

UCSF ServiceNow

February 2017 Release Notes

1. Overview

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

2. Enhancements

- **General**

- Updated the workflow for **DocuSign Attestation renewals**. Attestation records expire after 2 years and users who signed will receive a notice to re-sign the attestation letter to continue to have the ability to receive research data, etc. If the user does not sign, the groups that grant access to their information will be notified that the user did not re-sign. *This item was implemented 1/17/2017.*
- Created a **Web Service linking East Bay (BCHO) with West Bay (UCSF)** ServiceNow instances. A one-way trigger was created for Incident table tickets in the East Bay (BCHO) ServiceNow environment to auto-create an Incident table ticket in the West Bay (UCSF) ServiceNow environment. *This item was implemented 1/26/2017.*
 - Only Incident tickets saved in an open state and meet an assignment group trigger are included. Example: BCHO's "Ambulatory-grp" triggers and maps to "Apex_Ambulatory" assignment group in UCSF ServiceNow.
 - Once the BCHO ticket matching the trigger is saved, it auto-closes, with no email notification generated in BCHO.
 - The process includes field value mappings from BCHO to UCSF where specified field values are entered in the UCSF ticket, or field value data is listed in the Description field, or added to the Internal Work log.
 - When the UCSF ticket is created, the service updates the closed BCHO ticket with custom Close Notes documenting the connection and listing the UCSF ticket number.
 - During implementation, open tickets in East Bay (BCHO) that matched the trigger assignment group (clinical) were migrated to West Bay and closed in East Bay.
- Updated the Navigator module "APeX", by adding a section/grouping named "APeX Knowledge" and a link named "Apex Assignment Groups" that displays the specified KB article. *This item was implemented 2/3/2017.*

- **Incident**

- Adjusted the **audit** feature to **display "Additional Room Info"** field information. If a value of "Other" is entered in the "Room" field the required field "Additional Room Info" is presented and now an audit of values entered or adjusted in this field are visible in the Activity section.
- Created **email to ticket** functionality for alerts received from FireEye that assigns to ITS_SP_Incident_Response.
- Updated functionality in support of the Web Service linking **East Bay (BCHO) with West Bay (UCSF)** ServiceNow instances. *This item was implemented 1/26/2017.*
 - Added BCHO Epic clinical staff to UCSF Apex assignment groups.
 - Added new Application CI records "Epic (BCHO)..." to distinguish BCHO Epic issues in the East Bay/BCHO instance versus the existing "Apex..." CI records for UCSF Apex instance.

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- Created a custom create notification sent to the Customer to advise them their BCHO ticket was auto-closed and re-created in West Bay (UCSF) instance of ServiceNow.
 - Updated fields in the Related Records tab. "Source System" is set to BCHO and the Source Number field references the original BCHO INC number.
- Updated the **Service Level Agreements (SLA) for HCL** to calculate from assignment to first acknowledgement. In addition, updated the HCL SLAs to replace the "Class of Services" to "Tier". If the Application Tier is not 0, 1, 2, 3 or 4, the SLA applied is Tier 3 - Less Critical. *This item was implemented 2/3/2017.*
- Updated **auto-routing** rules that IT Service Desk uses for Application and Data Center Incidents to route to HCL groups. *This item was implemented 2/3/2017.*
- Updated inbound action assignment group for **DCO Reporting** from "Infra_Data_Center_Technical_Ops" to "HCL_Data_Center_Wintel"; **New Server Request** from "IT_Infra_Systems_Engineering" to "HCL_Data_Center_Wintel"; and **Cloverleaf OHE1 and OHE2** from "App_Integration" to "HCL_Data_Center_Middleware". *This item was implemented 2/3/2017.*
- Updated the **Escalate to Manager** button so it is seen not only by IT Service Desk and groups starting with ITFS, but also groups that start with MC_ITFS. *This item was implemented 2/3/2017.*
- **Change**
 - Updated **change template** functionality for HCL. If Assignment Group is one of the HCL groups and Category=Network or Telephony and template type is Standard with no Peer Review –OR– Standard with Peer Review, the "Action" and "How Many CIs are Being Added, Modified, and/or Removed?" fields are editable. *This item was implemented 2/3/2017.*
- **APeX Change**
 - Added a required field named **Location** with values "East Bay" [BCHO] and "West Bay" [UCSF]. The value is auto-set when the ACHG is created from an Incident based on the App/Business Service selected in the Incident form, but can also be manually adjusted. *This item was implemented 1/26/2017.*
- **Employee Self Service (ESS)**
 - Adjusted the **Get IT Help** form so the "more information" feature for the field "Room Number" no longer needs to be clicked to display text instructions. Instead, the text is immediately displayed when the form loads: "Please enter "Other" if the Room is not available."
 - Updated the process for **Get IT Help** form fields "Location where the service will be performed" AND "Room Number" set to be Required based on the value in the field Type of Help. These restrictions are now set based on a new field in the ESS Help Types table instead of hard coding. *This item was implemented 2/3/2017.*
 - Updated the service catalog **AC3 - Alerts (BPA)**, at the top of the form, when the user clicks the RedCap URL link, the page opens in a new tab. *This item was implemented 2/2/2017.*
 - Created the new service catalog **Enterprise Analytics Dashboard and Data Tools Access Request**, for users to request access to QlikView dashboards, APeX analytics tools, and research query tools. *This item was implemented 1/24/2017.*
- **Request Item**
 - Updated the "e-Consent" **DocuSign email** sent by the "UCSF Consent Form for Access to Electronic Communication Records" request item on the ESS Accounts page to be from the

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ITServiceDesk@ucsf.edu email address. In addition, the "Security Exemption" DocuSign email sent by the "Security Exception Request" request item on the ESS Security page is now sent from the Security@ucsf.edu email address. Both forms used to send from the "PHI PII Data Attestation (phi_pii_data_attestation@ucsf.edu)" account.

- For request items assigned to **Apex_AC3** assignment groups, added the field "Priority" to be used for identifying requests to be made based on a priority level.
- Updated workflow for the service catalog **Electronic Mailing List Request** where only when "Distribution List" is submitted, two tasks are spawned in logical order. The second task that spawns was changed to no longer assign to ITS_Infra_Email but instead assigned to ITSD_accounts. *This item was implemented 1/17/2017.*
- Updated the **assignment** workflow for several request items to HCL_App_DotNet. The adjusted items are: Drupal Web Hosting Request, Git Repository Access Request, Redirect Registration Request, Web Hosting Import and Migration Request, Web Hosting Export Files and Database Request, Website Registration Request. *This item was implemented 2/3/2017.*
- **Service Asset and Configuration Management (SACM)**
 - Updated **Application** and **Server** CI records based on updated information provided by Don Francis. Update the Tier field on Application CI records. Updated the Tier and Support Group field on Server CI records. Created 367 new Server CI records.
 - Added two new fields to the **Computer** class, named "Medical Center Refresh Eligible?" and "Medical Center Refresh Due Date". The fields may only be edited for specified user with a role to update them.
- **Software Development LifeCycle (SDLC)**
 - Updated the three SDLC navigator links for **Open Change-L** to include the State of "Deploy/Launch".

3. Fixes

- **General**
 - Fixed an issue with **Time Worked** records when a user leaves "Actual Date Worked" empty the date would set to tomorrow's date instead of today's date, if the entry were created at 4:00pm.
- **Incident**
 - Fixed an issue where tickets created by **external integrations** (UIC and UCD) were not triggering **PagerDuty notifications**. The assignment group was not being set in the ticket before the PagerDuty trigger occurred.
- **APeX Change**
 - Fixed the **approval email** so it displays the "Opened By" value (name of person who created the ACHG) instead of Requested By which was never displayed a value.
- **Employee Self Service (ESS)**
 - Fixed an issue with the service catalog **Electronic Mailing List Request** where only when "Listserv" is selected should the "Affiliation" and "Please complete the following fields" section be displayed. *This item was implemented 1/17/2017.*

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- **Request**
 - Fixed a **notification** for the service catalog **Enterprise Analytics Dashboard and Data Tools Access Request** where it was missing text and URL for Research Data Browser (RDB).