UCSF ServiceNow

March 2017 Release Notes

1. Overview

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

2. Enhancements

- **General**
  - Adjusted the **Group** form so users listed as the **Manager** or **Tower Lead** have the ability to edit the fields “Manager” and “Tower Leads”. "Escalate to Manager" Incident Task Escalation emails will be sent to the corresponding assignment group “Tower Leads” in addition to the Manager. The “ITASK” will still be assigned to the group manager as it was previously. Adjusted the Incident Task Manager Escalation notification to contain "Manager Escalation: ITASKxxxx..." in the beginning of the “Subject” line. These notifications contain SMS friendly text and will contain a reference to "Manager Escalation". The escalation notifications will have the following in the body:
    - Incident Tasks will have the Escalated Date, Opened By, Short Description, Description, Incident Creation Date, Incident Number, Incident Customer, Incident App/Business Service, Incident Priority, Incident Short Description, Incident Assignment Group, and Incident Assigned To.
    - Catalog Task escalation will include the Escalated Date, Opened By, Task Description, Description, RITM Creation Date, RITM Number, RITM Item Name, RITM Assignment Group, and RITM Assigned To.

    The **Escalate to Manager button** will be usable by all users with an ITIL role and one of the two roles (apex or enterprise_it); and only in tickets assigned to Apex or Enterprise IT. Finally, a link called "Group" has been added under the existing "Customer" link in the Service Desk application. Only Active groups are displayed.
  - Adjusted the **Short Description** field (in header portion of the templates) on the “Template” form by increasing the size from 100 characters to 500 characters. Also, made the field expandable.
  - Updated the **Symptoms** and Choice list table so that when an inactive Symptom becomes active, it is added to the list of Symptoms to choose from.

- **Incident**
  - Adjusted the process for **Apex** tickets by stopping the “Assigned To” notification for tickets that are sent to West Bay from East Bay. Also added Unix password fields to the West Bay Internal Work Log.
  - Adjusted **email to ticket** for **PeopleSoft** scripts to send email alerts to the HCL resource account HCLPeopleSoftIncidents. These email alerts will be copied to the email address "ITSM.ServiceNow@ucsf.edu". ServiceNow would then pull those emails from ITSM.ServiceNow@ucsf.edu and use the information to create a new Priority 2 Incident ticket.
  - Updated the process for **HCL** staff so when the **Tech Support Task** button is clicked the system will look up the UCSF Escalation Group by CI in addition to looking up the UCSF Escalation Group from the HCL assignment group record. Also, a new mapping table has been created to track the technical support escalation group designation by CI that is managed by PeopleSoft team (Mimi and Andy).

- Adjusted the **inbound email action** from copycenter-library@berkeley.edu, the resulting Incident that is created is assigned to the group "CLS_DM_UCPMP".
- Added a new value to the **Survey** Results Table called "Assigned To At Resolve" in an effort to track who the Incident is assigned to at the time a ticket is closed and a survey is sent out. Existing survey reports must be manually updated to include this new field value.

- **APeX Change**
  - Adjusted the **Apex Change** form by adding a new dropdown menu called "APeX CAB Status" with the options “CAB Exempt” and “CAB Approved”. The CAB Approved choice will only show when the approval state is CAB Requested while the CAB Exempt choice will show always. When the APeX CAB Status field is set to "CAB Exempt" or all requested Peer Approvals have been received as "Approved", the "Approval State" field will be set to "Approved". The "CAB Approved" dropdown menu is replacing the "CAB Approved" check box.

- **Employee Self Service (ESS)**
  - Built a new **Telephone Services** form to replace the former “Telephone Hardware and Voice Services Request” form. The Request Item created after submitting the form will be assigned to HCL_UC_Voice_Video and Catalog Tasks will be created for each request option selected. Request options are “Request New Telephone Service”, “Change Telephone Billing Information (Campus Customers Only)”, “Change Voice Mail or Caller ID or Telephone Feature”, “Relocate an Existing Service (Move from one Location to Another)”, and “Disconnect Telephone Service”.
  - For request items created after submitting the **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)**, if the “Delete Existing Account” option is chosen, no notification will be sent to the user it was requested for unless it is the same person who submitted the form. Also the wording for the third bullet point under the “Account Request Type” section was updated.
  - Updated the **IT Consultation Request** link description and the “More Information” & top-of form description.
  - Adjusted the service catalog **Enterprise Analytics Dashboard and Data Tools Access Request**, so the “Business Justifications” field is required.
  - Adjusted the service catalog **Radiology and Biomedical Imaging Account Request** so the options under the “Account/Access Type” section are in alphabetical order, the “UCSF Email” and “iPlanet Calendar” have been removed, added the "Altosoft/RadBI*" option and renamed "Research UNIX Account*" to "Research UNIX Account (recharge)". Also when "CB Card Access" is selected, a new required field "CB Card Roles" with a dropdown menu with the following options: "Administrative Staff", "Clinical Staff/Techs", "Cyclotron Staff", "Faculty/Managers/IT", "MBI Students", "Research Staff", "Volunteers/Students". In addition when only the "Altosoft/RadBI" option is selected, it is routed to a new group called Radiology-BI. When only the "CB Card Access" option is selected, the RITM is routed to the new group Radiology-CB. When multiple options are selected, the RITM is routed to the group Radiology-IT.
  - Adjusted the service catalog **AC3 - Provider Order/Smart Set Request** to change the wording on certain fields under the “Provider Order/Smart Set Details”.

- **Request Item**
  - For **AC3 Catalog Tasks**, the “Priority” field from the parent Request Item is now displayed and changes based on the parent Priority (this only affects open tasks). In addition, the Priority field is now available to be added to the list view but not by default.

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 process for the service catalog **AC3 - Provider Order/Smart Set Request** so all open catalog tasks that are created will have the same assignment group and the same assigned to as previous catalog tasks.
  - Fixed the **Electronic Mailing List Request** so that the Faculty/Sponsors name field will no longer be erroneously blanked out.
- **Software Development LifeCycle (SDLC)**
  - Fixed an issue where the **Development** task Assigned To notification was not sending.