

ServiceNow release notes 2024-03-13

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Dear ServiceNow users & stakeholders,

we'd like to inform you that the MARCH 13th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Newly launched Catalog Items

SolidWorks/PDM Access:

The newly introduced "SolidWorks/PDM Access" catalog item is created to achieve consistency of user data collection and allowance to manage limited licenses for sharing amongst user locations.

Availability:

Fresenius Kabi

Enhancements

- PowerShell script modifications in a number of O365 catalog items changing modules from MSOnline to MSGraph that fix an issue wherein these items would fail during execution. The list of affected items can be found below:

Office 365 for Externals (I000587)Office 365 Audio Conferencing (I000589)Office 365 Audio Conferencing (I000589)Office 365 Subscription Management - KABI/FSE/FDT (I001167,I001170,I001171,I001172,I001169)Shared Device (I001168)User OffboardingPower BI Pro (I000804)

Domain Requests

- FNC Secure Desktop Environments back-end table view correction so that no irrelevant data is presented to the Administration Team. The modification includes filtering out some of the columns and the addition of a one new one - "External Service Provider".

- An out of the box approval rule was made inactive so that the "Automatic approval for total price <=\$1000" message is no longer inserted into service request submissions.

Incident Management

Enhancements

- Introduction of Smart Triaging which automates the process of identifying incidents that should be assigned a higher priority value by matching target priority value to keywords and keyphrases, therefore ensuring better response and resolution times, decreasing risk of escalations, and ultimately

decreasing overall impacts to critical logistics, patients, production degradation or stoppage, valuation of stock or their transfers.

- Removal of logic that automatically set tickets from the 'Awaiting User Feedback' to 'Assigned' status every time an out of office message was received from users. With this enhancement, out of office messages will no longer be posted in tickets as additional comments, but as work notes instead. To inform of the change, the following info message will be displayed when accessing the incident form in the back-end for the duration of two weeks from release: 'Please note that out of office emails from users will no longer be registered in incidents as additional comments, but will be instead registered as work note entries. These emails will be visible in incidents but will no longer update the incidents' statuses.'

Change Management

Enhancements

- Modification of the configuration of the 'Windows and Changes' module so that it opens inside the standard back-end interface instead of opening in a new tab without the SN UI like top ribbon or the filter navigator, allowing users to navigate more comfortably within.

- Addition of two new buttons within the 'Windows and Changes' calendar ('Create Blackout Schedule' and 'Create Maintenance Schedule') that provide Change Managers with the functionality to trigger blackout or maintenance schedules creation directly from the calendar, thus enabling them to quickly set up ad-hoc schedules in cases where it is required.

- Enhancements to the 'Windows and Changes' calendar view whereby closed and cancelled changes are no longer displayed, resulting in less clutter which in turn allows the users of the module to plan their changes more easily.

Interfaces

- Celonis/ServiceNow

A connection was established between ServiceNow and Celonis similar to the ones already existing in sub-production instances for the purpose of SSCA data extraction from a pool of dedicated tables. The Celonis team is required to audit their data which is why it is essential for them to be able to see the field changes and timestamps within these tables in order to correctly apply process mining and perform necessary calculations.

Note: the next release is planned for MARCH 27th.

We encourage you to provide your feedback after this release, using the form under this article.

Your ServiceNow Team