

### 1. Overview

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

### 2. Enhancements

- **General**
  - Collapsed five IT Security groups into the two groups **IT\_Security** and **IT\_Security\_Risk\_Assessment**.
  - Adjusted the **Group form** so that when the record is active and the parent group is **Enterprise IT**, the Director and Manager fields are required.
  - Updated the **Attestation Expiration** notification language so that it is more understandable for users.
  - Created a new **assignment routing table** for Request Items so that RITM routing rules can be easily adjustable.
  - Removed the **survey\_reader** role from all **Legacy Surveys** module.
  - Update two Medical Center Field Services SLA so they no longer run during non-business hours.
  - Merged the parent groups for ITS, IT Customer Support Service and Medical Center IT into the one parent group Enterprise IT. *Note: This item was implemented the evening of 8/08/2017.*
  - Updated the student AD auto-provisioning to handle cloud-based exchange. *Note: This item was implemented the evening of 8/08/2017.*
- **Incident**
  - Updated the **Awarepoint** email-to-ticket integration to set the assignment group to **HCL\_Network\_UC\_FieldSupport** when the keyword "P2FT" is found.
- **Employee Self Service (ESS)**
  - Added DUO Two Factor Authentication Request to the ESS page. *Note: This item was implemented the evening of 8/08/2017.*
  - Updated the Campus/SOM Account Request Form to handle cloud-based exchange provisioning. *Note: This item was implemented the evening of 8/08/2017.*
- **Request Item**
  - Adjusted the permissions on **Request Items** so all ITIL users can reopen them.
  - Created a global reopen and survey process for **Request Management** in order to improve customer service and better gauge our request volume, MTTR and customer satisfaction. *Note: This item was implemented the evening of 8/08/2017.*
  - Fixed two typos on the **AC3 email notifications** to customers. *Note: This item was implemented the evening of 8/08/2017.*
  - Fixed the **Computer Request** form where the Speedtype was missing from some requests. *Note: This item was implemented the evening of 8/08/2017.*

- **Service Asset & Configuration Management (SACM)**
  - Created a new **Configuration Item subscription notification** so user can opt-in and be notified when their CI or CIs are inserted and saved in the Affected CI field of any task (INC, CHG, Task, PRB, etc).
  - Modified the **Non-IT supported application form update notification** so that when an application configuration item with the support group "Non\_IT\_Support\_Group" has one of a group of fields updated, all stakeholders will be notified.
  - Removed "Pending Business Impact Analysis (BIA)" and "NA" from the Tier dropdown menu in Application CI form.
  - Standardized the **Server hostnames** by removing the Domain Name/Suffix.
  - Adjusted the **Server CI** form so that the Maintenance Group dropdown menu no longer show the options "A", "B", and "C" and replace them with "Medical Center" option.
  - Updated the **Application CI** form to improve form user interface.
  - Updated the **Server CI** form to improve form user interface.
  - Tracked additional BigFix related fields in Server CI form.
  - Updated the **BigFix server import** to allow the creation of Central IT managed servers.
- **Software Development Lifecycle (SDLC)**
  - Adjusted the **SDLC module** of ServiceNow to improve notification process of SDLC task status and improve the usability of related forms.
- **APex Change**
  - Adjusted the **Apex Change form** by adding a UAT dropdown menu and adding other related functionality.
  - Adjusted the **Apex Change code** to not hard-code Apex parent groups and have adjusted the group record to remove the "Send emails to Apex group" checkbox and add the "Is APeX Change" checkbox.
  - Updated the APex Change form so the field **APex CAB Status** is required when the Change Status is updated to "Closed Complete".

### 3. Fixes

- **Employee Self Service (ESS)**
  - Updated Business Unit dropdown menu on **Clinical Data Request** form and **Telephone Service Request** form to list additional business units like SFLPH, etc. *Note: This item was implemented the evening of 8/28/2017.*
- **Request Item**
  - Fixed the **DocuSign Security Exemption Request Item** so the DocuSign integration can handle special characters..
  - Fixed the **Business Impact Analysis Request Item** so that when a user clicks on the 'User Not in System?' checkbox, the "Business Customer" field is not required.
  - Fixed Request Item workflow to reset the "Duration" and "Closed" values to blank after RITM is reopened..

# UCSF ServiceNow

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- Fixed the **Medical Center Firewall and VPN Request Item** so that it can be closed after being reopened by a customer.