

### 1. Overview

The ServiceNow Release Notes for November 2013 summarizes all of the additions, enhancements, and fixes that moved into production for use starting **November 6, 2013**.

### 2. Enhancements

- **General**
  - Adjusted the **field name text** on the various forms (User, Delegates, User Notification messages, User Notification Devices, Group, Role, etc.) to uniformly show the first letter of each word as capitalized. Example: "Assignment group" is now "Assignment Group".
  - Created a process to mark **User records as "inactive" after their Employee Active Flag has been set to False** (feed comes from EDS). This process will only "inactivate" a User if they have been inactive for at least 30 days, which should provide flexibility for users whose active status may be in flux [students, change in appointment, etc.].
- **Incident**
  - Added additional information about the person selected when entering a name in the **Watch List field**. Information added is UCID, Title and Department. This information is useful when there may be more than one person with the same name.
  - Adjusted the **Time Worked table record** on the Financials tab to display the "Created By" value of the creator's full name.
  - Added a **group level opt-in function** where if a ticket is **re-opened** from a State of Complete.Closed, it will remove the "Assigned to" value and leave the ticket assigned to the group level. A notice is also posted to the Activity section.
  - Adjusted functionality for groups that use the license integrated feature of Bomgar. The **"Bomgar Session Key" button is now available in all WIP and Pending States**, as well as Complete.Resolved, as long as the ticket is saved to the database.
  - Added a new role-based functionality for establishing a **Group Manager delegate for Survey Responses**. This feature provides a way for people to assist a manager in reviewing Survey results and marking surveys as followed-up. These users will see the Navigation Pane link "My Survey Follow-Ups" and the "Survey Responses" tab at the bottom of an Incident for the group they have this role for. Delegates are added to a Group record in the field "Additional Survey Managers".
- **Change**
  - Added additional information about the person selected when entering a name in the **Watch List field**. Information added is UCID, Title and Department. This information is useful when there may be more than one person with the same name.

- Updated the notice that is copied to the Activity section when the Type field changes. The **"Approval history" notice** now states: "Change modified, workflow reset, and any pending approvals that may have existed are now cancelled."
- Adjusted the **Blackout Window links** in the Navigation Pane, so that when clicking "MC Blackout Window" or "ITS Blackout Window" or "ISU Blackout Window", the link takes you directly to the blackout schedule instead of the list view.
- Added a **new field "Requires CI Update?"** that is to be set to "Yes" if the change will impact an item entered in the Configuration Item field. If Yes, then a new Change Task will be created to update the CI record. In addition, next to the Configuration Item field, you may see **two new icons**, a yellow triangle [tasks affecting CI], and a small flow chart [CI Map]. These attributes were added in anticipation of the phased IT Configuration Management Database (CMDB) rollout. The new icon functionality will also help approvers and CAB members determine the impact of their change.
- **Software Development LifeCycle (SDLC)**
  - Adjusted the **label name** on the form Enhancement to "Enhancement or Defect".
  - Added a restriction to **no longer allow Story to be modified from the list view**. This was needed to prevent Story from being modified and bypassing workflow.
- **Employee Self Service (ESS)**
  - Added the ability for a **person added to the "Watch List" field** on the Incident (INC) and Requested Item (RITM) form, to **view the record from the Employee Self Service (ESS) site**, under "My Tickets" on the "My Orders" tab, as if they were a submitter or customer.  
**NOTE:** Customers can not add themselves to the Watch List from the ESS, people may only be added to the Watch List directly on the Incident or RITM by staff with ITIL level access.
  - Added a new **service catalog** "Git Repository Access Request" to facilitate GIT repository access requests. GIT Repository Software is used by the UCSF web hosting team for versioning and code management.
  - Added a new **service catalog** "ServiceNow / ApexNow Enhancement Requests" visible to ITIL staff only. This service catalog facilitates a standard way for departments using ServiceNow or ApexNow to submit a new functionality or enhancement to existing application functionality. These requests are assigned to and reviewed by the "Service Now Admin" group.
  - Added a new **service catalog** "Web Hosting Export Files and Database Request". This request is used to facilitate Drupal system or database file exports.
  - Adjusted the **service catalog** "Clinical Data Research Consultations Request Form" by adjusting options under "Data Extraction Parameters", including adding a new check box for "UCSF School of Dentistry", based on the answer to the question "This request is for the extraction of the following type of data:" will display different demographic data items, and made several text fields expandable for ease of data entry.

# UCSF ServiceNow

## November 2013 Release Notes

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- **Asset/Configuration Management Database (CMDB)**
  - Added functionality to **Software Licenses and User** to track ServiceNow licenses.
  - Created a new role "**Company Manager**" that provides a limited number of users that use Configuration Management (Network Gear, Servers, Computers, etc.) access to create and modify Companies (Manufacturers/Vendors), OS Versions, and Model Names.
- **Request Item (RITM)**
  - Added a restriction to no longer allow **Request Items (RITM)** to be modified from the list view. This was needed to prevent RITM from being closed with open Catalog Tasks.
  - Added the "**Watch List**" field to the **Requested Item (RITM) form**. When people are added to the Watch List, they will also receive notifications like the Requested For person (Open notification: if added before first saved; and Closed).

### 3. Fixes

- **Incident**
  - Fixed an issue where a "**Priority Changed**" notification was erroneously being sent even when the Priority was not changed.
  - Fixed an issue where an **error occurred when adding Time Worked data** on the Financials tab. The Time Worked table is now only visible after the Incident is saved to the database.
- **Change**
  - Fixed an issue where an **Emergency or Latent Change** could be saved as Closed with a PIR Task still open. Now, the ticket must be saved to the State of Closed Pending Review before the value of Closed can be selected.
- **Request Item (RITM)**
  - Fixed the **Catalog Task form** so that the "Request item Quantity" field is not visible and made the "Request item Item" and "Request item State" fields read-only. This was done to prevent changes to these fields which could break the Request Item workflow.
  - Fixed a Service Level (SLA) **notification for Catalog Tasks** associated with the service catalog "Campus & School of Medicine Account Request Form". A reminder notice was updated to remove the term "SOM" and specify "Account Request Task" instead.
  - Fixed an issue where some **Request Item (RITM) records** that were closed by workflow did not set the State field value to Closed.