1. Overview

The ServiceNow ITSM Release Notes for November 2019 summarize the enhancements and fixes that moved into production for use starting November 6, 2019, unless a prior date is otherwise indicated.

2. Enhancements

- **General**
  - Created a new process to ‘un-retire’ a knowledge base article. This process will also be able to keep articles searchable by updating their “Valid To” date.
  - Updated the Server Billing Transaction form by limiting the amount of characters the “VRAM (GB)” and “Diskspace-STD (GB)” fields and have to 10.
  - Enabled a ServiceNow plugin so users can export a dashboard as a PDF. Once printed a user can archive it or print it.
  - Upgraded the ServiceNow CounterAct plugin to version 2.0.2. Implemented on October 23rd.
  - ServiceNow (ucsf.service-now.com and help.ucsf.edu) has been upgraded to the version called "Madrid". Implemented on October 19th.

- **Change**
  - Adjusted Change records by not allowing asset records in the Software and SOM Other Asset classes to be entered in the Configuration Item field. Additionally asset records with no listed name cannot be put in the Configuration Item field.
  - Modified the Change form by removing the "Change Conflict" calendar button.
  - Updated the Normal DC Batch Job Approval template so that a change request will not send Approved and Scheduled notifications when the change request is set back to the Planning state. Implemented on October 30th.

- **Employee Self Service (ESS)**
  - Modified the Enterprise Tableau License and Access Request form so that it asks for additional data to assist the Tableau team to make informed decisions.
  - Updated the Mobile Phone Request (Medical Center only) form routing by having request items for certain locations be assigned to the MCIT_FS_MBHospital group.
  - Updated the MyResearch Request form by removing an Account Type option.
  - Altered the BCHO New/Modify Network Account Request by adding more information in the “Accudose Access Task”.
  - Created a new service catalog called Research Data and Tools Access Request to request access to De-identified Clinical Warehouse data, Information Commons, and research query tools for counts. Implemented on October 30th.
  - Adjusted the APeX Maintenance and Enhancement forms by adding “Bridges” as one of the options on the APeX Applications drop-down menu. Implemented on October 2nd.
  - Adjusted the Security Exception request form by adding new functionalities. This was done in preparation of the NAC Enforcement actions. Implemented on September 24th.
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- Created a new service catalog called **IT Security Guest Registration Request**. This form is intended to be used by guests of UCSF who need short term exceptions to our security policy. *Implemented on September 24th.*

- **Request Item**
  - Modified the **Computer Request and Move Computers Request** routing so that request items with Mission Bay locations will be assigned to the **ITFS_Mabay** assignment group.
  - The following request items have had their Stages adjusted to adhere to the Request Item Process:
    - ARF: Active Directory Resource Account Request (Campus only)
    - ServiceNow Account Request Form
    - ServiceNow Enhancement Requests
  - Updated the Task assignment for the **BCHO New/Modify Network Account Request** and **BCHO Disable Network Account** request so that they are assigned to the appropriate group. *Implemented on September 24th.*
  - Adjusted the Enterprise Data Request Item Catalog Tasks by making the "REP Number (Required for [non-BCHO] Modify requests only)" variable is no longer required for Benioff Children's Hospital of Oakland requests. *Implemented on September 24th.*

- **Problem**
  - Modified the **Problem Resolved PRG Group** notification so that it does not get sent if the Problem State is **Closed.Duplicate** or **Cancelled**.
  - Upgraded **Problem** notifications so that they are better formatted.

3. **Fixes**

- **General**
  - Fixed Incident and Change records so that when the assignment group field is emptied, the Assigned To field is also emptied.
  - Fixed Request Item notifications so users will not receive multiple email notifications when the request item is closed. *Implemented on October 30th.*
  - Fixed PagerDuty alerts so when a technician acknowledges the alert, the ServiceNow ticket is updated and the PagerDuty alert is closed. *Implemented on September 24th.*

- **Change**
  - Fixed the Change form so when a Change Request is changed from **Expedited** to **Normal**, the “Risk” field is blanked out. The “Risk” field is also blanked out when is set back to Planning after it is presented at the Change Advisory Board (CAB). *Implemented on October 1st.*

- **Request Item**
  - Fixed the **Firewall and VPN Request Items** so that they are assigned directly to the **IT_Security group**.
  - Fixed the Request Item’s “Opened on your behalf” email notification to adjust some of its formatting. *Implemented on October 1st.*
• Fixed Catalog Tasks group notifications so that they are not sent when the “Assignment Group” and “Assigned To” fields are populated. *Implemented on October 1st.*

• Fixed the **AC3 Request Items** so that they don’t mistakenly send out the BCHO Mobility cancellation notification. *Implemented on September 17th.*

• Fixed the **ServiceNow Account Request Item** by setting them to “Pending.Customer” instead of “Pending.Open”. *Implemented on September 11th.*

• Fixed the **BCHO Disable Network Account Request Item** by having the name in the “Request on behalf of this user” put in the “Requested For” field. *Implemented on September 11th.*

**Employee Self Service (ESS)**

• Fixed the **BCHO Service Portal** so that users go to view their tickets they no longer see tickets that are assigned to them.

• Fixed the **Device Registration** form so that the “Request Update” and “Update Device” buttons are functioning correctly. *Implemented on October 9th.*

• Fixed the **Benioff Children’s Hospital search functionality** to allow users to load a form correctly after searching and clicking into it. *Implemented on October 9th.*

• Fixed the **BCHO New/Modify Provider Record Request** form by fixing a typo. *Implemented on October 9th.*

• Fixed the **Device Registration** form so that the MAC Address is auto-populated after selecting the device. *Implemented on October 1st.*

• Fixed the **Device Registration** form so users can update their devices when the “Support Group” field is blank. *Implemented on September 24th.*

• Fixed the **Device Record Access Request** form so users can request record access on all devices in the Configuration Management Database (CMDB). *Implemented on September 24th.*