

Vancouver Release Notes

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Company Headquarters

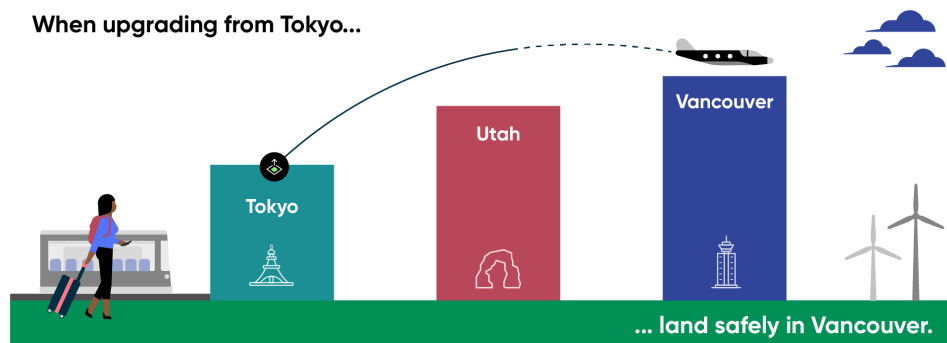
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Release notes for upgrading from Tokyo

When you upgrade from the Tokyo release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Tokyo to Vancouver

When upgrading from Tokyo...



Combined product release notes



Detailed information on new products and features from Tokyo to Vancouver

Personalized PRB release notes



Generate a list of issues that were fixed between your current version and available target versions

Vancouver highlights



High-level overview of products and features in Vancouver

Changes to plugins from Tokyo to Vancouver

Available patches



and hotfixes

Browser support



Supported browser versions



List of new, changed, renamed, and deprecated plugins

Release notes for fixed issues

and additional requirements for specific products

Accessibility and conformance



Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Combined product release notes for upgrades from Tokyo to Vancouver

To help you upgrade from Tokyo to Vancouver, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Tokyo to Vancouver

The table below has a list of all products available between Tokyo and Vancouver. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Goal Framework	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Agent Chat	Link
Agent Chat and Sidebar	Link
Agent Client Collector	Link

Product	Combined release notes
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Search	Link
Alignment Planner Workspace	Link
API	Link
App Engine Studio	Link
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Usage Overview dashboard	Link

Product	Combined release notes
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link
Career Assessment	Link
Case and Knowledge Management	Link
Change Management	Link
Clinical Device Management	Link

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Cloud Cost Management	Link
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Cloud Provisioning and Governance	Link
Commercial Lines Claims	Link
Common GRC feature	Link
Compliance Case Management	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link

Product	Combined release notes
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Conversational Interfaces Home	Link
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Decision Builder	Link

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Encryption Key Management	Link
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Product	Combined release notes
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Export to PowerPoint for Strategic Portfolio Management	Link
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Financial Services Business Deposit Operations	Link
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Financial Services Business Loan Operations	Link
Financial Services Card Operations	Link

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Financial Services Operations Integration with Jack Henry jXchange	Link
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Financial Services Personal Loan Operations	Link
Financial Services Treasury Operations	Link
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Generative AI Controller	Link
Goal Framework	Link

Product	Combined release notes
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GRC: integrations with third-party content	Link
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ITOM Health	Link
ITOM Optimization	Link
ITOM Optimization ITOM Optimization	Link
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ITSM Agent Workspace	Link
ITSM Mobile	Link
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Journey designer	Link

Product	Combined release notes
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Product	Combined release notes
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Operational Technology Change Management	Link
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Operational Technology Service Management	Link

Product	Combined release notes
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Order Management for Telecommunications, Media, and Technology	Link
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Product	Combined release notes
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Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link

Product	Combined release notes
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Procurement Service Management	Link
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Product	Combined release notes
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Product	Combined release notes
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Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link
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Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Performance dashboard	Link
ServiceNow Studio	Link

Product	Combined release notes
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Service Operations Workspace for ITSM	Link
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Store Usage Overview dashboard	Link
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Product	Combined release notes
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Table Builder	Link
Table Builder for App Engine	Link
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Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Theme Builder	Link
Third-party Risk Management	Link

Product	Combined release notes
UI Builder	Link
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Product	Combined release notes
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Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link

Changes to plugins from Tokyo to Vancouver

Before you upgrade from Tokyo to Utah, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Tokyo and Utah plugin changes

See [Tokyo plugin changes](#) for more information.

See [Utah plugin changes](#) for more information.

Deprecated plugins from Tokyo to Vancouver

This table lists the existing plugins that were deprecated in Vancouver, Utah, or Tokyo.

Plugin	Status	Description	Details
Cloud Provisioning and Governance - Terraform Connector for IBM Cloud	Deprecated in Utah.		
CMDB: IT Fundamentals [com.sn_apphealth]	Deprecated in Utah.		Transition to CMDB Data Workspace/ Insights and Data Foundation Dashboard.
Connect Support [com.glide.connect.support]	Deprecated in Utah.	Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues.	Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace.

Plugin	Status	Description	Details
<p>Conversational Integration with Google Assistant</p> <p>[com.sn.va.google.assistant]</p>	<p>Deprecated in Vancouver.</p>		<p>Google has deprecated their Conversational Actions functionality as of June 13, 2023. ServiceNow is ending support for the 'Conversational Integration with Google Assistant' store application, due to the dependency on this deprecated functionality.</p>
<p>DevOps Config Insights</p> <p>[com.snc.devops.config.insights]</p>	<p>Deprecated in Vancouver.</p>		<p>The DevOps Config Insights Dashboard, that was previously released with the DevOps Config Insights application is now released with the DevOps Config application. No customer</p>

Plugin	Status	Description	Details
			action is required with this change.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.		If you are using the Google Hangouts Spoke for calendar scheduling, please review KB1288254 for guidance for installation and configuration of the Google Calendar application from the ServiceNow store.
GRC: GDPR DPIA Accelerator [com.sn_irm_gdpr_dpia]	Deprecated in Tokyo.	Allows you to perform data protection impact assessments (DPIA) to protect the personal data of individuals within and outside of the European Union (EU).	Migrate to Privacy Management .
IBM Connector	Deprecated in Utah.		Select and activate alternative

Plugin	Status	Description	Details
[com.sn.cmp.ibm]			capability, Integrations Hub or Integrations with Anisble.
Investment Funding [com.snc.investment_planning], [com.snc.investment_planning_pmo]	Deprecated in Tokyo.	Enables continuous and flexible investment funding for the funding entities based on their priorities and strategic objectives. It provides the options of top-down and bottom-up funding and defunding an entity.	Activate Investment Funding on the ServiceNow Store (to be released on Store in September 2021).
iText5 PDF generator [com.snc.pdf_generator]	Deprecated in Tokyo.	Tool to generate PDF documents.	This is replaced by iText7 PDF generator.
Legal Service Management [com.snc.legal_service_automation, com.snc.marketing_service_automation,	Deprecated in Utah.	Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on	Customer should find a replacement technology.

Plugin	Status	Description	Details
com.snc.finance_service_automation]		production instances may require a separate license. Contact ServiceNow for details.	
Mobile Classic	Deprecated in Tokyo.	User interface for mobile devices running iOS 6+ or Android 4+ with the Chrome browser.	Migrate to ServiceNow Mobile. For guidance on migration, see Migration Guide .
Multi SSO (v1) [com.snc.integration.sso.multi.installer]	Deprecated in Tokyo.		Migrate to the Multi SSO (v2) plugin.
Onboarding Mobile [com.sn_hr_onboarding]	Deprecated in Tokyo.		Migrate to the HR Mobile plugin on the NOW Mobile application.
Performance Analytics Premium for Service Watch Insight [com.snc.pa.premium.swi]	Deprecated in Tokyo.	Enables the Performance Analytics functionality that you are entitled to with a subscription that includes Service Watch Insight and	

Plugin	Status	Description	Details
		Performance Analytics.	
Recorded Future Integration for Security Operations [com.snc.threat.recordedfuture]	Deprecated in Tokyo.		Migrate to Recorded Future for Security Incident Response and Threat Intelligence on the ServiceNow Store.
SAML 1.1 Single Sign-on - Update 1 [com.snc.sso.saml11.update1] SAML 1.1 Single Sign-On [com.snc.sso.saml11] Integration - OpenID SSO [com.snc.integration.sso.openid]	Deprecated in Utah.	Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services.	Transition to the "Integration - Multiple Provider Single Sign-On Installer" plugin (com.snc.integration.sso.multiple.installer) and configure IDP to use OIDC-based SSO feature.
SCCM Plugins [com.snc.integration.sccm2007], [com.snc.integration.sccm2012v2], [com.snc.integration.sccm2016]	Deprecated in Tokyo.		Activate replacement plugin, Service Graph Connector for SCCM on the ServiceNow Store.

Plugin	Status	Description	Details
Service Management Application Designer [com.snc.service_management.core]	Deprecated in Tokyo.	Allows you to create custom applications that use a similar service management workflow.	The feature can be enabled using App Engine Studio (com.snc.app-engine-studio).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.		Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow store.
Vaccine Administration Management (VAM) 5.0 for CSM [sn_vaccine_sm]	Deprecated in Tokyo.	Provides capabilities to manage vaccinations for infectious diseases from start to finish.	Transition to Healthcare and Life Sciences Service Management .
Vendor Manager Workspace (Legacy) [com.snc.vlm.vmw]	Deprecated in Utah.	Access to the Vendor Manager Workspace.	Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store.
Virtual Agent Analytics Dashboard	Deprecated in Tokyo.	Virtual Agent out-of-the-box analytics dashboard for	Migrate to replacement technology, Conversation

Plugin	Status	Description	Details
[com.glide.cs.pa]		reviewing chatbot.	al Analytics v1.0 on the ServiceNow Store.
Finance Service Management [com.snc.finance_service_automation]	Deprecated in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Contract end date or March 2028 (whichever is earlier)		Install the Microsoft Active Directory v2 Spoke application from the ServiceNow

Plugin	Status	Description	Details
			store and review the migration guidance.
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Marketing Service Management	Planned for deprecation	Lets you launch	

Plugin	Status	Description	Details
[com.snc.marketing_service_automation]	in February 2023 or last subscription term end.	Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the	Transition to Workplace Service Delivery.

Plugin	Status	Description	Details
		<p>Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required.</p> <p>Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is also installed.</p> <p>Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.</p>	
<p>Facilities Visualization Workbench</p> <p>[com.snc.facilities_service_automation.fvw]</p>	<p>Planned for deprecation in March 2025 or subscription term end.</p>	<p>Enables the interactive floor plan functionality.</p>	<p>Transition to Workplace Service Delivery.</p>
<p>Trusted Security Circles</p>	<p>Planned for deprecation in September</p>		

Plugin	Status	Description	Details
[sn_ti], [sn_tis_a]	2023 or last subscription term end.		
Central Dispatch [com.snc.central_dispatch]	Planned for deprecation in the W release.	Provides both a list and calendar view of unassigned tasks.	Migrate to FSM Dispatcher Workspace [com.snc.uib fsm_dispatcher_workspace].
CMDB Agent Workspace [com.cmdb-workspace]	Planned for deprecation in the W release.	Agent Workspace for CMDB provides an easy-to-navigate interface that helps service agents access essential CMDB configuration items and drill down to related items such as changes, incidents, and timeline.	Install the store applications, CMDB Workspace and CMDB Page Templates.
CSM Classic Agent Workspace [com.snc.agent_workspace.csm]	Planned for deprecation in the W release.	Provides modern experience to customer support agents who were previously	Activate CSM configurable workspace application from the store.

Plugin	Status	Description	Details
		using what was referred to as the UI-16 solution.	
Customer Service Management for Orders [com.snc.csm.order]	Planned for deprecation in the W release.	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management application.
ITSM Workspace [com.snc.agent_workspace.itsm] ITSM Workspace Landing pages [com.snc.agent_workspace.itsm.landing_page] ITSM Workspace Landing pages - Premium [com.snc.agent_workspace.itsm.landing_page_premium]	Planned for deprecation in the W release.	Enables you to efficiently oversee and resolve multiple incidents, problems, and change requests.	Transition to Service Operations Workspace.
ITSM Item Designer	Planned for deprecation	The Service Catalog item designer	Migrate to the Catalog Builder plugin.

Plugin	Status	Description	Details
[com.glideapp.servicecatalog.item_designer]	in the W release.	enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	
Journey Accelerator v4.0.3 and below	Planned for deprecation in the W release.	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to the Journey Designer store application.
Mobile Studio [com.glide.sg-studio]	Planned for deprecation in the W release.	A tool inside of Dev Studio to configure mobile	Transition to Mobile App Builder.

Plugin	Status	Description	Details
		platform components.	
Operator Workspace [sn_em_ai_action,sn_em_ai_overview, sn-em-hidden-component, oi-scoped-app, sn-em-metric, sn_log_viewer, com.itom-noc-app,com.sn-em-metric-explorer]	Planned for deprecation in the W release.	Review the status of your services and view those at risk of not functioning optimally, enabling you to address those issues.	Migrate to Service Operations Workspace.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Planned for deprecation in the W release.	Enables self-service for customers to request services on products by creating relationships between product models and catalog items.	Install the 'Customer Service Case Types' plugin (com.snc.csm_case_types) and use the service definition feature.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.		Install and configure the HRSD Configurable Agent Workspace for Case Management . Review the Product Documentation for and Community Article for

Plugin	Status	Description	Details
			guidance on configuration and use.
Instance Security Center [sn_iscc_core sn_iscc_nlu sn_iscc_va]	Planned for deprecation in the X release.		Install ServiceNow Security Center from the ServiceNow store . Review the product documentation .
ServiceGraph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.		Install the Service Graph Connector for ExtraHop Reveal(x) application from the ServiceNow store. This application is owned by ExtraHop.
FSM Agent Classic Workspace [com.snc.agent_workspace_fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. Review the configuration guidance and Product

Plugin	Status	Description	Details
			Documentation.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as a custom code.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.		Install the ESG Content Accelerator application from the ServiceNow store and review the Product Documentation.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.		Install the ESG Content Accelerator application from the ServiceNow store and review the Product Documentation.
Field Service Map	Planned for deprecation		Install and configure the

Plugin	Status	Description	Details
[com.snc.fsm_map]	in the X release.		Field Service Dispatcher workspace. Review the configuration guidance and Product Documentation.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.		No replacement. If you are using this application, you have the option to maintain the unsupported application as a custom code.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.		Install the Asset Executive Workspace from the ServiceNow store and review the Product Documentation.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for		Activate the four Business Continuity Management replacement applications

Plugin	Status	Description	Details
	MaestroRS application.		<p>on the ServiceNow Store;</p> <ul style="list-style-type: none"> • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
<p>ITSM Pro - Service Owner Workspace</p> <p>[com.spm_owner_workspace]</p>	<p>Planned for deprecation on subscription term end or on migration to Digital Portfolio Management</p>	<p>Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and</p>	<p>Migrate to Digital Portfolio Management on the ServiceNow Store.</p>

Plugin	Status	Description	Details
		graphically intuitive user interface to manage and monitor portfolios and services.	

Renamed and changed plugins from Tokyo to Vancouver

This table lists the existing plugins that were renamed or changed in Vancouver, Utah, or Tokyo.

Plugin	Status	Description	Details
Advanced Goal Framework [sn_gfa]	Renamed in Utah.	Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the Now Platform.	Renamed to Goal Framework for SPM.
Alignment Planner Workspace [sn_align_ws]	Renamed in Utah.	Prioritize, roadmap, and track work for traditional waterfall approaches and enhance your project and demand	Renamed to Portfolio Planning.

Plugin	Status	Description	Details
		management .	
Dashboard Builder	Changed in Tokyo.	Helps to create dashboards and share them with other users.	Removed the menu item that redirects the users to the Dashboard Builder on zBoot and upgrade instances. On upgrade, the existing Dashboard from the Dashboard Builder will be merged into the UI Builder pages and available to admins to configure from the technical dashboard experience.
Embedded Help [com.glide.embedded_help]	Embedded help is only available in Core UI. It is not compatible with UI15.		
Finance Common	Renamed in Tokyo.	Maintains primary data such as	Renamed to Finance

Plugin	Status	Description	Details
[com.sn_fin]		Enterprise Resource Planning (ERP) sources, legal entities, accounting periods.	Common Architecture.
Homepages	Changed in San Diego.		An action is provided to migrate homepages to dashboards on demand from the sys_portal_page list.
Lenses for Alignment Planner Workspace [sn_apw_advanced]	Renamed in Utah.	Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches.	Renamed to Strategic Planning.
Mobile Analytics [com.glide.mobile.analytics]	Replaced as the core plugin by the User Experience Analytics plugin.	<ul style="list-style-type: none"> The User Experience Analytics [com.glide.appsee] is the core plugin for Vancouver. In new and upgraded 	Replaced by User Experience Analytics [com.glide.appsee] as the core plugin.

Plugin	Status	Description	Details
		<p>instances, this plugin checks for new web and mobile applications to register, and provides access to the Dashboard.</p> <ul style="list-style-type: none"> The Mobile Analytics [com.glide.mobile.analytics] plugin contains the scheduled jobs and business rules to automatically register mobile apps, but uses the APIs and tables from the com.glide.appsee plugin. 	
Purchase and Receipt Automation [com.snc.sn_pr]	Renamed in Tokyo.	Helps automate the end-to-end procurement process from sourcing through	Renamed to Sourcing and Purchasing Automation.

Plugin	Status	Description	Details
		requisitioning, to order fulfilment, receipt, and payment. Maintain visibility into the process to identify bottlenecks and reduce risk.	
ShoppingHub [com.snc.sn_shop]	Renamed in Tokyo.	Enables employees to engage with the procurement organization anytime, anywhere. Your employees can shop for third-party goods and services that they need at work with complete transparency into the procurement process from sourcing through payment.	Renamed to Procurement Common Architecture.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_cust omerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames.	

Plugin	Status	Description	Details
		You must request the Content Management System (CMS) application from ServiceNow personnel. Instead of activating CMS, use Service Portal for new development. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. See Service Portal and Content Management and Service Portal .	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type	Maintenance mode only.		

Plugin	Status	Description	Details
[com.glide.cms.type.flash]			
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace [com.snc.agent_workspace.csm]	Maintenance mode only.		
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.

Plugin	Status	Description	Details
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquiries and requests while having	

Plugin	Status	Description	Details
		visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	