

UCSF ServiceNow

July 2017 Release Notes

1. Overview

The ServiceNow ITSM Release Notes for July 2017 summarize the enhancements and fixes that moved into production for use starting **July 7, 2017**, *unless a prior date is otherwise indicated*.

2. Enhancements

- **General**
 - Adjusted the **Change** form so that the 'Template Type' AND 'Template Reference' fields under the system Info tab are only visible to **CAB managers**. The Incident form no longer has those two fields visible.
 - Added the link **My Group Incident** to the mobile home page and placed it under "My Incidents". *Note: This item was implemented the evening of 6/17/2017.*
- **Incident**
 - Setup a new email-to-ticket integration for the **IT Server Team** so when ServiceNow receives an email from ITServerTeam@ucsf.edu, a new incident is created and assigned to "HCL_Data_Center_Wintel".
 - Adjusted the **Incident** workflow so when a customer sends an email to ServiceNow about an incident ticket that was closed for more than 5 days, the customer will receive an automated email asking them to open a new ticket.
- **Employee Self Service (ESS)**
 - Updated the service catalog **Audio Visual (AV) Event Support Request** to validate the submitter phone number and the "Onsite Contact" phone number (ten digits and without spaces, dashes, or parenthesis). Also the "Event Date & Time" cannot be before the submit date.
 - Adjusted the service catalog (**APeX**) **Payor/Plan Request** form by adding new communication fields and updating some of the functions of the already existing fields.
 - Updated the **Get IT Help** form so that after a user selects the Help Type, the Help Category selection is no longer set to a default option.
 - Adjusted the service catalog **MyResearch Acct/User/Study Request** so that when "Account Type" is "New Student MyResearch Site (Limited to 5 GB storage)" the fields "Is the principal investigator also the site Administrator? (Person responsible for maintaining the site for the PI)" and "How much disc storage space does your team need to store your data?" are not visible.
 - Updated the **ServiceNow Enhancement** wording to remove all references to "ApexNow".
 - Updated the link name for the **APeX New/Modify Report Request** to now read "APeX New/Modify Report Request (now the Clinical Data Request form)". Also updated the link description by adding this sentence to the end: "Please note: This form has been replaced by the "Clinical Data Request form." to avoid customer confusion.
- **Request Item**
 - Deactivated the groups **IT_Infra_Network_Field_Requests** and **IT_Infra_Network_Voice_Requests**.

- **Service Asset & Configuration Management (SACM)**
 - Added the “Created By” (Name)” and “Updated By (Name)” fields to the **CMDB CI** table.
 - Added new fields to the **Application** configuration item form under the **Risk Management** tab.

3. Fixes

- **General**
 - Fixed the **Reporting** module where ITIL users can't modify reports and shared reports with others. *Note: This item was implemented the evening of 6/21/2017. (STRY0014121)*
 - Fixed the **Enhancement** form so that a user clicks the email send button without populating recipients, the email content doesn't not get blanked out unexpectedly. *Note: This item was implemented the evening of 6/17/2017.*
- **Incident**
 - Fixed the **Incident** form so that when an Incident is being closed from the list view and there is still an open child Incident Task, the ticket will not close and the ticket will still be marked as active.
 - Fixed the **Maximo Integration Alert** tickets so users in the **Watchlist** can receive ticket open / closure notification.
 - Fixed the "Show OLPPS Department Role" icon next to the customer field on the **Incident** form so that it now shows OLPPS department roles. *Note: This item was implemented the evening of 6/21/2017.*
 - Fixed the **Incident** form so that the **First Call Resolve Checkbox** is visible after a ticket is closed. *Note: This item was implemented the evening of 6/17/2017.*
 - Fixed the Incident form so when the **First Call Resolve Checkbox** is checked, and the ticket is reopened, a notification is sent to the assignment group. *Note: This item was implemented the evening of 6/17/2017.*
- **Employee Self Service (ESS)**
 - Fixed the **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** form so that a warning message doesn't appear when you select the subscription type “Add to ITFS Support” and the “Appointment Type” is “Contractor”.
- **Request Item**
 - Fixed the **Computer Request Item** form so that when customers choose the “Existing Hardware” on the service catalog form, no approval is required.