

ServiceNow release notes 2024-03-27

Article ID: KB0039471

Created: 2024-12-19 14:01:52

Updated: 2024-12-19 14:01:52

Author: {'link':

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Dear ServiceNow users & stakeholders,

we'd like to inform you that the MARCH 27th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Enhancements

- KABI UAM gCMW Access - Approval logic correction for LINV Group related requests - Enhancement for the approval logic in the 'gCMW Access' Kabi UAM, so that requests wherein LINV Groups are being requested anew or modified where no additional role change was selected, only trigger the CO Approval rather than both CO and SO approval.
- Modify the flow of the Kabi MIT AD Access - Kabi MIT AD Create User – OutSystems - Catalog flows change because Syntex is different for OutSystem and Amplelogic: The request payload format is different from Ample Logic for "update user" and "create user" requests and therefore needs to be changed.
- Modify endpoints for Rest Message: Kabi MIT AD Access - Change of endpoints for Kabi MIT AD Access: Reset Password, Create User, Update User, Delete User, Add Roles, Remove Roles.

Platform

Enhancements

- Security plugins - Installation of security plugins to enhance platform security: SNC Access Control (com.snc.snc_access_control), ServiceNow® Access Analyzer (com.snc.access_analyzer), ServiceNow Security Center (sn_vsc).
- Health Scan findings - Installation of updates related to latest Platform Health Scan findings.
- CMDB - Improvement of indexes configuration for CMDB to enhance search response times.
- Additional Attributes for stories and groups - Use of the Additional Attributes table in Story and Group tables, so that records can be extended with some additional information and relationships.
- Enabling DKIM for ServiceNow - DKIM for ServiceNow outgoing emails in FNC Prod instance enabling.

Incident Management

Enhancements

- FreDi - Adapt approval request card's German hint for rejecting approval requests - Enhancement to align the hint text shown to German-language users of FreDi when they are about to reject a non e-signature approval request, so that it aligns with the text available in Service Portal.

- FreDi - Make 'Start Microsoft Teams Chat' button available to additional support teams - Enhancement to share the functionality available to back-end users to initiate MS Teams chats from incident records directly to additional support groups, so as to enable teams to easier and more transparently communicate with end-users when additional details are required from them.

- FreDi - Remove assignee details from the 'FreDi' MS Teams card - Enhancement to remove details of the assignee that posts an additional comment in a ticket that then generates an update card to FreDi in MS Teams, so as not to surface back-end handlers' details to the users.

- 3 strike rule - Add '3 Strike' Close Code Choice - Enhancement to grant back-end handlers ability to resolve incidents on the new '3 Strike' close code, thus enabling easy reporting on the numbers of such tickets and exclusion to CSATs so as not to send them in such scenarios.

- 3 strike rule - Restrict automated 3 strike rule to P3 and P4 incidents - Enhancement to the automated 3 strike rule functionality, whereas the functionality will only be applied to priority 3 and priority 4 incidents going forward, increasing compliance with the Incident Management process.

Note: the next release is planned for APRIL 10th.

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

Your ServiceNow Team