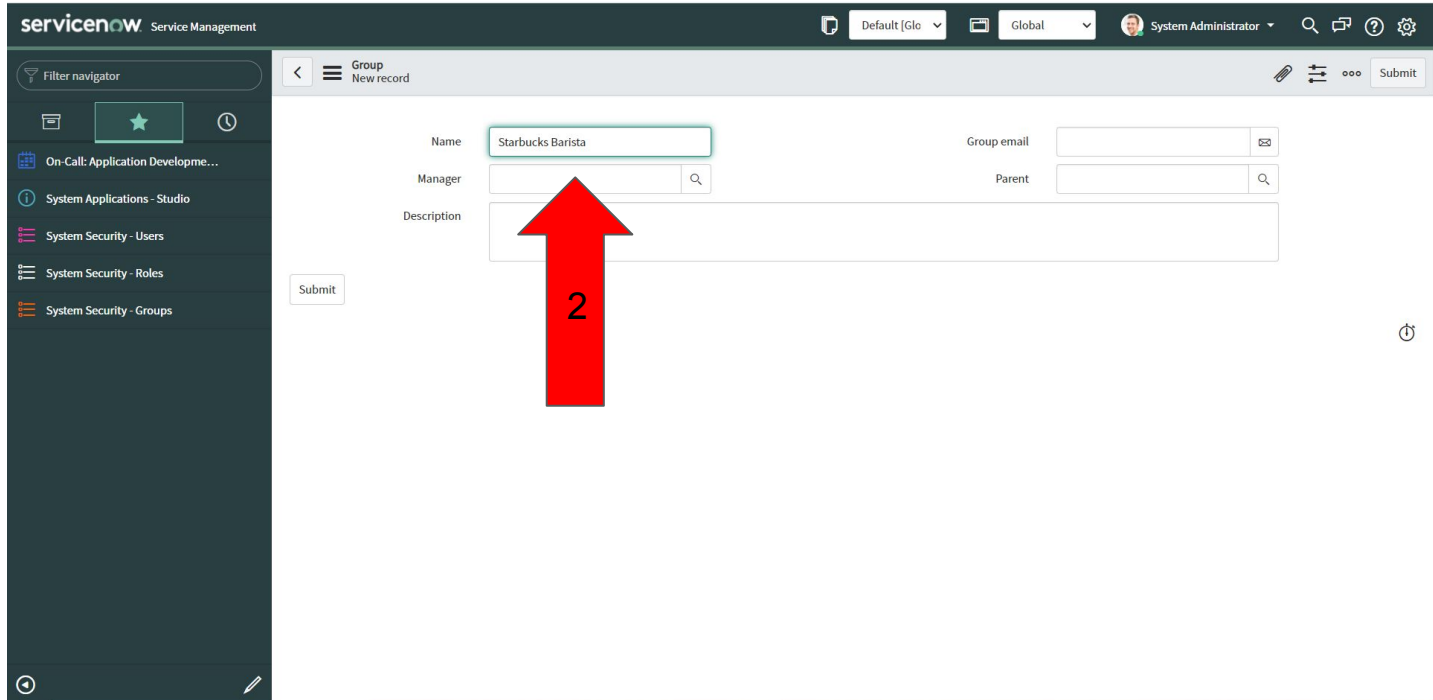
The "Contains Roles" tab is selected, and the "New" button is highlighted with a red arrow labeled "2". The "Contains Roles" tab is also highlighted with a red arrow labeled "1".

The "Contains Roles" tab is selected, and the "New" button is highlighted with a red arrow labeled "2". The "Contains Roles" tab is also highlighted with a red arrow labeled "1".

6. Search for the **user**, and select the **>** symbol.



7. To add **groups**, search “**groups**” in the navigator, and select “**new.**”



The screenshot shows the ServiceNow interface for creating a new Group record. The left sidebar (Filter navigator) is highlighted with a red arrow labeled '1'. The main form area shows the 'Name' field with the text 'Starbucks Barista', which is highlighted with a red arrow labeled '2'. Other fields include 'Group email', 'Manager', and 'Parent', each with a search icon. A 'Submit' button is located at the bottom left of the form area.

servicenow Service Management

Default [Glo] Global System Administrator

Filter navigator

Group New record

Name Starbucks Barista

Group email

Manager

Parent

Description

Submit

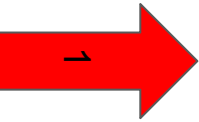
8. Enter company information.

The screenshot shows the ServiceNow interface for configuring a Group. The breadcrumb path is **Group Starbucks Barista**. The configuration form includes the following fields:

- Name:** Starbucks Barista
- Group email:** (Empty field)
- Manager:** (Empty field with search icon)
- Parent:** (Empty field with search icon)
- Description:** Starbucks Barista Group

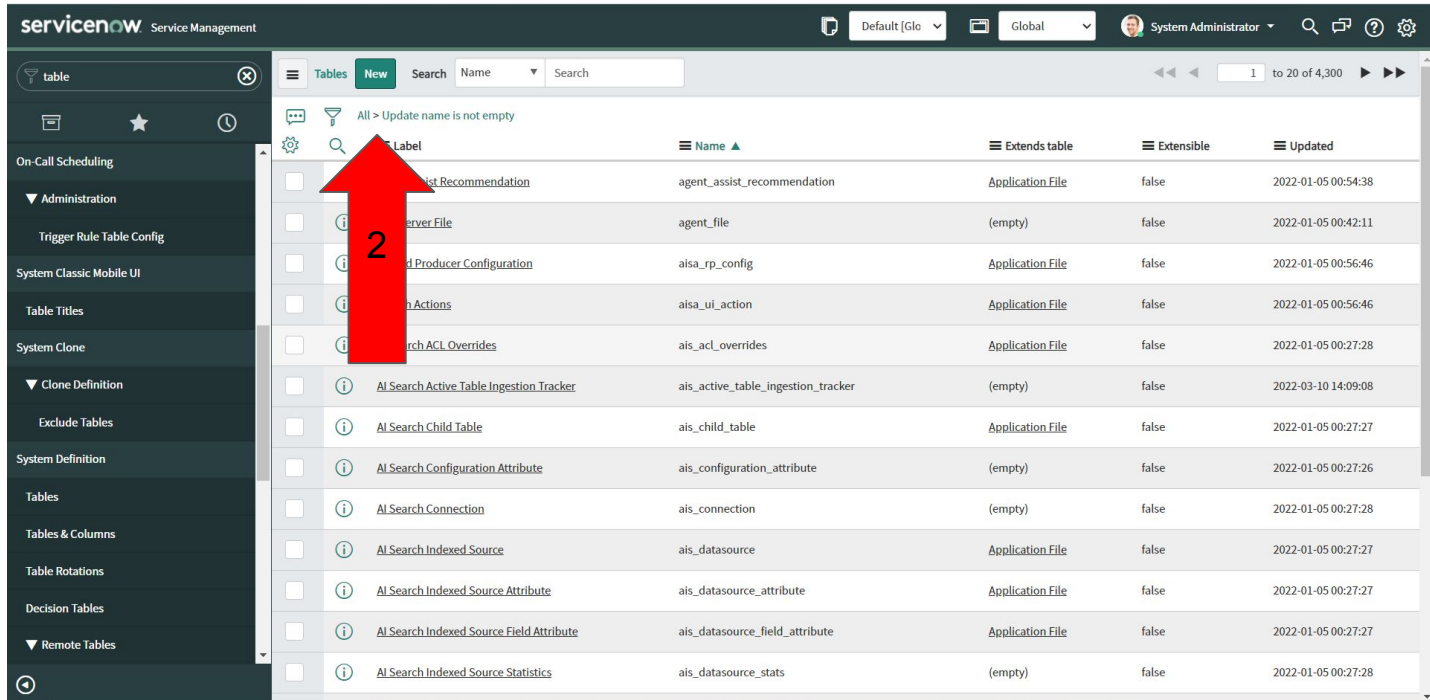
Buttons for **Update** and **Delete** are located below the form. Below the form, there are tabs for **Roles**, **Group Members**, **Groups**, and **Manage Subscriptions**. The **Roles** tab is active, showing a search bar and a table with columns: **Created**, **Role**, **Granted by**, and **Inherits**. The table currently displays "No records to display".

9. To create **users**, search “**users**” in the navigator, and select “**new.**”

The screenshot shows the ServiceNow 'Users' page. A search bar at the top contains the text 'Users' and a 'New' button is highlighted in green. A red arrow labeled '2' points to the 'All' filter icon in the top-left corner of the table. The table lists various users with columns for User ID, Name, Email, Active status, Created date, and Updated date. The 'System Administrator' user is highlighted in the list.

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2022-03-10 14:44:37
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2022-03-10 14:44:37
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2022-03-10 14:44:36
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2022-03-10 14:44:37
creator	Creator User		true	2022-03-07 15:12:08	2022-03-10 14:44:37
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2022-03-10 14:44:37
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2022-03-10 14:44:36
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2022-03-10 14:44:37
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2022-03-10 14:44:37
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2022-03-10 14:44:36
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2022-03-10 14:44:37
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2022-03-10 14:44:37
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2022-03-10 14:44:37

10. To create a **table**, search “**tables**” in the navigator, and select “**new**”.



The screenshot displays the ServiceNow Service Management interface. On the left, a dark sidebar contains a search bar with the text 'table' and a list of navigation items including 'Administration', 'System Classic Mobile UI', 'Clone Definition', 'System Definition', 'Tables', and 'Remote Tables'. The 'Tables' item is highlighted. In the top navigation bar, there is a 'Tables' tab and a 'New' button. A red arrow points to this 'New' button. Below the navigation bar, a table list is shown with columns: Label, Name, Extends table, Extensible, and Updated. A second red arrow points to the 'New' button in the 'Tables' section. The table list contains the following entries:

Label	Name	Extends table	Extensible	Updated
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2022-01-05 00:54:38
Agent File	agent_file	(empty)	false	2022-01-05 00:42:11
AI Search Recommendation Producer Configuration	aisa_rp_config	Application File	false	2022-01-05 00:56:46
AI Search UI Actions	aisa_ui_action	Application File	false	2022-01-05 00:56:46
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2022-01-05 00:27:28
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2022-03-10 14:09:08
AI Search Child Table	ais_child_table	Application File	false	2022-01-05 00:27:27
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2022-01-05 00:27:26
AI Search Connection	ais_connection	(empty)	false	2022-01-05 00:27:28
AI Search Indexed Source	ais_datasource	Application File	false	2022-01-05 00:27:27
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2022-01-05 00:27:27
AI Search Indexed Source Field Attribute	ais_datasource_field_attribute	Application File	false	2022-01-05 00:27:27
AI Search Indexed Source Statistics	ais_datasource_stats	(empty)	false	2022-01-05 00:27:28

11. Enter company information.

The screenshot shows the ServiceNow interface for configuring a table. The main view is a table listing various configurations for the 'Starbucks drink' table. A configuration modal is open, allowing for the entry of company information.

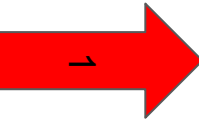
Table Configuration Modal:

- Label:** Starbucks drink
- Name:** u_starbucks_drink
- Extends table:** (empty)
- Application:** Global
- Create module:**
- Create mobile module:**
- Add module to menu:** -- Create new
- New menu name:** (empty)

Table List:

	Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/>	(empty)	Starbucks drink	(empty)	false	2022-03-15 14:59:05
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:45
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:37
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:37
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:36
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:36
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:36
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:35
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:35
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:35
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:44:34
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:36:36
<input type="checkbox"/>	(empty)	(empty)	(empty)	false	2022-03-10 14:35:35

12. To edit the **management application**, search “**application menus**” in the navigator.

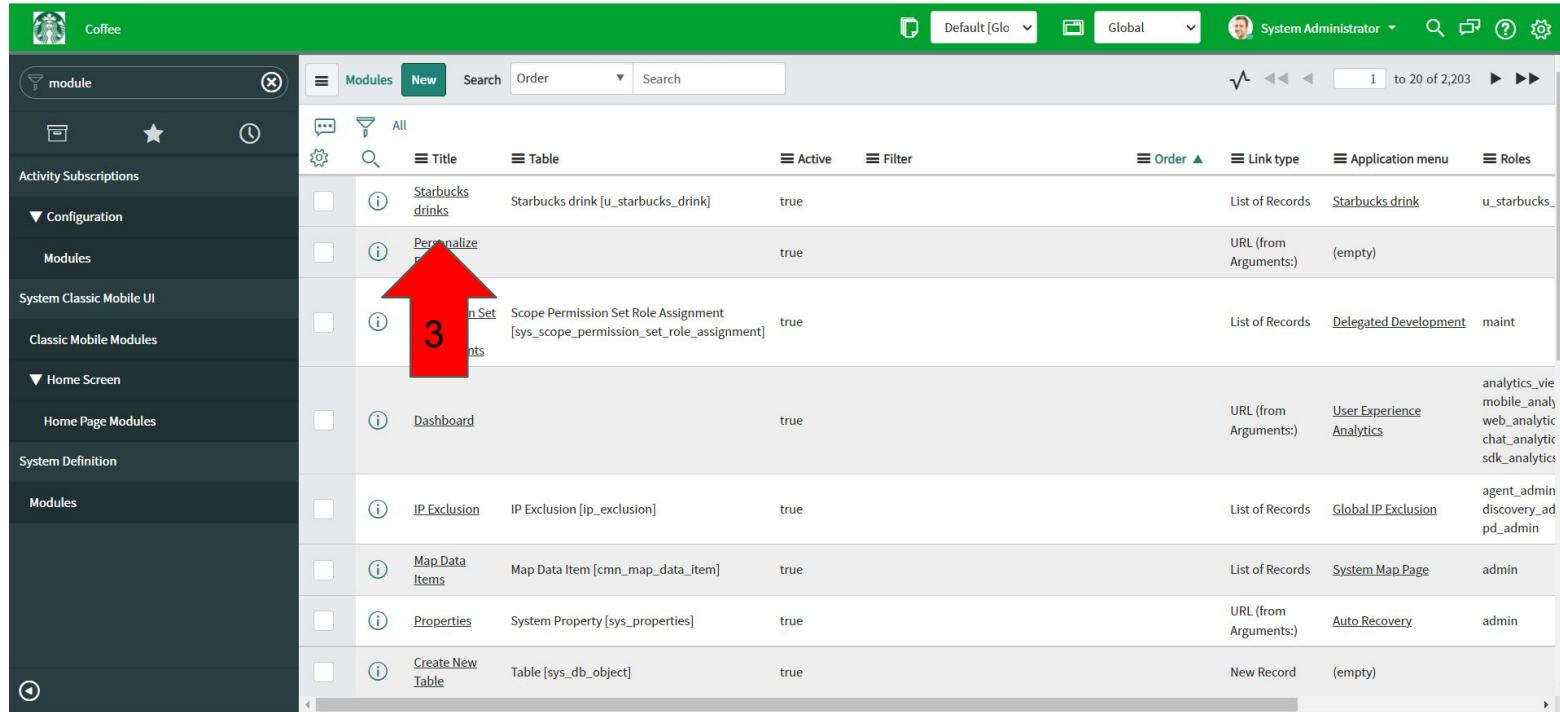


The screenshot shows the ServiceNow interface for configuring an application menu. The left sidebar contains a search bar with 'starbucks' entered and a list of favorites including Starbucks Management and Starbucks drink. The main content area is titled 'Application Menu Starbucks Management' and contains several configuration fields:

- Title:** Starbucks Management
- Application:** fgdldglddggf
- Active:**
- Roles:** x_787472_starbucks.starbucks_user (indicated by a red arrow labeled '2')
- Category:** (empty field)
- Hint:** Starbucks Application for User
- Description:** Starbucks Application for User

Buttons for 'Update' and 'Delete' are visible at the bottom of the configuration form. The bottom of the page shows a table header with 'Modules', 'New', 'Search', and 'Order' options, and a pagination indicator showing '1 to 3 of 3'.

13. To rename a **module**, search “**module**” in the filter navigator, and open the record. Then add the proper **role**.



The screenshot displays the Coffee system's Modules page. The search bar at the top left contains the text "module". The main content area shows a table of modules with the following columns: Title, Table, Active, Filter, Order, Link type, Application menu, and Roles. The table lists several modules, including Starbucks drinks, Personalize, Scope Permission Set Role Assignment, Dashboard, IP Exclusion, Map Data Items, Properties, and Create New Table. A red arrow labeled "1" points to the search bar, and a red arrow labeled "3" points to the "Personalize" module entry.

	Title	Table	Active	Filter	Order	Link type	Application menu	Roles
<input type="checkbox"/>	Starbucks drinks	Starbucks drink [u_starbucks_drink]	true			List of Records	Starbucks drink	u_starbucks_
<input type="checkbox"/>	Personalize		true			URL (from Arguments:)	(empty)	
<input type="checkbox"/>	Scope Permission Set Role Assignment	Scope Permission Set Role Assignment [sys_scope_permission_set_role_assignment]	true			List of Records	Delegated Development	maint
<input type="checkbox"/>	Dashboard		true			URL (from Arguments:)	User Experience Analytics	analytics_vie mobile_analy web_analytic chat_analytic sdk_analytic
<input type="checkbox"/>	IP Exclusion	IP Exclusion [ip_exclusion]	true			List of Records	Global IP Exclusion	agent_admin discovery_ad pd_admin
<input type="checkbox"/>	Map Data Items	Map Data Item [cmn_map_data_item]	true			List of Records	System Map Page	admin
<input type="checkbox"/>	Properties	System Property [sys_properties]	true			URL (from Arguments:)	Auto Recovery	admin
<input type="checkbox"/>	Create New Table	Table [sys_db_object]	true			New Record	(empty)	

Coffee Starbucks M Global System Administrator

module

Module Starbucks drinks

Title All Drinks

Application menu Starbucks drink

Order

Hint

Display name Starbucks drink

Visibility Link Type

Roles u_start

Active

Update Delete

Related Links

[New Classic Mobile Module](#)

Classic Mobile Modules Search Order Search

1 to 1 of 1

Modules

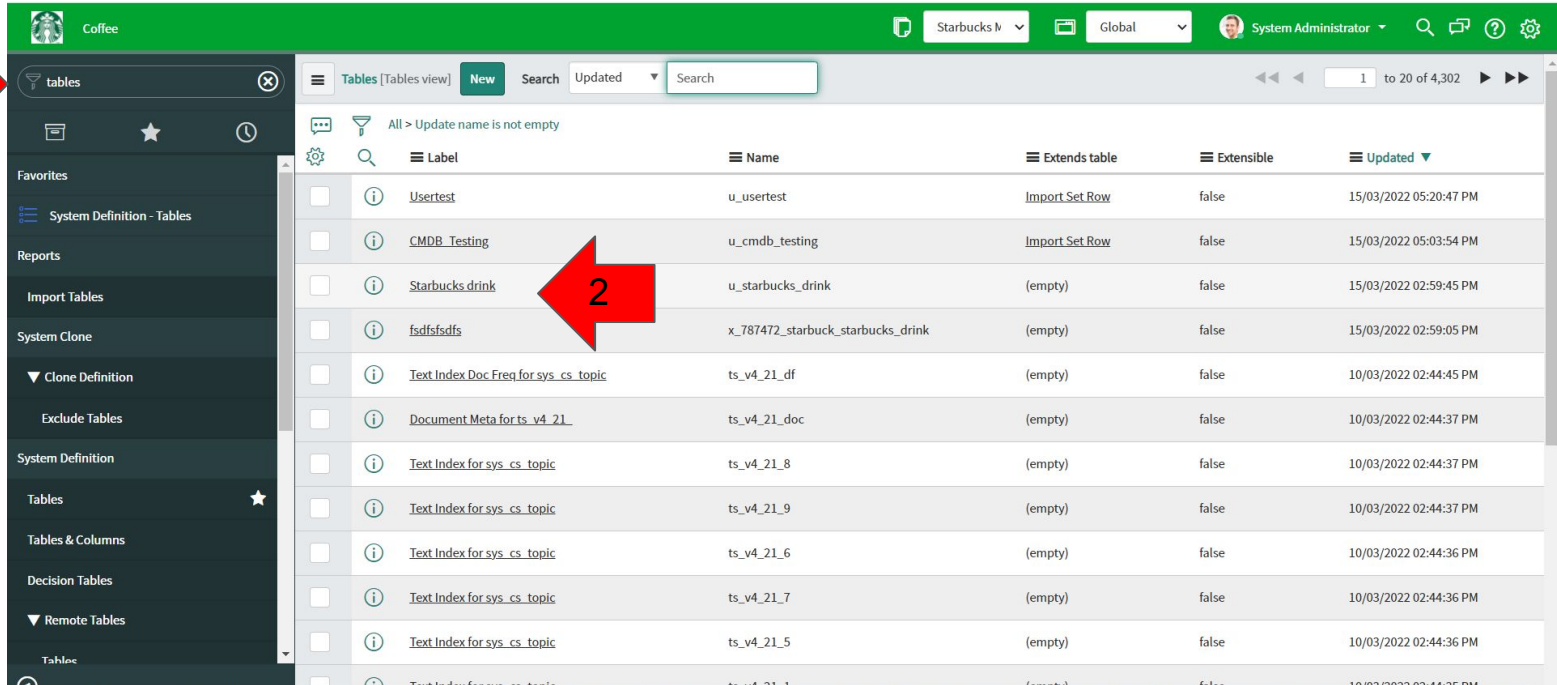
Name Active Application menu Filter Order Path Path Relative To Root Roles Domain Table

Roles

Available	Selected
workspace_admin	Starbucks_user
workspace_list_admin	
workspace_user	
x_787472_gdg.dfg	
x_787472_gdg.dfgf	
x_787472_starbuck.starbucks_barista	
x_787472_starbuck.starbucks_user	
x_787472_starbucks.starbucks_barista	
x_787472_starbucks.starbucks_user	
u_starbucks_drink_user	

Done

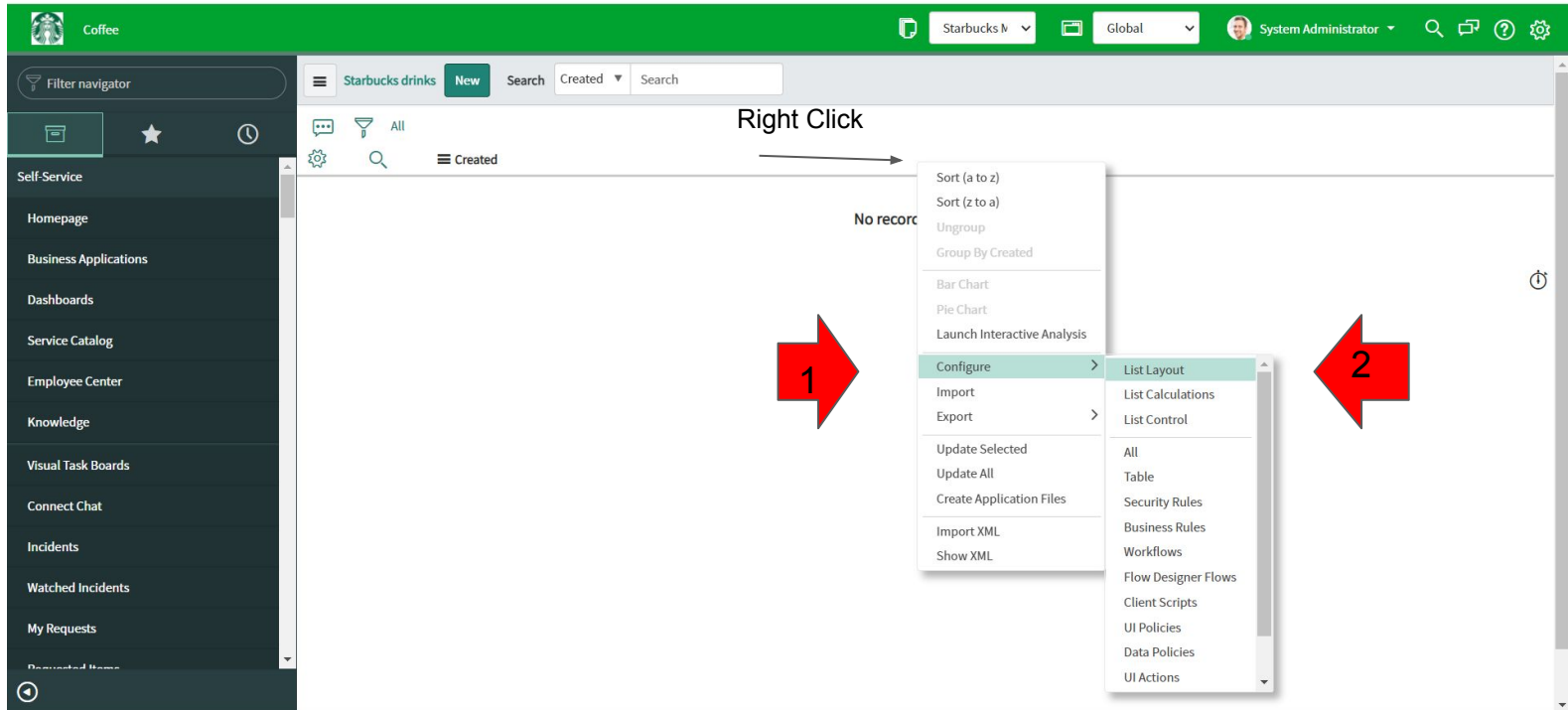
14. To add fields to a **table**, search for “**tables**” in the filter navigator, and open the record you want to update.



The screenshot displays a software interface with a green header bar. On the left, a dark sidebar contains a search filter labeled 'tables' with a red arrow pointing to it. The main area shows a table with columns: Label, Name, Extends table, Extensible, and Updated. The table contains several rows, with the 'Starbucks drink' row highlighted and a red arrow pointing to it. The table also includes a search bar and pagination controls at the top.

	Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/>	Userstest	u_userstest	Import Set Row	false	15/03/2022 05:20:47 PM
<input type="checkbox"/>	CMDB_Testing	u_cmdb_testing	Import Set Row	false	15/03/2022 05:03:54 PM
<input type="checkbox"/>	Starbucks drink	u_starbucks_drink	(empty)	false	15/03/2022 02:59:45 PM
<input type="checkbox"/>	fsdfsdfs	x_787472_starbuck_starbucks_drink	(empty)	false	15/03/2022 02:59:05 PM
<input type="checkbox"/>	Text Index Doc Freq for sys_cs_topic	ts_v4_21_df	(empty)	false	10/03/2022 02:44:45 PM
<input type="checkbox"/>	Document Meta for ts_v4_21_	ts_v4_21_doc	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>	Text Index for sys_cs_topic	ts_v4_21_8	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>	Text Index for sys_cs_topic	ts_v4_21_9	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>	Text Index for sys_cs_topic	ts_v4_21_6	(empty)	false	10/03/2022 02:44:36 PM
<input type="checkbox"/>	Text Index for sys_cs_topic	ts_v4_21_7	(empty)	false	10/03/2022 02:44:36 PM
<input type="checkbox"/>	Text Index for sys_cs_topic	ts_v4_21_5	(empty)	false	10/03/2022 02:44:36 PM

15. After opening the record, right click on the top header, and navigate to “**configure**” > “**list layout**”



16. Add the fields required by filling out the “create new field” prompts. Move them to the “selected” box by using the “>” button. “Save” when finished.

The screenshot displays a web application interface for configuring Starbucks drinks. The interface is divided into several sections:

- Header:** Shows the user is logged in as "System Administrator" and the current page is "Configuring Starbucks drinks List".
- Left Sidebar:** A navigation menu with options like "Self-Service", "Homepage", "Business Applications", "Dashboards", "Service Catalog", "Employee Center", "Knowledge", "Visual Task Boards", "Connect Chat", "Incidents", "Watched Incidents", and "My Requests".
- Main Content Area:**
 - Available:** A list of fields that can be added, including "Created by", "Tags", "Updated", "Updated by", "Updates", and "-- Hide Extended Fields --".
 - Selected:** A list of fields that have been added to the configuration, including "Created", "Image", "Short Description", "Fiber", "Protein", "Fat", "Carb", and "Name".
 - Buttons:** ">" and "<" buttons are used to move fields between the Available and Selected lists. "Cancel" and "Save" buttons are also present.
- Create new field:** A form for adding a new field, with the following fields:
 - Name:** An empty text input field.
 - Type:** A dropdown menu set to "String".
 - Field length:** A dropdown menu set to "Small (40)".
 - Add:** A button to add the new field.
- Related Links:** A section at the bottom of the main content area with a "Show all" button.

Red arrows in the image point to the "Name", "Type", and "Field length" fields in the "Create new field" form, and the "Add" button.

17. To adjust the **default view**, select “**default view**” from the drop down box, and move over the fields in the order you would like using the “>, <, ^” buttons. “**Save**” when finished.

The screenshot displays the 'Configuring Starbucks drinks List' interface. On the left is a dark sidebar with a 'Filter navigator' and various menu items like 'Self-Service', 'Homepage', 'Business Applications', 'Dashboards', 'Service Catalog', 'Employee Center', 'Knowledge', 'Visual Task Boards', 'Connect Chat', 'Incidents', 'Watched Incidents', and 'My Requests'. The main area is titled 'Configuring Starbucks drinks List' and contains two columns: 'Available' and 'Selected'. The 'Available' column lists fields such as 'Created by', 'Tags', 'Updated', 'Updated by', 'Updates', '-- Hide Extended Fields --', 'Image', 'Short Description', 'Fiber', 'Protein', 'Fat', 'Carb', and 'Name'. The 'Selected' column currently contains 'Created'. Between the columns are navigation buttons: '>' and '<' for moving fields, and '^' and 'v' for reordering. Below the columns are 'Cancel' and 'Save' buttons. At the bottom, the 'List view' section features a 'View name' dropdown menu with 'Default view' selected, a 'Create new field' section with input fields for 'Name', 'Type' (set to 'String'), and 'Field length' (set to 'Small (40)'), and an 'Add' button. A red arrow labeled '1' points to the 'Default view' option in the dropdown menu.

18. To populate a **mobile view**, repeat **step #17** but create a new **view** and title it, “**mobile**”

The screenshot shows the 'Configuring Starbucks drinks List' interface. The left sidebar contains navigation options like 'Starbucks Management', 'Starbucks drink', and 'All'. The main area is divided into 'Available' and 'Selected' fields. The 'Available' field contains metadata fields like 'Created', 'Tags', and 'Updated'. The 'Selected' field contains product-related fields like 'Name', 'Calories', and 'Short Description'. A 'List view' section at the bottom left shows a dropdown menu with 'Mobile' selected. A 'Create new field' section at the bottom right allows adding a new field with a 'String' type and 'Small (40)' length. Red arrows and numbers 1, 2, and 3 highlight the 'Mobile' view selection, the 'Selected' field, and the 'Save' button respectively.

Available

- Hide Extended Fields --
- Created
- Created by
- Tags
- Updated
- Updated by
- Updates

Selected

- Name
- Calories
- Carb
- Fat
- Fiber
- Protein
- Short Description

Cancel Save

1 →

List view

View name

- Default view
- Default view
- Mobile**
- New...

2 →

3 →

Create new field

Name

Type

Field length

Add

Related Links

[Show versions](#)

19. To create a **table** that extends a task, search “**tables**” in the filter navigator, then select “**new**”.

The screenshot displays a software interface for managing tables. On the left, a sidebar contains a search bar with the text "tables" and a list of categories including Favorites, System Definition - Tables, Reports, Import Tables, System Clone, Clone Definition, Exclude Tables, System Definition, Tables, Tables & Columns, Decision Tables, Remote Tables, Tables, and Definitions. A red arrow labeled "1" points to the search bar. The main area shows a table of existing tables with columns for Name, Extends table, Extensible, and Updated. A red arrow labeled "2" points to the "New" button in the top toolbar.

		Name	Extends table	Extensible	Updated
<input type="checkbox"/>		Ustertest	Import Set Row	false	15/03/2022 05:20:47 PM
<input type="checkbox"/>		CMDB T	Import Set Row	false	15/03/2022 05:03:54 PM
<input type="checkbox"/>		Starbucks drink	(empty)	false	15/03/2022 02:59:45 PM
<input type="checkbox"/>		fsdfsdfs	(empty)	false	15/03/2022 02:59:05 PM
<input type="checkbox"/>		Text Index Doc Freq for sys_cs_topic	(empty)	false	10/03/2022 02:44:45 PM
<input type="checkbox"/>		Document Meta for ts_v4_21_	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:37 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:36 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:36 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:36 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:35 PM
<input type="checkbox"/>		Text Index for sys_cs_topic	(empty)	false	10/03/2022 02:44:35 PM

20. Fill out the required information. For this **table** we are going to extend it and also create a **module**.

The screenshot displays the ServiceNow configuration interface for a new table. The top navigation bar includes the user profile 'Coffee', the application 'Starbucks M', and the scope 'Global'. The main content area is titled 'Table New record [Tables view]'. A yellow banner at the top provides a recommendation: 'ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.' Below this is a blue informational box: '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](#)'.

The configuration form includes the following fields and options:

- Label**: A text input field.
- Name**: A text input field.
- Extends table**: A text input field with a search icon, highlighted by a red arrow.
- Application**: A dropdown menu set to 'Global'.
- Remote Table**: A checkbox.
- Create module**: A checked checkbox.
- Create mobile module**: A checked checkbox.
- Add module to menu**: A dropdown menu set to '-- Create new --', highlighted by a red arrow.
- New menu name**: A text input field, highlighted by a red arrow.

At the bottom of the page, there is a section for 'Table Columns' with a search bar and a table with the following headers: Column label, Type, Reference, Max length, Default value, and Display. A '+ Insert a new row...' button is located at the bottom left of this section.

21. To rename a **module**, search “**modules**” in the filter navigator, and open the **module** created in the previous step.

The screenshot shows a system interface with a green header bar. The left sidebar contains a filter navigator with the word "modules" at the top. A red arrow labeled "1" points to this "modules" filter. The main content area displays a table of modules. A red arrow labeled "2" points to the first row of the table, which is the "Starbucks" module. The table has columns for Title, Table, Active, Filter, Order, Link type, Application menu, Roles, and Updated. The "Starbucks" module is active and has a filter. The table also shows a search bar and pagination controls.

	Title	Table	Active	Filter	Order	Link type	Application menu	Roles	Updated
<input type="checkbox"/>	starbucks	Search	<input type="checkbox"/>	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Starbucks s	Starbucks [u_starbucks]	true			List of Records	Starbucks Management	u_starbucks_user	28/03/2022 07:41:08 PM
<input type="checkbox"/>	Starbucks		true		1	Separator	Starbucks Management		10/03/2022 06:56:37 PM

22. Change / update the information as required. Click “update” when finished.

The screenshot shows a configuration page for a module named "Starbucks s". The page has a green header with the "Coffee" logo and a user profile for "System Administrator". The left sidebar contains navigation options like "modules", "Activity Subscriptions", "Configuration", "Modules", "System Classic Mobile UI", "Classic Mobile Modules", "Home Screen", "Home Page Modules", "System Definition", and "Modules".

The main content area displays the configuration form for the "Starbucks s" module. The form includes the following fields:

- Title:** All Open Orders (indicated by a red arrow)
- Application menu:** Starbucks Management (indicated by a red arrow)
- Order:** (empty field)
- Hint:** (empty field)
- Display name:** Starbucks s
- Roles:** u_starbucks_user (indicated by a red arrow)
- Active:**
- Override application menu roles:**

At the top right of the form, there are buttons for "Update" and "Delete". The "Update" button is highlighted with a red arrow. Below the form, there is a "Related Links" section with a link to "New Classic Mobile Module".

At the bottom of the page, there is a table of modules. The table has columns for Name, Active, Application menu, Filter, Order, Path, Path Relative To Root, Roles, Domain, and Table. The table contains one row for the "Starbucks s" module.

Name	Active	Application menu	Filter	Order	Path	Path Relative To Root	Roles	Domain	Table
Starbucks s	true	Starbucks Management				false	u_starbucks_user	global	Starbucks (u_starbucks)

23. To add a **field** to a **table** via a personalized list, navigate to the table, and scroll down to the **column field**.

The screenshot shows the ServiceNow interface for configuring a table. The top navigation bar includes the Starbucks logo, the user name 'System Administrator', and various utility icons. The left sidebar contains a navigation menu with categories like 'Favorites', 'System Definition - Tables', 'Reports', 'Import Tables', 'System Clone', 'Clone Definition', 'Exclude Tables', 'System Definition', 'Tables', 'Tables & Columns', 'Decision Tables', 'Remote Tables', and 'Definitions'. The main content area is titled 'Table New record [Tables view]' and contains a yellow informational banner, a blue explanatory text box, and a form for table configuration. The form includes fields for 'Label', 'Name', 'Extends table', 'Application', 'Remote Table', 'Create module', 'Create mobile module', 'Add module to menu', and 'New menu name'. At the bottom, there are three tabs: 'Columns', 'Controls*', and 'Application Access'. A red arrow points to the 'Columns' tab. Below the tabs is a 'Table Columns' section with a search bar and a table with columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table currently has one row with the text 'Insert a new row...'.

24. Add the field.

The screenshot shows a configuration page for a module named 'Starbucks s'. The 'Title' field is highlighted with a red arrow and contains the text 'All Open Orders'. The 'Application' is set to 'Global'. The 'Application menu' is 'Starbucks Management'. The 'Order' field is empty. The 'Hint' field is empty. The 'Display name' is 'Starbucks s'. The 'Visibility' tab is selected, showing 'Roles' as 'u_starbucks_user' and 'Active' as checked. The 'Override application menu roles' checkbox is unchecked. The 'Update' and 'Delete' buttons are visible. Below the configuration is a 'Related Links' section with a link to 'New Classic Mobile Module'. At the bottom, there is a table with columns for 'Name', 'Active', 'Application menu', 'Filter', 'Order', 'Path', 'Path Relative To Root', 'Roles', 'Domain', and 'Table'. The table contains one row for the 'Starbucks s' module.

Name	Active	Application menu	Filter	Order	Path	Path Relative To Root	Roles	Domain	Table
Starbucks s	true	Starbucks Management				false	u_starbucks_user	global	Starbucks [u_starbucks]

25. Have the **table** in the previous step reference a **user table** by navigating to the table and fill out the required information. “**Update**” when finished.

The screenshot shows the ServiceNow Dictionary Entry configuration interface. The top navigation bar includes the 'Coffee' logo, the application 'Starbucks M', and the user 'System Administrator'. The left sidebar shows the navigation menu with 'Tables' selected. The main content area is titled 'Dictionary Entry Order For' and contains a form for configuring the dictionary entry. A blue informational banner at the top explains that a dictionary entry manages how ServiceNow stores data in tables and fields. The form includes the following fields and options:

- Table:** Starbucks [u_starbucks] (indicated by a red arrow)
- Type:** Reference (indicated by a red arrow)
- Column label:** Order For (indicated by a red arrow)
- Column name:** u_order_for
- Application:** Global
- Active:**
- Function field:**
- Read only:**
- Mandatory:**
- Display:**

Below the main form, there are tabs for 'Reference Specification', 'Choice List Specification', and 'Default Value'. The 'Reference Specification' tab is active, showing a blue informational banner: 'The Reference field specifies what table this field displays values from.' The 'Reference' field is set to 'User' (indicated by a red arrow). Below it, the 'Reference qual condition' section includes buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A filter condition is defined as 'Roles is starbucks_user' (indicated by a red arrow). The 'Roles' field is a dropdown menu, and 'is' is the operator. The 'starbucks_user' is the reference table name. The 'AND', 'OR', and 'X' buttons are also present. At the bottom of the page, there are 'Delete Column' and 'Update' buttons.

26. To adjust the **default list view** for the **table**, navigate to the table and right click the header. Select **“configure”** > **“list layout”**.

The screenshot displays a web application interface with a green header bar. The header contains the Starbucks logo, the word "Coffee", and navigation elements including "Starbucks IV", "Global", and "System Administrator". A sidebar on the left shows "all open orders" and "Starbucks Management". The main content area features a table with columns: "State", "Assigned to", "Short description", and "Task type". A context menu is open over the table header, listing options such as "Sort (a to z)", "Show Visual Task Board", "Configure", "Import", and "Export". The "Configure" option is selected, and a sub-menu is visible, highlighting "List Layout". The table content area displays "No records to display".

26 (a). Order the “**selected**” fields in the desired fashion using the “>, <, ^,” buttons. “**Save**” when finished.

The screenshot shows a web application interface for configuring a list view. The interface is divided into several sections:

- Header:** A green header bar with the Starbucks logo, the text "Coffee", and navigation elements including "Starbucks", "Global", and "System Administrator".
- Left Sidebar:** A dark sidebar with navigation options: "all open orders", "Starbucks Management", "Starbucks drink", and "All Open Orders".
- Main Content Area:**
 - Configuring Starbucks s List:** A title bar with a back arrow, the text "Configuring Starbucks s List", and "Cancel" and "Save" buttons.
 - Available Fields:** A list of fields that can be added to the list view, including "Active", "Activity due", "Actual end", "Actual start", "Additional assignee list", "Additional comments", "Approval", "Approval history", "Approval set", "Assigned to [+]", "Assignment group [+]", "Business duration", "Close notes", "Closed", "Closed by [+]", "Comments and Work notes", and "Company [+]".
 - Selected Fields:** A list of fields that are currently selected for the list view, including "Number", "Order For", "Short description", "State", "Assignment group", and "Assigned to".
 - Field Management:** Between the "Available" and "Selected" lists are buttons for adding and removing fields ($+$ and $-$), and arrows for moving fields (> and <). A red arrow points to the $+$ button.
 - Save Buttons:** There are two "Save" buttons. One is in the top right of the main content area, and another is in the "Create new field" section. Red arrows point to both "Save" buttons.
 - Create new field:** A section for creating a new field with input fields for "Name", "Type" (set to "String"), and "Field length" (set to "Small (40)"). An "Add" button is below these fields.
 - List view:** A section with a "List view" dropdown menu set to "Default view". A red arrow points to this dropdown.
 - Related Links:** A section with a link to "Show versions".

27. To adjust the **mobile list view**, repeat the previous step, but make sure that “**mobile**” is selected.

The screenshot shows a web application interface for configuring a list view. The top navigation bar is green and contains the Starbucks logo, the text "Coffee", and several utility icons. Below the navigation bar is a sidebar with a search filter "all open orders" and a list of menu items: "Starbucks Management" and "Starbucks drink" (expanded to show "All Open Orders"). The main content area is titled "Configuring Starbucks s List" and features two columns: "Available" and "Selected". The "Available" column lists various fields such as "Active", "Activity due", "Actual end", "Actual start", "Additional assignee list", "Additional comments", "Approval", "Approval history", "Approval set", "Assigned to [+]", "Assignment group [+]", "Business duration", "Close notes", "Closed", "Closed by [+]", "Comments and Work notes", and "Company [+]". The "Selected" column contains "Number", "Order For", "Short description", "State", "Assignment group", and "Assigned to". A "Create New View" dialog box is open in the center, with "View name" set to "Mobile". Below the dialog, there is a "List view" section with a "View name" dropdown set to "New...". To the right, a "Create new field" section includes fields for "Name", "Type" (set to "String"), and "Field length" (set to "Small (40)"), with an "Add" button. Red arrows point to the "List view" label, the "Mobile" text in the dialog, and the "OK" button in the dialog.

28. To adjust the default **FORM** view, navigate back to the table, right click the header and select: **“configure”** > **“form layout”**.

The screenshot displays a web application interface for Starbucks. The top navigation bar is green and contains the Starbucks logo, the word "Coffee", and user information including "Starbucks", "Global", and "System Administrator". A left sidebar is dark grey with a search bar for "all open orders" and navigation options for "Starbucks Management" and "Starbucks drink". The main content area is titled "Starbucks New record" and contains a form with fields for "Number" (TASK0020337), "Assigned to", "Configuration item", "Active" (checked), "Short description", "Description", and "Work notes". A context menu is open over the form, showing options like "Save", "Configure", "Export", "Create Favorite", "Copy URL", "Copy sys_id", and "Reload form". The "Configure" option is expanded to show a sub-menu with "Form Design", "Form Layout", "Related Lists", "All", "Table", "Security Rules", "Business Rules", "Client Scripts", "UI Policies", "Data Policies", "UI Actions", "Notifications", and "Dictionary". The "Form Layout" option is highlighted. A "Submit" button is visible at the bottom left of the form area.

29. Use the “>, <, ^,” buttons to adjust the **selected fields**. Click “**save**” when finished.

The screenshot shows the 'Configuring Starbucks form' interface. The top navigation bar includes the 'Coffee' logo, 'Starbucks V', 'Global', and 'System Administrator' user information. The left sidebar contains navigation items: 'all open orders', 'Starbucks Management', 'Starbucks drink', and 'All Open Orders'. The main content area is divided into two columns: 'Available' and 'Selected'. The 'Available' column lists various fields such as 'Activity due', 'Actual end', 'Actual start', 'Additional assignee list', 'Additional comments', 'Approval history', 'Approval set', 'Assigned to [+]', 'Assignment group [+]', 'Business duration', 'Close notes', 'Closed', 'Closed by [+]', 'Comments and Work notes', 'Company [+]', 'Configuration item [+]', and 'Contact type'. The 'Selected' column lists fields currently in the form: 'Number', 'Order For', 'State', '|- split -|', 'Approval', 'Assigned to', 'Assignment group', '|- end_split -|', and 'Short description'. Between the columns are navigation buttons: a search icon, '>', '<', '^', and 'v'. Below the columns are 'Cancel' and 'Save' buttons. At the bottom, there are sections for 'Form view and section' (with 'View name' set to 'Default view' and 'Section' set to 'Starbucks') and 'Create new field' (with 'Name', 'Type' set to 'String', and 'Field length' set to 'Small (40)'). A 'Show versions' link is also present. Red arrows point to the '<' button, the '^' button, the 'Save' button, the 'View name' dropdown, and the 'Section' dropdown.