ServiceNow Release Notes 2024-01-17

Dear ServiceNow users & stakeholders,

we'd like to inform you that the JANUARY 17th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Enhancements

Configure error handling notification for SAP Password reset item.

A new notification is created to be sent out to the requester when an error is encountered in the SAP Password tool. The notification will inform the user that the system is currently not available and the request can be submitted later.

Administrator Obligation Agreement - FRED links.

As the Documents in "References" section are linked to fresenius-quality.veevavault (Document Management System, the "Vault Quality FDT") which will soon be decommissioned, the Catalog Item is corrected so that easily accessible FRED links (Documents for Business Partners) are included.

Modify the workflow of the CyberArk Service Catalog - Privileged Access Management (CyberArk) – Change Safe Owner.

Changing the order of flow: Service Catalog: Privileged Access Management (CyberArk) – Change Safe Owner workflow modified in the way, that first the AD confirming action is triggered and after that CI update happens, to avoid the situation that AD fails, and a CI is updated.

Modify the workflow of the CyberArk Service Catalog - Privileged Access Management (CyberArk) – Safe Creation.

Changing the order of flow: Service Catalog: Privileged Access Management (CyberArk) – Safe Creation workflow modified in the way, that first the AD confirming action is triggered and after that CI creation happens, to avoid the situation that AD fails, and a CI is created for a safe that doesn't exist.

Incident Management

Enhancements

- 'FreDi': Create Spanish response templates for NA agents.

- 'FreDi': Reconfigure response templates for NA agents - Enhancement to make English response templates already present in the solution available to the North American 'FreDi' chat agents, and to introduce a set of Spanish response templates for the group, so as to increase efficiency of the agents

and ensure the standard responses are provided to chat users.

- Agile: Remove option to add and remove attachments in read-only stories - Enhancement aiming to improve auditability of story records by further securing completed and cancelled ones. The story records have been set to read-only upon completion or cancellation and now the ability to add or edit attachments is being disabled for stories that are completed or cancelled, removing the risk of altering completed or cancelled items.

Note: the next release is planned for JANUARY 31st.

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

Your ServiceNow Team