# UCSF ServiceNow

April 2017 Release Notes

## 1. Overview

The ServiceNow ITSM Release Notes for April 2017 summarize the enhancements and fixes that moved into production for use starting **April 8, 2017**, *unless a prior date is otherwise indicated*.

## 2. Enhancements

- **General**
  - Providing support to HCL's reporting tool, **MyXalytics**, which will fetch data from ServiceNow's tables.

- **Incident**
  - Updated the type of Incident **SLA's**. UCSF enterprise IT **SLA's** are in the SLA tab. Other service provider/group specific **SLA's** (e.g. ITFS, HCL, Quincy) have been moved to the newly created **OLA** tab. **Request Items** with specific SLAs will be unchanged.
  - Adjusted **Apex** related Incidents so that they cannot be closed when there is an associated **Apex Change**.
  - Adjusted the message prompts seen by **IT Service Desk** so that when a message can be reloaded even when the ticket is saved and closed. Also made it so that **IT Field Services** groups can see the messages. These message prompts will only appear for users where the parent group is "IT Customer Support Services".

- **Change**
  - Updated the email notification for "Change Approval" so that more fields from the Change form are shown on it.

- **Problem**
  - Added a new "Epic Alerts" category on **Problem** records and added all fields from the **Epic Alert** form from **APexNow** to a new "Epic Alert" tab. This new tab is only visible when the "Epic Alert" category is selected. Additionally, a new assignment group has been created called "Apex_Epic_Alerts".
  - Created a new Problem **SLA** which begins when created and ends when the Status is set to "RCA Completed". This SLA has a 5 business day target and will only be triggered for HCL assignment groups.

- **Service Asset & Configuration Management (SACM)**
  - Updated the server import transform map on ServiceNow so that **new application relationships** can be created with **existing server records** via an upload of a template. If the relationship already exists then it will be ignored. If the **Application Name** does not exist in the CMDB, a new Application CI record will be created.

- **APeX**
  - Updated the gauge reports on the **APex Homepage** on **ServiceNow** so that Request Item counts appear in the "My Open Items", "My Teams Unassigned Items", and "My Teams Old Tickets" sections.
  - Added a link in the **ServiceNow APeX** menu called "Exception List – DC CAB" to provide a local download of latest version of the exception list.

- Added the section **APeX SDLC** in the left navigational menu towards the bottom of the **APeX** section and added a link called "Open APeX Releases" which opens a list of Releases assigned to the Apex team. Also added the Apex Change related list to the release form and the Enhancement form. Additionally, a release record called **AOeX 2017 Upgrade** has been created for **APex** users.

- ### Employee Self Service (ESS)

  - Updated the service catalog **Enterprise Analytics Dashboard and Data Tools Access Request** form by changing two of the field labels under the “Dashboards” section. The field “FinDashKPI - Finance KPI” now reads “FinDashKPI - Finance KPI (Additional dashboard owner approval required)” and the field “ResiDash - Resident & Fellows” now reads “ResiDash - Resident & Fellows (Additional dashboard owner approval required)”.
  - Adjusted the service catalog **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** by changing the text under **Account Request Type** from "Create New Account - Use when someone is new to UCSF" **to** "Create New Account - Use when someone is brand new to UCSF or when they have returned after a leave". Another change in text is Under the **IT Field Service (ITFS) Subscription Change** section where the text has been changed **from** "Do not enroll in ITFS support: automatically exempt (e.g., WOS faculty, postdoc, student, affiliate or exempt department)" **to** "None of the above (no change to the existing level of service)" That option has been moved to the bottom of the selection list. The description for the section **IT Field Service (ITFS) Subscription Change** has been changed **from** “Select "Do not enroll in ITFS support" below if your department is not enrolled in the ITFS program or if you opt to not enroll any of the following: Contractor, Volunteer, Student, Fellow or Trainee. Please see the ITFS Exemption Policy and the Basic Science Research Exemption Process.” **to** “Select **"**None of the above (no change to the existing level of service)**"** below if your department is not enrolled in the ITFS program or there is no change to the existing ITFS subscription. Please see the ITFS Exemption Policy and the Basic Science Research Exemption Process.”
  - Revised the wording in the link under **Get IT Help** from "Report something that just isn't working right" to "Use this link for non-specific services or to report something is not working right."
  - Deactivated and removed the **IT Process Improvement Request** service catalog from being seen in ESS (in case users bookmarked).
  - Adjusted the service catalog **Duo Two Factor Authentication Request for VPN** by allowing the user to request admin account access for “Campus”, “School of Medicine” and “Medical Center”. The AD name must match the Employee ID on the “Requested For”. Also adjusted the Catalog form so that the “Requested By” and “Requested For” fields are present. Custom notifications are sent to the “Requested For” after the provisioning process is completed.
  - Created a new form called **Clinical Data Request** to replace the **Clinical Data Research Consultation Request** and **Apex/New Modify Request** forms under the “Business Intelligence & Reporting” section on the Self Service page. This provides requestors a single, simple and standardized online form to request clinical data and create a central place to track all requests. The former **Clinical Data Research Consultation Request** form will be copied with some adjustments to the fields and named **REDCap Consultation Request** which will be used to request a Research Electronic Data Capture (REDCap) consulting request. The link called “Apex/New Modify Report Request” under the **APex Support** menu will point to the new “Clinical Data Request” form. *Note: This item was implemented the evening of 3/31/2017.*

- **Request Item**
  - Updated the **Catalog Tasks** for **Network Port Request Items** so that the variables “What is the Faceplate?”, “What is the location of the network Port?”, “What is the room number for this port?”, “What is the contact person for this Request?”, and "Contact Person Business Phone" are pushed from the parent Request Item to the "Network Port Task".
  - Adjusted the ServiceNow **Request Item** list view by removing the fields “Due Date” and “Quantity” leaving the remaining columns Number, Item, State, Approval State, Stage, Assignment Group, Assigned To, Request, Requested For, and Created. The columns displayed on the Self Service view are now only “Number”, “Item”, “State”, “Approval State”, and “Stage”.

# 3. Fixes

- **Incident**
  - Fixed an issue where the **Incident Type** value was not on the default Incident table list view.
  - Fixed the Incident form on **mobile** platforms so that when removing a name from the “Assigned To” field, the name stays clear after saving, effectively assigning to the group level.
- **Request**
  - Fixed the **Enterprise Analytics Dashboard – Access Granted** email notification workflow by adjusting when the access granted email notification is triggered.
  - Fixed the CDR Catalog Tasks so that the fields “Billable Hours” and “Non Billable Hours are now visible.
  - Fixed the “submission list” issue on the service catalog **Telephone Service Request** so that the user can re-add customers to the submission list even if the original ticket was incomplete due to a browser crash, a browser page closed by accident, etc. This issue was on new, change billing, disconnect, change voice mail, and relocate requests.
  - Fixed defects found on the **Telephone Request Form** where there was a missing COA in Labor billing transaction, a missing Billing Transaction related list on ITIL view on ServiceNow, and Request Items generating a billing transaction when the State is set to Closed.Skipped. That should only happen when a Request Item is set to “Closed.Complete”. *Note: This item was implemented the evening of 3/14/2017.*
  - Fixed the **Telephone Service Request** form so that users cannot enter non-integer characters in the telephone number field for a “Disconnect” request. *Note: This item was implemented the evening of 3/21/2017.*
- **Software Development LifeCycle (SDLC)**
  - Fixed the **Enhancement** form so that it can be set to “Closed” or “Cancelled” when one of the child tasks is set to “Closed Incomplete”.
- **Employee Self Service (ESS)**
  - Fixed the “submission list” issue on service catalog **Telephone Service Request** so that the user can re-add customers to the submission list even if the original ticket was incomplete due to browser crash, browser page closed by accident, etc. This issue was on new, change billing, disconnect, change voice mail and relocate requests.

- Fixed the **Telephone Request Form** so that content in the variable "Provision Comments" from the child task will be copied into the AT&T email. *Note: This item was implemented the evening of 3/31/2017*

- **APex Change**
  - Fixed a typo on the **Assigned To** notification so that instead of it saying "You have been assigned **am** Apex Change Request with the following information:" it now says "You have been assigned **an** Apex Change Request with the following information."
  - Fixed the Catalog Tasks so that the **APex Change** Request related list is visible. *Note: This item was implemented the evening of 3/14/2017.*