

1. Overview

The ServiceNow ITSM Release Notes for January 2017 summarize the enhancements and fixes that moved into production for use starting **January 11, 2017**, unless a prior date is otherwise indicated.

2. Enhancements

- **General**

- Updated ServiceNow Production instances (ServiceNow, APeXNow, and Medical Center Support Services) to connect to the **MyAccess Stage** environment during the MyAccess Production migration to the off-site Quincy datacenter. Once MyAccess Production was brought on-line, the ServiceNow connection was re-directed from MyAccess Stage back to Production. *This item was implemented 12/16/2016 and 12/17/2016.*

- **Incident**

- Added the ability for **PagerDuty to be triggered for Incident Tasks**. The existing rules for Incident were mirrored for use in Incident Task. *This item was implemented the evening of 12/14/2016.*
- Updated **routing of Incidents for Network and Unified Communications** to HCL. *This item was implemented the evening of 12/14/2016.*
- Updated **inbound email actions** that auto-generate Incidents for Network and Unified Communications to HCL. *This item was implemented the evening of 12/14/2016.*
- Added ability to accept auto-generated Incidents from HCL **monitoring tool Moogsoft** for network gear and are assigned to "HCL_MEM_DCops". Also, when the Incident is closed, an appropriate message is sent back to Moogsoft. *This item was implemented the evening of 12/14/2016.*

- **Problem**

- Added a new **Problem State called "RCA.Complete"**. This state will not change the active state of the problem and will be used in conjunction with Problem SLAs for HCL. Placed this new state under the WIP state. Also made the Root Cause field required when State is RCA.Complete. *This item was implemented the evening of 12/14/2016.*

- **Change**

- Updated the process when the field **Requires CI Update?** has the value of Yes and assigned to any HCL assignment group. When the State is "Work in Progress", a Change Task is automatically created with the Short Description of "HCL - CI Record(s) Update Required", pre-populated with guiding text, and assigned to HCL_CES_Config_Items. There is also a pop-up message on the Change record to remind the Change Request Submitter to enter information into the task.
- Added a **Category** value of "Telephony" and when selected, new **Action** values are available. Also, added **How Many CIs are Being Added, Modified and/or Removed?**, located on the Change/Backout/Validation Plan tab, is a numeric field that's only editable by HCL under certain conditions, and grayed out for all others and all other circumstances. *This item was implemented the evening of 12/14/2016.*

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- **Employee Self Service (ESS)**
 - Updated the service catalog **Mobile Phone Request (Medical Center only)** so the Manager Name is required and auto-fills the Manager's email. If the Manager doesn't have an email address, the email address field is then editable.
 - Updated the service catalog **APeX New/Modify Report Request** by updating the values available in the field "Report Type".
- **Request Item**
 - Updated the process for service catalog **Interface Request**, so the catalog task "Create directory on UCSF SFTP server for temporary storage of data for retrieval" will be assigned to IT_Architecture_and_Design and not the newly retired Apex_Tech_Infrastructure.
 - Added an **Escalate to Manager** button (seen by the IT Service Desk) on Request Item that auto-creates a Catalog Task and is assigned to the manager of the assignment group of the parent Request Item. *This item was implemented the evening of 12/14/2016.*
 - Updated **routing of Request Items/Catalog Tasks** for Network and Unified Communications to HCL. *This item was implemented the evening of 12/14/2016.*
- **Service Asset and Configuration Management (SACM)**
 - Created a method for UCSF departments to track their **Non IT Supported Applications**. Applications created and managed via the portal appinventory.ucsf.edu are set to the Support Group value Non_IT_Support_Group and are currently not available to pull into an Incident or Change CI field. The portal addresses security compliance issues at the request IT Security. *This item was implemented the evening of 12/22/2016.*
 - Updated specific **Network Gear** records by adjusting the Support Group value to HCL_Network_Data. *This item was implemented the evening of 12/14/2016.*
- **Software Development LifeCycle (SDLC)**
 - Updated the **Enhancement/Defect form and SDLC processes** to accommodate HCL. Updated functionality including: new State values for Tasks; hid the Release Task and created an Escalation Task; restricted the ability to create a Testing task until the Development Tasks are closed; created new SDLC reports. *This item was implemented the evening of 1/2/2017.*

3. Fixes

- **Incident**
 - Fixed an issue with the **UCD web service integration** where the resolution update to UCD HP failed to send. *This item was implemented the evening of 12/19/2016.*
 - Fixed an issue where the **default columns in the Incident list view** were erroneously adjusted to incorrect columns. *This item was implemented the evening of 12/14/2016.*
- **Change**
 - Fixed an issue where the **Enterprise CAB members** were erroneously receiving approval emails for requests focused on Quincy Stakeholders network gear.

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- **Employee Self Service (ESS)**
 - Fixed an issue with the **APeX Support** page when users clicked the “Something that stopped working (Incident)” link, it was opening the Get IT Help form using two frames which caused the form to not load all fields completely.
 - Fixed various text issues with the **UCSF Consent Form for Access to Electronic Communication Records** by adjusting misspellings and grammatical errors.
- **Service Asset and Configuration Management (SACM)**
 - Fixed an issue where the Application field **Class of Service** was inadvertently hidden. *This item was implemented the evening of 12/22/2016.*