

New updates in Washington DC

Washington DC release futures – document prepared by Dinesh Kumar Raghu

1) Flow designer updates:

a) Workflow studio/Flow designer:

Workflow studio and flow designer will open the same URL as mentioned below.

When we launch workflow studio from left navigation, it will be pointed to Processes tab.

When we launch Flow designer from left navigation, it will be pointed to Flows tab.

The screenshot displays the ServiceNow App Engine Studio interface. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The left sidebar shows a search bar with 'process' and a list of results under 'Process Automation', including 'Getting Started', 'Workflow Studio', and 'Flow Designer'. The main content area is titled 'App Engine Studio' with the tagline 'Build apps fast.' and a description: 'Build low-code apps quickly. Create from scratch or templates. Safely scale cross-enterprise experiences that users love. All on one platform.'

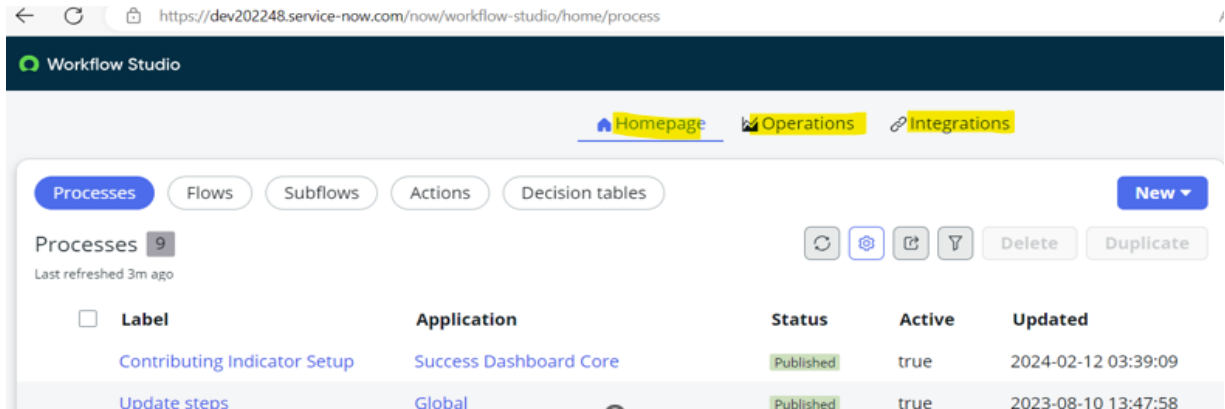
Below the main content area, there is a section for 'Workflow Studio' with tabs for 'Processes', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Flows' tab is selected, showing a list of flows. The list has columns for 'Name', 'Application', 'Status', 'Active', 'Updated', and 'Updated by'. The flows listed are:

Name	Application	Status	Active	Updated	Updated by
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request Flow	Application Intake	Published	true	2023-11-03 01:43:53	system
Application Intake Request V2	Application Intake	Published	true	2024-01-18 00:47:16	system

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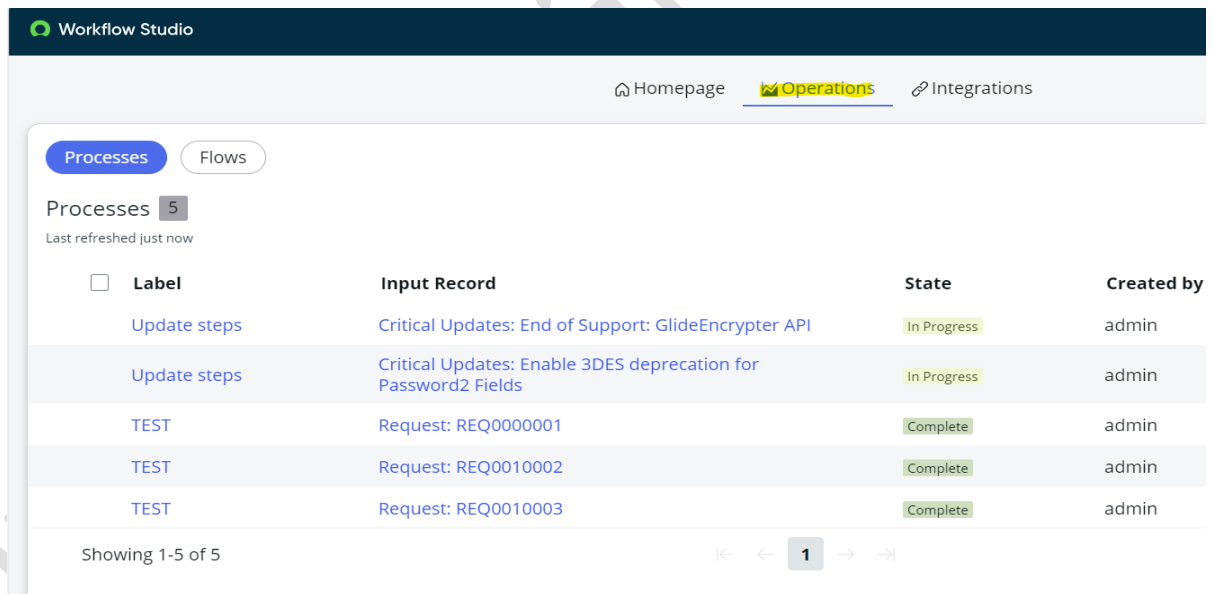
b) In Workflow studio ServiceNow added Homepage, Operations, Integrations:



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes 'Homepage', 'Operations', and 'Integrations'. Below the navigation bar, there are tabs for 'Processes', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Processes' tab is selected, showing a list of processes. The list has columns for 'Label', 'Application', 'Status', 'Active', and 'Updated'. The processes listed are 'Contributing Indicator Setup' and 'Update steps'.

Label	Application	Status	Active	Updated
Contributing Indicator Setup	Success Dashboard Core	Published	true	2024-02-12 03:39:09
Update steps	Global	Published	true	2023-08-10 13:47:58

c) In Operations, we can see data for Processes and Flows:



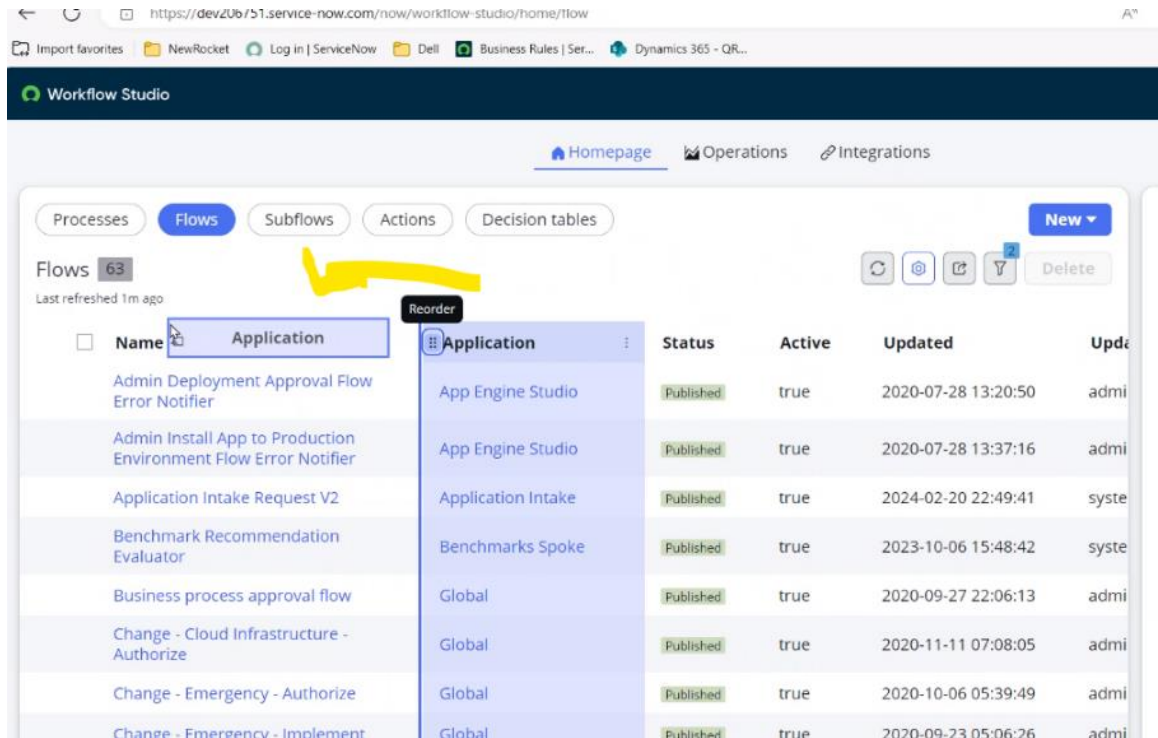
The screenshot shows the ServiceNow Workflow Studio interface with the 'Operations' tab selected. The 'Processes' tab is also selected, showing a list of processes. The list has columns for 'Label', 'Input Record', 'State', and 'Created by'. The processes listed are 'Update steps' and 'TEST'.

Label	Input Record	State	Created by
Update steps	Critical Updates: End of Support: GlideEncrypter API	In Progress	admin
Update steps	Critical Updates: Enable 3DES deprecation for Password2 Fields	In Progress	admin
TEST	Request: REQ0000001	Complete	admin
TEST	Request: REQ0010002	Complete	admin
TEST	Request: REQ0010003	Complete	admin

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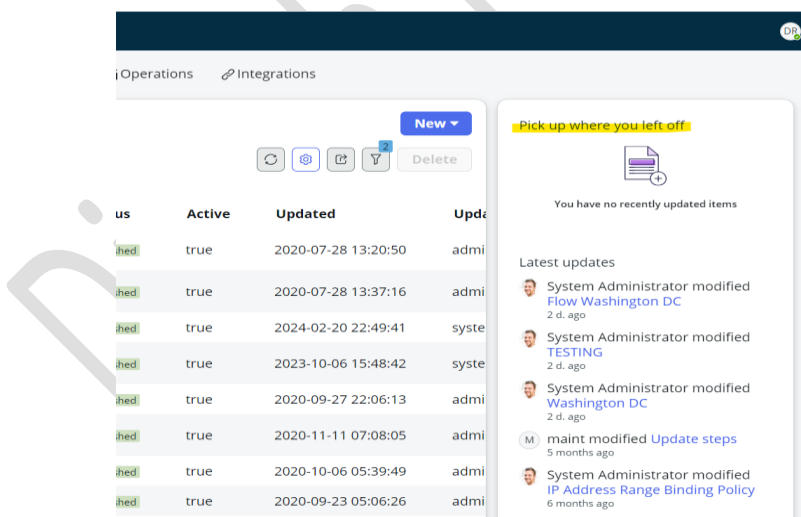
d) Swapping Columns in Flow Designer:



The screenshot shows the ServiceNow Workflow Studio interface. The 'Flows' tab is selected, and a list of flows is displayed. A yellow arrow points to the 'Application' column header, and a 'Reorder' button is visible above it. The table lists various flows with columns for Name, Application, Status, Active, Updated, and Updater.

Name	Application	Status	Active	Updated	Updater
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request V2	Application Intake	Published	true	2024-02-20 22:49:41	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2023-10-06 15:48:42	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin

e) "Pick from where you left" feature:



The screenshot shows the 'Pick up where you left off' feature in ServiceNow. It displays a list of flows and a sidebar with a 'Pick up where you left off' section containing a list of recent updates.

Name	Application	Status	Active	Updated	Updater
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request V2	Application Intake	Published	true	2024-02-20 22:49:41	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2023-10-06 15:48:42	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin

Pick up where you left off

You have no recently updated items

Latest updates

- System Administrator modified Flow Washington DC 2 d. ago
- System Administrator modified TESTING 2 d. ago
- System Administrator modified Washington DC 2 d. ago
- Maint modified Update steps 5 months ago
- System Administrator modified IP Address Range Binding Policy 6 months ago

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f) Priority in Flow Designers:

Workflow Studio

Untitled file
Flow

Flow name *

Description
Describe your flow.

Application *

Global

Hide additional properties

Protection
-- None --

Run as
User who initiates session

Run with roles

Flow priority default

Medium (default)

Low

Medium (default)

High

g) In Flow designer trigger condition, we also can select Remote table query now:

Workflow Studio

TEST
Flow

TEST Inactive

TRIGGER

Abort trigger creation

Trigger Select a Trigger

Search triggers

SCHEDULED

Daily

Weekly

Monthly

Run Once

Repeat

APPLICATION

Remote Table Query

SLA Task

Inbound Email

Service Catalog

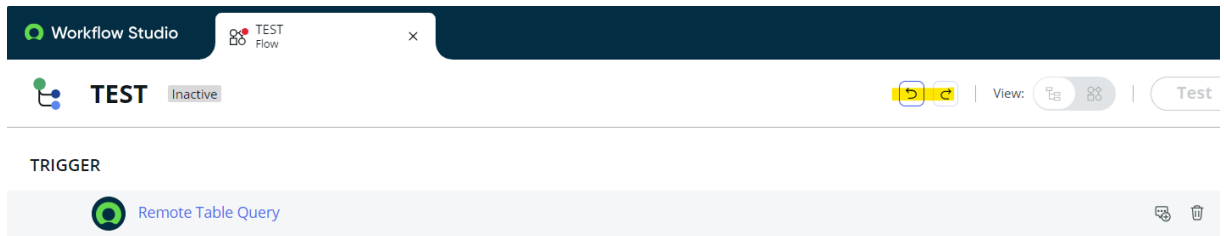
Remote Table Query

Trigger initiates from a ServiceNow query on a Remote Table that meets the condition filter.

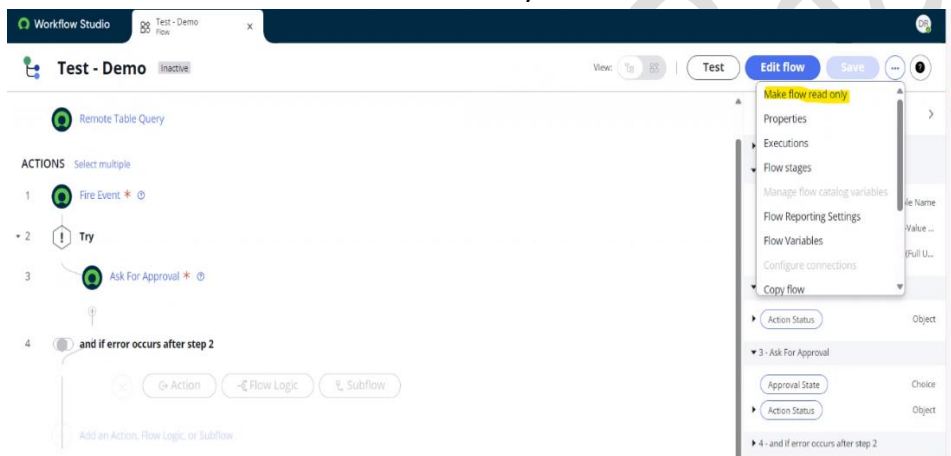
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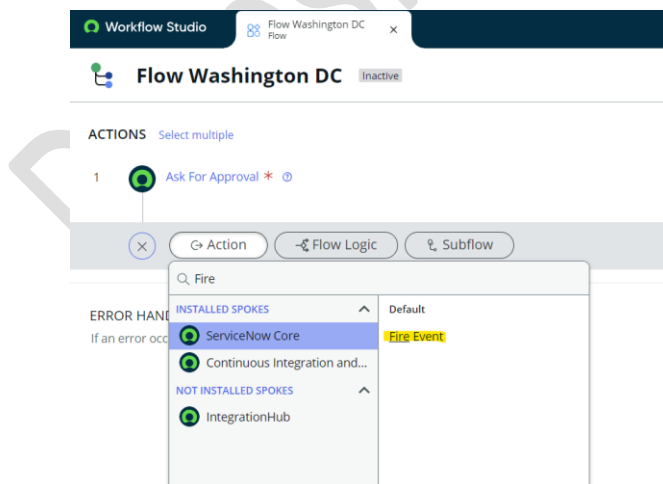
h) Undo – redo button in Flow designer:



i) Make Flow Read Only: Once made read only to edit flow again need to click on Edit flow till the time flow will be in read only.



j) Newly added action – Fire event in flow designer:

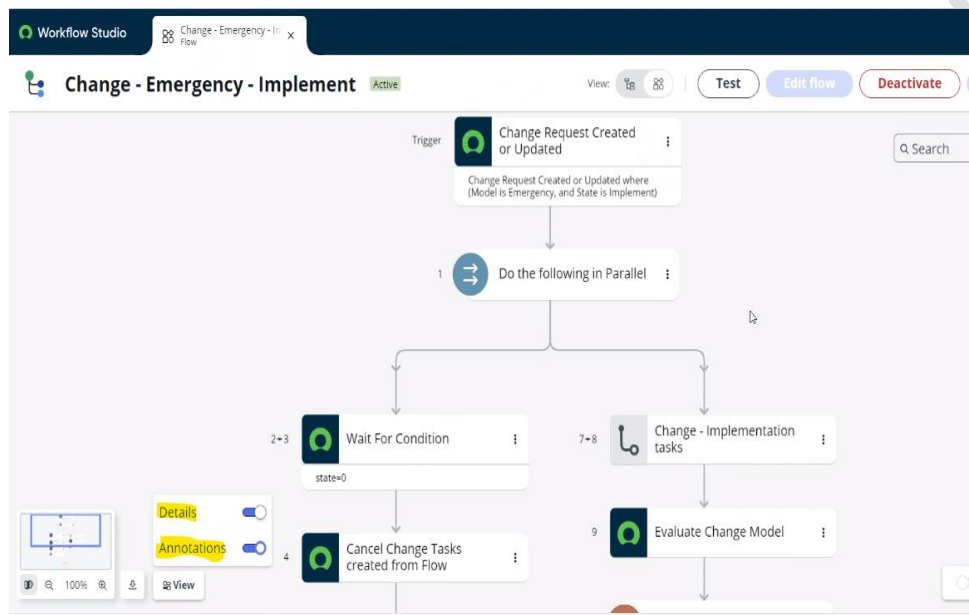


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Using this we can trigger notification, script actions and business rules.

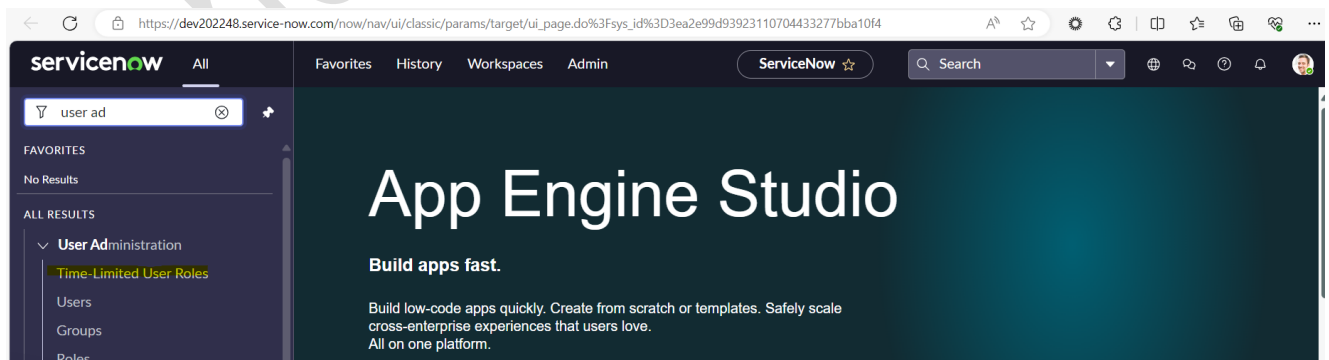
k) Toggle “Details” and “Annotations” in the diagrammatic view along with “Error Handling”:



2) Time Based Role:

a) User Administration → Time-Limited User Roles (This is introduced along with new table sys_user_has_role_time_limited)

This is used for giving limited time access to users.



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The screenshot shows the 'Time-Limited User Role' configuration page in ServiceNow. The page has a header with the title 'Time-Limited User Role' and a sub-header 'Created 2024-02-12 05:10:37'. Below the header, there are several input fields: 'Active' (checked), 'Role' (admin), 'User' (ITIL User), 'Start time' (2024-02-12 05:10:20), 'End time' (2024-02-12 05:20:24), and 'Comments' (TESTING New feature). At the bottom, there are 'Update' and 'Delete' buttons.

The screenshot shows the ServiceNow interface with a notification banner at the top. The banner contains the following text: "① Granting time-limited role(s): admin platform_ml_create sn_hr_sp_esc_admin platform_ml_read pa_viewer ml_labeler catalog_lookup_admin nlu_user evam_admin sn_employee.admin nlu_editor live_feed_admin sn_nlu_workbench.nlu_feedback_admin catalog_admin nlu_admin image_admin import_set_loader catalog_builder_editor announcement_admin pa_data_collector chat_admin sn_templated_snippet.template_snippet_writer ais_admin catalog.platform_ml_write import_scheduler user_criteria_admin sp_admin ml_admin import_transformer search_application_admin search_relevancy_model_admin catalog_template_editor sn_templated_snippet.template_snippet_admin taxonomy_admin sn_templated_snippet.template_snippet_reader sn_ace.ace_user personalize_dictionary sn_hr_sp.admin import_admin. Please reload current page." The banner has a close button (X) on the right.

3) Form builder

a) Form builder works same as Form designer and Form layout with some extra features.

The screenshot shows the 'Incident - Create INC0...' form in ServiceNow. The form has a left sidebar with a navigation menu. The main form area contains fields for 'Number' (INC0010001), 'Caller', 'Category' (Inquiry/Help), 'Subcategory' (-- None --), 'Service', 'Service offering', 'Configuration item', 'Short description', and 'Description'. A 'Form Builder' menu is open, showing options: 'Form Design', 'Form Layout', 'Related Lists', 'All', 'Table', 'Security Rules', 'Business Rules', 'Client Scripts', 'UI Policies', 'Data Policies', 'UI Actions', 'Notifications', and 'Dictionary'. The 'Form Design' option is selected.

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The screenshot shows the ServiceNow Form Builder interface for the 'Incident' form. The 'All views' dropdown menu is open, displaying a list of views including 'Default view', 'Crisis popup', 'ITAM Workspace', 'Major incidents', 'Metrics', 'Mobile', 'Password', 'playbook_card', 'Self Service', 'Service Operations Workspace', 'Service Operations Workspace New Record', 'Service Portal', and 'Service [cmdb_ci_service]'. The 'Default view' is highlighted. The form fields are arranged in a two-column layout, including 'Channel' (set to 'Chat'), 'State' (set to 'New'), 'On hold reason' (set to 'Awaiting Caller'), 'Impact' (set to '3 - Low'), 'Urgency' (set to '3 - Low'), and 'Priority' (set to '5 - Planning'). A yellow highlight is visible on the 'Default view' option in the dropdown menu.

Also, the highlighted yellow symbol is indicating that are affected by UI policy.

The screenshot shows the ServiceNow Form Builder interface for the 'Incident' form. The 'Default view' dropdown menu is open, and a tooltip is displayed over the 'State' field, indicating that it is affected by a UI Policy. The form fields are arranged in a two-column layout, including 'Number', 'Channel' (set to 'Chat'), 'Caller' (set to 'User [sys_user]'), 'State' (set to 'New'), 'Category' (set to 'Inquiry / Help'), 'On hold reason' (set to 'Awaiting Caller'), 'Subcategory' (set to 'Antivirus'), 'Impact' (set to '3 - Low'), 'Service', and 'Urgency'.

Once we are clicking on the field it also will give information about complete field and UI policy details

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The image shows a form for 'Washington DC release futures' and its associated UI Policies. The form has four sections, each with a dropdown menu and a search icon:

- Urgency: 3 - Low
- Priority: 5 - Planning
- Assignment group: Group [sys_user_group]
- Assigned to: User [sys_user]

The UI Policies section shows a policy named 'Make fields read-only on close' with an order of 100 and an active status. The policy has two field actions:

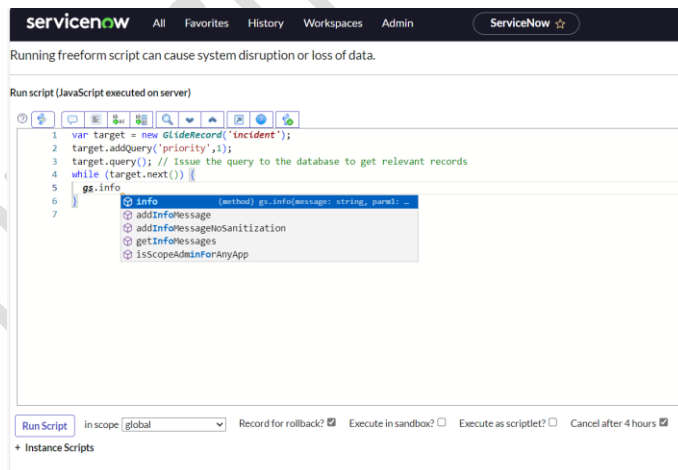
- Read Only: true
- Clear the field value: false

4) Background script interface Update:

Now background script is working with “Monaco JavaScript editor.”

- Toolbar
- Line Numbers
- Mini-Viewer
- Colored Keywords

a) System definition → Scripts – Background (Interface changed - Now we can identify script errors in colors like normal script (Business rule)).



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```
var gr = new GlideRecord('change_request');
gr.addQuery('number', 'CHG0315903');
gr.query();
while (gr.next()) {
    gr.state = 3;
    gr.update();
}
```

5) Save as Draft for Service catalog requests:

Users can be able to fill requested item and **Save as Draft** and can pick again were you left.

The screenshot shows the ServiceNow user interface. At the top, there's a navigation bar with 'servicenow' logo, a search bar, and links for 'My Tasks', 'My Requests', 'My Favorites', and a user profile. Below the navigation bar, there's a 'Technology services' dropdown menu. The main content area shows a 'Back' link and a service catalog item titled '3M Privacy Filter - MacBook Pro'. The item description includes 'Privacy Filter', 'Helps keep on-screen information private; screen data is visible only to persons directly in front of the monitor.', and 'Compatible with a 15 inch MacBook only.' There's an 'Add attachments' button. To the right of the item, there's a form with 'Quantity: 1', 'Price: \$42.23', and 'Delivery Time: 2 Days'. At the bottom of this form, there are two buttons: 'Save as Draft' (yellow) and 'Order Now' (blue).

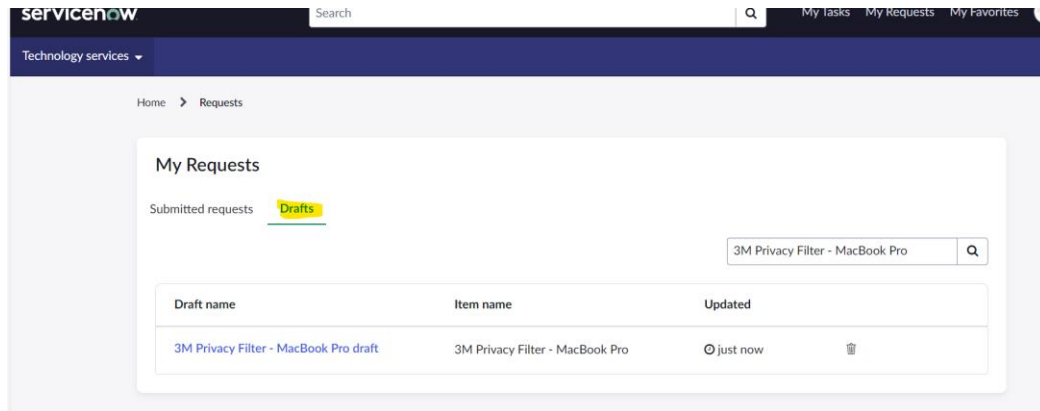
Once we saved as drafts, we can also update again variables and update drafts.

The screenshot shows the ServiceNow user interface after saving a draft. At the top, there's a navigation bar with 'Technology services' dropdown menu. The main content area shows a 'Back' link and a service catalog item titled '3M Privacy Filter - MacBook Pro'. The item description includes 'Privacy Filter', 'Helps keep on-screen information private; screen data is visible only to persons directly in front of the monitor.', and 'Compatible with a 15 inch MacBook only.' There's an 'Add attachments' button. Above the item, there's a green notification bar that says 'Your item has been saved in My Requests. [View Drafts](#)'. To the right of the item, there's a form with 'Quantity: 1', 'Price: \$42.23', and 'Delivery Time: 2 Days'. At the bottom of this form, there are two buttons: 'Update Draft' (yellow) and 'Order Now' (blue).

Draft items can be able to see as below image:

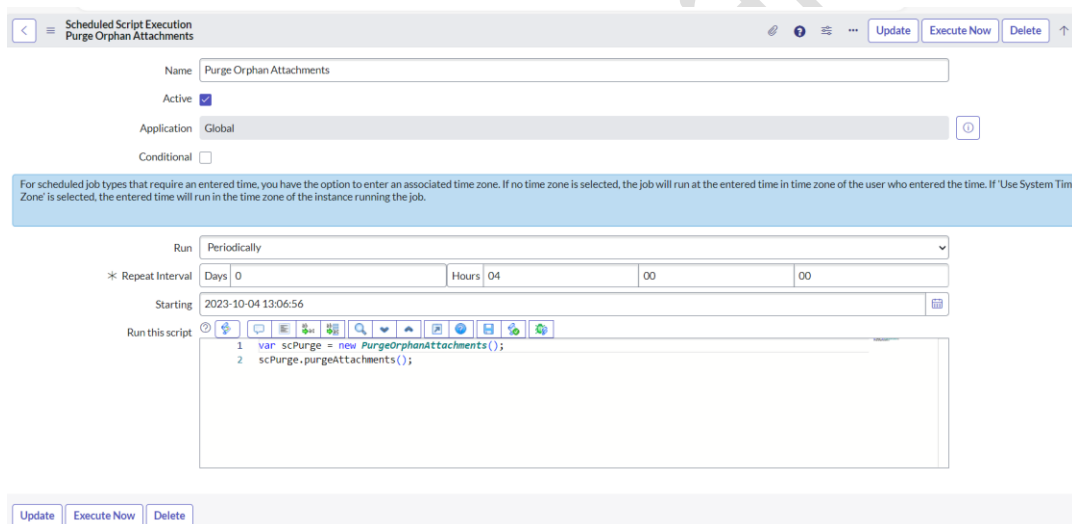
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6) Purge Orphan Attachments

"Purge Orphan Attachments". Purge Orphan Attachments which are a periodically triggered Scheduled Script Execution.



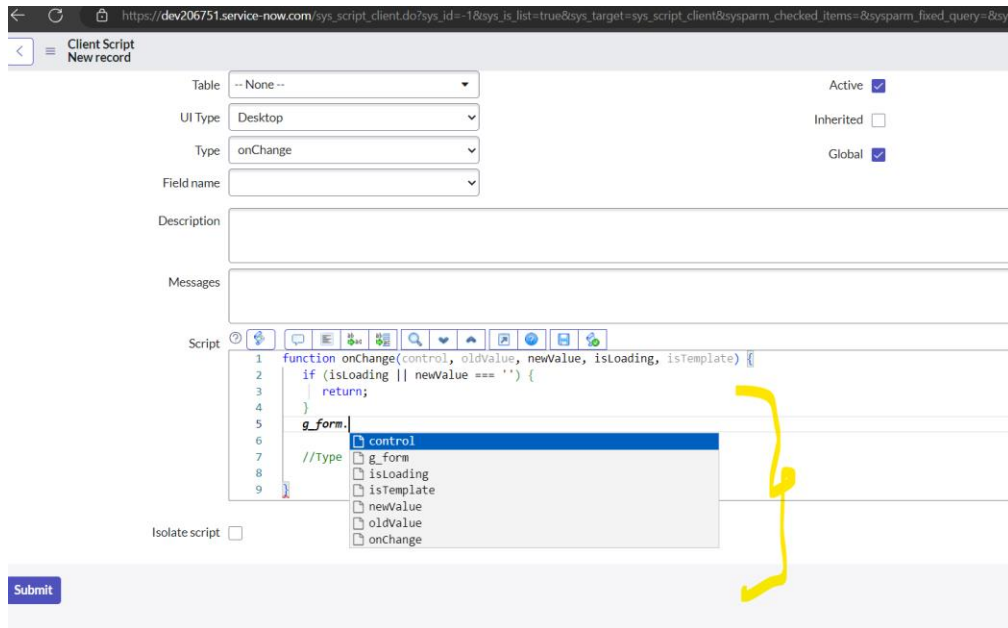
Systemproperties "glide.attachment.orphan.enable_cleanup" and "glide.attachment.orphan.clean_old_orphan_records". When adding these System Properties with value "true", Purge Orphan Attachments will starts working.

7) Client scripts:

The extension **for g_form**. Is removed but we can type and use. **For developers its little hard**, it's not there in release notes just my observation while reviewing Washington release instance.

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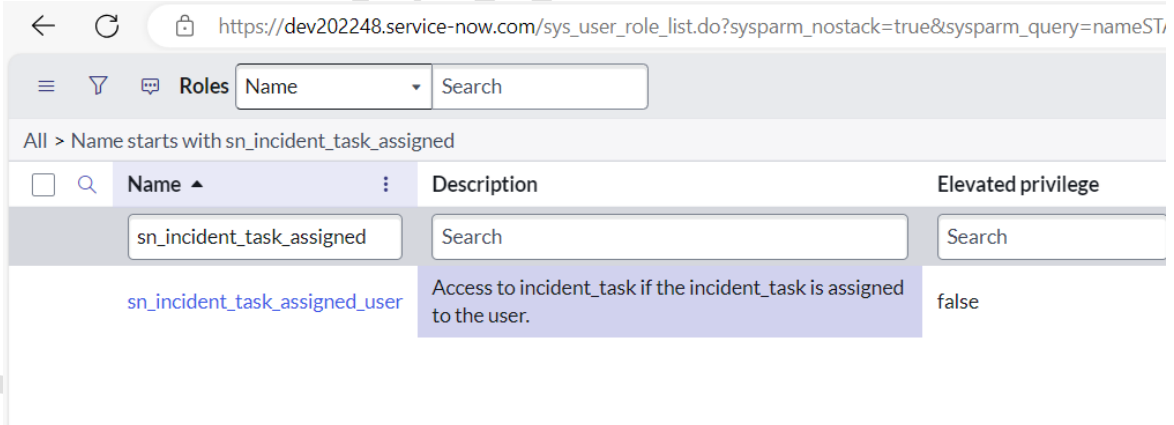
The screenshot shows the 'Client Script' configuration page in ServiceNow. The 'Table' is set to '-- None --', 'UI Type' is 'Desktop', 'Type' is 'onChange', and 'Field name' is empty. The 'Script' section contains a JavaScript function:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2   if (isLoading || newValue === '') {  
3     return;  
4   }  
5   g_form.  
6   //Type  
7   //Type  
8   //Type  
9   //Type
```

 A dropdown menu is open for the 'g_form.' prefix, showing options: control, g_form, isLoading, isTemplate, newValue, oldValue, and onChange. A yellow bracket highlights the 'control' option. The 'Submit' button is at the bottom left.

8) New role in Incident module:

sn_incident_task_assigned - Access to **incident_task** if the **incident_task** is assigned to the user.



The screenshot shows the 'Roles' list in ServiceNow. The search criteria is 'Name starts with sn_incident_task_assigned'. The table has columns: Name, Description, and Elevated privilege. The role 'sn_incident_task_assigned_user' is highlighted, with its description 'Access to incident_task if the incident_task is assigned to the user.' and 'Elevated privilege' set to 'false'.

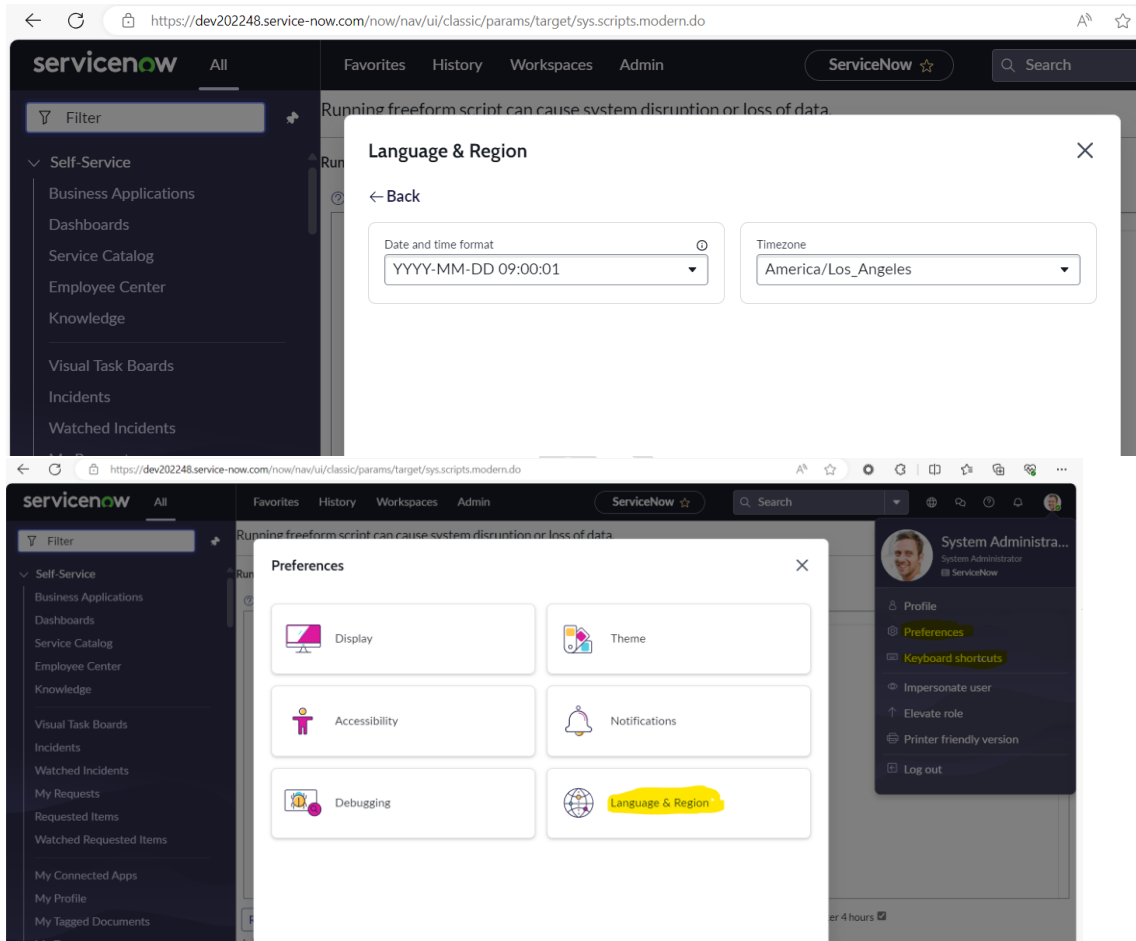
Name	Description	Elevated privilege
sn_incident_task_assigned	Search	Search
sn_incident_task_assigned_user	Access to incident_task if the incident_task is assigned to the user.	false

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9) User Preference:

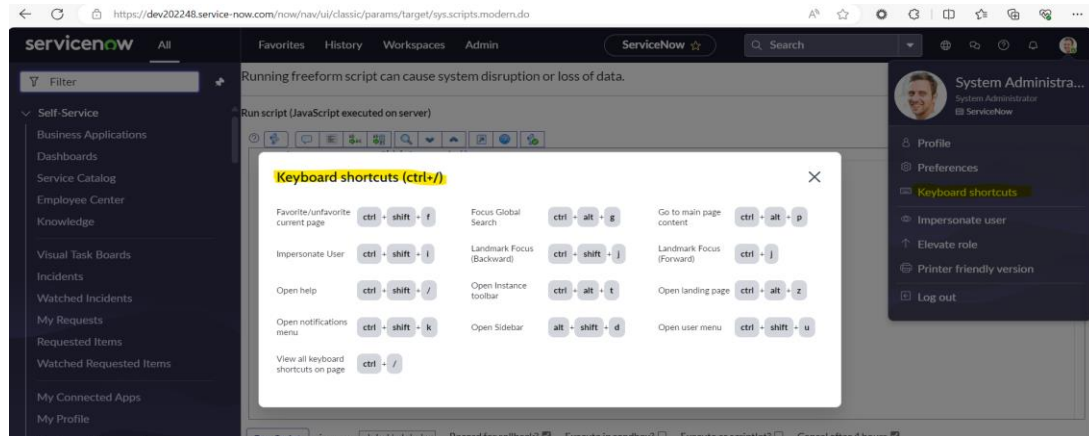
a) Preferences → Language & Region



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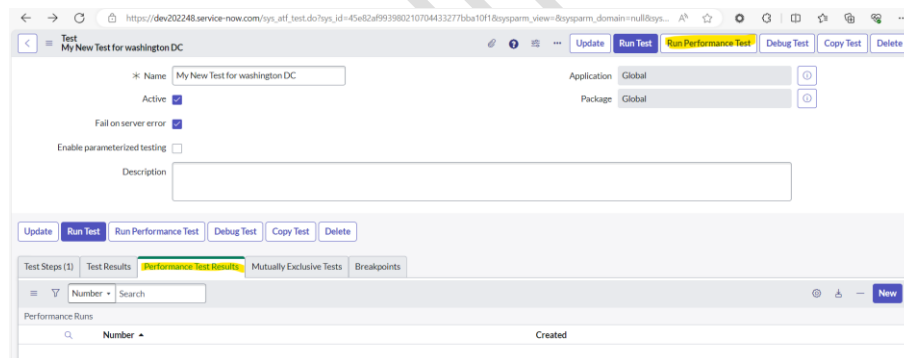
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b) Keyboard shortcuts



10) ATF Support for configurable workspaces:

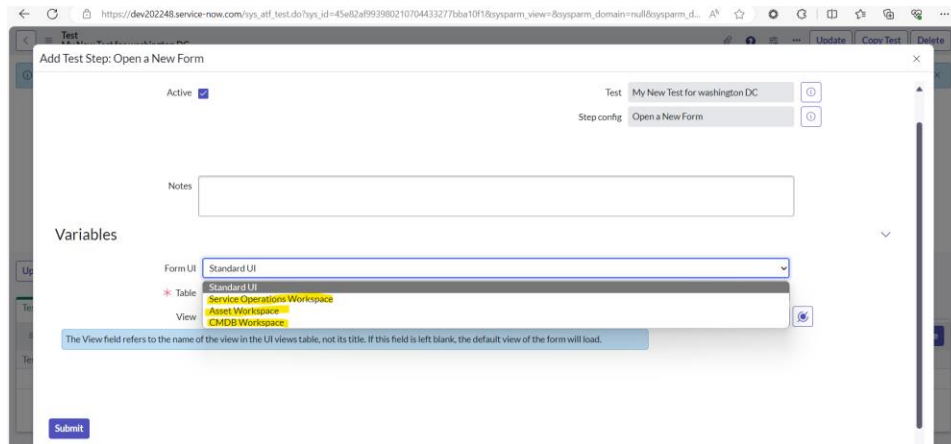
a) “Run performance Test” button on tests form. (We can identify performance test results in related list of Tests)



b) Added workspace related step (Add test step → Open a new form → Form UI with workspace option):

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11) Glide Aggregate New Method:

setIntervalYearIncluded(Boolean b)

Sets whether to group results by year for day-of-week trends. These trends are created using the addTrend() method with the dayofweek time interval.

Dependency: GlideAggregate - addTrend('<fieldName>', 'dayofweek').

Example

The following shows how to count incidents created in the last six months. The incidents are separated by the day of the week, but not including the year. For example, the default results for Thursday would include the year, such as Thursday/2023: 1.

Default true:

```
1 var incidentGroup = new GlideAggregate('incident');
2 incidentGroup.addEncodedQuery("sys_created_onRELATIVEGT@month@ago@6");
3 incidentGroup.addTrend('sys_created_on', 'dayofweek');
4 incidentGroup.addAggregate('COUNT');
5 //incidentGroup.setIntervalYearIncluded(true);
6 incidentGroup.query();
7 while (incidentGroup.next()) {
8   gs.info(incidentGroup.getValue('timeref') + ' : ' + incidentGroup.getAggregate('COUNT'));
```

Result is with Year:

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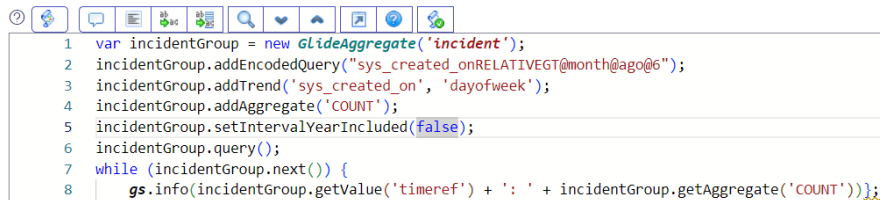
[0:00:00.046] Script completed in scop

Script execution history and recovery [a](#)

```
*** Script: Monday/2023: 1
*** Script: Thursday/2023: 1
*** Script: Friday/2023: 7
```

If setIntervalYearIncluded is false:

Run script (JavaScript executed on server)



```
1 var incidentGroup = new GlideAggregate('incident');
2 incidentGroup.addEncodedQuery("sys_created_onRELATIVEGT@month@ago@6");
3 incidentGroup.addTrend('sys_created_on', 'dayofweek');
4 incidentGroup.addAggregate('COUNT');
5 incidentGroup.setIntervalYearIncluded(false);
6 incidentGroup.query();
7 while (incidentGroup.next()) {
8   gs.info(incidentGroup.getValue('timeref') + ': ' + incidentGroup.getAggregate('COUNT'))};
```

Result:

[0:00:00.037] Script completed in scope global: script

Script execution history and recovery [available here](#)

```
*** Script: Monday: 1
*** Script: Thursday: 1
*** Script: Friday: 7
```

Code:

```
var incidentGroup = new GlideAggregate('incident');
incidentGroup.addEncodedQuery("sys_created_onRELATIVEGT@month@ago@6");
incidentGroup.addTrend('sys_created_on', 'dayofweek');
incidentGroup.addAggregate('COUNT');
```


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```
incidentGroup.setIntervalYearIncluded(false);
incidentGroup.query();
while (incidentGroup.next()) {
    gs.info(incidentGroup.getValue('timeref') + ': ' + incidentGroup.getAggregate('COUNT'));
```

[GlideAggregate | ServiceNow Developers](#)

12) Glide Record new Method:

updateWithReferences(Object reason):

Reason for the updates: Sometime users without First name and last name data will be populated. The reason is displayed in the audit record.

```
var inc = new GlideRecord('incident');

inc.get(inc_sys_id); // Looking up an existing incident record where 'inc_sys_id' represents the sys_id of a incident record

inc.caller_id.first_name = 'John';

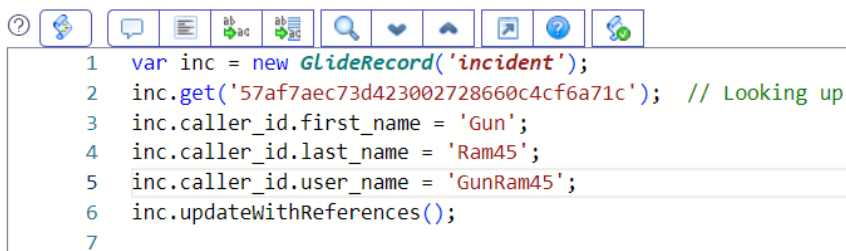
inc.caller_id.last_name = 'Doe';

inc.updateWithReferences();
```

Example - When there is no caller in incident:

Running freeform script can cause system disruption or loss of data.

Run script (JavaScript executed on server)



```
1 var inc = new GlideRecord('incident');
2 inc.get('57af7aec73d423002728660c4cf6a71c'); // Looking up
3 inc.caller_id.first_name = 'Gun';
4 inc.caller_id.last_name = 'Ram45';
5 inc.caller_id.user_name = 'GunRam45';
6 inc.updateWithReferences();
7
```

Result:

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```
[0:00:00.137] Script completed in scope global: script
```

Script execution history and recovery [available here](#)

Operation Table		Row Count
insert	sys_notification_execution	0004
update	sys_history_set	1
insert	sys_user	1
update	sys_user	1
insert	cmn_notif_device	1

...and another 2 affected table(s)


[View full summary here](#)

```
Background message, type:info, message: Primary email de  
FAILED TRYING TO EXECUTE ON CONNECTION glide.2 (connpid=
```



Created user record updated in Caller field:

← ↻ https://dev202248.service-now.com/incident.do?sys_id=57af7aec73d423002728660c

< ≡ Incident
INC0009009

Manage Attachments (1):  screenshot_20240119_16465... [rename][download]

Number

🌐 Caller 🔍  

Category ▼

If already caller exist:

Run script (JavaScript executed on server)

```
1 var inc = new GlideRecord('incident');
2 inc.get('57af7aec73d423002728660c4cf6a71c'); // Look
  sys_id of a incident record
3 inc.caller_id.first_name = 'Gun';
4 inc.caller_id.last_name = 'Ram456';
5 //inc.caller_id.user_name = 'GunRam45';
6 inc.updateWithReferences();
7
```

It will update the user record:

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Script execution history and recovery [available here](#)

Operation Table Row Count

update sys_user 1

And can be able to see from caller popup view:

The screenshot shows a ServiceNow incident form for Incident INC0009009. The 'Caller' field is populated with 'GunRam456'. A popup window titled 'User' is displayed, showing details for user 'GunRam45'. The popup includes fields for User ID, First name, Last name, Title, Email, Language, Notification, and Calendar integration. The 'Open Record' button is visible in the top right of the popup. The background form shows various incident details like Number, Category, Subcategory, Service, and Configuration item.

[GlideRecord | ServiceNow Developers](#)

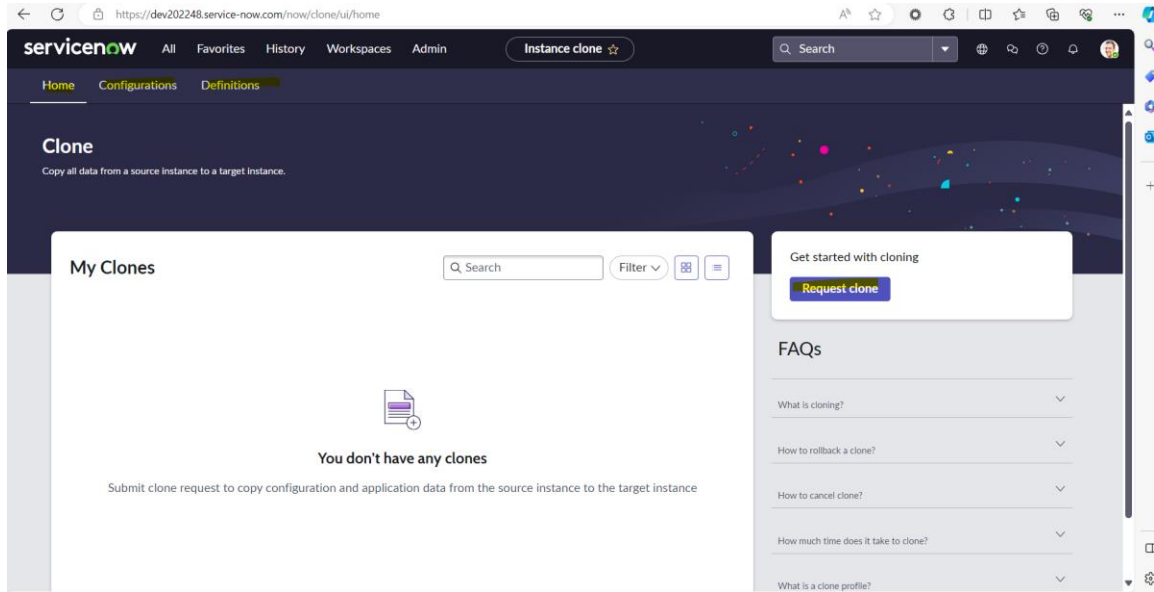
13) Clone Admin console:

Clone admin console → Clone dashboard → Request clone

This will open instance clone dashboard and we can select as we wish in clone as per requirements. This also work same as system clone application.

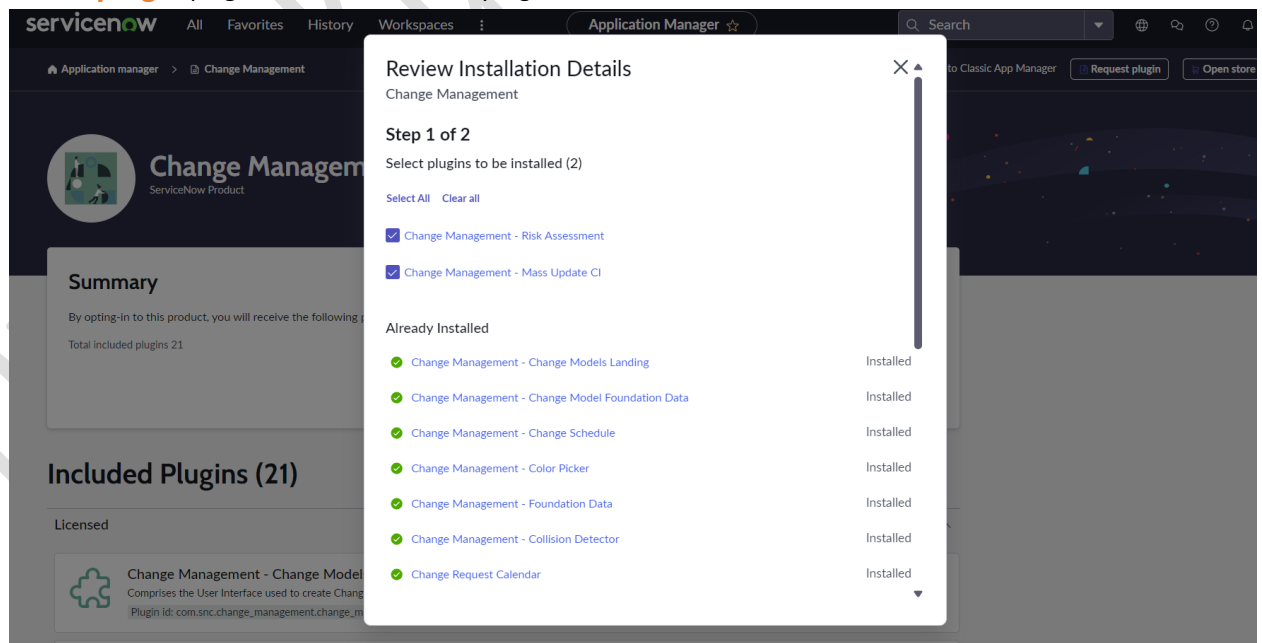
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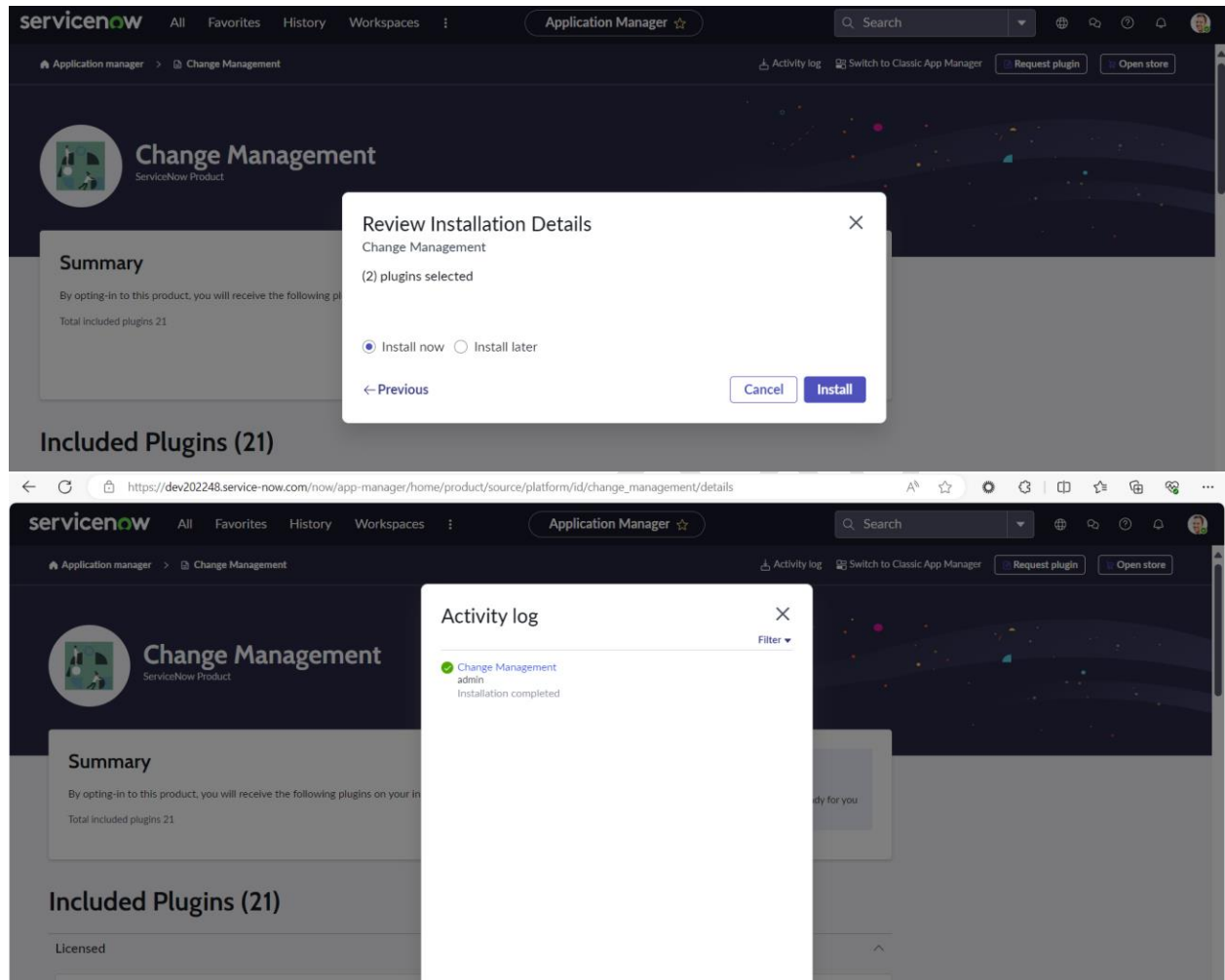
14) Application Manager

- a) **Plugins related change** → we can easily identify dependencies installation details.
- b) **Activity log** in plugins and filters in activity logs



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15) Remote tables enhanced capacity.

Navigate to → Remote tables → Definitions → Create New
Enable **Enhanced Capacity** to support large number of rows.

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The screenshot shows the 'Remote Table' configuration page in ServiceNow. The browser address bar shows a URL starting with 'https://dev206751.service-now.com'. The page title is 'Remote Table Design System Icons'. A blue banner at the top states: 'Creating a remote table that utilizes data from an external (outside ServiceNow) source requires an IntegrationHub entitlement and consumes IntegrationHub transactions.' Below this, the configuration fields are: 'Name' (Design System Icons), 'Table' (Design System Icons [st_sys_design_syst...]), 'Application' (Global), 'Active' (checked), and 'Advanced' (checked). There are 'Update' and 'Delete' buttons at the top right. Below the configuration fields, there are tabs for 'Script' and 'Advanced'. The 'Advanced' tab is selected, showing a 'Cache TTL (Time to Live in seconds) defines how long the data is cached' section with a 'Cache TTL' input field set to '604,800'. Below this is a section 'Enable Enhanced Capacity to support large number of rows.' with an 'Enhanced Capacity' checkbox checked. At the bottom, there are 'Update' and 'Delete' buttons and a 'Related Links' section.

16) Chat summarization in Live agent chat:

The chat summarization is a condensed version of the conversation between a requester and Virtual Agent. Chat summarizations are generated in these situations:

When the conversation ends.

When the agent uses the /summarize quick action in Agent Chat.

When the user selects Chat Summarization or enters summarize chat in Ask Now Assist to on the Now Assist panel.

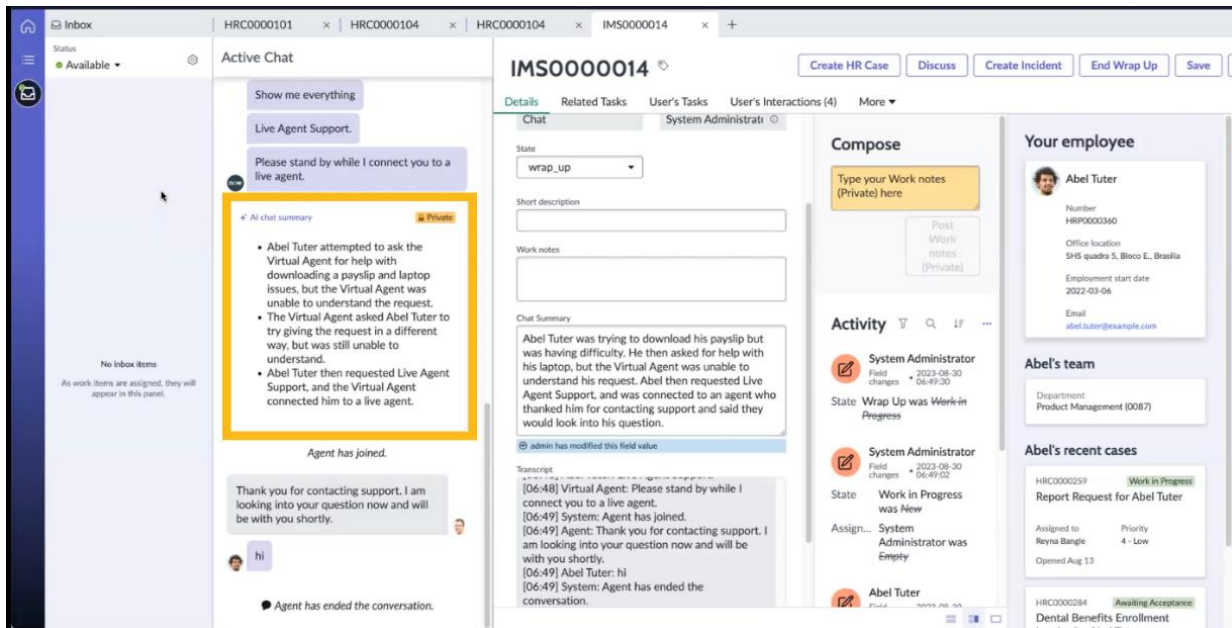
When an interaction is transferred from Virtual Agent to a live agent and the conversation is at least six lines long. The chat summarization displays in a summary card in the conversation and populates the interaction's summarization and short description fields.

Note: Now LLM is the provider for this Now Assist skill.

In the following example, Now Assist generated a chat summarization in Now Assist for HR Service Delivery (HRSD).

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17) **Advanced Work Assignment New property introduced:**

This property overrides the queue's max wait time value with the assignment rule's timeout value to help prevent work items from disappearing prematurely in an agent's inbox.

The `glide.awa.bypass_max_wait_time.enabled` system property keeps “`pending_accept`” state work items in the Agent Inbox until the assignment times out even when the Max Wait Time is met. This property defaults to true.

Properties for Advanced Work Assignment (servicenow.com)

18) UI Builder:

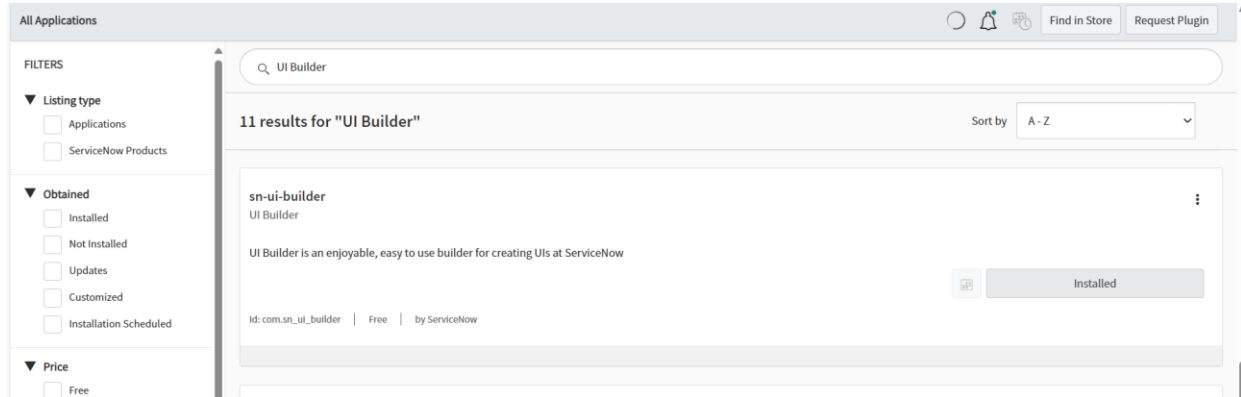
Not going in-depth related to UI builder, but we are covering few points which added newly in Washington DC upgrade.

a) UI Builder is moved to Store application now. (25.1.24 is new version in Store app) before it was plugin:

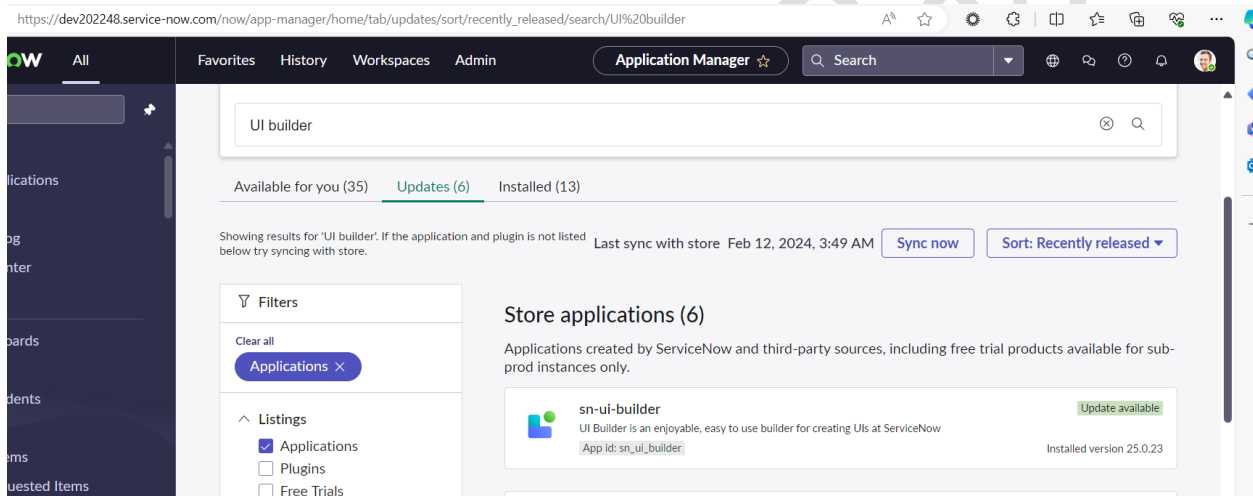
Before Washington DC release, UI Builder was available in plugin as below:

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In Washington DC release, UI Builder is in store applications as below:



Need to navigate to Application manager, search for UI Builder and update in Store app:

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The screenshot displays the ServiceNow Application Manager interface for the 'sn-ui-builder' application. The application is currently at version 25.0.23, with a newer version 25.1.24 available. A 'Summary' box provides details about the UI Builder framework. A 'Get started' section recommends testing in a lower instance environment. A 'Quick Actions' panel includes 'Repair' and 'Uninstall' options. A 'Review Installation Details' dialog is open, showing a warning that the application cannot be uninstalled after installation. The dialog lists dependencies and components that will be installed or updated.

Application Manager

Application manager > sn-ui-builder

sn-ui-builder
App id: sn_ui_builder
Version: 25.0.23 | Installed On: Feb 12, 2024

Summary

UI Builder is a web user interface builder that is part of the Next Experience UI Framework. UI Builder can be used to build pages for configurable workspaces, App Engine Studio generated workspaces and portals, and custom web experiences using Next Experience Components and custom web components.

Installed Version 25.0.23
Latest Version 25.1.24
[This application cannot be uninstalled](#)

Get started

We recommend testing in a lower instance environment.

[Proceed to update](#)

Quick Actions

[Repair](#)
[Uninstall](#)

Review Installation Details
sn-ui-builder

Warning: This application can't be uninstalled after installation

Version: 25.1.24 (Latest)
25.0.23 (Installed)

Dependencies: 25.1.24 (Latest)

Will be installed (27)

- @devsnc/behavior-uibtk-key-focus
- @devsnc/behavior-uibtk-supporting-records
- @devsnc/library-uibtk-caching
- @devsnc/library-uibtk-commons
- @devsnc/library-uibtk-macropointent
- @devsnc/library-uibtk-screen

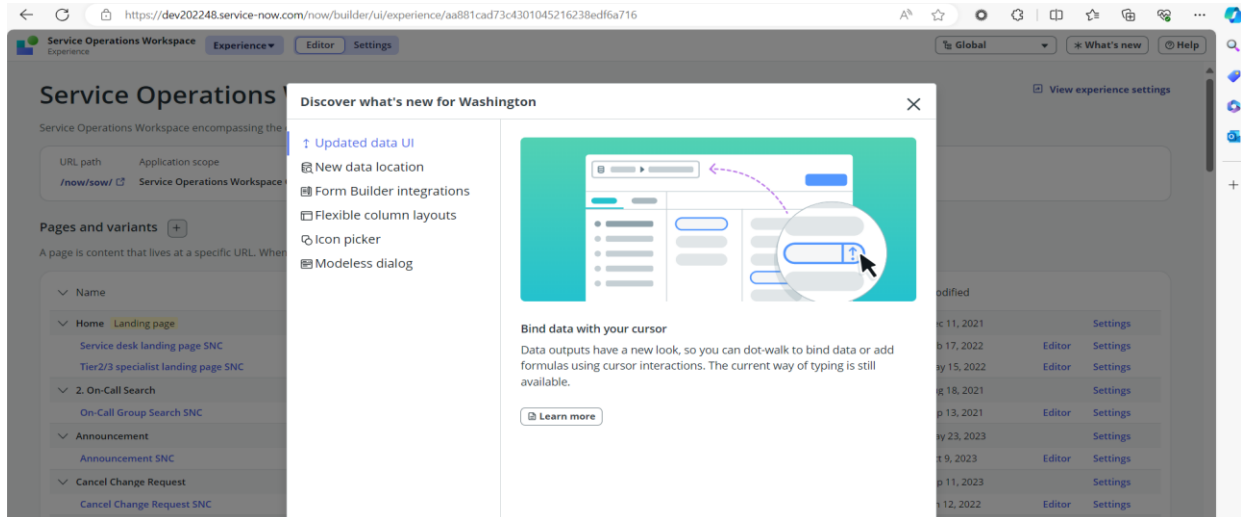
Will be updated (38)

Installed (260)

☒ Install now ☐ Install later

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Depreciations:

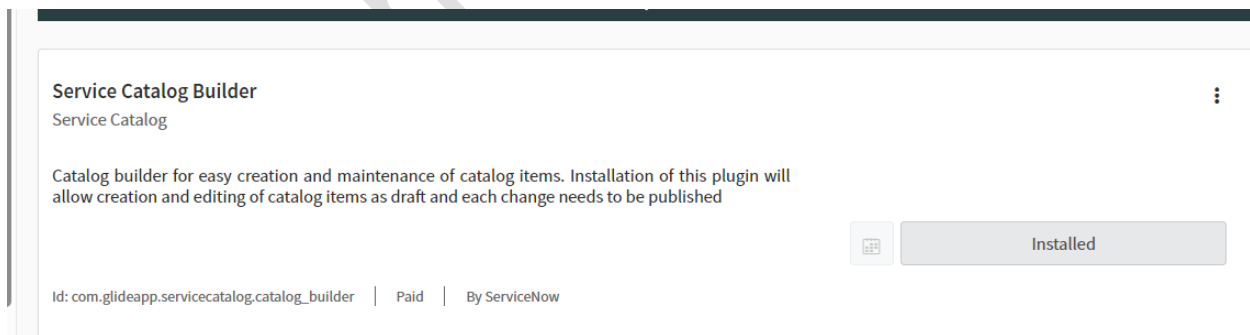
19) Item designer depreciated from Washington DC:

Item Designer [com.glideapp.servicecatalog.item_designer]

The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.

Details: The Catalog Builder plugin is activated by default on all instances

(com.glideapp.servicecatalog.catalog_builder).



20) CSM Agent Workspace [com.snc.agent_workspace.csm] is Depreciated in Washington DC.

CSM Agent Workspace enables you to integrate Customer Service Management with other applications.

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Replaced with - Install **the CSM Configurable Workspace application from the ServiceNow Store.**

21) ITSM Agent Workspace and CMDB Agent Workspace Depreciated in Washington DC.

Install the **Service Operations Workspace for ITSM application** from the ServiceNow Store for replacement.

[Changes to plugins in the Washington DC release \(servicenow.com\)](https://servicenow.com)