

Diff-IT ServiceNow List Filters Cheat Sheet by NickD via cheatography.com/38427/cs/11985/

Tins

Changes to the filter breadcrumbs will not be applied until you run a filter. Remember to run a filter before creating a favourite from it!

Filter favourites will be generated only up to the point you are dragging from on the breadcrumb. Remember to drag the right-most breadcrumb component when creating a favourite!

Conditions

To specify all groups you are a part of use Assignment group is (dynamic) One of My Groups.

To specify unassigned incidents use Assigned to is empty.

To specify assigned tasks use Assigned to is not empty.

To specify open tasks use State is not one of Closed Complete/Closed Incomplete/Closed Skipped/ Closed Abandoned/Resolved/Closed.

To specify finished tasks use State is one of Closed Complete/Closed Incomplete/Closed Skipped/ Closed Abandoned/Resolved/Closed.

ΛШ	Pools -	llna	eeidi	and

State

Assignment is(dyn One of My Groups group amic)

Assigned to is empty

is not Closed
one Complete/Closed
of Incomplete/Closed
Skipped/Closed
Abandoned/Resolved/Clo

To create an All Pools - Open filter, change the "Assigned to" from "is empty" to "is not empty".

Cluster West - Open

Assignment is EMEA - West-Diff-IT group

Assigned to is not empty

State is Closed Complete/Closed
not Incomplete/Closed
one Skipped/Closed
of Abandoned/Resolved/Close
d

Replace "EMEA - West-Diff-IT" with whichever group name you are creating the filter for.

To Create a Closed filter, change the "State" from "is not one of" to "is one of".

My Open Work				
Assigned to	is(dyn amic)	Me		
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Close		

To create a My Closed Work filter, change "State" from "is not one of" to "is one of"

Logged By Me - Open

Created is SIMS ID
by

State is Closed Complete/Closed
not Incomplete/Closed
one Skipped/Closed
of Abandoned/Resolved/Closed

Replace the "SIMS ID" with your SIMS ID.

To create a Logged By Me - Closed filter, change the "State" from "is not one of" to "is one of"



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