

ServiceNow release notes 2024-04-24

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Dear ServiceNow users & stakeholders,

we'd like to inform you that the APRIL 24th release is now live. Please check out our release notes below.

Service Catalog & Request Fulfillment

Newly launched Catalog Items

Creation of a new Catalog Item called "Edge Beta".

Enhancements

Catalog Item "Network User Friedberg" amendment, so that it is stopped from producing records. It also corrects the Long Description of the Item so the users are referred to another Catalog Item: "New User Friedberg".

Catalog Item "Network User Bad Homburg" amendment, so that it is stopped from producing records. It also corrects the Long Description of the Item so the users are referred to another Catalog Item: "New User Bad Homburg". Workflow of the "Symbio Access" Catalog Item gets corrected, to make sure the request is getting progresses with no errors. Modification of 'Data Imports for Accounting' so that the new attribute "WSB Element" is added to the table view of Material Numbers and SLAM monthlies. It also corrects the import templates available for Material Numbers and SLAM Monthly. Workflow of the "Temporary Local Admin Rights" Catalog Item is corrected to implement the error-handling functionality in the sub-flow "FNC SCCM Admin Rights Deployment".

Release Management

Enhancements

- New Release Template: "GI Release" created to facilitate the management of Infrastructure Releases
- Once selected and applied by a Release Coordinator, the template will automatically create a predefined set of Release Phases each with its own dedicated Subphases and Release Tasks to help automate the process and make it easier to track the entire Release end to end.

Platform

Enhancements

- Ignore the [Fields without hints] HSFs - A set of the irrelevant HealthScan Findings will be ignored automatically via a script.
- Fix for the Before Query Business Rule running on the cmdb_ci table - Removal of the Domain separation limitation on the [cmdb_ci] table for the Technical Accounts.

- Install and Update Platform Plugins - There are some new versions and some new SN Platform Plugins made available after the Upgrade to the Vancouver release:

1. [Admin Center] provides a central hub for platform owners and admins to access platform capabilities, discover new applications, and get intelligent, actionable insights.2. [Configuration Hub] enables the ability to zoom into an application or a group of applications and view all the relevant tables and records on a single page.3. [Subscription Management V2] enables the proactive management of the subscriptions and monitor subscription usage via the new UI.4. [Packages Call Removal Tool] helps identify fields that might contain scripts, find scripts that contain Packages calls to ServiceNow Java classes, and to examine proposed script changes that eliminate those Packages calls.5. [Contextual Security: Role Management V2] eliminates the duplicate entries created when Roles inherited from other roles are added as individual entries and prevents future duplicates.

Incident Management

Enhancements

- Restore 'Import Messages from Microsoft Teams' link for selected teams & Add 'Start Microsoft Teams Chat' button to additional teams - Enhancement to enable more teams to have the ability to start MS Teams chats from ServiceNow and to grant all such teams the ability to manually import said chats to incident records, so that the teams can instantly import information needed to continue support to the incident record.

Note: the next release is planned for MAY 8th.

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

Your ServiceNow Team