

ServiceNow Upgrade to Paris

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ServiceNow [ucsf.service-now.com & help.ucsf.edu] will be upgraded to a new version named "Paris".

WHY is ServiceNow upgrading to Paris?

- The vendor requires the upgrade to remain up to date, in order to receive their support if we should need it.

WHEN is the upgrade to Paris?

- The planned Go-Live is the early morning of Saturday 1/23/2021. ServiceNow users will be notified via email with the exact outage window.

WHAT is new in Paris?

- Paris maintains the look and functionality as the previous version (Orlando). There are no significant changes to the user experience.

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