**New York Release Features**

* [Upgrade information for all New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-upgrade-info.html)

Cumulative release notes summary on upgrade information for New York features and products.

* [New features and products in New York](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-new-features.html)

Cumulative release notes summary on new New York features and products.

* [Changes to New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-changes.html)

Cumulative release notes summary on changes to New York features and products.

* [Removed features and products in New York](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-removed-features.html)

Cumulative release notes summary on features that were removed from New York features and products.

* [Activation information for all New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-activation-info.html)

Cumulative release notes summary on activation information for New York features and products.

* [Additional requirements for all New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-addtl-reqs.html)

Cumulative release notes summary on additional requirements for New York features and products.

* [Browser requirements for all New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-browser-reqs.html)

Cumulative release notes summary on browser requirements for New York features and products.

* [Accessibility information for all New York features and products](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-accessibility.html)

Cumulative release notes summary on accessibility information for New York features and products.

* [Product localization information in New York](https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-localization.html)

Cumulative release notes summary on new New York features and products.

Request ITSM Roles — Incident**,** Problem, Change Management

1. Request the ITSM Roles plugin (com.snc.itsm.roles) to activate the ITSM Roles — Incident Management plugin **(com.snc.itsm.roles.incident\_management)** to gain more control over the access that different service desk agents, technicians, and managers have within your Incident Management process.
2. The ITSM Roles plugin (**com.snc.itsm.roles**) includes an additional security model. The security model provides more granular roles across ITSM applications as well as within them, allowing you flexibility in setting up access controls. The ITSM Roles plugin is available by default in new instances. Customers upgrading from Madrid or earlier versions must request the plugin.

* **Plugins for ITSM Roles**

|  |  |
| --- | --- |
| **Plugin** | **Adds roles** |
| Business Stakeholder  [com.snc\_business\_stakeholder] | business\_stakeholder  **Note:** The business\_stakeholder role contains the sn\_incident\_read, sn\_problem\_read,  sn\_change\_read, sn\_request\_read, and  approver\_user roles. |
| ITSM Roles — Incident Management [com.snc.itsm.roles.incident\_management] | sn\_incident\_read  sn\_incident\_write |
| ITSM Roles — Problem Management [com.snc.itsm.roles.problem\_management] | sn\_problem\_read  sn\_problem\_write |
| ITSM Roles — Change Management [com.snc.itsm.roles.change\_management] | sn\_change\_read  sn\_change\_write |
| ITSM Roles — Request Management [com.snc.service\_management.roles.request\_management] | sn\_request\_read  sn\_request\_write |

**Note:** Activate the ITSM Roles plugin on a sub-production environment and test the functionality before requesting activation in the production environment. For assistance, contact the ServiceNow Professional Services team.

Refer:

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/incident-management/task/req-itsm-roles-inci-mgmt.html>

Components installed with ITSM Roles — Incident Management:

1. Several user roles are installed with activation of the ITSM Roles — Incident Management plugin (com.snc.itsm.roles.incident\_management).

* **Roles installed**

|  |  |  |
| --- | --- | --- |
| Role title [name] | Description | Contains roles |
| Incident read  [sn\_incident\_read] | Read access to the Incident Management application and related records.  Note: An ESS user (user with no role) can view only those incidents that they create or someone else creates on their behalf. A user with the sn\_incident\_read role can view all incidents as well as the major incident workbench. | NA |
| Incident write  [sn\_incident\_write] | Write access to the Incident Management application and related records. | sn\_incident\_read  template\_editor |

Refer:

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/incident-management/reference/inci-roles-instld-itsm-roles.html>

Service Catalog

- Domain separation in Service Catalog-Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can then control several aspects of this separation, including which users can see and access data.

## Activation information

You should activate the Service Catalog - Domain Separation plugin (com.glideapp.servicecatalog.domain\_separation) to enable domain separation for Service Catalog. For information on how you can request for the plugin activation, see [Request for domain separation in Service Catalog](https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/service-catalog-management/task/activate-domain-sep-catalog.html).

This plugin should only be activated if there is a need for the following scenarios:

* Isolate items to requesters in a specific domain.
* Make items unavailable for request in any other domain irrespective of the domain hierarchy.

If Service Catalog has already been domain separated as a custom solution, activating this plugin may override the existing behavior to enforce the plugin-specific isolation.

## How domain separation works in Service Catalog

Service providers supporting multiple customers in a single ServiceNow instance can ensure data privacy across domains using domain separation. Service providers can ensure that items created or published in a specific domain can only be requested by users in that domain without adding additional user criteria to the individual catalog items.

In Service Catalog, catalog items (catalog items, record producers, content items, and order guides) are domain-separated as data. Catalogs, categories, and variables are not domain-separated, and belong to the global domain. Also, the items that need not be need to be shared across multiple domains need to be published in the global domain and restricted using user criteria.

Domain separation in Service Catalog is applicable to all requester views in the Now Platform, Service Portal, Agent Workspace, mobile application, as well as to all API calls requesting for items.

## Domain-separated tables

The **Domain** (sys\_domain) and **Domain Path** (sys\_domain\_path) columns are added to the following tables that are domain-separated:

* sc\_cat\_item
* sc\_item\_option
* sc\_multi\_row\_question\_answer
* question\_answer

## Effective domain for a user

For users with visibility to a single domain, the effective domain is the user’s domain. For users with visibility to multiple domains, the effective domain is the domain selected in the domain picker.

Refer:

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/service-catalog-management/concept/domain-separation-service-catalog-management.html>

-Request experience in Now Mobile – You can enable users to request for an item or service, and track or approve requests on mobile using the Now® Mobile app

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/service-catalog-management/concept/now-mobile-catalog.html>

-My Request Filter for the Now Mobile app

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/service-catalog-management/task/configure-my-requests.html>

Flow Designer

- Add Work note Link to Context action

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/reference/add-worknote-link.html>

-Associate Record to Email action

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/reference/associate-to-email-action.html>

-Create or Update Record action -Create or update a record in a ServiceNow table using a single action. Update a record that exists, or create a record using the values provided.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/reference/create-update-record-designer.html>

-Get Catalog Variables action- Access ServiceNow® Service Catalog variables as data pills in a flow.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/reference/get-cat-variables-flow-designer.html>

-Create a flow with an inbound email trigger-Start a flow when your instance receives an email.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/task/create-inbound-email-flow.html>

-Inline scripts -Enable users with coding experience to write inline scripts that set and modify input values during the configuration of an action or flow.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/concept/inline-scripts.html>

-Test an action-Test an action before publishing it for other users.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/flow-designer/task/test-action.html>

8) ITSM Agent Workspace

- Introduced two plugins, ITSM Workspace Landing Pages (com.snc.agent\_workspace.itsm.landing\_page) and ITSM Workspace Landing Pages — Premium (com.snc.agent\_workspace.itsm.landing\_page\_premium), to provide two versions of landing pages to deliver the standard and the premium landing page for ITSM Agent Workspace.

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/itsm-workspace/concept/itsm-workspace-premium-landing-page.html>

[**Agent Workspace form updates**](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/workspace/concept/agent-workspace-forms.html)

* Administrators can add highlighted values to the secondary values in the form header. Reference fields that display as secondary values open the corresponding record in a child tab.
* Administrators can use Workspace View Rules to control which form view renders for their users. Conditions can be set on roles or field values.
* Agents can add tags to records. Tag visibility can be set to all users, visible only to specific groups or users, or visible to a single user.
* Agent Workspace supports uploading file attachments via drag and drop, uploading multiple file attachments, and previewing an image attachment before upload.

[**Quick actions (slash commands) in chat**](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/workspace/concept/quick-actions.html)

* Set up shortcuts in Agent Workspace chat so agents can work more efficiently with their customers

9) ITSM Virtual Agent

-Natural Language Understanding-Benefit from Natural Language Understanding (NLU) for all your ITSM Virtual Agent topic conversation flows. ITSM Virtual Agent uses NLU to comprehend word meanings and recognize word contexts to better infer user or system actions.

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/itsm-virtual-agent/concept/itsm-virtual-agent.html>

-ITSM Virtual Agent conversations –

<https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/itsm-virtual-agent/reference/itsm-virtual-agent-topics.html>

10) Knowledge Management

-Knowledge internationalization-Translation management

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/translation-management.html>

-View article in a specified language using a URL parameter

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/reference/knowledge-article-URL-parameters.html>

-Now Mobile for Knowledge Management

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/mobile-experience-for-km.html>

-Related catalog items -Manually map catalog items related to a knowledge article to enable employees to request the related product or service.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/map-related-items.html>

-[Search across multiple tables and knowledge index filter](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/reference/setup-knowledge-admin.html): Improve search relevancy by skipping indexing of outdated or retired knowledge articles from the search results and upgrading the index format to the V4 format.

<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/reference/setup-knowledge-admin.html>

-[Read-only knowledge articles from contextual search](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeProperties.html#r_OtherKnowledgeProperties): Display a read-only article view page when knowledge articles are viewed from contextual search to prevent changes by other users. This feature is active by default.

11)Devops Module

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/devops/devops-rn.html>

12) Vendor Manager Workspace

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/it-service-management/vendor-manager-workspace-rn.html>

**Changes to Features:**

1)Agent Workspace:  
-Configure Predictive Intelligence with Agent Workspace - Enable Predictive Intelligence similarity solutions in Agent Assist to improve results when agents search for similar records  
<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/workspace/task/configure-predictive-intelligence.html>

-Preview image attachments-You can preview an image attachment before downloading from the Agent Workspace Activity Stream  
<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/workspace/concept/journal-fields-in-workspace.html>

-Enable rich text editing for journal input field entries in the Agent Workspace Activity Stream  
<https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/administer/workspace/concept/journal-fields-in-workspace.html>

2) Authentication-Enable the Multi-SSO plugin to use the OpenSAML 3 library with the SAML 2 protocol.

3) Automated Test Framework  
-Record Query-Record query enforced ACL rules during step execution.

  4) Contextual Search  
-The Additional Resource Fields module is renamed as Search Result Display Configurations.  
**Title Field** is renamed as **Card title field**.

 **Additional fields** is renamed as **Card additional fields**.

**Description field** is renamed as **Card description field**.

ITSM Virtual Agent :

Improved the following ITSM Virtual Agent topic flows:

  Order an Item — Text enhanced with more specific detail and renamed to **Submit a Request**. Enables you to order basic items directly within ITSM Virtual Agent.

  Reset Password — Text enhanced with more specific detail and renamed to **Get Password Reset Link**. Enables you to obtain a link to directly reset a password within ITSM Virtual Agent.

  System Status — Text enhanced with more specific detail and renamed to **Service Disruptions**. Enables you to view known outages and degradations within ITSM Virtual Agent.

  -Modifications for a multi-row variable set –

When you clone a request that contains a multi-row variable set, the information that is specified in the multi-row variable set is available in all cloned requests.

A multi-row variable set is now visible in the variable summarizer in Service Portal.

-[**Request submission using Virtual Agent**](https://docs.servicenow.com/bundle/newyork-it-service-management/page/product/itsm-virtual-agent/reference/itsm-virtual-agent-topics.html) –

The pre-defined **Order an item** topic conversation has been renamed to **Submit a request**.

7) Reporting

[**Column view access control supported for list reports**](https://docs.servicenow.com/bundle/newyork-performance-analytics-and-reporting/page/use/reporting/concept/column-view-access-control-list-reports.html)

To protect sensitive data, a system property allows an admin to prevent users from adding certain columns to list reports. This ensures that specified users or groups aren’t able to view or export this data in reports. The

**Removed Features:**

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-removed-features.html>

1. Mobile platform - Folders are no longer used to organize applets. You can now use applets in Application Launcher pages.
2. Flow Designer - The com.snc.process\_flow.reporting.level system property replaces the com.snc.process\_flow.reporting.enabled system property

**Browser Requirements:**

Cumulative release notes summary on browser requirements for New York features and products.

Several products have specific browser requirements. Review this information to ensure you are using the correct browsers and browser versions.

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/summary/rn-summary-browser-reqs.html>