

ServiceNow release notes 2024-04-10

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Dear ServiceNow users & stakeholders,

we'd like to inform you that the APRIL 10th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Enhancements

New Category for Global Service Desk in Service Catalog.

The category "FDT Service Desk" is moved to the top of the Service Catalog categories so that it is easily found and accessible by the Service Portal End Users.

Incident Management

Enhancements

- Set field 'Scheduled Work Date' mandatory if 'Waiting for' is set to 'Scheduled Work' - Enhancement to ensure 'Scheduled Work Date' field is considered as mandatory if any incident is set to status 'Awaiting' and waiting for 'Scheduled Work', so as to ensure that support always sets the date when incident is to be resumed and thus keeps end-users apprised at regular intervals.

Note: the next release is planned for APRIL 24th.

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

Your ServiceNow Team