ServiceNow release notes 2024-02-28

Dear ServiceNow users & stakeholders,

we'd like to inform you that the FEBRUARY 28th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Enhancements

- VPN (I000171) and SWA (I000535) - billable for FME only [33636] - This implements a correction to "VPN Connect Full Access (I000171)" and "Secure Web Access (I000535)" so that both those Catalog Items create a billable CIs only for users with Business Segment = Fresenius Medical Care.

- Master Data Analysis & Reporting - New Catalog Item creation for Kabi as a part of Demand DMND0001668.

Bugfixes

- Correct 'FNC 3 Strike - open approval -ritm' notification/event [technical debt] [90028] - Bug fix to address a security vulnerability within Request Fulfillment that allows individuals who are not designated as approvers to approve requests (with e-signature) that they opened when these requests had not been approved for a prolonged period of time. The undesired behavior was made possible due to a story introduced in 2021 whereby notifications are issued to approvers when an approval request had not been actioned for 4, 8 and 12 weeks also forcing a cancellation after that period. According to the conditions, these notifications are issued to Approvers and Opened by individuals and redirect to the approval console instead of the REQ record. If the Opened by individual happens to have the approver role, they are ultimately able to provide their approval on a task that was not assigned to them.

- Azure AD Automation Task - Powershell Error Tasks in "Mobile Messaging Intune - for Office 365 Users" - Automation behind "Mobile Messaging Intune for Office 365 Users" is fixed so the automated catalog tasks proceed without Powershell errors.

Incident Management

Bug Fixes

- Correct the Reassignment Count calculation - Bug-fix to correct the calculation behind the 'Reassignment Count' field on incidents, so that so group and service managers can spot and analyze complicated tickets based on the actual value of reassignments and have reliable reporting.

Problem Management

Enhancements

- FMO - GIST FMO STRY1: Return to OOTB - Enhancement to return Problem form field names to OOTB values.

- FMO - GIST FMO STRY2: Adjust problem types choice - Enhancement to limit the selectable problem types within the Problem form.

- FMO - GIST FMO STRY4: New PRB close code - Enhancement to introduce a new Problem close code 'Accepted'.

- Restrict access to Problem Mgmt via dedicated authorization - Enhancement that establishes methods of assigning PM roles to users to enhance security and transparency.

Note: the next release is planned for MARCH 13th.

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

Your ServiceNow Team