

December release

ServiceNow Release Notes

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CHG0033014

**ServiceNow
subscription
can't be added
to inactive
users**

IM

What will change? Subscriptions can't be added to inactive users.

Who gets affected? GSD subscriptions team, Service managers & users who are maintaining ServiceNow subscriptions

Where is change visible? ServiceNow backend tool - system will give error message is new subscription is activated to inactive user

GoLive 11.1.2021

CHG0033017

**Finance forms -
auto approval
in case
requestor is the
approver**

CBS

What will change? In case the requester of the finance form request is the approver, request will be automatically approved.

Who gets affected? Finance forms approvers don't need to have 2-step for first requesting the changes and then approving the changes.

Where is change visible? ServiceNow backend, when form is submitted, system will check the approver for the request and autoapprove it in case requestor is also the approver.

GoLive 11.1.2021

CHG0033056

**Approval
workflow
change for
Fixed Assets
form**

CBS

What will change? When FA request is submitted US entities, approver will be local business controller. For the other entities approver will be RU finance manager.

Who gets affected? US local business controllers will receive US specific Fixed Asset request for approval

Where is change visible? No visible change, system will fetch correct approver from the backend.

GoLive 11.1.2021

CHG0033016

**req ordering
process
approvals not
approved**

IM

What will change? IT order will be automatically cancelled in case approval is not received.

Who gets affected? All users who are submitting IT order. Approver will get approval notification via email and then 10 reminders on every 3rd day. If approval is not received after 10th reminder REQ will be automatically closed.

Where is change visible? ServiceNow Portal and Backend will auto close tickets if approval not received

GoLive 12.1.2021

CHG0033019

**HR ticket
creation via
mail to be
implemented**

HR

What will change? When 3rd party is replying to the email notification of the HR case which is already closed, system will create new HR Case. Currently new ticket is created only if Caller of the original HR case is replying.

Who gets affected? HR users will receive new cases from all email replies in case existing HR case is already in closed-state.

Where is change visible? No visible change for the users, system will automatically create new HR Cases

GoLive 11.1.2021

CHG0033088

**Hiab Webshop
Support SLAs
in ServiceNow**

IM

What will change? New SLAs to be setup for new Hiab Webshop service provider

Who gets affected? N/A

Where is change visible? ServiceNow backend, new SLA definitions and schedule created and SLA reports can be created from the SLAs

GoLive 19.1.2021

CHG0033015

**Notification to
the line
manager when
user account is
expiring /
unlocked**

IM

What will change? ServiceNow will send notification to the line manager and end user 1 month before when users AD account is expiring and when users account is unlocked to manager.

Who gets affected? Line Managers and end user who will receive notifications

Where is change visible? Notifications are sent to line managers and end user via email. ServiceNow backend.

GoLive 19.1.2021

CHG0032248

**GSD IVR
recognition
Zone ID**

IM

What will change? When end user calls OneDesk there is a possibility to enter ZONE ID to the phone that will automatically recognize the user to OneDesk. Time will be saved on calls as not spend time spelling the name of user.

Who gets affected? All end users (communication in Connect and email)

Where is change visible? In OneDesk phone system IVR

GoLive 19.1.2021