UCSF ServiceNow

May 2017 Release Notes

1. Overview

The ServiceNow ITSM Release Notes for May 2017 summarize the enhancements and fixes that moved into production for use starting **May 3, 2017**, *unless a prior date is otherwise indicated*.

2. Enhancements

- **General**
  - Adjusted the **User** profile where if the **AD User Name** field is blank, the data in AD User Name will be updated with their AD (Active Directory) information. If the user has more than one AD record it will set to a value using the logic: Medical Center AD value (1st); Campus value (2nd); SOM value (3rd) - if the AD User Name has existing data (not blank) it will not be overwritten by this process.

- **Incident**
  - Adjusted the field label for the field **"Work Log" to "External Work Log"**. Field hints that appear when hovering the cursor over the field label have been created: for "External Work Log", the hint says "Visible by customers"; for "Internal Work Log" the hint says "Visible by ITIL users".
  - Updated the inbound email ticket creation for **NOC Reporting** for codes P2FT and P3FT from IT_Infra_Network_Field_Requests to HCL_Network_UC_FieldSupport. *This item was implemented the evening of 4/19/2017*.

- **Employee Self Service (ESS)**
  - Adjusted the service catalog **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** so when the user in the "Requested For" section does not have an ITFS subscription, they cannot choose the option "Change existing ITFS subscription (Service Tier or Funding Source)" under the Subscription type section. A warning message will appear and the subscription type will automatically change to "Add to ITFS support" Additionally, whenever a billing transaction is created from a submitted ARF, the "Desktop Service Type" will be on the transaction record on ServiceNow
  - Adjusted the service catalog **APeX Miscellaneous Access Request** in the Request Details section by adding the option "APeX Clinical Data Warehouse Programmer Access" to the Request Type drop down menu. When the field "I am seeking to" is "Delete existing access" and the "Request Type is "APeX Clarity Programmer Access", the four certificate fields are not displayed. Also, two of the options in the Request Type dropdown has had their text changed. In the request type section, two new required fields have been created called "I am seeking to" and "Business Purpose". The "Business Purpose" dropdown menu has the options "Clinical Treatment, Payment, and Operations", "Quality Assurance/Quality Improvement", and "Research".
  - Updated the service catalog **Pathology CoPath Database Search Request** by making several field adjustments. Adjustments include showing the "Approving Manager" field and making it required. Adjusting the "Provide a Description of your Search" field and the "Other names a Pathologist or Surgeon might have called what you are looking for" field to be 3 lines and able to auto-expand. Removed the "Which Hospital Data?" section and "Are you requesting multiple Search Results/Reports or counts?" option. Adjusted the "Specimen Classes to Search:" section by changing the text for two of the options and the "Specify" field that appears when the "Other" check box is chosen is now 3 lines and auto-expands. Added a new field called "Requested search results format:" with two checkboxes called "PDF" and

"Excel". At least one of the options is required. Added a new field called "Number of cases anticipated to find from the search".

- Created a new section under APeX Support called "Financial Applications" for a new service catalog **Apex Payroll/Plan Request**. The new request provides requestors a single, simple online form to request new, or adjustments to existing, APeX Payor/Plans. Requests are assigned to the group Apex_Payor/Plan_Review.
- Updated the service catalog **Computer Request** to remove the questions related to "Will the old computer be repurposed?" and no longer generate the catalog task "Surplus Task". *Note: This item was implemented the evening of 4/19/2017*

- **Request Item**
  - Updated the workflow for service catalog **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** so that when an unaffiliated user selects "Create a New Account", the resulting Campus/SOM AD Email Setup Task will be closed so that no notification other than the initial notification will be sent to the requester. Also, updated the email template that will be sent out to the requester when they are unaffiliated.
  - Adjusted the workflow for service catalog **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** so that when a customer selects "Create new account" and does not enter text in the "Notes/Special Instructions" field, the child catalog task "Request is Complete" is not created.
  - Adjusted the workflow for service catalog **ARF: Account Request Form (Campus, SOM, ZSFG/SFGH)** by updating the DPH Remote Access workflow. There is now only one Catalog Task called "DPH AD account request" for DPH Remote Access.
  - Adjusted the workflow for service catalog **Audio Visual (AV) Event Support Request Item** so that depending on certain conditions, the request item will be assigned to the correct assignment group. First the process will try to find a building/room and use that assignment lookup. If that is not possible then it will try to find the matching building and use that assignment lookup. If that is not possible then it will try to find a matching buildings parent site and the submitters "Desktop Service Type" for the assignment lookup. If none of the previous attempts work, the Request item will be assigned to the IT Service Desk.
  - Adjusted the workflow for the resulting Request Items after submitting the **Network Port Request** forms so that they are no longer assigned to the assignment group **HCL_Network_Data** and will be assigned to **HCL_Network_UC_FieldSupport**. This is for both Medical Center and Campus requests. Also, there will no longer be any tasks generated for Network Port Request Items.
  - For catalog tasks associated with the service catalog **Clinical Data Request** the field "Configuration Item" is now displayed which allows the assignment group to further categorize each task.
  - Updated the assignment routing of requests (RITM) and catalog tasks (TASK) for the service catalog **Computer Request**. For Campus customers, all RITM assign to ITFS_Depot. For Medical Center customers, assignment is based on location. *Note: This item was implemented the evening of 4/19/2017*

- **Service Asset & Configuration Management (SACM)**
  - Adjusted the CI **Application** by adding a new checkbox called "Non-IT App partially supported by Enterprise IT". This checkbox will default to unchecked and is placed on the Specifications tab. This field is only editable when the support group is "Non_IT_Support_Group". When this checkbox is checked, the Application configuration item will be an available option on Incident and Change forms.

- **Software Development LifeCycle (SDLC)**
  - Updated the **Enhancement / Defect** form so that when the assignment group for a release is Apex, the field "Related Change" is not visible. Also, made the check boxes for "Peer Review Completed", "Unit Test Completed", and "Acceptance Testing" not visible when the assignment group for a release is Apex.

3. Fixes

- **Incident**
  - Fixed the Incident form when viewed on **mobile** platforms so that when removing a name from the "Assigned To" field, the value is fully removed instead of replaced with "null", effectively assigning to the group level.
  - Fixed an issue with inbound email action for **PeopleSoft Security** where the ticket was not generated when a name in the CC field contained a hyphen.
- **Employee Self Service (ESS)**
  - Fixed the "submission list" issue on service catalog **Telephone Services** so that the user can re-add customers to the submission list even if the original ticket was incomplete due to browser crash, browser page closed by accident, etc. This issue was on new, change billing, disconnect, change voice mail and relocate requests.
  - Fixed some typos on the confirmation email that is sent when a user submits an APeX Support **AC3** request.
- **Request Item**
  - Fixed the workflow for the service catalog **Telephone Services** so that if the "Platform Task" is set to "Closed.Incomplete" then a "Provision" task will not be created.
  - Fixed the workflow for the service catalog **Telephone Services** so that when a child "Service Catalog" task is set to "Closed.Incomplete" or "Closed.Skipped" then a billing transaction will not be created.
  - Fixed an issue for notifications from the service catalog **Telephone Services** for New requests where emails sent to AT&T had location information displayed as an alphanumeric code [sys_id] instead of the text location value. *Note: This item was implemented the evening of 4/19/2017.*