Looking for the new iPhone? Check out our ServiceNow release notes 2021-01-27 for end users

We have some exciting news for you. The January 27th release is live and with it you can now order the iPhone 12 and the iPhone12 mini via the IT Service Portal. But we have even more highlights for you:

All SharePoint enthusiasts can look forward to the new option to request Application Site / TeamSite Sub Sites via the IT Service Portal.

Have you ever come across an important website that was blocked because of its categorization as high risk service? You can now have such websites checked and activated.

With the new box "Related Articles" you can find interesting and relevant articles in the Knowledge Base more easily.

For further details and other changes please expand the respective categories.

Service Catalog & Request Fulfillment

Newly launched Catalog Items

This request is for Fresenius SE or Fresenius Netcare employees or business partners who require to access websites that have been categorized as high risk services. Those services have to be treated with caution as usage might cause legal violations, data privacy violations, or threaten the company's or employees' security. The user is requested to be conscious and does not exchange private or company information with the respective website without awareness of the risks associated with it.

Availability:

Fresenius SE & Fresenius Netcare users

Request a new Application Site Sub Site

Availability:

All users

Request a new TeamSite Sub Site

Availability:

All users

Enhancements

MS Teams Team: The recurring price for MS Teams team has been changed from 10,89 € to 8,95 €.

Enterprise Mobility Services:

iPhone 12 and iPhone 12 mini are now available!Samsung Galaxy S20 4G is no longer availableThe description of the 'Mobile App Distribution Service has been enhanced

Domain Request: the Domain holder field logic has been reworked so that it is now editable and the domain holder can be the same as the order for user.

eDMS SOP: Below changes are made to eDMS SOP Application selection

1. The role 'Business Administrator (Global)' made only selectable, if 'Global' is chosen as applicable site.2. The checkbox "Controlled Print" made read-only, unless "Coordinator" is selected as a role.

FME CVIS Onboarding: New AD team 'GG-GLO-EUCLID-TeamOnboarding' is added into the selection, A new option EXT/INT- 'Do you want crowdstrike package' 'Yes/No' on the form is added and if 'Yes' selected then email is sent to CrowdStrike Antivirus Package team(endpointsecurity@fresenius.com).Cost center of the team lead is be mentioned in the notification for CrowdStrike.

Knowledge Management

Related Articles": when viewing a Knowledge Article in the IT Service Portal, related helpful articles can now be found on the right hand side in the new box "Related Articles". These articles are hand-picked for you by the Knowledge Authors / Managers.

Note: the next release is planned for February 9th.