What's new in the IT Service Portal? | June 2021

News | IT Service Portal

As promised at the beginning of May, we have changed the format for all our end users to inform about new features, interesting changes and improvement measures in the IT Service Portal that we are implementing as part of our releases. It's important to us that we speak the same language and that you enjoy reading these news articles, rather than stumbling over a bunch of technical terms that will only confuse you unnecessarily.

One of those terms may already be "release." When we talk about "releases", it simply describes the point in time we make previously developed features available to our users. To do this, we organize ourselves into sprints. Each sprint lasts two weeks. When two sprints are over, we have some deliverables that we want to share with you. Most of them are interesting for our IT experts who work in the background, the so-called ServiceNow backend. But some are also interesting for all portal users. And that's where this new news series comes in.

Approvals of requested itemsA large number of requested items have been 'up in the air' for a long time due to lack of approval from the manager or cost center manager. To address this issue, a three-strike rule has now been activated to clean up the old open requests since 2015 and ensure that unapproved requests do not accumulate again in the future. The check will be done automatically after 4, 8 and 12 weeks and will be accompanied by reminders via email. The request is cancelled if there is no response after the third attempt.

Email exception requestFor security reasons, some emails from supposedly suspicious senders are identified as spam. If this happens accidentally and you miss some emails you can trust, you now have the option to request exceptions for incoming email addresses and email domains in Office 365. The same works in reverse - you can block certain external email addresses and domains, as well as attachments and URLs.

Always order the latest mobile devicesWith a comprehensive package of measures, we enabled the mobile team to quickly and easily add new devices to the online-shop. This means that you can be sure of always being able to order the latest mobile devices via our online store.

User offboardingWhen employees leave the company, the IT services they use must be deactivated. Not visible for the user, but noticeably faster is the user offboarding for O365 solutions now. The offboarding logic for "Office 365 Services" and "Office 365 Audio Conferencing" have been merged into one automatic retire workflow. This workflow will cancel all O365 licenses for a user at once.

We are also continuously working on making the world easier for youOur releases always include some basic improvements like revising description texts, adding help texts or simplifying our forms. Ongoing and not mentioned in this news is the regular publication of helpful knowledge articles. If you have

questions about IT topics, it is always worth taking a look at our knowledge base.

As you can see, there is always a lot happening on the IT Service Portal. We look forward to sharing this with you!

Your ServiceNow team