

ServiceNow Change Management Outlook Appointment Integration

as of 8/1/2012

ServiceNow Change Management users can now take advantage of a new feature where ServiceNow sends an email with an Outlook calendar appointment to the Change Request “Assigned to” individual. By default, this feature is turned on for all users although it may be turned off in “My Profile” (see below).

Scenario 1: An email calendar appointment will be sent to the “Assigned to” when a new change request contains a value in all three of the following fields and is saved:

- Planned Implementation Start Date
- Planned Implementation End Date
- Assigned to

Schedule	
Planned Implementation Start Date:	2012-08-01 17:00:00 
Implementation Duration:	Days 00 Hours 00:10:00
Backout Duration:	Days 00 Hours 00:10:00
Validation Duration:	Days 00 Hours 00:10:00
Total Duration:	Days 00 Hours 00:30:00
Planned Implementation End Date:	2012-08-01 17:30:00

Assignment group:	Service Now Admin  
Assigned to:	Shawn Hall  

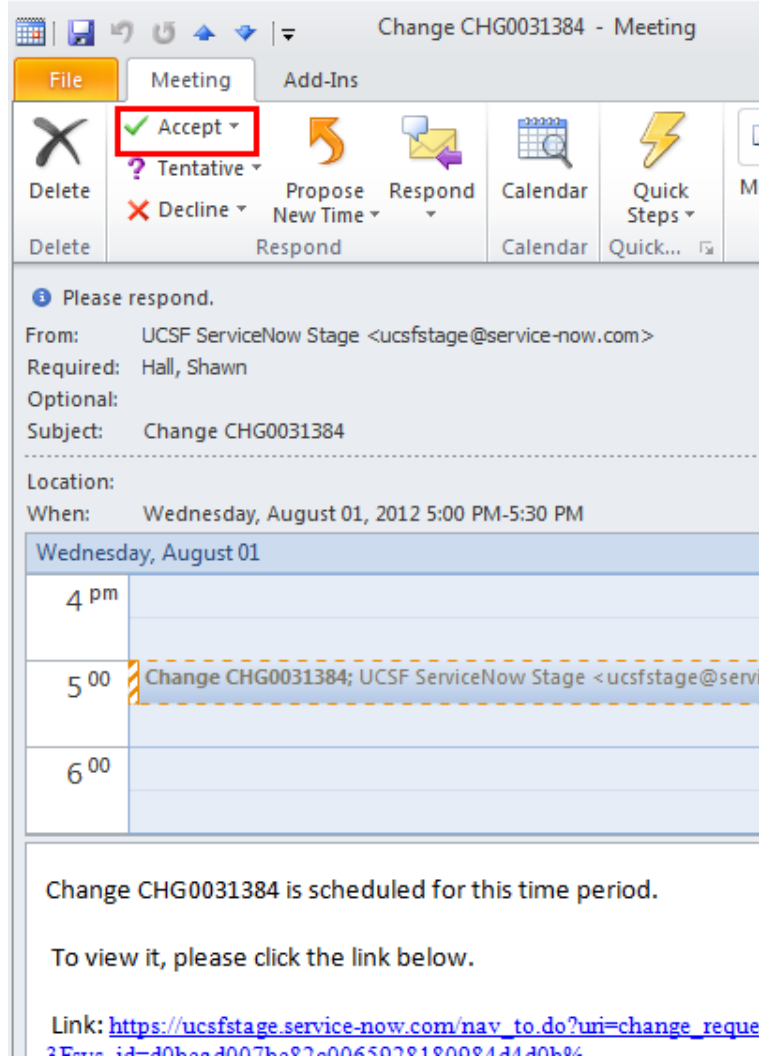
Scenario 2: An email calendar appointment will be sent to the “Assigned to” at any time the values change for at least one of the following fields:

- Planned Implementation Start Date
- Planned Implementation End Date
- Assigned to

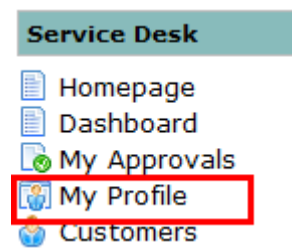
Example 1: If the ‘Planned Implementation Start Date’ **and/or** ‘Planned Implementation End Date’ values change, an updated calendar appointment will be sent.

Example 2: If the ‘Assigned to’ value changes from Person A to Person B; Person A receives an appointment cancellation and Person B receives a new calendar appointment.

Like any other Outlook calendar invitation you may receive, you should “Accept” the appointment for it to show in your Outlook calendar as an active appointment.



If you **do not want** ServiceNow to send you Outlook calendar appointments for Change Requests where you are the “Assigned to”, you may **Opt-Out** by changing the settings in your “My Profile” (User record).



Change the ‘Calendar integration’ value from “Outlook” to “None” and Save.

