

1. Overview

The ServiceNow ITSM Release Notes for August 2017 summarize the enhancements and fixes that moved into production for use starting **August 1, 2017**, *unless a prior date is otherwise indicated*.

2. Enhancements

- **General**
 - Set up a new Incident integration to support the **HCL MS SCORCH** system by setting up a new assignment group called **HCL_MS_Scorch** and the ability for the MS Scorch system to query/update incident tickets through the web service integration.
 - Removed several links on the left navigational menu that were outdated under the “Scorecards” section. *Note: This item was implemented the evening of 7/11/2017.*
- **Incident**
 - Adjusted the **Incident form** to stop setting the **Incident State** to “WIP.Acknowledged” automatically when the logged-in user is the ticket assignee. The ticket assignee must now manually set the incident state to “WIP.Acknowledged”.
 - Adjusted the **Incident form** so that the **Incident State** cannot be set to “WIP.Acknowledged” without a value in the “Assigned To” field.
 - Adjusted the **Incident form** so that the **App/Business service message prompt** will include the ‘Symptom’ field and depending on the “Symptom” and “App/Business Service”, a message will display under the “Watchlist” field.
- **Employee Self Service (ESS)**
 - Adjusted the **APex Support homepage** by removing the “Statement of Responsibility Request” link in the **Reports** section.
- **Request Item**
 - Adjusted the **Computer Request Form** fields and the resulting Request Item. Also adjusted the **Computer Request Item** to send SLA notifications every 24 hours to approvers.
 - Updated the **Incident Tasks** and **Catalog Tasks** so that the duration can be calculated based on the “Opened” and “Closed” times.
 - Updated the **Request Item** so that the metrics for the “Stage” and “State” are recorded.
- **Service Asset & Configuration Management (SACM)**
 - Adjusted the **Server, Storage, Network Gear, Computer, Non IT Supported Device, Printers, Communication Devices** class forms on the **CMDB** by changing the name of the tab “Security Exceptions” to “Security”. Under that tab the new dropdown menu “Protection Level Classification” has been added. (**STRY0014367**)
- **APex Change**
 - Adjusted the **Apex Change form** to auto-populate the “Assignment Group” if a name is entered in the “Assigned To” field.

3. Fixes

- **General**
 - Fixed the **Chat Queue** so that when a chat is no longer active, the chat queue entries will be set to "Closed Complete".
- **Incident Task**
 - Fixed the **Incident Task** so that special characters in the description can be sent to **PagerDuty**.
- **Change**
 - Fixed the **Change** form so that when an HCL assignment group uses a "Normal" or "Expedited" Change template, the "How Many CIs are Being Added, Modified and/or Removed?" field becomes locked after the **Peer Review Task** is complete.
- **Employee Self Service (ESS)**
 - Fixed the typo on the **AC3 - Patient Lists & Consulting Services** request form by changing the section title from "New Patient Request Details" to "Patient List Request Details".
 - Fixed the **Business Impact Analysis Request** form so that the "Check here if you cannot find your application/website" checkbox is no longer required.
 - Fixed the service catalog MyResearch Acct/User/Study Request so that all requests with the **Account Type** of "New Student MyResearch Site (Limited 5 GB Storage)", the "Is the principal investigator also the site Administrator? (Person responsible for maintaining the site for the PI)" field values will be set to "Yes".
- **Request Item**
 - Fixed the service catalog **ServiceNow / ApexNow Enhancement Requests** assignment notification by including the "Request Details" information as it was before the ServiceNow July Release.
 - Fixed the **Campus Account Request Form Billing Transaction** so that when a customer enters a "Requested For" who is not in ServiceNow, the billing transaction is created with the affiliation "staff".