

## ServiceNow Release 8.0.0 - Madrid

Number: KB0004497 [Share URL](#): <http://kb.ucdavis.edu/?id=4497>

Release Date: 2019-05-22

Version: 8.0.0

### Release Notes


Release 8.0.0 (CHG0035135) is a major release to our instance of ServiceNow both containing internal updates by the Service Management team and a version upgrade to ServiceNow Madrid. The release was introduced on May 22, 2019.

Jump to: [Madrid Upgrade](#), [Platform](#), [Business Management](#), [Training](#), [Service Catalog](#), [Service Hub](#)

#### Madrid Upgrade

- **Official Release Notes.** Traditionally, we upgrade instances with the goal to maintain current functionality, separating the actual new functionalities from the release to ensure the platform upgrades with little to no impact to current business processes. That being said, some new functions, features, or fixes will be noticed right away as ServiceNow does not give a default option to not implement these features. Below are some known changes that have been seen during our smoke-tests and pre-production testing that average users may encounter:
  - Asset Management
    - Asset has gained several new fields and sections on their forms.
  - Change Management
    - Change request conflict detection now provides an interface for the user to find dates with no conflicts.
    - When a change request reaches the Review state, the Cancel change UI action is now disabled.
  - Dashboards
    - The dashboard picker has been enhanced to show you relevant dashboards you may be interested instead of just all of them in a list.
  - Incident Management
    - The "Attach search result" function in incidents now works for new incidents (previously only saved incidents worked).
  - Platform
    - New themes can be chosen for ITIL users.

#### Platform

- The "Simultaneous update" alert has been permanently disabled. ITIL users are presented with an  icon to let them know someone else has updated the currently viewed form, thus the "someone else has updated this form since you've opened it" notification was both superfluous and according to most of our users, quite annoying.

#### Business Management

- Previously, when a user would utilize the "checklist" functionality within Business Management, a "cross-scope" error would be displayed to the user despite the checklist item successfully being added. We have fixed the scoped application's privileges to allow this interaction explicitly and the error should no longer occur.

#### Training

- The notification that is sent to new users that have successfully passed ServiceNow training has been updated to include a link to a Knowledge Base article.

#### Service Catalog

- The catalog item "Enhancement Request" has been updated to further explain what happens when this item is submitted and approved. The description has also been updated to direct developers to another form if they are requesting to move their work.
- The catalog item "Request to move a ServiceNow update set" has been updated to ask the submitter if a change request has been submitted and approved if they are requesting their work to be moved to production.

#### Service Hub

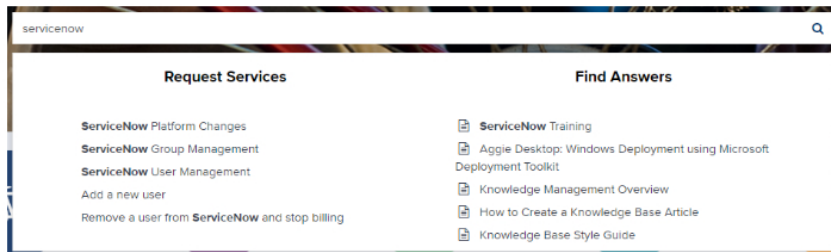
Many pages of the Service Hub have been updated:

#### Also in Release Notes

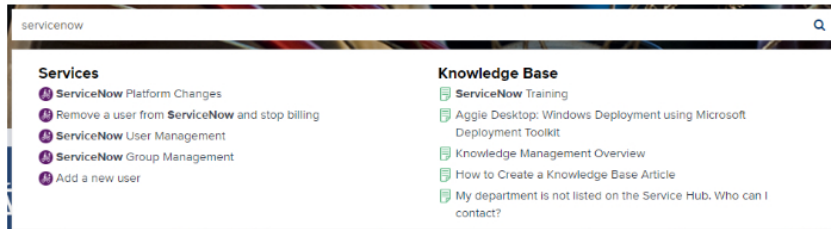
- > [ServiceNow Release 5.0 Helsinki](#)
- > [ServiceNow Release 6.06](#)
- > [ServiceNow Release 6.05](#)
- > [ServiceNow Release 4.05](#)
- > [ServiceNow Release 6.02 - The Request Catalog](#)
- > [ServiceNow Release 6.03](#)
- > [ServiceNow Release 6.04](#)
- > [ServiceNow Release 5.10](#)
- > [ServiceNow Release 4.03](#)
- > [ServiceNow Release 6.08](#)

- All pages. Previously, some users would inadvertently load a Service Hub page into the ITIL view of ServiceNow. We have updated the portal page to recognize when this occur and automatically force the Service Hub page to "break out" of its frame.
- Service Hub homepage. The "How can we help you?" search bar's contextual results (the results that show up in a menu as you type, before pressing enter) displays icons if relevant (and color-coded to their actual area of the portal) and has had the spacing updated:

◦ Old:

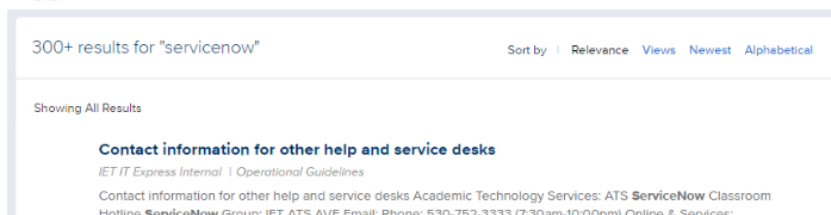


◦ New:

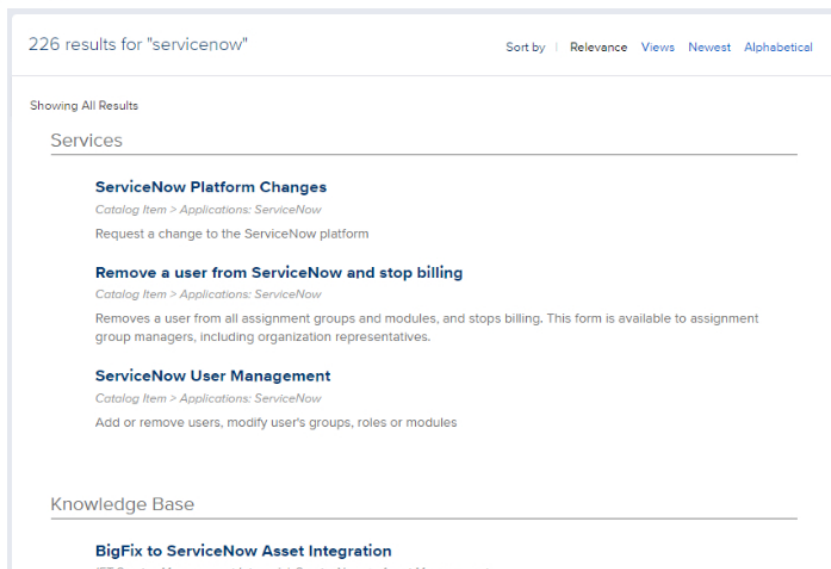


- Search results page. The search results page now also lists Service catalog item results along with Knowledge Base results. Previously, only knowledge base results were shown.

◦ Old:

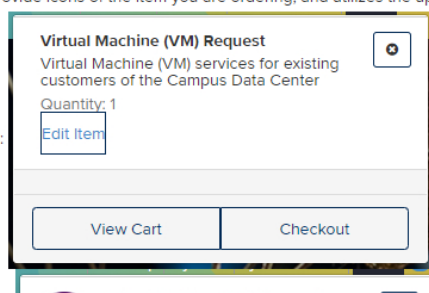


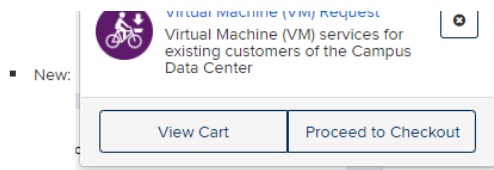
◦ New:



- Cart. Both the "small cart" and "large cart" have been updated according to new terminology.
  - "Small cart" is the cart you see when clicking on "cart" in the header menu from any other page. It has been updated to provide icons of the item you are ordering, and utilizes the updated "edit your item" update.

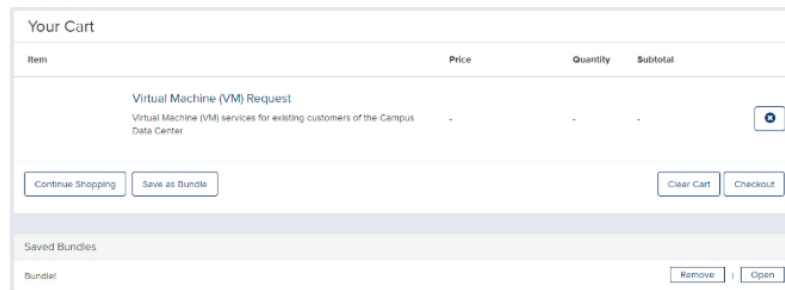
▪ Old:



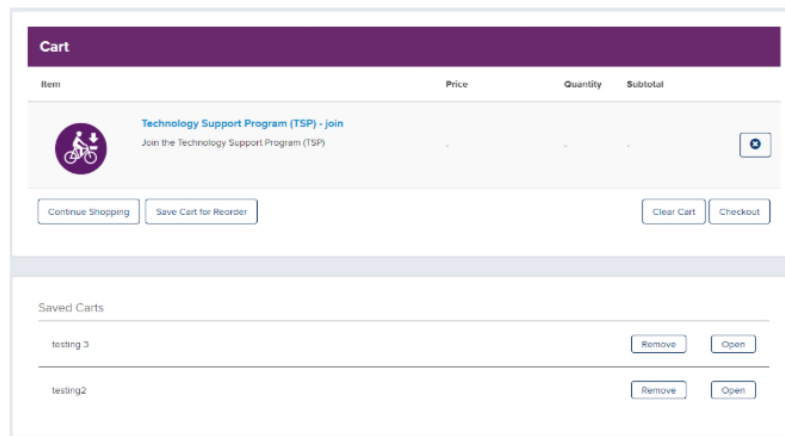


- "Large cart" is the cart you see when clicking on "View Cart" and is a standalone page. It has been updated in a few different ways:

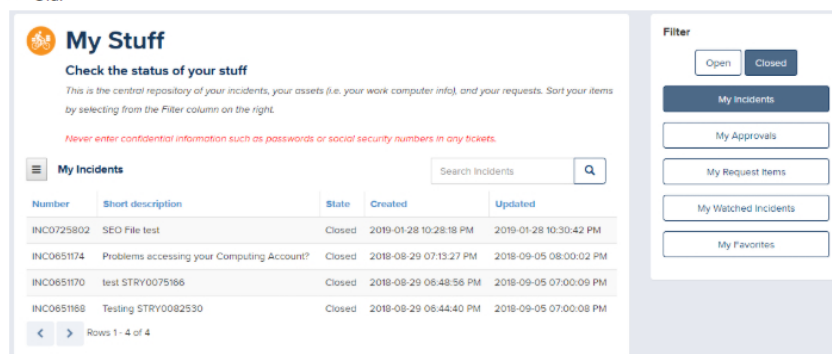
- The theme and color and general design has been updated.
- All instances of the terminology "Bundle" have been changed to "Saved Cart"
- Relevant icons have will now appear alongside the items in your cart
- Old:



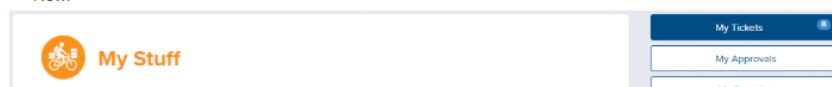
- New:



- **My Stuff.** The My Stuff page has been completely overhauled for a better user experience.
  - Incidents, Request Items, Facilities Requests, and Business Management Cases are now under a unified "My Tickets" view.
  - The list of records will now by default show both active and inactive records. Users can still filter their records by active vs. inactive via the new filter button located next to "Search Tickets." Similarly, if the user is viewing the new unified tickets list, they can also use this button to filter the list according to record type (Incident, Request Item, Facilities Request, or Case).
  - The queries for how the list of records are determined has been enhanced and should load results faster now.
  - The moment a different list is chosen (My Tickets, My approvals, etc.) The previous' lists records are immediately cleared so that there won't be any confusion to what records the user is looking at currently.
  - Most recently updated is now the default sort method for all records
  - Theme and color and design updates
  - "My Approvals" now display in a similar view as the other lists instead of a plain, inconsistent view.
  - Old:



- New:



This is the central repository of your incidents, your assets (i.e. your work computer info), and your requests. Sort your items by selecting from the Filter column on the right.

Never enter confidential information such as passwords or social security numbers in any tickets.

### My Tickets

Search Tickets					
Number	Task type	Short description	State	Created	Updated
RITM0003780	Requested Item	Virtual Machine (VM) Request 1-1234567	Work in Progress	2019-04-24 08:37:34 AM	2019-04-24 08:37:39 AM
RITM0003779	Requested Item	Virtual Machine (VM) Request 1-1234567	Work in Progress	2019-04-24 08:37:32 AM	2019-04-24 08:37:43 AM
INC0051168	Incident	Testing STRY0082530	Closed	2018-08-29 05:44:40 PM	2018-09-05 07:00:08 PM

### Filter Table

#### Filter by Status

- ☒ All
- ☐ Active
- ☐ Inactive

#### Filter by Type

- ☒ All
- ☐ Incident
- ☐ Requested Item
- ☐ Case
- ☐ Facilities Request

Close

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