Washington DC Release Notes

Last updated: 02/01/2024

Some examples and graphics depicted herein are provided for illustration only. No real association or connection to ServiceNow products or services is intended or should be inferred.

Please read the ServiceNow Website Terms of Use at www.servicenow.com/terms-of-use.html

Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

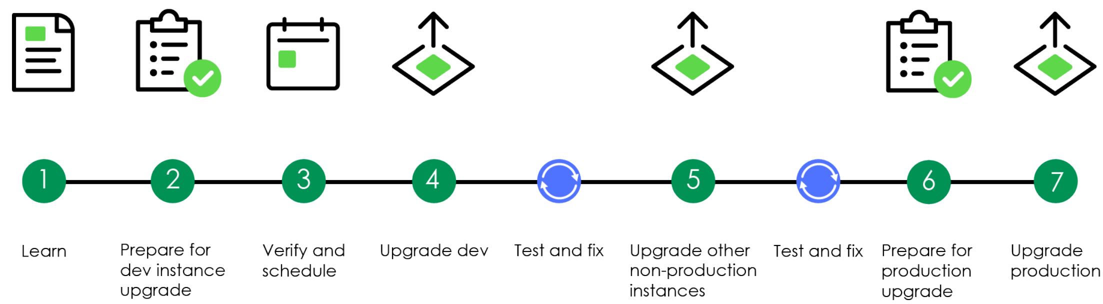
Table of Contents

Washington DC release notes

The ServiceNow® Washington DC release includes new products and applications, as well as additional features and fixes for existing products. Read the release notes to learn about the release, prepare for your upgrade, and upgrade your instance.

Path to successful upgrades

Upgrading your instance involves planning, testing, and validation. The release notes guide you through completing all of the phases and tasks for a successful upgrade.



Start your upgrade journey

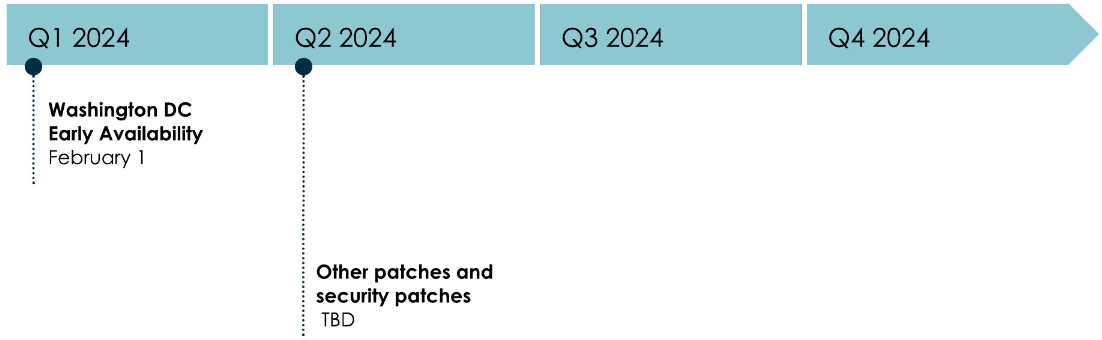
To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

Learn about Washington DC	**Prepare your upgrade**	**Upgrade to** Washington DC
Find out what's new and changed in Washington DC	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

New Washington DC release versions are released throughout the year. Here are the current dates for Washington DC patch and security patch releases. To view a full list of Washington DC release versions, refer to Available patches and hotfixes. Future release dates are subject to change.

servicenow



Maximize your release notes value

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

Release notes tools

We've created some tools to help you review the release notes and upgrade more quickly and efficiently. For more information, see Build your own release notes.

Release notes summaries

If you're interested in a specific set of release notes information, we've displayed release notes for all products by category. For example, you can read about the browser requirements for all Washington DC products, all on one page.

Personalized PRB release notes

Generate a cumulative list of all the problems that are fixed in an upgrade from your current release version to any available target version.

Combined product release notes for cross-family upgrades

View all release notes information for any product, from any family release version to another, on one page.

To check out the release notes tools available for your upgrade scenario, choose your upgrade path to Washington DC.

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo
- Washington DC patch and hotfix release notes

Choose your upgrade path to Washington DC

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo
- Washington DC patch and hotfix release notes

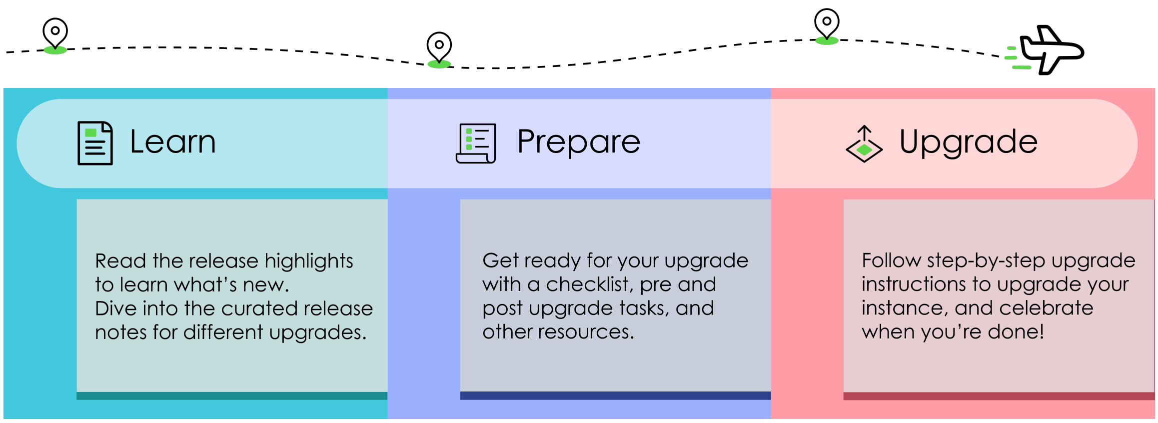
Using the release notes

Learn how to navigate the redesigned release notes and find the information you're looking for.

Navigating the release notes

We've redesigned the ServiceNow release notes experience to provide phased content that more closely matches the upgrade process.

Using the release notes



Release notes directory

Learn where you can find different release notes content throughout your upgrade journey.

Section	Content
Learn about the Washington DC release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. • Release notes for upgrading from Vancouver • Release notes for upgrading from Utah • Release notes for upgrading from Tokyo Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Washington DC highlights • Features and changes by product, which are pre-combined for cross-family upgrades • Changes to plugins • Personalized PRB release notes • Available patches and hotfixes • Browser support • Accessibility and compliance

Section	Content
Prepare your upgrade	Start preparing for your upgrade with our upgrade planning checklist and series of tasks to complete before and after your upgrade. Improve your upgrade experience with ServiceNow upgrade products, tools, and best practices. • ServiceNow upgrades • Pre- and post-upgrade tasks for various products • Upgrade planning checklist • Upgrade tools and resources • Upgrades and the ServiceNow Store
ServiceNow upgrades	Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more. • Phase 1 - Read the release notes and plan your upgrade • Phase 2 - Prepare for the development instance upgrade • Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support • Phase 4 - Upgrade and validate the development instance • Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance • Phase 6 - Prepare to upgrade the production instance • Phase 7 - Upgrade the production instance

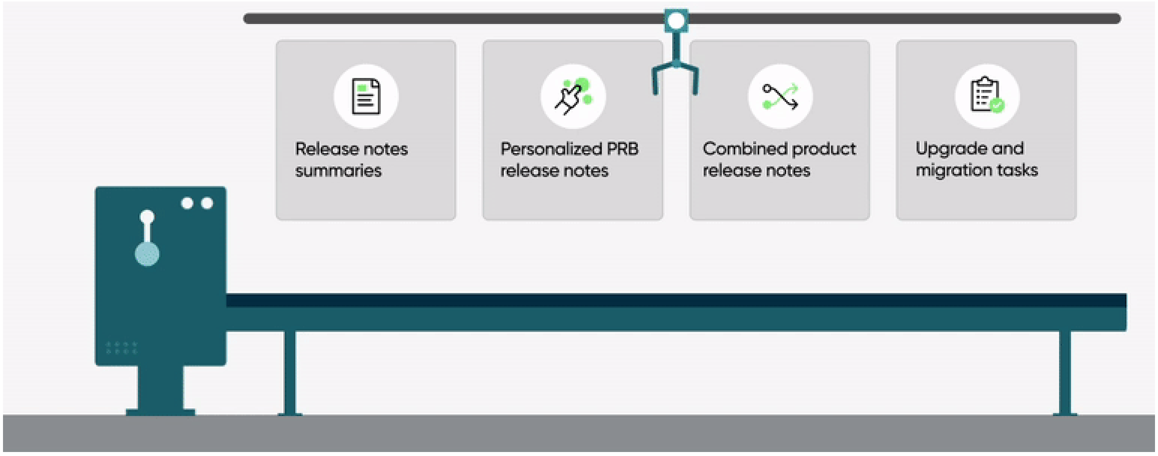
Release notes tour

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

Build your own release notes

Enhance your upgrade experience with configurable release notes that fit your unique upgrade scenario. Assemble product information, fixes included in your targeted release version, and upgrade tasks to streamline your upgrade preparation, even when you skip a family release.



Release notes summaries

Get a glimpse of release notes based on what products you have and what information you need. Release notes summaries enable you to select the information category you're looking for and specify which products you have. Then, your release notes are compiled into a single, easy-to-read summary. Browse product highlights, new and changed features, important upgrade information, and more for N-1 to N upgrades.

Browser requirements for all Vancouver features and products

Release version: Vancouver | Updated Apr 9, 2018 | 3 minutes to read | Vancouver | Release Notes and Upgrades

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

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

Filter by Application or feature

Application or feature	Details
AI Search	AI Search does not support Internet Explorer.
Advanced Work Assignment	AWA doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge-Chromium or one of the other supported browsers that are listed in Browser support.

Personalized PRB release notes

With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review PRBs as needed.

Personalized PRB release notes for upgrades to Vancouver

Updated Nov 26, 2023 | 35 minutes to read | Vancouver | Release Notes and Upgrades

Filter by Current version | Target version

Current version	Target version	View	Download
Vancouver Patch 2	Vancouver Patch 2 Hot Fix 2	html	csv
Vancouver Patch 2	Vancouver Patch 3	html	csv
Vancouver Patch 2	Vancouver Patch 3 Hot Fix 1	html	csv

Combined product release notes

If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and view the information all on one page.

STRY2594649

- Combined product release notes for upgrades from Vancouver to Washington DC
- Combined product release notes for upgrades from Utah to Washington DC
- Combined product release notes for upgrades from Tokyo to Washington DC

New features

Between your current release family and Vancouver, new features were introduced for Goal Framework.

Release	Release notes
Tokyo	Import goals and targets data from a spreadsheet Import your existing goals and targets data (that are defined outside Goal Framework) from a spreadsheet to the Goal Framework tables. When you import data from a spreadsheet, the goals and targets data is imported to the Goal [sn_gf_goal] and Target [sn_gf_goal_target] tables, respectively.
Utah	Goal Relationship with SAFe Feature Create a goal relationship with a SAFe feature to identify and associate current or future work through the work item type SAFe Feature.
Vancouver	Qualitative targets Set qualitative targets for your goals by defining a unit of measure. Qualitative targets are interpretation-based, descriptive, and typically of a Yes or No type. The available unit of measure for qualitative targets is **Yes/No**. You can also define a custom unit of measure for qualitative targets according to your need and set qualitative targets for your goals. Add remarks for a target actual update Add a remark in the **Remark** field to capture the highlights for business justification when updating the actual value of a target or target breakdown. Set status for a goal

Upgrade and migration tasks

Once you're equipped with the product and PRB information you need, compile a list of upgrade and migration tasks required to complete your journey. View the necessary pre- and post-upgrade and migration tasks for your products and build a to-do list to help guide your upgrade process.

Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Product	Release notes	Family
AI Search	When you upgrade to San Diego from Quebec or Rome, AI Search automatically reindexes all your indexed Japanese content. This one-time reindexing process is required to enable the Japanese search experience improvements in this release. If you enabled Q&A Genius Results in Quebec or Rome, you must reindex your Knowledge content after upgrading to San Diego. This one-time reindexing process is necessary to enable the Q&A improvements in this release.	San Diego
Application Usage Overview dashboard	After upgrading to the San Diego release, you cannot edit the Application Usage Overview homepage.	San Diego

Get started

To begin building your release notes, choose an option above or select which family you're upgrading from:

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo

Learn about the Washington DC release

The Washington DC release includes new features and improvements built on the Now Platform®.

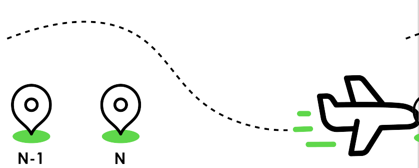
Release dates

- Early availability: February 1, 2024
- General availability: Targeted for late Q1 2024

Release notes for upgrades

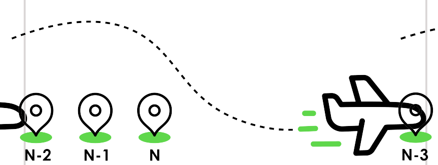
Before you upgrade, review release notes from your current version to the Washington DC release. The release notes offer valuable information about new functionality, notable changes, and available fixes. They help you determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.

Upgrade from Vancouver



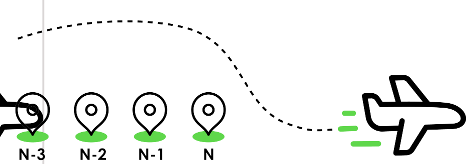
Release notes for upgrading from Vancouver to the Washington DC release

Upgrade from Utah



Release notes for upgrading from Utah to the Washington DC release

Upgrade from Tokyo

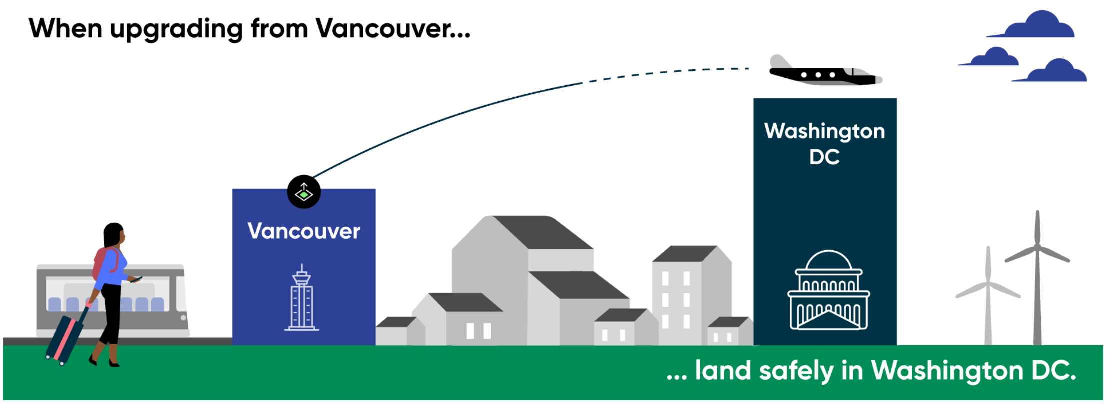


Release notes for upgrading from Tokyo to the Washington DC release

Release notes for upgrading from Vancouver

When you upgrade from the Vancouver release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Vancouver to Washington DC



Features and changes by product Detailed information on new products and features from Vancouver to Washington DC	**Release notes summaries** Consolidated release notes information for all products from Vancouver to Washington DC	**Combined product release notes** Combined information on new products and features from Vancouver to Washington DC
Personalized PRB release notes Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins in the** Washington DC **release** List of new, changed, renamed, and deprecated plugins	**Available patches and hotfixes** Release notes for fixed issues

Browser support	Accessibility and conformance	
 Supported browser versions and additional requirements for specific products	 Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	

Combined product release notes for upgrades from Vancouver to Washington DC

To help you upgrade from Vancouver to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Vancouver to Washington DC

The table below has a list of all products available between Vancouver and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Goal Framework	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Agent Chat	Link
Agent Chat and Sidebar	Link

Product	Combined release notes
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Search	Link
Alignment Planner Workspace	Link
API	Link
App Engine Studio	Link
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Usage Overview dashboard	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link
Career Assessment	Link

Product	Combined release notes
Case and Knowledge Management	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Cloud Insights	Link
Cloud Provisioning and Governance	Link
Coaching	Link
Commercial Lines Claims	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Conversational Interfaces	Link
Conversational Interfaces Home	Link

Product	Combined release notes
Core Now Platform	Link
Customer Contracts and Entitlements	Link
Customer Service Management	Link
Customer Service Management (CSM)	Link
Dashboards	Link
Data Discovery	Link
Data management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Default admin landing page	Link
Delegated Development	Link
DevOps	Link
DevOps Change Velocity	Link
DevOps Config	Link
Digital Portfolio Management	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link

Product	Combined release notes
Document Templates	Link
Dynamic Translation	Link
Employee Center	Link
Employee Document Management	Link
Employee Growth and Development	Link
Employee Growth and Development Activities	Link
Employee Growth and Development Core	Link
Employee Journey Management	Link
Employee Relations	Link
EMR Help	Link
Encryption and Key Management	Link
Encryption Key Management	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ESG Management	Link
Event Management	Link

Product	Combined release notes
Export to PowerPoint for Strategic Portfolio Management	Link
Field Service Management	Link
Financial Management	Link
Financial Services Business Deposit Operations	Link
Financial Services Business Lifecycle	Link
Financial Services Business Loan Operations	Link
Financial Services Card Operations	Link
Financial Services Client Lifecycle	Link
Financial Services Complaint Management	Link
Financial Services Credit Operations	Link
Financial Services Customer Lifecycle Operations	Link
Financial Services Deposit Operations	Link
Financial Services Insurance Policy Operations	Link
Financial Services integration with Jack Henry Associates jXchange	Link
Financial Services integration with Socure	Link
Financial Services Loan Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with FRISS	Link
Financial Services Operations Integration with Guidewire	Link

servicenow

Product	Combined release notes
Financial Services Operations Integration with Jack Henry jXchange	Link
Financial Services Operations Integration with Visa	Link
Financial Services Payment Operations	Link
Financial Services Personal Deposit Operations	Link
Financial Services Personal Loan Operations	Link
Financial Services Treasury Operations	Link
Flow Designer	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Governance, Risk, and Compliance	Link
Granular Delegation	Link
GRC: integrations with third-party content	Link
Group Life Servicing	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 4.0	Link
Hardware Asset Management 5.0	Link
Hardware Asset Management 7.0.0	Link
Hardware Asset Management 8.0.0	Link

Product	Combined release notes
Healthcare and Life Sciences Service Management Core	Link
Health Log Analytics	Link
Help Center	Link
Hermes Messaging Service	Link
HR Service Delivery	Link
HR Service Delivery Case and Knowledge Management	Link
HR Service Delivery Enterprise Onboarding and Transitions	Link
HR Service Delivery Integration with Magnit	Link
HR Service Delivery Integration with Workday Learning	Link
Identity and Authentication	Link
Import and Export	Link
Incident Management	Link
Individual Life Servicing	Link
Industrial Process Manager	Link
Industry products	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligence for CSM	Link

Product	Combined release notes
Intelligent Service Delivery	Link
Intelligent Servicing for Fraud	Link
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Optimization ITOM Optimization	Link
ITOM Visibility	Link
ITSM Agent Workspace	Link
ITSM Mobile	Link
ITSM Mobile Agent	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link
Journey designer	Link
Journey designer 2.0	Link
Knowledge Management	Link
Learning	Link
Legal Service Delivery	Link
Localization Framework	Link

Product	Combined release notes
Manager Hub	Link
Manufacturing Process Manager	Link
Mentoring	Link
MetricBase	Link
MID Server	Link
Mobile	Link
Mobile Platform	Link
Natural Language Query	Link
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer Tools	Link
Next Experience UI	Link
Next Experience user interface	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for HR Service Delivery (HRSD)	Link

Product	Combined release notes
Now Mobile app	Link
Omnichannel Callback	Link
Onboarding Experience	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Service Management	Link
Operational Technology Vulnerability Response	Link
Order Management	Link
Order Management for CSM	Link
Order Management for Customer Service Management	Link
Order Management for Telecommunications, Media, and Technology	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Personal Lines Claims	Link

servicenow

Product	Combined release notes
Platform Analytics Experience	Link
Platform Analytics Workspace	Link
Platform Security	Link
Playbooks	Link
Policy and Compliance integrator	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Prompts	Link
Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Process Optimization	Link

Product	Combined release notes
Procurement Service Management	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link
Recommendation Framework	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Reporting	Link
Resource Management Workspace	Link
Responsive dashboards	Link
Robotic Process Automation (RPA) Hub	Link
Scaled Agile Framework (SAFe)	Link
Scripting	Link
Search administration	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link

Product	Combined release notes
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link
Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link
Service Desk	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Performance dashboard	Link
ServiceNow Studio	Link
ServiceNow Voice	Link
Service Operations Workspace for ITOM	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link

Product	Combined release notes
Sidebar	Link
Sitemap Generator	Link
Skills Intelligence	Link
Skills Management	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link
SPM Benchmarks	Link
Store Usage Overview dashboard	Link
Strategic Planning	Link
Studio	Link
Subscription Management	Link
Supplier Lifecycle Management	Link
Supplier Lifecycle Operations	Link
System Administration dashboard	Link
System Clone	Link
System Diagnostics homepage	Link
Table Builder	Link
Table Builder for App Engine	Link
Task Intelligence for ITSM	Link

Product	Combined release notes
Technology Provider Service Management	Link
Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Theme Builder	Link
Third-party Risk Management	Link
UI Builder	Link
Universal Request	Link
Upgrade Center	Link
User Experience Analytics	Link
Vaccine Administration Management	Link
Vendor Management Workspace	Link
Vendor Risk Management	Link
Virtual Agent	Link
Visa Spoke	Link
Visual Task Boards	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link

Product	Combined release notes
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT	Link
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zing text indexing and search engine	Link

Features and changes by product

Review the new features and changes in this release by product.

New features and products in Washington DC

The Washington DC release includes new features and products.

Customer Service Management

Customer Contracts and Entitlements release notes

Employee Service Management

Mentoring release notes

Financial Services Operations

- Dispute Rules Content Pack for Visa release notes
- Financial Services Operations Integration with Visa release notes
- Visa Spoke release notes

IT Service Management

Service Operations Workspace for IT Service Management Release Notes

Hyperautomation and Low Code

Workflow Studio release notes

Operational Technology

- Operational Technology Knowledge Management release notes
- Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

Sales and Order Management

-
- Product Catalog Management and Pricing Management release notes
- Quote Management release notes

Security Operations

Security Posture Control release notes

Source-to-Pay Operations

Accounts Payable Operations release notes

Updated features and products

Other products were changed and updated in the Washington DC release. For more information, refer to the release notes topics, which are organized by product area.

API release notes

ServiceNow® APIs let you build custom applications and experiences. APIs were enhanced and updated in the Washington DC release.

API highlights for the Washington DC release

- Use server-side JavaScript APIs in scripts to change the application functionality.
- Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.
- Use inbound REST APIs to interact with various ServiceNow functionalities within your application.

See API implementation and reference for more information.

New in the Washington DC release

New scoped classes and additional methods to existing scoped classes

Class	Methods
GlideAggregate - Scoped	setIntervalYearIncluded()
GlideRecord - Scoped	Scoped GlideRecord - updateWithReferences(Object reason)
ProcessMiningForExternalData - Global Scoped	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API – Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()

New scoped classes and additional methods to existing scoped classes (continued)

Class	Methods
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

New global classes and additional methods to existing global classes

Class	Methods
GlideAggregate - Global	setIntervalYearIncluded()
GlideRecord - Global	GlideRecord - addExtraField(String dotWalkedField)
OnCallContactPrefTemplate - Global	• OnCallContactPrefTemplate() • copyContactPreferences() • deleteContactPreferenceAttempts()
OnCallEscalationTemplateSNC - Global	• OnCallEscalationTemplateSNC() • copyEscalationTemplatetoEscalationSet() • deleteEscalationSetSteps()
ProcessMiningForExternalData - Global Scoped	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API – Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
SPWidgetAccessControl - Global	hasPublicAccess()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

Changed in this release

Changed scoped classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time

Changed scoped classes (continued)

Class	Methods
	• Glide_duration • Longint
GlideRecord - Scoped	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed global classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint
GlideRecord - Global	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed client APIs

Class	Methods
GlideForm - Client	The addFormMessage() method has a new parameter *`options`* to add buttons to a form message.

Changed REST APIs

Class	Methods
System for Cross-domain Identity Management (SCIM) API	The SCIM - PATCH /scim/Groups/{group_id} endpoint returns a new 204 status message when the SCIM UI property, `Enable Group Patch API response with No Content`, is successful.

Activation information

The following APIs are available by default:

- *`DecisionTableAPI`*
- *`DuplicateTemplate`*
- *`GlideAggregate`*

- `GlideForm`
- `GlideRecord`
- `ProductInstance`
- `SPWidgetAccessControl`
- `XMLDocument2`
- `XMLNode`

The following APIs require plugin activation:

- The `OnCallContactPrefTemplate` and `OnCallEscalationTemplateSNC` APIs require the On-Call Scheduling (com.snc.on_call_rotation) plugin to be activated.
- The `ProcessMiningForExternalData` API requires the Process Mining for external data (sn_po_extdata) plugin to be activated.

Application Portfolio Management Release Notes

The ServiceNow® Application Portfolio Management application provides visibility into your business applications by creating a centralized inventory of business applications. Application Portfolio Management was improved and updated in the Washington DC release.

Application Portfolio Management highlights for the Washington DC release

- The Enterprise Architecture Workspace Dashboard page has been redesigned to show related widgets in portfolio specific tabs.
- View Technology Portfolio Management (TPM) and Technology Reference Model (TRM) life-cycle information in a Gantt chart format within the Business Application view in the Enterprise Architecture Workspace.
- Ingest application costs to evaluate your business applications by their total cost of ownership (TCO).
- Added an action to view the roadmap for your business capabilities and business applications in the Strategic Portfolio Workspace from the Enterprise Architecture Workspace.
- Technology Portfolio Management (TPM) extends support for setting technology standards for hardware. Add or request a TRM hardware product, and product life cycle.

See Application Portfolio Management for more information.

New in the Washington DC release

Application total cost of ownership (TCO) in Enterprise Architecture Workspace

Evaluate the cost of your business applications and leverage the application costs to prioritize your application portfolio. Rationalize business applications by their cost and align them with the organization's business strategy. For more details, see Application total cost of ownership (TCO) in Enterprise Architecture Workspace, Create a source for an Application TCO, Create a cost type for Application TCO in Enterprise Architecture Workspace, Create a TCO cost.

View roadmap for your business capabilities and business applications

Plan, prioritize, and roadmap the work for your business capabilities and applications by aligning with the strategy. For more details, see View a roadmap of a business capability and View roadmap of a business application.

View and select your folders to save Lucidchart diagrams

As per your login, fetch your Lucid folders to select and save the Lucidch diagrams while creating a diagram. For more details, see Create a Lucidchart diagram for a business capability in the EA Workspace andCreate a Lucidchart diagram for a business application in the EA Workspace.

Use indicators created by you to analyze business applications in the Application Rationalization page

The Application Rationalization screen in the Enterprise Architecture Workspace enables you to use custom indicators to analyze business applications in the bubble chart view or list view. Use the Active flag to select the indicators that you want to apply for rationalization. For more details, see Bubble chart view of application rationalization and List view of application rationalization.

View TPM and TRM lifecycles in a Gantt chart view

You can view TPM and TRM life-cycle information of a business application in a Gantt chart format under the **Lifecycle Timelines** tab of a business application view. For more details, see Gantt view of TPM and TRM lifecycle timelines.

Rationalize all business applications associated with capabilities and their child capabilities

On applying the business capability filter in the Application Rationalization page, all business applications are displayed, including the ones associated with the child capabilities of the parent capability.

Add or request a TRM Product or TRM Product life cycle for hardware products

Request a TRM hardware product and product life cycle using the TRM Catalog or TRM navigation within the Enterprise Architecture Workspace. Depending on the user role, you can add or request a TRM product. For example, if you are a member of the Enterprise Architect group, you can directly add a TRM product or TRM product life cycle. For more details, see Add or edit a TRM product request, Add or edit a TRM product lifecycle request, Request a TRM product using the TRM Catalog, and Request a TRM product lifecycle using the TRM Catalog.

Rationalization of business applications

The Enterprise Architecture Workspace supports Application Rationalization. You can rationalize your business applications by analyzing the applications by their indicators to take action. You can take actions such as, creating a demand, setting the planned disposition, adding life-cycle data, viewing associated demands, and updating details of an existing project associated with an application. For more information, see Bubble chart view of application rationalization and List view of application rationalization.

Personalize the Enterprise Architecture Workspace home page

Customize the sections that you want to display on the EA Workspace home page by using the personalize page feature.

Run a scheduled job to update TRM technical debt data in EA Workspace

Run a scheduled job (*`Populate TRM technical debts in the EA Workspace`*) to update the TRM technical debts data in the EA Workspace. For more details, see Manage TRM technical debt in EA Workspace.

Open business application form in Core UI from EA Workspace

You can open the business application form in Core UI from the EA Workspace.

UI changes

Enterprise Architecture Workspace Dashboard page

In the Dashboard page, widgets are now displayed under different tabs, for better organization. The following tabs have been introduced:

- **Application Portfolio**
- **Technology Portfolio**
- **Information Portfolio**
- **Portfolio TCO**

For more details, see .

Application total cost of ownership (TCO) in Enterprise Architecture Workspace

In the Setup page, the **TCO** section is added to define the source and cost type for application TCO.

In the Portfolio page, the **TCO** section is added to view TCO information for all business applications.

In the Application Rationalization List view page, a new column is added to show application TCO indicator scores. Note that the existing Application TCO indicator (for old APM) remains and a new indicator Portfolio TCO is added to the table.

In the Application Rationalization Bubble chart view, the Portfolio TCO score shows up as an option for the bubble size.

In the Dashboard page, the **Portfolio TCO** dashboard tab is added to show application TCO specific widgets.

In the business application form, a new related item is added for TCO.

In the **Insights** section, a new card is added in the **Application Portfolio** tab to show the business applications without cost data.

Add a TRM product or product life cycle for hardware

The Type field is added in the TRM product request and TRM Product life cycle Request forms to select a hardware product.

View the Publisher details for TRM product life-cycle

You can see the publisher details of a TRM product, while creating or requesting for a TRM product life cycle. For more details, see Create new TRM product lifecycle form and Create new TRM product lifecycle request form.

EA Workspace Home page

The EA Workspace dashboard page is removed from the home page. It's available as a separate page. You can navigate to it by selecting the Dashboard icon from the navigation pane.

View a unified map for a business application

View the Unified map of a business application in a new tab within the EA Workspace.

New page in EA Workspace, displaying information for Application Rationalization

A new page is added in EA Workspace to display the Application Rationalization information. For more details, see Rationalization of business applications.

EA Workspace excludes retired business applications

The Enterprise Architecture Workspace home page and the dashboard pages exclude the business applications that are in Retired state and the business applications with the life cycle stage as End of Life.

Activation information

Application Portfolio Management is available with activation of the Application Portfolio Management (com.snc.apm) plugin. For details, see Application Portfolio Management.

Related ServiceNow applications and features

Portfolio Planning in Strategic Planning

The Strategic Planning Workspace helps Application Portfolio Management users to view a roadmap for business capabilities and business applications to plan, prioritize, and roadmap the work by aligning with the strategy.

Customer Service Management release notes

ServiceNow® Customer Service Management has new and updated applications and features in the Washington DC release.

Customer Service Management (CSM) release notes

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate on customer problems proactively to resolve issues. The Customer Service Management application was enhanced and updated in the Washington DC release.

Customer Service Management highlights for the Washington DC release

- Streamline customer interactions by creating routing rules for all customer engagement channels, including voice, and automatically assigning work to the best available agent with the right skills, expertise, and capacity.
- Improve the customer experience with guided processes on the Customer and Consumer Service Portals that lead customers through the case lifecycle, from creation to completion.
- Optimize customer service delivery with a comprehensive view of business locations. Provide agents with the location context they need to create cases and resolve issues quickly and accurately.
- Support internal and external personas for the same user and eliminate the need to create and manage multiple user accounts for a single individual.
- Increase agent efficiency with an improved and flexible activity stream layout that optimizes screen real estate through collapsible panels and minimized scrolling.

See Exploring Customer Service Management for more information.

New in the Washington DC release

Service definition categories

Streamline how agents select services by creating categories for the provided services. From the case service selector and case task service selector, agents can select a category and then view and select from the available services within that category to create a case or case task.

Customer activity view

- Display the streamlined and responsive Customer Activity component in the CSM Configurable Workspace. Enhancements include an updated date picker, customer activity time group headers and card layout, and new activity icons.
- Display the Generative AI-driven summaries for historical interactions instead of full transcripts.

Quick start tests for Customer Service Management

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.

Changed in this release

Dynamic Related Records for Configurable Workspace

Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store Any new enhancements to the dynamic related records feature will be delivered via this store app.

Case service selector enhancements

Use a keyword search and category filters in the Product Service select version of the case service selector to search for available services. View the available services in a card view and easily browse multiple pages of services.

Customer Contracts and Entitlements application

Activating the Customer Contracts and Entitlements plugin adds the Contracts and Entitlements module to the application navigator in CSM Configurable Workspace and removes the **New** UI action from the Contracts related list on the Account and Consumer forms.

Deprecations

Starting with the Washington DC release, the Product Model and Catalog Items Relationship plugin is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. For more information, see Product Model and Catalog Items Relationship plugin deprecation.

CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Customer Service Management is a Now Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from the community discussion threads and resolve cases by using the community content.

Continual Improvement Management

Use ServiceNow® Continual Improvement Management to request improvement opportunities. You can implement phases and tasks to meet performance goals, track progress, and measure success. You can also view, create, and associate improvement initiatives from within the Process Mining application.

Integrating with Customer Project Management

The Customer Project Management plugin (com.snc.csm_ppm) enables you to create projects for a customer account by using the ServiceNow® Project Portfolio Suite with Financials application. It also gives end users visibility into their projects from the Customer Service Portal. This plugin requires the Project Portfolio Suite with Financials plugin (com.snc.financial_planning_pmo).

Event Management

Customer Service Management provides an integration with ServiceNow® IT Operations Management Event Management. This integration enables you to create cases proactively from alerts either manually or through automation. Customer service agents can track the accounts and the corresponding install base items that are affected by the alert. Agents can also track the operational status of an account's install base to better correlate customer issues and provide faster responses.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, users and customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

Flow Designer

Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow and to find out the output or execution status of the flows or subflows.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information by using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with the knowledge content.

Process Automation Designer

Customer Service Management provides an integration with the ServiceNow® Playbooks application. This integration provides the ability to configure processes such as playbooks.

Process Mining

ServiceNow® Process Mining helps analysts and process owners analyze the effectiveness of their business processes. Create automated business process flows from your data so that you can monitor and more quickly discover inefficiencies in your processes.

IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

Agent experience for CSM release notes

The ServiceNow® Agent experience for CSM provides customer service agents with the tools they need to find, research, and resolve customer issues and questions. Agent experience for CSM was enhanced and updated in the Washington DC release.

Agent experience for CSM highlights for the Washington DC release

- Simplify your CSM Configurable Workspace configuration by using record pages that leverage logic such as presets, controllers, and extension points.
- Perform common actions in the user interface using keyboard shortcuts.
- Benefit from comprehensive accessibility improvements that create a highly conformant configurable workspace.

See Agent experience for more information.

> **Important:** CSM Configurable Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

CSM Configurable Workspace record pages

The following record pages are the default pages for new customers:

- CSM default record page
- CSM Interaction record page

The following record pages remain the default record pages for upgrade customers:

- Record default
- Interaction record page

Dynamic Related Records for Configurable Workspace

Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store. Any new enhancements to the dynamic related records feature are delivered through this store app.

Keyboard shortcuts

Use keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows.

Reflow for Configurable Workspace

CSM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

Deprecations

CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Accessibility information

Accessibility improvements

Comprehensive accessibility improvements were completed to create a highly conformant configurable workspace.

Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse.

Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Related ServiceNow applications and features

Customer Service Management

Use the Customer Service Management application to provide the service and support that your external customers need.

Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

Customer Contracts and Entitlements release notes

The ServiceNow® Customer Contracts and Entitlements application provides the foundation for storing and managing customer service contracts and entitlements. Customer Contracts and Entitlements is a new application in the Washington DC release.

Customer Contracts and Entitlements highlights for the Washington DC release

- Develop an end-to-end flexible data model to capture contract and entitlement details.
- Establish relationships with existing customer data, such as sold products and install base items, by adding the contract and entitlement data to the common data model.
- Support customer needs by implementing capabilities ranging from account-based support entitlements to contracts that include service plans with complex entitlement coverage.
- Enable the end-to-end order management process for contracts and entitlement.
- Manage and modify contracts, contract lines, and entitlements.

See Customer Contracts and Entitlements for more information.

Important: Customer Contracts and Entitlements is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Customer Contracts and Entitlements features

Create and manage contracts

Create contracts manually and import and synchronize existing contracts to retain updated data.

Work in agent workspace

View, utilize, and manage contracts and entitlements in the ServiceNow® CSM Agent Workspace.

Generating new customer contracts and entitlements

Manage the life cycle of customer service contracts and entitlements from offer creation to contract generation.

Integrating offer to contract services

Integrate product catalog management, order management, and contract management to deliver a seamless capability to support selling of service contracts and entitlements.

Managing contracts and entitlements

Manage modifications in contracts and entitlements to process change orders for contracts, contract lines, and entitlements. Support entitlements for an account, a product, or a service plan.

Activation information

Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.

Note: With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow and used to find out the output or execution status of the flows or subflows.

Install base management

ServiceNow® Install base management is used to capture a customer's use or purchase of a product across any industry with the Customer Service Management application.

Next Experience UI Builder

ServiceNow® Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Opportunity Management

ServiceNow® Opportunity Management helps to capture and manage potential customers. Opportunity Management seamlessly transfers customers to Quote Management when the customer is ready.

Order Management

ServiceNow® Order Management for Customer Service Management is an application within Customer Service Management (CSM) that helps you create a seamless ordering and fulfillment experience.

Product Catalog Management

ServiceNow® Product Catalog Management organizes products into catalogs and categories so that agents can easily find and add products and services to a quote.

Pricing Management

ServiceNow® Pricing Management helps to set pricing for products and services that can be added to a quote. Pricing Management also enables agents to make pricing adjustments to products in the quote.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tools to the tier 1 agents that they must use to respond to customers and resolve cases.

Data management for CSM release notes

The ServiceNow® Data management for the Customer Service Management application enables you to organize and manage the data for both your internal users and external customers. Data Management for Customer Service Management was enhanced and updated in the Washington DC release.

Data management highlights for the Washington DC release

- Support workflows with the enhanced data model changes in the sold product table.
- Use contracts and entitlements that are also modeled as sold products and are part of the hierarchy so that you can have complete information about the sold product and its services.
- Identify and track the new and existing install base items by using the product instance identifier.
- Unify a user's identity personas so that you don't need to create and manage multiple user accounts for a single user. With this feature, you can seamlessly provision business-to-consumer (B2C) services.
- Get a comprehensive, 360-degree view of the business location issues so that your agents get the required contextual data to effectively resolve the reported issues.

See Data management for Customer Service Management and Install base management for more information.

New in the Washington DC release

Product instance identifier

Connect new and existing products and services with the related assets and configurations by using the product instance identifier.

Link the install base items to an asset class, configuration item class, and product model class by using the **Model Category** field.

Synchronization of life-cycle states between the asset and install base

Synchronize the **State** field across both the asset class and install base class to maintain the consistency of states between both entities. The synchronization of the **State** fields depends on the states that you select in the life-cycle fields.

Comply with the Common Service Data model framework by establishing a link between the existing **State** field and the new life-cycle fields on the install base form.

Data model for Sold products and Install base

Create an install base item by using the **Specification** field on the install Base form during order fulfillment.

Support life-cycle management workflows for sold products by using the fields that are added to the Sold products table.

Sales and Order Management workflows

Configure the metadata for the lead-to-cash entities by mapping the entities and configurations.

Use the lead-to-cash operations like Create Instance, Commit Instance, Delta, and Effect to compose and build workflows for a seamless flow of information between entities.

Customer Life Cycle Management Workflows

Manage the life cycle of your sold products by activating the Customer Life Cycle Management workflows (com.snc.customer_lifecycle_mgmt_workflows) store application.

Update the existing products and services by triggering the sold product to order and the order to sold product flows. You use the **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on the sold product related list on the accounts page to trigger this flow.

Change the current configuration of the sold product on the Configurator UI by performing the **Modify** action.

Make a definite or indefinite suspension of a sold product by using the **Suspend** action.

Restart the services of a disconnected or suspended sold product by using the **Resume** action.

Make the sold product inactive by disconnecting a sold product and its full hierarchy.

Unified User-Employee as a Consumer

Create a single, unified profile that supports both the internal and external personas from login through all interactions across the Customer Service Management product.

Business Location 360

Enable agents to accurately resolve reported business location issues by using the business location 360 template. Your agents can add data sources, display extra information, and represent entities, such as stores, government agencies, healthcare organizations, automotive dealerships, or departments, for enhanced contextual insights.

Omni-channel support for the business location staff

Enable your business location staff to interact and record all support interactions with each business location through omni-channel capabilities, including Virtual Agent, chat, and messaging applications.

Changed in this release

Transfer related party configurations to sys_metadata

Transfer the Related Party Configuration [sn_customerservice_related_party_configuration] table to the Application File [sys_metadata] table across customer instances by using the update sets.

Associate an existing user to a consumer record

Starting with the Washington DC release, only administrators can associate a user with the consumer record.

Create users through the User lookup list on the Consumer form

Starting with the Washington DC release, you can create sys_users directly from the User lookup list on the consumer form. This functionality applies to both internal (snc_internal) and external (snc_external) users.

Integrate the Service Model Foundation with request management

Monitor the case progress as a business location staff member directly from the Business Location Service Portal (BLSP) after you submit a catalog request.

Support case creation for an external business location (EBL) staff

Enable your internal business location (IBL) and external business location (EBL) staff to track issues. Your staff can track cases on behalf of a business location against sold products that are deployed at a business location or against installed base items that are deployed at a business location.

Activation information

Customer Service Management is a Now Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Sales and Order Management is a Order Management feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core).

Browser requirements

Starting with the Washington DC release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate using the ServiceNow® Communities application. Customer Service agents can create cases from community discussion threads and resolve cases with community content.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, these users can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view case-related work orders from the Customer Service Portal and Consumer Service Portal.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application by using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools that they must respond to customers and to resolve cases.

Intelligence for CSM release notes

The Intelligence for CSM applications enable customer service organizations and service operations to configure and implement Guided Decisions, Recommended Actions, and Task Intelligence features. The Intelligence for CSM applications were enhanced and updated in the Washington DC release.

Intelligence for CSM highlights for the Washington DC release

- Increase efficiency and automation by using the document classifier feature to categorize incoming documents.
- View prediction performance during model training to determine your preference for either auto-fill or recommendation as the prediction method.
- Render decision trees in a Service Portal for internal users.
- Reduce effort in decision tree re-creation by reusing an activated child tree in the current decision tree.

See Intelligence for more information.

Important: The following applications are available in the ServiceNow Store:

- Guided Decisions Experience (sn_ga_exp)
- Recommended Actions (sn_cs_nb_action)
- Task Intelligence for CSM for Customer Service (com.snc.csm_ml_task)

For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Task Intelligence for Customer Service - Document Classifier

Quickly classify incoming documents as the appropriate document type by using the Document Classifier feature.

Changed in this release

Task Intelligence Admin Console enhancements

Use the Task Intelligence Admin console to perform the following tasks:

- View the model performance for the top three recommendations in addition to the top recommendation and decide between auto-fill and recommend mode as the prediction preference based on the data.
- View the model performance by field on the Admin Console dashboard.
- Filter out inactive choice predictions.

Guided Decisions enhancements

Use Guided Decisions to perform the following tasks:

- Enable self-service for internal users by rendering decision trees in a Service Portal.
- Link existing decision trees as children to your current decision tree.
- Enable agents or customers to revisit or change previous responses in the decision tree run-time experience.
- Control the appearance of the **Dismiss** button in the decision tree run-time experience.

Recommended Actions enhancements

Define the number of records or values to return for the Task Intelligence Classification resource generator through the Top N Results feature.

Activation information

Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

Version 28.0.0 of Recommended Actions:

- sn-template-modal-worknotes
- sn-component-attach-article-guidance
- sn-next-best-action-list-connected
- sn-guidance-experience-list-connected

Version 25.1.0 of Guided Decisions:

- sn-guided-decision-card
- sn-guided-decision-playbook-card

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Related ServiceNow applications and features

Customer Service Management

Provide the service and support that your external customers need with Customer Service Management.

Now Assist for CSM

Summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes with the ServiceNow® Now Assist for CSM application.

Document Intelligence

Extract data from documents and integrate the data into automation workflows to save time and resources by using the Document Intelligence artificial intelligence (AI) solution.

Predictive Intelligence

Improve processes across the platform, such as automatically populating fields during case creation, categorizing and routing work, and recommending resolutions for cases through the Predictive Intelligence artificial intelligence.

Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management. You can improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM is a new application in the Washington DC release.

Now Assist for CSM highlights for the Washington DC release

- Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the case record.
- Restrict the availability of the case summarization and resolution notes generation skills by user role.
- Attribute roles to the activities in the case and resolution notes summaries to reduce hallucinations and improve the summary quality.

See Now Assist for Customer Service Management (CSM) for more information.

Important: Now Assist for Customer Service Management (CSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Add conditions to skill availability

Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the case record.

Restrict skill availability by user role

Specify the roles that can access the case summarization and resolution notes summarization skills.

Changed in this release

Minimum text requirement for case summarization

Enable the case summarization skill for the cases that have the minimum amount of information in the case activity stream.

AI icon support without a form reload

View the AI icons for the predicted fields as soon as the predictions are available.

Demo data for the case and interaction records

Use improved demo data to demonstrate the case summarization and resolution notes generation skills.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

Now Assist for CSM is supported on Vancouver Patch 4 and later releases.

Related ServiceNow applications and features

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Self-Service and Omnichannel engagement for CSM release notes

With ServiceNow® Omnichannel support, your customers can use chat on Self-Service portals or consumer messaging apps to connect with your business, or connect using email or phone. ServiceNow® Omnichannel and Self-Service applications were enhanced and updated in the Washington DC release.

Omnichannel and Self-Service highlights for the Washington DC release

- Monitor case-related activities more effectively using the improved activity stream UI on the case view.
- Implement guided intake for case records that have a Playbooks (PAD) process associated with them.
- Navigate through the playbook steps to complete the intake process. Additionally, your customers can view a case with an end-end visualization of the case life cycle.
- Streamline the integration of voice calls from Amazon Connect with your ServiceNow® instance by using Advanced Work Assignment (AWA) as the routing engine.
- Provide more support by integrating with Virtual Agent.

See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.

> **Important:** Engagement Messenger, playbook, and Omnichannel are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Playbooks for Portals

Provide your customers with Customer Service Management (CSM) playbooks on service portals to create new cases with a similar process-based experience as agents. Your customers can visualize the end-to-end case life cycle when viewing the case on the service portal, and view and act on pending tasks in the context of the case process.

Onboarding with Self-Service

Enable customers to create self-service guided requests, submit cases at their own pace and continue working on them later, and track the progress of cases through a new Playbooks (PAD) process, Onboarding with Self-Service.

Configure font size for chat

Change the font size (regular, medium, large) for the chat header and chat body that customers see in a Virtual Agent chat. As an administrator, you can preview the font size in real-time in the preview section before applying a chat configuration for a Virtual Agent chat.

Using Configurable Portal Widgets

The following new widgets were added to the available Configurable Portal widgets:

- Portal Object widget: Display quick actions and key information of a record in the widget, which displays the information based on the sys_id of a record.
- Portal Taxonomy topics widget: Display the first level of taxonomy topics as cards in the widget. When users access these cards, they're redirected to a page that displays knowledge articles and catalog items related to a taxonomy topic.

Set up Engagement Messenger

Extend self-service capabilities such as case management, Knowledge, AI Search, Virtual Agent and Live Agent chat on your mobile applications.

New tools in Tiny MCE editor

The following new tools in the Tiny MCE editor provide enhanced support for rich content displayed in the case conversation view:

- Undo
- Redo
- Font color
- Text highlight
- Indent
- Outdent
- Hyperlink
- Unlink
- Table
- Image
- Code sample

Advanced Work Assignment (AWA) Voice Routing for Amazon Connect

Use Advanced Work Assignment to route any voice call made from Amazon Connect.

Unified Consumer profile access to Consumer Service Portal menus

A unified profile through the Unified Consumer feature, which includes both the external (snc_external) and internal (snc_internal) user roles, provides access to all menus on the Consumer Service Portal. Previously, access to specific menus depended on whether the user profile had the external or internal role.

UI changes

Activity stream view in rich content editor

More efficiently track case-related activities through an enhanced activity stream view.

Changed in this release

Portal Mega Menu widget

The Portal Mega Menu widget has the following enhancements:

- Enables you to access and navigate through a wide range of menu items on your mobile device using the Portal Mega Menu widget.
- Display a cart, wish list, guided tour, or scripted lists such as notification, approval, or survey on the header of your portal.

Activation information

Install the Engagement Messenger, playbook for CSM, and Omnichannel applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

Starting with the Vancouver release, the chat client was enabled by default only for authenticated users. To enable the chat client for unauthenticated users to be able to access Virtual Agent chat and Live Agent chat, you must enable the *$sn-va-web-client-app* and *sn_va_web_client_app_embed* pages for public access. For more information, see Make UI pages public or private.

Browser requirements

Internet Explorer is not supported.

Related ServiceNow applications and features

Field Service Management

Integration with the ServiceNow® Field Service Management application enables you and your customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view case-related work orders from the Customer Service Portal and Consumer Service Portal.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with Knowledge content.

IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Workforce Optimization for Customer Service release notes

The ServiceNow® Workforce Optimization for Customer Service application enables you to efficiently route work to your team, manage your team's skills and schedules, and monitor their performance. Workforce Optimization for Customer Service was enhanced and updated in the Washington DC release.

Workforce Optimization for Customer Service highlights for the Washington DC release

- Managers and supervisors can monitor voice queues and key performance indicators (KPIs).
- Managers and agents can synchronize their calendars and events with Microsoft Outlook.
- View performance metrics for consumer messaging channels.

See Exploring Workforce Optimization for Customer Service for more information.

Important: Workforce Optimization for Customer Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Performance metrics for voice channel

Monitor and manage the health of voice queues. Integration of Amazon Connect with Workforce Optimization for Customer Service enables managers to monitor agent and queue performance of voice channel in real time.

Performance metrics for conversational channels

Monitor and manage the health of customer service on consumer messaging channels including WhatsApp, Facebook, LINE, and SMS. These performance metrics are visible in Channel Management.

Integrating Microsoft Outlook with Workforce Optimization for Customer Service

Synchronize the Workforce Optimization for Customer Service team calendar with Microsoft Outlook so managers and agents can view their schedules and events on Microsoft Outlook.

Related ServiceNow applications and features

Advanced Work Assignment

Automatically assign work items to your agents based on their availability, capacity, and skills using ServiceNow® Advanced Work Assignment.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams using ServiceNow® Skills Management.

CSM Workspaces

Agents can swap shifts, manage their time-off requests and approvals, and complete assigned trainings using ServiceNow® CSM Agent Workspace.

DevOps release notes

DevOps has new and updated features in the Washington DC release.

DevOps Change Velocity release notes

The ServiceNow® DevOps Change Velocity application improves visibility into your DevOps data in a single system, automates and accelerates change processes, and helps you gain insights to measure the performance of your DevOps environment. DevOps Change Velocity was enhanced and updated in the Washington DC release.

DevOps Change Velocity highlights for the Washington DC release

- Discover GitHub issues in GitHub repositories as part of the planning capability.
- Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline.
- Retrieve data associated with a change request using the DevOpsChangeRelationshipHelper script.

See DevOps Change Velocity for more information.

Important: DevOps Change Velocity is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

GitHub Issues integration

Discover GitHub issues in GitHub repositories as part of the planning capability to link the GitHub issues with GitHub code commits.

ServiceNow custom actions for GitLab

Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline using the custom actions for GitLab.

UI changes

Change module

A Change module has been added to the application navigator that contains change control and pipeline change request lists.

List module

A List module has been added to the application navigator that contains artifact, package, and pending package lists.

Changed in this release

Enhanced automated change creation

Avoid issues that might occur in the automated change request creation guided procedure because of the tool connection state.

New state transition flows for DevOps change model

Move and track changes through added transition flows for the Change - DevOps - New and Change - DevOps - Schedule states in the DevOps change model.

Error handling for DevOps flows

View errors corresponding to a change request in the work notes of a change request and console logs of the pipeline tool when a business rule or data policy causes an issue while updating a change in the DevOps Change Request Manual Approval, DevOps Change Request Minimal Automation Approval, or DevOps Change Request Advanced Automation Approval flows.

DevOpsChangeRelationshipHelper script to retrieve change data

Retrieve data associated with a change request based on the specified relation type using the `DevOpsChangeRelationshipHelper` script include.

New property to specify retry limit

Specify the maximum number of times the discover action will be automatically retried after it reaches the rate limit using the *`Maximum limit for the number of times the discover action that exceeds the rate limit will be retried`* property.

Import request restart

Restart an import request from the Import Request record that couldn't be completed due to an error.

Automatically associate repositories

Repositories are automatically associated to applications when a corresponding pipeline identifies commits of repositories that are not yet associated.

Unit test type support for GitHub

Automatically publish unit test results of types NUnit, pytest, jest, JUnit, and XUnit from GitHub Actions workflows without any custom Application Programming Interface (API) calls.

Removed in this release

- The Default Change Handler subflow has been removed for new and upgrading customers.

Activation information

Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Performance Analytics

ServiceNow® Performance Analytics is an in-platform process optimization solution to create management dashboards, report on KPIs and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

Agile Development

The ServiceNow® Agile Development application helps you deliver software projects more efficiently by managing and tracking software development life cycles using an iterative, incremental, and flexible approach.

Risk Management

The ServiceNow® Governance, Risk, and Compliance Risk Management application helps you continuously monitor and identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

Employee Service Management release notes

Employee Service Management has new and updated features in the Washington DC release

HR Service Delivery release notes

The ServiceNow® HR Service Delivery application improves the employee service experience by automating HR interactions and providing a single platform for all HR services. HR Service Delivery was enhanced and updated in the Washington DC release.

Agent Workspace for HR Case Management release notes

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly. Agent Workspace for HR Case Management was enhanced and updated in the Washington DC release.

Agent Workspace for HR Case Management highlights for the Washington DC release

- Enhance the security of documents that are attached to a case by adding permission requirements on who should read or edit the documents.
- Use personal notes to add sensitive or rapidly changing information that you don’t want to include in the case history or work notes of a case.

See Agent Workspace for HR Case Management (Configurable) for more information.

Important: Agent Workspace for HR Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Schedule a meeting task within a case

View the availability of an employee and schedule a meeting while you’re working on an HR case. For example, you can schedule a meeting with a new hire as part of the onboarding process.

Add personal notes

Use personal notes to add information that is not finalized and must not be tracked within the case history. Working notes are accessible to all agents who are working on a case. In some cases, agents might not want private notes or rapidly changing information related to a case to be viewed by other agents.

Using checklists in Agent Workspace for HR Case Management

Add, edit, reorder, or delete checklist items from the contextual side panel.Previously, you could add, edit, reorder, or delete checklist items only from Core UI.

Secure documents

Add an extra layer of security on attachments that are linked to a case. Grant access to attachments with sensitive or private data to specific groups, users, user criteria or roles.

Page Configurations reference

Configure a few components on the landing page, record page, list page, and HR case creation page on the Configuration Settings page. Previously, you could configure these components using the UI Builder only.

Streamline HR case resolutions

Integrate a cloud contact center with HR Agent Workspace to enable employees to resolve their HR cases using interactive voice response. For cases that require a live agent, the system routes the call to an available agent, displays relevant caller information to the agent, and automatically captures data from the interaction.

Activation information

Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Now Assist for HRSD

Summarize case information, generate resolution notes, and summarize the chat information using GenAI capabilities. Enable your agents to understand the chat and case context and to propose quicker resolutions to requesters.

Document Templates release notes

The Document Templates application enables you to create HTML and PDF document templates so that you can generate standard letters or documents. You can automate and simplify the process of filling out, signing, and reviewing a document online. Document Templates was enhanced and updated in the Washington DC release.

Document Templates highlights for the Washington DC release

- Set a language for your template into which you want the dynamic tokens to be translated.
- Set the date format in which you want dates to appear in the generated output of your template.

See Document Templates for more information.

Important: Document Templates is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Template date format

Choose the format in which you want the date to appear when an agent previews the document, generates the attachment, or initiates document tasks for participants.

Template language

Specify the language in which you want dynamic tokens to be translated when an agent previews the document, generates the attachment, or initiates document tasks for participants.

Document template scripts

Translate dynamic tokens in HTML templates into the intended language using a script.

Document Template integration with Digital Signatures using Smart Cards application

Use digital signatures to make the document signing experience seamless and eliminating manual intervention by using your Personal Identity Verification (PIV) or Common Access Card (CAC) card.

Activation information

Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Journey designer release notes

The ServiceNow® Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.Journey designer was enhanced and updated in the Washington DC release.

Journey designer highlights for the Washington DC release

Bulk updates for supported task types were added to Journey designer. Similar journey types with similar task types are identified and can be updated with a single action.

See Journey designer for more information.

Important: Journey designer is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Manage Journey designer task updates in bulk

Update similar tasks in similar journeys in a single action. Tasks must be of the same type and in journeys of the same type. The current task types available for bulk updates are:

- Submit catalog item [submit_catalog_item]
- Submit order guide [submit_order_guide]
- Mark when complete [mark_when_complete]
- Approval [sysapproval.approver]

Activation information

Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Learning Posts

With the ServiceNow Learning Posts application, create an omnichannel learning experience that empowers employees to access the right learning when they need it.

Listening Posts

The ServiceNow® Listening Posts application enables you to create simple pulse surveys to capture employee touch points, gain understanding from employee feedback, and improve the overall employee experience.

Manager Hub

ServiceNow® Manager Hub increases manager self-service and proactive team engagement by giving insights and possible actions for what's most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

Microsoft Exchange Online spoke

The Microsoft Exchange Online spoke creates and manages calendars and mail in Microsoft Exchange Online. To create, manage, or delete users and groups, use the Microsoft Azure AD spoke.

Manager Hub release notes

The ServiceNow® Manager Hub application enables managers to increase self-service and proactive engagement with their team members by providing insights and recommended actions for the items that are most urgent and important to drive team success. Managers can grow as leaders through curated and personalized resources. Manager Hub was enhanced and updated in the Washington DC release.

Manager Hub highlights for the Washington DC release

Understand the current skills and the targeted skills of your team. Get an overview of the team's skills, proficiency levels, and skill gaps of your team members.

See Manager Hub for more information.

Important: Manager Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Know your team's skills

- View the team members with strong skills and those that need attention.
- Get an overview of different skills that your team members possess along and the number of people with each skill, plus the skills by team member.
- Help your employees use different tools provided by Employee Growth and Development such as learning, growth plans, mentoring to build new skills or to bridge existing skill gaps.

Activation information

Install Manager Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Journey Accelerator

Create and publish customized plans for key employee transitions using the Journey Accelerator templates. Create and access the journey plans from Manager Hub in Employee Center.

Journey designer

Facilitate daily activities among various cross-functional processes and departments, and automate processes such as new hire onboarding.

Enterprise Employee Experience Pack

Administer and coordinate your employees return to the workplace in a manner that promotes your company's safety requirements. Click the Manage return to office link in the Manager Library tab in Employee Center.

Employee Relations COE

Report any misconduct or sensitive issues through Employee Relations, which provides tight security to protect employee privacy.

Human Resources Scoped App

Contact HR personnel directly through Employee Center.

Content Experiences

Find useful articles and resources that help to expand your skills as a people leader.

Employee Center Core

Complete your tasks and approve any team requests from the **Overview** tab in Manager Hub in Employee Center. Team tasks and requests appear only when the Employee Center Core application is installed.

Proactive Prompts

Provide prompts in Manager Hub to encourage managers or employees to take actions quickly.

Employee Growth and Development

Help your team achieve their next career milestone by reviewing development plans of your team members and completing approvals promptly.

Learning

Assign courses and help your team members get training to grow in all aspects of their career. Assign learning courses in Manager Hub.

Skills Intelligence

Get a deep-dive understanding of the skills on your team by reviewing your team's skill set from the Manager Hub.

Now Assist for HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for HR Service Delivery (HRSD) was enhanced and updated in the Washington DC release.

Now Assist for HRSD highlights for the Washington DC release

Enable your agents to provide higher levels of service to their customers by using the generative AI skills and capabilities that are offered by Now Assist for HRSD.

See Now Assist for HR Service Delivery (HRSD) for more information.

Important: Now Assist for HRSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Generate the resolution notes

- Generate and update the case resolution notes through generative AI. The resolution notes provide a summary of the steps that were taken to resolve the case.
- Require your agents to write a minimum of 200 words on the case so that generative AI generates the resolution notes automatically.

Summarize the chat history

Pre-populate the information in the **Short Description** and **Description** fields through generative AI when your agent creates a case during a chat interaction.

Summarize actions while transferring an HR case

Transfer an HR case to another agent or assignment group by summarizing the actions until hand off. For example, your agent can transfer the case to another agent if the case is incorrectly assigned or needs troubleshooting by another agent or assignment group.

Submit an HR request with Gen AI Virtual Agent

Enable your requesters to have a streamlined, conversational experience that is based on generative AI as they submit a catalog item request in Virtual Agent. By offering this generative AI experience, your organization can increase self-service and reduce your operating costs.

Activation information

Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Agent Workspace for HR Case Management (Configurable)

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Employee Center release notes

The ServiceNow Employee Center application is a standard multi-department, dynamic portal for service delivery and employee engagement. Employee Center was enhanced and updated in the Washington DC release.

Employee Center highlights for the Washington DC release

- Use the Now Mobile® app to view news articles and access tasks that require your approval.
- Build content using videos from video hosting services.
- Edit the HTML and CSS source code for rich content or news articles.
- Use the employee experience feedback feature to get relevant feedback from your users.

See Employee Center for more information.

Important: Employee Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

News articles

As an employee, view news articles on your mobile devices using the Now Mobile® app.

Use the News Feed widget that now appears on the Employee Center home page by default and includes an option to display pagination. Content managers or admins can configure the News Feed and Featured News widgets to display news articles in a tile layout.

As a content manager or admin, associate a news article with one or more categories (such as employee benefits or industry updates). Employees can view news articles by category.

Add content destination

Set the publication duration in the content destination, enabling content managers to select how long content is available based on the publishing location.

Rich Content Editor

Use the following new capabilities when creating rich content and news articles:

- Edit the HTML and CSS source code
- Clear the entire canvas of content with a single click
- Configure cell border color, width, and style

- Configure image and video horizontal alignment
- Bullet lists
- Numbered lists
- Accordion lists

Content providers

Create rich content and news articles using videos from a streaming services. Additionally, you can authorize access to secure videos and configure interface elements to help content managers, such as thumbnails of available videos or check boxes to enable looping or auto-play.

Create campaign stages (bundles) using Content Experience Builder

Use the following new configuration options:

- The **Include users** field enables a campaign manager to specify an audience.
- The **Frequency** field includes the **Once** option.

Approvals in Now Mobile

Use the approval experience in the Now Mobile feature to do the following:

- Access to all approval tasks in one place under My tasks on the Now Mobile app.
- View task details to approve or reject a request.

Workday approvals in Now Mobile

Access all your Workday approval tasks on the Now Mobile app. Approve or reject a task or navigate to the Workday portal.

Employee experience feedback

Use the Employee experience feedback to gather quick feedback from your users on their user experiences and their service experiences.

Quick start tests for Employee Center

After upgrading and deploying new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

UI changes

Content analytics dashboards

The content analytics dashboards appearance was upgraded to match the Next Experience UI.

Campaign bundle form

The trigger configuration fields on the Campaign bundle form were reorganized into three sections (frequency, start, and end) and the field names were revised for better clarity.

Content Library interface

The Content Library interface has been refreshed with new styles, colors, icons, and imagery.

Activation information

Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Skills Intelligence release notes

The ServiceNow® Skills Intelligence application uses Artificial Intelligence (AI) to help your organization leverage skills data in talent management and employee development. Skills Intelligence is enhanced and updated in the Washington DC release.

Skills Intelligence highlights for the Washington DC release

- Update and maintain skills and role architecture data from a single place using the Skills Intelligence Workspace.
- Import and review the skills in your organization into your ServiceNow instance using the custom skills onboarding flow.
- Support lateral career progression using related role groups.
- View, edit, or delete skills (including proficiencies) that are related to a given role level within a role group quickly using the Skill matrix.
- Use skills recommendations based on HCM and ATS data to build and improve roles within the role architecture.

See Skills Intelligence for more information.

Important: Skills Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Skills Intelligence Guided Setup

Set up Skills Intelligence and the Company Job Architecture efficiently through guided setup. For more information, see .

Skills Intelligence landing page

Note which parts of the Skills and Company Job Architecture need attention with the actionable insights on the Skills Intelligence landing page. For more information, see Skills Intelligence Workspace.

Skills Intelligence Workspace

Access Skills and Company Job Architecture related data like skills, jobs, and roles from a single location. You can view and modify skills and proficiencies in a role level of a role group quickly with the skills matrix. For more information, see Skills Intelligence Workspace.

Custom Skills onboarding

Identify unique skills to your organization and import them into the ServiceNow instance. Get suggestions on how to batch process skills such as removing duplicates, identifying related skills, and adding net new ones. For more information, see Import the custom skills through Skills onboarding.

UI changes

Role group form

The From role group and To Role group related lists have been merged into a Related role group list.

Changed in this release

Related role groups table

Two new columns have been added to support lateral career progression. For more information, see Creating related role groups.

Job level progression

Career progression between the same job levels is no longer possible.

Activation information

Install Skills Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

Note the following requirements for additional functionality:

- The Skills Intelligence Workspace plugin (sn_skills_int_ws) must be installed for the workspace experience.
- Skills Industry data plugin (sn_skills_data) is required to access the industry skills data.

Employee Growth and Development release notes

The ServiceNow® Employee Growth and Development application enables managers and employees to identify and track career growth and development opportunities. It supports career growth through conversations, talking points, and ongoing development tracking. Employee Growth and Development was enhanced and updated in the Washington DC release.

Employee Growth and Development release notes

The ServiceNow® Employee Growth and Development application enables managers and employees to identify and track career growth and development opportunities. It supports career growth through step-by-step career guidence and ongoing development tracking. Employee Growth and Development was enhanced and updated in the Washington DC release.

Employee Growth and Development highlights for the Washington DC release

- Use Opportunity Marketplace as a single, unified place where organizations can share opportunities that are discoverable by employees.
- Use the Employee Growth and Development Activities application with Microsoft Outlook to conveniently schedule conversations with employees or managers using the Conversations module.
- Use a streamlined process that simplifies the steps to create and schedule a conversation, which promotes adoption of the Conversations module across the organization.

- Use Growth Plans to develop opportunities for mentoring, coaching, leadership development, team building, and education benefits.
- Use Mentoring to create meaningful relationships within the organization and also foster a culture of knowledge, sharing, and collaboration.

See Employee Growth and Development Core for more information.

Important: Employee Growth and Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Opportunity Marketplace

Help employees discover new opportunities that support their career and organizational growth.

Conversations

Use Microsoft Outlook with Employee Growth and Development activities to schedule and manage conversations.

Mentoring

Build meaningful mentor relationships that drives employee development and promotes continuous career conversations and engagement.

Growth Plans

Help employees manage career activities, educational learning, team building, and work-life balance.

Aspirations

Use new application widgets to help promote aspirations that link with your skills and career development.

Activation information

Install Employee Growth and Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the ServiceNow Store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Skills Intelligence

The ServiceNow® Skills Intelligence application is an accessible and dynamic artificial intelligence (AI) platform that effectively solves the challenge of managing and using skills-related data.

Learning

The ServiceNow® Learning application enables you to discover, manage, and engage with career development content. It enables you to configure learning catalogs that contain course items from both internal and external learning systems.

Manager Hub

ServiceNow® Manager Hub increases manager self-service and proactive engagement with their team by giving insights and recommended actions for what's most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

Mentoring release notes

The ServiceNow® Mentoring application is a platform that connects individuals seeking mentorship with experienced mentors, creating a seamless experience for both mentees and mentors. Mentoring is a new application in the Washington DC release.

Mentoring highlights for the Washington DC release

- Create meaningful relationships within the organization and also foster a culture of knowledge sharing and collaboration.
- Effortlessly register as either a mentee or a mentor and personalize your profile with relevant information, including your areas of expertise, skills, and interest.
- Leverage the intelligent matching algorithm offered in Mentoring that pairs mentees with mentors based on their goals, interests, and expertise.
- Use the Match Insights Card that serves as an important layer to send information to both mentor and mentee.
- Drive Mentoring engagement by utilizing discussions (conversations).

See Mentoring for more information.

Important: Mentoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

Mentoring can be installed with the activation of the Employee Connections plugin, which is part of ServiceNow® Employee Growth and Development Core. For more information, see Employee Growth and Development.

ESG Management release notes

The ServiceNow® ESG Management application helps you to manage all your environmental, social, and governance (ESG) commitments. ESG Management was enhanced and updated in the Washington DC release.

ESG Management highlights for the Washington DC release

- Create comprehensive narrative disclosures by integrating with Microsoft 365 for ServiceNow Reporting. Upload your disclosures either on your local system or on remote storage for easy accessibility.
- Use the IT footprint tab on the Sustainable IT dashboard to view a global map depicting the carbon footprint of your datacenters, office buildings, and so on, highlighting your most energy-efficient facilities.
- Use the formula builder in a calculated metric definition to create your own formulas to perform calculations for any data that you may require.
- Integrate with Advanced risk assessment to assess the risks to your material topics and your entities.
- Effectively organize the arrangement of related lists and user interface pages on a record page within specified groups to enhance overall page readability.

See ESG Management for more information.

Important: ESG Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Narrative disclosures for comprehensive ESG reporting

Integrate with Microsoft 365 for ServiceNow Reporting to create governed narrative disclosures. Add predefined templates for each type of disclosure. You can choose to maintain disclosures locally or link to cloud services like Microsoft OneDrive for easy accessibility. Enable collaboration and review of the disclosures. Track the metrics used in the disclosures and monitor changes to the metrics while receiving notifications to issue timely restatements.

Sustainable IT dashboard enhanced with the IT footprint tab

Navigate to the IT footprint tab on the Sustainable IT dashboard to view a global map showcasing the carbon footprint of your datacenters, office buildings, and more. This map highlights your most energy-efficient facilities.

Formula builder enhanced for calculations in calculated metric definitions

Use the formula builder to build formulae in a calculated metric definition, you can choose to build it at either the metric definition level or at the entity level. You can type and edit the formula and preview it. You can also directly import any formula that is stored in Microsoft Excel spreadsheets into a calculated metric definition. This import helps in quickly building your formula for performing calculations.

Integration with Advanced risk assessments to assess ESG risks

Use the ESG risk management capability to assess and evaluate ESG risks for businesses. This feature is an integration of ESG Management with Advanced risk assessment and supports both qualitative and quantitative risk assessment methods. This integration enables entity-based risk assessments and material topics risk assessment and rolls up the risk scores for entities. With the ESG risk management application, several new roles are also added.

Enhanced metric data table

The metric data table has been enhanced to show the complete metric definition names.

UI changes

Record page vertical layout

Efficiently organize related lists and UI pages on a record page within groups to simplify configuration. You have the flexibility to create groups, incorporate related lists or UI pages during configuration, and specify the order in which items appear on the page.

Changed in this release

Roles updated in the ESG Management application

Several roles such as ESG administrator, ESG data owner, and ESG program manager have been updated in the ESG Management.

Material topic table updated

The **State** field in the sn_esg_material_topic table has been updated to include states for risk assessment. The **Review** state of a material topic has also been renamed to **Approval**.

Microsoft 365 for ServiceNow Reporting table updated

The sn_esg_msoff_intg_o365_reporting_configuration table has been updated with the **track_configuration** field

New tables added to the ESG Management application

The following new tables are added to the ESG Management application:

- sn_esg_disclosure_detail
- sn_esg_disclosure_related_documents
- sn_esg_disclosure_template
- sn_esg_m2m_disclosure_metric_data_by_entity

New table added to the GRC: Metrics application

The sn_grc_metric_md_import table is added to the GRC: Metrics application.

New table added to the sn_esg_msoff_intg application

The sn_esg_msoff_intg_document_log table is added to the sn_esg_msoff_intg application.

New tables added to the sn_esg_sustain application

The following new tables are added to the sn_esg_sustain application

- sn_esg_sustain_map_marker_configuration
- sn_esg_sustain_map_data_range_configuration

New tables added to the sn_esg_risk_mgmt application

The following new tables are added to the sn_esg_risk_mgmt application:

- sn_esg_risk_mgmt_m2m_risk_goal
- sn_esg_risk_mgmt_m2m_risk_statement_goal

New tables added to the sn_rec_pg_vertical application

The following new tables are added to the sn_rec_pg_vertical application

- sn_rec_pg_vertical_view_config
- sn_rec_pg_vertical_view_group_entry
- sn_rec_pg_vertical_view_group
- sn_rec_pg_vertical_view_table

New table added to the sn-formula-builder-connected application

The sn_fb_connected_config table is added to the sn-formula-builder-connected application.

Attributes modified in the sn_grc_metric_base_definition table

The mandatory attribute has been removed from the **Description** column in the sn_grc_metric_base_definition table.

The formula_internal column has been made read-only.

Changes made to the sn_grc_metric_composite_definition table

In the sn_grc_metric_composite_definition table, the **formula_internal** field has been set to read-only.

Deprecations

- The metric_status field has been removed from the sn_grc_metric_base_definition table.
- The metric_status field has been removed from the sn_grc_metric_metric table.
- The rollup_formula field has been deprecated from the sn_grc_metric_composite_definition table.
- The following tables are deprecated:
  - sn_esg_m2m_risk_goal
  - sn_esg_m2m_risk_statement_goal

Activation information

Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

The new formula builder feature is supported on all browsers except Safari.

Field Service Management release notes

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely. Field Service Management was enhanced and updated in the Washington DC release.

Field Service Management highlights for the Washington DC release

- Identify and pinpoint the work order locations on your structured linear assets for accurate field service operations.
- Streamline your inventory management and ensure that you have timely access to the right parts by viewing the descriptions, models, and related criteria in similar work orders.
- Explore the Field Service marketplace to help you streamline the work for your contractors and make decisions based on time and costs regarding the task assignments for your contractors.
- Enable dispatchers to run Schedule Optimization on demand throughout the day as scheduling conditions change.

See for more information.

New in the Washington DC release

Schedule Optimization features

Use Schedule Optimization to do the following tasks:

- Schedule complex multi-territory assignments where an agent might be responsible for multiple territories over a longer batch processing period.
- Assign tasks to agents regardless of whether they're primary or secondary members of a single or multiple territories.
- Optimize task scheduling by defining the capacity of your agents or work type.
- Provide smoother intra-day operations and efficient resource allocation when a single agent might need to handle multiple territories within the same day or across different shifts.
- Use new objectives such as **Maximize Assignment to Earlier Shifts**, **Minimize Highest Priority Task Start Times**, and **Minimize SLA Violation** when you're creating a policy.
- Use the improved configuration process for batch and intra-day scheduling,which provides common settings for both types while maintaining specific configurations where needed. With this process, you can eliminate duplication and ensure an efficient setup.
- Improve your schedule accuracy and adherence and also reduce scheduling changes when intra-day is running through two new system properties.

Dispatcher Workspace features

Use Dispatcher Workspace to perform the following tasks:

- Enable dispatchers to run Schedule Optimization throughout the day as scheduling conditions change.
- Create crews that are based on territory memberships.
- View your contractor capacity by territory in the calendar view.
- View agents on the calendar by their availability in the territory.
- Create personal events for Field Service agents to show when they are unavailable for non-work order reasons like an appointment or a phone call they have scheduled.
- Change the amount of time shown on the calendar to time intervals of 15, 30, 45, or 60 minutes.
- Send messages to agents to discuss work order tasks.
- Make bulk updates for your calendar events to save time.
- Source one or more parts from a preferred stockroom or assignment group and then transfer them to your personal stockroom to ensure the prompt completion of work order tasks.

Beans.ai map integration for travel estimates

Use beans.ai, a new map provider, for travel time estimates for Dynamic Scheduling, Route Optimization, manual task assignment, and agent estimated time arrivals.

Territory Planning features

Use Territory Planning to do the following tasks:

- Create territory-specific crews to streamline territory management, task scheduling, and resource allocation.
- Link multiple geographies to one territory by using a composite geography capability that simplifies the representation of complex areas and enables you to have more data management flexibility.
- Manage the territories, customized hour ranges, tasks, and agent schedules for your internal agents and contractors so that you can allocate your resources accurately.

Contractor Marketplace

Enable Field Service dispatchers to post tasks on an exclusive contractor marketplace, where contractor companies with skilled workers can offer cost estimates and their availability. Your dispatchers can interact with qualified contractors and select the most suitable contractor for the task.

Now Assist for Field Service Management (FSM)

Use Now Assist for FSM to summarize work order tasks.

- Create work order task summaries during any state of the work order task to track progress.
- Create task closure summaries when completing tasks on the mobile application to provide notes for future reference.

Start of week Appointment Booking

Enable the system to start booking an appointment on the first day of a week or a day other than the default Sunday.

Task initiator Role

Enable work order initiators to qualify work orders in the draft state with the new task initiator role.

Users with a task initiator role can perform the following actions on work orders or tasks that are in the draft state:

- Apply a work order template
- Add or modify work order tasks
- Add or modify part requirements

Enhanced mobile experience to reserve parts

Choose whether to reserve a part in a personal stockroom or source it from another stockroom depending on the part's availability when fulfilling or sourcing part requests.

Linear assets support

Enable the work order initiator or qualifier to perform the following actions:

- View the linear asset geometry on the service location maps and pinpoint the work location.
- View the linear asset geometry on the map interface and select the start and end locations on the linear assets so that you can create a service location.

Enable agents to perform the following actions when working on linear asset inspection tasks:

- Review the start and end location details of a linear asset.
- Locate the asset start and end location on a map interface. The start date and work context should be highlighted on the linear asset.
- Inspect the different linear asset segments that need to be worked on.
- Create a work order task with an accurate point location on the linear asset or segment.

Suggest parts with Predictive Intelligence

Take advantage of automatic suggestions for required parts for work order tasks by using the Predictive Intelligence solution.

Workforce features

View the task and action descriptions of the work order tasks in the contextual side panel. Establish the default start and end times for new events directly on the **Event Management** tab.

Changed in this release

Migration of Field Service Management Core UI dashboards to Next Experience Dashboards

The following Next Experience Field Service Management dashboards provide a more efficient streamlined way for you to work:

- Field Service Management overview
- Field Service Contractor
- Field Service Planned Maintenance
- Field Service Performance Analytics

Activation information

Field Service Management is a Now Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management.

Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management.

Related ServiceNow applications and features

Financial Management

Field Service Management integrates with the ServiceNow® Financial Management application to allocate, track, and report expenses in your organization.

Note: The Financial Management for CSM plugin (com.snc.financial_management_for_csm) is no longer available for direct activation. You can request this plugin through Now Support Customer Service.

Customer Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management (CSM) applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

Service Portfolio Management

Field Service Management integrates with the ServiceNow® Service Portfolio Management application to enable you to create work orders directly from project tasks.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools that they must respond to customers and to resolve cases.

Financial Services Operations release notes

Financial Services Operations has new and updated features in the Washington DC release.

Visa Spoke release notes

The ServiceNow® Visa Spoke enables the Now Platform® to seamlessly invoke Visa APIs under Visa Resolve Online (VROL) for Visa card dispute process. Visa Spoke is a new application in the Washington DC release.

Visa Spoke highlights for the Washington DC release

- Retrieve enriched transaction information.
- Perform transaction searches.
- Initiate the creation of dispute cases.
- Submit a Visa questionnaire.
- Initiate pre-arbitration and arbitration on existing dispute cases.

See Visa Spoke for more information.

Important: Visa Spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Visa Spoke features

Spoke actions

Use the Visa Spoke to manage all card disputes in the VROL (Visa Resolve Online) system. With Visa Spoke actions, you can search for transactions, collaborate with merchants, manage disputes, and perform other functions with enhanced security. You can also resolve disputes, access data, and utilize other features.

Related ServiceNow applications and features

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application allows you to seamlessly integrate with Visa Resolve Online (VROL) APIs using the Visa Spoke Actions to manage various dispute lifecycle events. Financial Services Operations Integration with Visa is a new application in the Washington DC release.

Financial Services Operations Integration with Visa highlights for the Washington DC release

- Leverage the integration layer with subflows to seamlessly use the Visa spokes.
- Minimize the workload for dispute agents and enhance overall efficiency.
- Effectively manage the entire card dispute process from beginning to end.

See Financial Services Operations Integration with Visa for more information.

Important: Financial Services Operations Integration with Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Financial Services Operations Integration with Visa features

Create a dispute case in the VROL system

Execute the Create Case From Transaction subflow to generate a dispute case in the Visa Resolve Online (VROL) system.

Initiate a dispute case from Transaction Inquiry (TI) or an existing case

Execute the Initiate Dispute from Transaction or Case subflow to start creating a dispute case in the VROL system, either from a Transaction Inquiry (TI) or an existing case.

Allow VROL users to Submit or Save Dispute Questionnaires

Execute the Submit Dispute Questionnaire subflow to submit or save dispute questionnaires for specific disputes in the VROL system.

Related ServiceNow applications and features

Playbooks for Customer Service Management

Playbooks for ServiceNow® Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to improve your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Dispute Rules Content Pack for Visa release notes

The ServiceNow® Dispute Rules Content Pack for Visa application enables issuers to effortlessly access Visa card network rules for initiating and investigating card dispute cases. Dispute Rules Content Pack for Visa is a new application in the Washington DC release.

Dispute Rules Content Pack for Visa highlights for the Washington DC release

- Incorporate a dispute questionnaire based on VROL (Visa Resolve Online) to determine the reason code for the dispute.
- Develop a decision table to establish chargeback eligibility rules based on the reason code and dispute data.

See Dispute Rules Content Pack for Visa for more information.

Important: Dispute Rules Content Pack for Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Dispute Rules Content Pack for Visa features

Decision trees

Introduces a decision tree that contains Visa-specific questions. This feature enables the system to determine dispute reason codes by analyzing user responses.

Chargeback Eligibility

Introduces a decision table that enables the configuration of Visa chargeback eligibility rules. This feature takes into account the identified reason code and dispute data to determine the eligibility for chargebacks.

Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Customer Service Management

Enables the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

Financial Services Operations Core release notes

The ServiceNow® Financial Services Operations Core application provides a data model that enables financial institutions to create flexible data structures that meet their business needs. Financial Services Operations Core was enhanced and updated in the Washington DC release.

Financial Services Operations Core highlights for the Washington DC release

- Utilize the updated data model with reparented tables to enhance data alignment.
- Seamlessly transfer and update data to newer product model tables using efficient fix scripts.

See Financial Services Operations Core for more information.

Important: Financial Services Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Financial Services Operations Core to Washington DC

During the upgrade to Washington DC, the Financial Services Operations Core plugin reparents the following tables:

Note: You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.

- The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition.
- The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table.
- The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table.

Reparenting enables leveraging of the benefits and advancements introduced by ServiceNow® Customer Service Management (CSM) while preserving the functionality of existing applications.

Related ServiceNow applications and features

Customer Service Management

Enables the extension of tables from the Customer Service Management application into the Financial Services Operations Core application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management to confirm consistent responses to commonly encountered situations.

Enables middle-office teams, such as relationship managers, to create cases for customer requests.

Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application enhances the UI experience for Card disputes service cases, empowering dispute agents with the necessary data to expedite dispute resolution and enhance the overall disputes experience. Financial Services Card Operations was enhanced and updated in the Washington DC release.

Financial Services Card Operations highlights for the Washington DC release

- Implement a horizontal playbook that provides agents with a complete view of the entire process and their current position within it. Agents can utilize the playbook to monitor their overall progress while working on cases.
- Record essential information, such as case details and transaction status, on the left side of the page to confirm constant accessibility.
- Enhance the user experience by implementing a playbook activity that utilizes a list and form format.

See Financial Services Card Operations for more information.

Important: Financial Services Card Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

User experience enhancements in dispute agent workspace

The enhanced workspace enables dispute agents to review detailed summaries of disputed transactions. The upgraded interface helps agents comprehend the case's progression and enables them to update forms on the same page without navigating to different sections. Additionally, it empowers agents to effectively multitask by opening details of various activities in different tabs.

UI changes

Dispute Agent Workspace UI

The Dispute Agent Workspace UI now displays detailed summaries of disputed transactions.

Related ServiceNow applications and features

Financial Services Operations Core

Stores the customer data that is required for handling card requests.

Customer Service Management

Enables the extension of tables from the ServiceNow® Customer Service Management application into the Financial Services Card Operations application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management to confirm consistent responses to commonly encountered situations.

Configure Contributor Users

Enables middle-office teams such as relationship managers to create cases for customer requests.

Governance, Risk, and Compliance release notes

Governance, Risk, and Compliance new and updated features in the Washington DC release

Advanced Risk release notes

The ServiceNow® Advanced Risk application enables you to identify, analyze, evaluate, treat, and monitor risks that could impact your organization in achieving its business objectives. Advanced Risk was enhanced and updated in the Washington DC release.

Advanced Risk highlights for the Washington DC release

- Implement a parallel review and feedback workflow where second and third-line risk users can review records, provide feedback, and monitor closures.
- Create management reports directly in Microsoft Word by using the information that is available in the records through the Management reporting of Risk application.
- Use auto-save to reduce the number of clicks that a user has to make.
- Improve the maintenance and flexibility for object-based risk assessment methodologies. You can enable one methodology to assess multiple record types or multiple methodologies to assess the same record type.
- Approve and reassign multiple risk assessments in bulk.

See Advanced Risk Assessment for more information.

Important: Advanced Risk is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Parallel review and feedback in Advanced Risk

Enable your second and third-line managers to become active participants in first-line activities by digitizing the review and feedback workflows. They can provide feedback on a record or fields in a record to recommend improvements that are related to data integrity, compliance, operational procedures, and other areas such as disposition and accountability. For example, a risk manager can provide feedback by requesting a root cause analysis task from the first-line risk user and also ask them to capture additional loss entries for the same risk event. With parallel review and feedback, your managers can perform the following actions:

- Provide feedback at any stage of the workflow.
- Update the feedback responses directly from the source record by using the side-panel feature.
- View and manage the feedback workflows that are raised against the records from a centralized dashboard.
- View the change history, which enables a quick comparison of the pre-feedback and post-feedback.
- Reopen the feedback if the responses are deemed unsatisfactory.
- Monitor the feedback and follow up with the record owners through an intuitive dashboard.

- Collaborate effectively with the reviewer, respondent, and other stakeholders through a sidebar discussion chat.
- Initiate and link further actions as outcomes of the feedback, such as creating an issue or linking to an existing one.
- Configure a feedback integration setup for any record type, including the custom tables where you can define the table or record type to create feedback from.

> **Important:** The Parallel review and feedback feature is only available in Next Experience.

Generating a report in Microsoft Word

Use the Management Reporting of Risk application to create reports in Microsoft Word that are based on the information that is available in the Now Platform. Risk managers can create reports independently, using real-time data, without relying on administrators. Also, report generation is enabled by one-click updates of the report data directly from the Now Platform.

Exporting risk heatmap information

Download or copy the risk heatmap information to include in reports or share with relevant stakeholders as needed.

> **Important:** The copy and download of heatmap information is only available in Next Experience.

Enhanced object-based assessment

Configure a risk assessment methodology (RAM) for multiple objects without having to select only one assessment object. You can reduce the additional effort to manage multiple methodologies for different objects. You can compare and report the data to promote enhanced data accessibility and coherence.

Risk administrators can also add multiple RAMs for a single object. For example, a compliance case table can be assessed using separate criteria for IT and corporate compliance, which enables a comprehensive understanding of risks across different domains.

Auto save feature in the risk and control assessment form

Improve the experience of performing advanced risk assessment with auto save. When assessors respond, the application saves their responses and calculates the overall risk score. It significantly reduces the number of clicks required, which improves efficiency and the overall employee engagement.

> **Important:** The auto save feature is only available in Next Experience.

Bulk approval and reassignment of risk assessments

Approve multiple risk assessments simultaneously, which significantly reduces the time that your team spends on individual approvals. Workflow efficiency is enhanced, especially when you're dealing with a high volume of assessments. An approver or an assessor can easily reassign multiple risk assessments to different stakeholders or team members.

Adding risks and controls from the library

Create and manage the risks and controls within the designated workflows by eliminating unnecessary navigation. Your team can do the following tasks:

- Add controls from a control taxonomy by using the **Create from control objective** option during control assessment.
- Identify and create ad-hoc controls by using the **Create control** option when responding to risk mitigation tasks.
- Add the controls from control taxonomy by using the **Create from control objective** option when responding to risk mitigation tasks.
- Identify and map the risks from risk taxonomy by using the **Create from risk statement** option while defining the risk assessment scope.

Enhanced user experience in Advanced Risk

Streamline your processes with the following enhancements:

- Use the **Comments** field to provide a brief response for the group factors in Risk Workspace. You can configure the comments from the group factors in the RAM form.
- Eliminate the need for assessors to navigate manually through the entire page to locate the areas that require attention. When moving to the next assessment stage on the risk assessment form, the application automatically scrolls to the unresponded factors.
- Reassign the in-progress assessments in bulk to new assessors in the absence of the current assessor. This feature helps to redistribute assignments, especially in cases of restructuring or emergency medical leave, and enables bulk reassignment as needed.
- Initiate a sidebar discussion for the risk event and issue record types. Your team gets a dedicated space to discuss events or issues. This space enhances the clarity and efficiency in the risk management processes.
- Use the **Reviewer** field on the risk response task page to inform the assessor about the reviewer's details.
- Use drop-down options for factor choices on the risk assessment form to enhance readability.
- Enable a horizontal layout for factor choices on the risk assessment form to minimize scrolling.
- Use a simplified navigation with a single breadcrumb trail from the advanced risk assessment homepage to the main page. Your team doesn't need to open multiple tabs.
- Use a vertical list view that is grouped by the related list for a manual, automated, and calculated metrics definition record.
- Collapse section headers within the advanced risk assessment to reduce scrolling on the advanced risk assessment page and optimize the screen space for accommodating more content.

UI changes

Submit for approval button

The **Submit for approval** button on the risk assessment form was renamed as **Submit** to support a dynamic approval workflow.

View assessment and Approve assessment buttons

The **View assessment** and **Approve assessment** buttons were combined and renamed as **Submit** on the risk assessment form to enhance the visual experience and reduce the number of clicks required.

Changed in this release

Risk identification configuration enhancement

In the Risk identification configuration, risk administrators can add multiple tables and map them to the respective RAMs.

Migration of content from GRC Workspace to the ARA Workspace

All risk assessment workspace content has been re-created in the new ARA Workspace. With this change, the risk assessment content can be referenced from the ARA workspace instead of the GRC Workspace. All customizations that were made in the GRC Workspace aren't carried forward to the ARA Workspace. You must reapply those customizations to the available default pages in the ARA Workspace to see them during the risk assessment.

Removed in this release

- The **Save** button on the risk assessment form has been removed. The risk assessment form is automatically saved.
- The stepper component was removed from the **Approvals** tab in the risk assessment form when there's no approval configured within the assessment scope. This removal simplifies the user experience and declutters the interface, making it more intuitive.

Activation information

Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

Audit Management release notes

The ServiceNow® Audit Management application supports activities related to planning audit engagements, executing engagements, and reporting findings to an audit committee. Engagement reporting helps assure key stakeholders that the organization's risk and compliance management strategy is effective. Audit Management was enhanced and updated in the Washington DC release.

Audit Management highlights for the Washington DC release

- Manage your documents and work papers with Audit Management as cloud files.
- Link the cloud files to any GRC record and share a single cloud file with multiple records.
- Manage access permissions on the cloud files.

See Audit Management for more information.

Important: Audit Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Manage your documents and work papers with Audit Management as cloud files
: Manage your documents and work papers with Audit Management as cloud files. This capability addresses specific use cases for the engagement and audit task records in the Audit Workspace. Link the cloud files to any GRC record and share a single cloud file with multiple records.

Create a Cloud file configuration on engagements and audit tasks
: Manage access permissions on the cloud files. Use the Cloud file configuration module to assign the read and write permissions to the users of the cloud files.

Activation information

Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Business Continuity Management release notes

The ServiceNow® Business Continuity Management (BCM) application enables your organization to continue to deliver products and services at an acceptable level during disruptive events, such as power outages, extreme weather, or equipment damage. Business Continuity Management was enhanced and updated in the Washington DC release.

Business Continuity Management highlights for the Washington DC release

- Schedule an auto-update of the dependencies in the business impact assessment (BIA) based on the source data and relationships in the Configuration Management Database (CMDB). Get email notifications with the details of the BIA dependency updates from the application.
- Schedule an auto-update of the related assets in the plans based on the source data and relationships in the CMDB and BIA. Get email notifications with the details of the planning dependency updates from the application.
- Add the dependencies of the impacted assets manually in the events and exercises from the CMDB, BIA, and plans.

See Business Continuity Management for more information.

Important: Business Continuity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading to the Washington DC release

Post an upgrade to the Washington DC release, you must note the following important information for the existing business impact analyses, business continuity plans, and events:

- For business impact analyses, the Source column in the Dependency assessment is renamed to **Primary source** and the **BCM** source is renamed to **Manual** for manually added dependencies post an upgrade. When you select the **Update dependencies** action button, the system adds the CMDB dependencies.
- For business continuity plans, the Source column is renamed to **Primary source** post an upgrade. When you select the **Update dependencies** action button, the system adds the CMDB and BIA dependencies. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration.
- For events and exercises, when you select the **Update dependencies** action button, the system adds the CMDB, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration.

New in the Washington DC release

Schedule an auto-update of the dependencies in the business impact analysis

Update the CMDB assets and dependencies in the business impact analysis. The BCM administrators can configure the Impact analysis dependency update configuration module to start an auto-update or to trigger a manual review process. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications.

Schedule an auto-update of the related assets in the plans

Update the CMDB assets and dependencies in the business continuity plan. The BCM administrators can configure the Planning dependency update configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, and CMDB. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications.

Add the dependencies of the impacted assets manually in the events

Update the CMDB assets and dependencies in an event. The BCM administrators can configure the Event dependency source configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, CMDB, Plan primary assets, and Plan related assets.

UI changes

Configure the Impact analysis dependency update configuration module

Configure the Impact analysis dependency update configuration module for importing the impact analysis dependency updates.

Configure the Planning dependency update configuration module

Configure the Planning dependency update configuration module for importing the planning dependency updates.

Configure the Event dependency source configuration module

Configure the sources to fetch the event dependencies in the Event dependency source configuration module.

Format the PDF templates for BIAs, BCPs, and Events

Use the enhanced Business Continuity Plan Template (Default) to generate the PDFs of the business continuity plans. The template offers UI enhancements such as support for large images, large tables, improved spacing, and proper alignments.

Activation information

Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Common Governance, Risk, and Compliance feature release notes

The ServiceNow® Governance, Risk, and Compliance (GRC) application enables an organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Governance, Risk, and Compliance was improved and updated in the Washington DC release.

GRC highlights for the Washington DC release

- Assign remediation tasks using system-provided suggestions for remediation and potential assignees in the **Assigned to** field.
- Update an issue if you have either the Issue manager role, the Issue manager group role, the Assigned to role, or the Assignment group role.

See Governance, Risk, and Compliance for more information.

Important: GRC is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

System-generated recommendations for Workspace issue management

- Use system-generated recommendations for a remediation task that is related to an issue. User responses are recorded in the action history of the remediation task.
- Use system-generated recommendations that are listed on the **Details** tab of an issue. You can refer to the top three recommendations when assigning an issue in the **Assigned to** field.

UI changes

Issue enhancements in the Workspace

The Recommended actions section is added in the sidebar of the Issues Workspace page.

Changed in this release

Issue management privileges

- For managing an issue, the same levels of privileges are assigned to the GRC manager and the GRC user. If you have the GRC manager role, the GRC user role, the Business User role, or the Business User Lite role, you can create an issue.
- Create or update a remediation task if you're an Issue persona or if the remediation task is assigned to you.

Activation information

Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Compliance Case Management release notes

The ServiceNow® Compliance Case Management application helps you to report, investigate, and resolve compliance cases, such as complaints or breaches. The application also enables you to raise a compliance request, such as a policy modification, clarification, or inquiry, and have it addressed by the compliance team. Compliance Case Management was enhanced and updated in the Washington DC release.

Compliance Case Management highlights for the Washington DC release

- Seamlessly create Portable Document Format (PDF) reports that use the data from compliance cases or requests.
- Communicate with multiple stakeholders with the compose email functionality on the compliance case and request record pages.
- Enable case managers to manage the scope of one or multiple impacted and related areas.

See Compliance Case Management for more information.

Important: Compliance Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Export a report to PDF

Create PDF reports for compliance cases or requests by using predefined templates so that the stakeholders who may not have access to the application can still access the data. Sharing vital information via email becomes quicker with PDF reports and enables collaboration with audit teams, partners, or internal committees without the need for application access. PDF reports serve as offline reporting. They can provide you with the flexibility to present comprehensive data in a condensed and readable format. You can select a predefined template or create a customized document template to generate reports.

Compose emails in GRC: Compliance Case Management

Compose and send emails for compliance cases and requests by using the GRC: Compliance Case Management application to communicate with different stakeholders within or outside your organization.

Enhance the user experience in managing multiple impacted and related areas

Add and manage multiple impacted and related areas in a compliance case more efficiently. You can use a unified dialog box by selecting the **Add** button. By using this button, you can eliminate repetitive actions and reduce the time you spend navigating between different screens. As you select the impacted and related areas, you get visibility into the compliance case record in the background and you can make informed selections that are based on the details within the record. For more information, see Add an impacted area to a compliance case and Add a related area to a compliance case.

Remove multiple impacted and related areas

Delete one or multiple impacted and related areas by using the **Remove** button that has been added on the compliance case form. You can delete impacted and related areas more conveniently without navigating through multiple menus or sections.

UI changes

Case tasks related list

The **Case tasks** tab on the compliance case form was renamed as **Action tasks**.

Removed in this release

- The **New** button in the Impacted and Related areas on the Compliance case form has been removed and replaced by the **Add** button.

Activation information

Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Policy and Compliance Management

To use the Compliance Case Management, you must integrate Compliance Workspace with the Policy and Compliance Management application.

GRC Compliance Workspace

Use the Compliance Workspace application to record, manage, and investigate compliance cases using Compliance Case Management.

Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring application provides a standardized approach to defining an authorization package and walking through the seven stages of the NIST Risk Management Framework (RMF). Continuous Authorization and Monitoring was enhanced and updated in the Washington DC release.

Continuous Authorization and Monitoring highlights for the Washington DC release

- Enable management of controls at a granular level that is at the control requirements level, which are shipped by the base system for controls belonging to NIST 800-53 revision 5.
- Define requirements at a control objective level that enables the breakdown of the control and create control requirements automatically, which can also be attested individually.
- Create hybrid controls by inheriting control requirements partially and self-implementing the rest of the requirements.
- Enable testing of the control based on the assessment procedures as defined by NIST 800-53A.

See Understanding Continuous Authorization and Monitoring for more information.

Important: Continuous Authorization and Monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Managing controls at a granular level

Configure a control requirement at the control objective level based on the NIST 800-53 Risk Management Framework to assess the control at a granular level. You can also take attestations at the requirement level while the control moves to the Attest state in the workflow. You can monitor and track the control effectively and clearly identify specific requirements that are non-compliant, which leads to the control being non-compliant.

https://docs.servicenow.com/csh?topicname=cam-hybrid-controls&version=washingtondc&pubname=washingtondc-governance-risk-compliance

Create a control that is implemented as an inherited control in part and as a system-specific control in part, which helps to adopt partial requirements from a common control provider. You can also inherit one or more requirements provided by a common control provider.

Ability to have assessment procedures based on NIST 800-53A

Determine the control’s effectiveness based on the individual assessment procedure’s effectiveness. You can tailor the assessment procedures in test templates and mark them as Effective, Ineffective, or Not applicable.

New related lists in the CAM view of Control objective and Control forms

Use the CAM view of the Control objective form that has all the control objective requirements from the NIST 800-53 revision 5. Similarly, the CAM view of the Control form has all the requirements generated for the control in the control requirements related list.

Changed in this release

Generating assessment procedure plans for a test plan

The **Control test** section of the Test template form is updated with additional fields such as Examine, Interview, and Test that draw control test guidelines from NIST.

Determine control effectiveness of a control test

Additional new fields such as Examine, Interview, and Test are added to the Test plan and Control test forms to test the control effectiveness.

Document implementation statement for a control

The Control form now has a new field called Implementation statement, which is required before moving the control to the Assess state.

Discussion field in the Control objective and Control forms

Based on the 800-53 controls, the Discussion content provided by NIST for each control is shipped by the base system at the control objective level, which is also updated in the Control form when the control is created.

Activation information

Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Operational Resilience release notes

The ServiceNow® Operational Resilience application enables an organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Operational Resilience was enhanced and updated in the Washington DC release.

Operational Resilience highlights for the Washington DC release

- Track end-to-end business service resiliency from the continuity of operations perspective.
- Track end-to-end business service resiliency from the operational risk and compliance perspective.
- Display reports according to the persona in the Operational Resilience application Home page.
- Auto-populate the dependency mappings for the business services based on the source-data relationships in the Configuration Management Database (CMDB).
- Auto-populate the dependency mappings for the business services based on the source-data relationships in the business impact assessment (BIA).

See Operational Resilience for more information.

Important: Operational Resilience is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Roles installed with Operational Resilience

To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Business Continuity Management (BCM) Professional users. To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Integrated Risk Management (IRM) Professional users.

Displaying reports in Operational Resilience

Display reports according to the persona with different roles. Separate reports are displayed for the BCM Professional and IRM Professional users in the Operational Resilience application Home page.

Fetching the dependencies from CMDB and business impact analysis

Auto-populate the dependency mappings for the business services based on the source-data relationships in the CMDB and BIA.

Activation information

Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

GRC Advanced Risk

Use Advanced Risk Assessment to create an integrated risk platform. This integrated platform supports various kinds of risk assessment methodologies. It enables you to integrate risk assessment as part of your overall decision-making process. To learn more about the Advanced Risk application, see Advanced Risk Assessment.

GRC Business Continuity Management

Use the BCM application to alleviate disruptions and continue to deliver the products and services at an acceptable level. It enables you to respond, react, and recover from disruptions quickly. To learn more about the BCM application, see Setting up Business Continuity Management application.

Data Relationships Framework

Use the Data Relationships Framework application to fetch the dependencies from the CMDB.

GRC Policy and Compliance Management

Monitor the controls associated with your entities and publish their reports on the dashboard. To learn more about the controls and the GRC: Policy and Compliance Management application, see Manage controls.

GRC Risk Management

Monitor the risks associated with your entities and publish their reports on the dashboard. To learn more about the risks and the Risk Management application, see Using Risk Management.

Policy and Compliance Management release notes

The ServiceNow® GRC: Policy and Compliance Management application provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. GRC: Policy and Compliance Management was enhanced and updated in the Washington DC release.

GRC: Policy and Compliance Management highlights for the Washington DC release

- Revise your policies and update the policy text periodically by integrating with Google Drive. Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies.
- Set up the dynamic approval configuration on a policy record. Define the approval levels and rules based on different dynamic conditions, such as policy type, source table, state, and filter conditions.

See Policy and Compliance Management for more information.

Important: GRC: Policy and Compliance Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Policy authoring using Google Drive

Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Using Google Drive, your policy owners, reviewers, and approvers can author, modify, and maintain different versions of a policy text and thus retain its history. These users can also collaborate on the policy drafting and review processes. The policy text is updated automatically. The text can be copied from a document into the **Policy text** field in HTML, and then it can be converted to a PDF format later.

Set up dynamic approval configuration on a policy record

Set up the dynamic approval configuration on a policy record. Define the levels of approvals for dynamic conditions such as policy type, state, and owner in the approval configuration record. Create an approval rule for each approval level by selecting an approver type, source table, and filter condition. You can also set up dynamic approval configuration on a policy that has redlining enabled.

Changed in this release

Performance enhancements in processing indicator jobs

To support parallel processing capabilities, two additional custom queues have been introduced. One is the Indicator Data Queue for processing indicators, and the other is the Supporting Data Queue for handling events related to control, risk, and issue updates. A new job is introduced to collect supporting data, which significantly aids in improving the data handling processes.

New fields have been introduced in the Indicator template form to support percentage sampling. To streamline data handling, the data storage system is updated with storing sample data in JSON format. This new approach enables a more structured and efficient storage, enhancing data retrieval process and analysis. The **Due date duration (days)** field is added in the Indicator template and Indicator forms to capture the due date of the indicator task. Based on this due date, the indicator task owners receive reminder emails.

Activation information

Install GRC: Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

Privacy Management release notes

The ServiceNow® Privacy Management application enables you to manage your organization's privacy risks and compliance to protect your customers, employees, and suppliers. Privacy Management was enhanced and updated in the Washington DC release.

Privacy Management highlights for the Washington DC release

- Use the Privacy Case Management application to report and manage privacy violations and complaints.
- Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations.
- Refer to the **Functional domain** field that is automatically set to **Privacy** when the users with privacy roles work on forms such as processing activities, controls, and so on.

See Exploring Privacy Management for more information.

Important: Privacy Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Privacy Case Management

Use the Privacy Case Management application that enables you to report and manage privacy violations and complaints. The solution allows for the efficient management of privacy breaches and complaints through collaboration with various teams which help in investigating the root cause and key details of the breach reported.

Privacy Case Management integration for RadarFirst

Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. Any data breach must be assessed by the privacy team to understand if there are any regulatory notification obligations and report the incident to the regulator within the prescribed time. RadarFirst helps to understand the regulatory notification obligations associated with the breach.

Functional domain

Segregate, associate, and view data related to a Privacy functional domain by using the **Functional domain** field. The **Functional domain** field is available in the forms such as Entity, Control, Control Objective, Policy, Authority document, Citation, Entity type, Entity class, Issues and so on. By utilizing the **Functional**

domain field capability, the need to specify content reference with Privacy on authority documents and policies has been removed.

Activation information

Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Regulatory Change Management release notes

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. Regulatory Change Management was enhanced and updated in the Washington DC release.

Regulatory Change Management highlights for the Washington DC release

- Create regulatory alerts manually in the Workspace.
- Use the Excel-based import template to import the alerts in bulk into the Regulatory Change Management application.

See Regulatory Change Management for more information.

Important: Regulatory Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create the regulatory event alerts manually

Create the regulatory event alerts manually in the Workspace so that they can be routed to the correct subject matter experts for further analysis.

Import the regulatory event alerts in bulk

Populate the Workspace with your own regulatory event alerts. You can then import the alerts in bulk in the Regulatory Change Management application. Use the Excel-based import template that is formatted, organized, and populated with data values for importing the alerts.

Activation information

Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Third-party Risk Management release notes

The ServiceNow® TPRM application provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation. TPRM was enhanced and updated in the Washington DC release.

Third-party Risk Management highlights for the Washington DC release

- Automate assessments with the event-driven management feature.
- Use terminated third parties for new due diligence requests for onboarding.
- View new reports on the Due diligence management dashboard.
- Track and verify all licensable activity.

See Third-party Risk Management for more information.

Important: Third-party Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Event-driven management — automate external assessment processes

Configure the rules that auto-generate and send questionnaires and document requests to engagements and third parties by using the event-driven management feature. For engagements and third parties that meet the criteria you define, you specify the schedule and the questionnaire and document request templates. You can automate all assessment types except onboarding.

New user group: Due diligence request assigners

Enable each member of the Due diligence request assigners group to receive an email notification of the new requests for due diligence. For requests in the **New** or **Unassigned** state, the owner isn’t yet specified. Any group member can assign the owner.

New reports on the Due diligence management dashboard

Use the Due diligence management reports, as a third-party risk manager or assessor, to track, prioritize, and manage your responsibilities.

Tracking licensable activity

View all billable activities, otherwise known as licensable activities, in the usage analytics activities table for tracking and verification purposes.

Changed in this release

Terminated third parties are now available for new DD requests for onboarding

You can now reactivate a third party that is in the **Terminated** status. You can select a terminated third party when you are creating due diligence requests for onboarding new engagements. If such a request is accepted and closed, the third party's status is changed to **Active**.

New [sn_svdp.allow_assessor_edit] property of Third-Party Risk Assessor role

The default setting for the [sn_svdp.allow_assessor_edit] property enables Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] to answer questions or modify responses in third-party questionnaires. For instructions on setting this property, see Configure TPRM properties.

Activation information

Install TPRM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Washington DC release.

Healthcare and Life Sciences Service Management Core release notes

The ServiceNow® Healthcare and Life Sciences Service Management Core application streamlines healthcare operations with automated processes. Healthcare and Life Sciences Service Management Core was enhanced and updated in the Washington DC release.

Healthcare and Life Sciences Service Management Core highlights for the Washington DC release

- Utilize the enhanced EMR Help application capabilities for requesters to create HCLS (Healthcare and Life Sciences) cases.
- Use improved data alignment within the Healthcare and Life Sciences data model.
- Leverage automated case summarization using the generative AI capabilities of Now Assist.

See Exploring Healthcare and Life Sciences Service Management Core for more information.

Important: Healthcare and Life Sciences Service Management Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Healthcare and Life Sciences Service Management Core to Washington DC

During the upgrade to Washington DC, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables:

- Member Plan [sn_hcls_member_plan]
- Medication [sn_hcls_medication]
- Immunization [sn_hcls_immunization]
- Enrolled Program [sn_hcls_enrolled_program]
- Enrolled Program Service [sn_hcls_enrolled_program_service]

In addition, the following tables have had their parent tables removed and are standalone tables:

- Healthcare Organization[sn_hcls_organization]
- Healthcare Location[sn_hcls_location]
- Practitioner Location[sn_hcls_practitioner_facility]

This reparenting enables customers to use the organizations and location tables for a broader set of use cases.

Existing data is migrated in the following manner so that existing functionality isn't impacted:

1. Reference of location field in sn_hcls_immunization updated to use cmn_location.
2. All data is moved from Healthcare Sold Product to Install Base Item tables.
3. Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product.
4. The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state.
5. All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location.
   a. The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference.
   b. Records that refer to a service organization are updated with a reference to the appropriate business location.
   c. Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location.
   d. Records that contain healthcare location data will contain the parent service organization of that healthcare location.

Note: You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.

New in the Washington DC release

Case summarization using Now Assist

Generate a summary from the fields that you select on a case record to quickly understand the case context by using case summarization within Workspace.

Changed in this release

EMR Help enhanced for HCLS case creation

The EMR Help application has been enhanced to provide requesters with the capability to create additional HCLS cases. For more information on the EMR Help application, see Exploring EMR Help.

Data model further aligned with Customer Service Management (CSM)

The following updates have been made to the data model to take advantage of the core CSM install base item capabilities to track internal and external items:

- The following tables now extend Install Base Item instead of Healthcare sold product:
  - Member Plan [sn_hcls_member_plan]
  - Medication [sn_hcls_medication]
  - Immunization [sn_hcls_immunization]
  - Enrolled Program [sn_hcls_enrolled_program]
  - Enrolled Program Service [sn_hcls_enrolled_program_service]
- This update impacts the following columns:
  - The hcls_state field under table Enrolled Program and Enrolled Program Service tables has been deprecated and the state field from the Install Base table is used going forward. Data is moved from hcls_state field to state field.
  - The parent column now refers to the parent install base item to ensure that proper parent-child relation is maintained.
  - The source_task column under the Enrolled Program and Enrolled Program Service tables is now tracked using the affected install base item m:m table.

Healthcare locations and organizations realigned for multi-industry cases

- The Healthcare Organization [sn_hcls_organization] table is now a standalone table and no longer extends Service Organization.
  - In some cases, custom tables might have a reference to a Company/ Service Organization that can contain the value of a healthcare organization. In scenarios where custom columns refer to Service Organization and have Healthcare Organization data, reach out to Now Support for the migration script.
  - Parent field now refers to Healthcare organization.
- Healthcare Location [sn_hcls_location] table is now a standalone table and no longer extends Service Organization.
  - Healthcare Cases, Install Base records, and Sold Product records can no longer be created for Healthcare Locations. For existing records of these types, the Healthcare Location value is replaced by the service organization value of the associated Healthcare Organization as a Healthcare location is always associated with a Healthcare Organization.
  - Service_organization_parent field data has been cloned to the parent location field. Parent location is used going forward.
  - Parent field data has been cloned to the organization field. Organization is used going forward.
- Practitioner Location [sn_hcls_practitioner_facility] table is a standalone table and no longer extends Service Organization Member.
  - In instances where a mapping exists between a healthcare location and a practitioner, the mapping is updated to be between the healthcare organization (of the associated healthcare location) and that practitioner because Healthcare Location is now a standalone table and no longer extends the Business Location table.
  - Service_organization field data has been cloned to location field. Location is used going forward.

Removed in this release

- The Consumable Model [cmdb_consumable_product_model] table has been removed from the data model.

Deprecations

- The Healthcare Sold Product [sn_hcls_sold_product] table has been deprecated.

- The Payer Plan [sn_hcls_payer_plan] table has been deprecated. Where this table was previously used, the Medical Insurance Model table [sn_ent_medical_insurance_model] is used going forward.

- The Medication Product Model [sn_hcls_medication_product] table has been deprecated. Where this table was previously used, the Medication Model [sn_ent_medication_model] table is used going forward.
- The Vaccine Product [sn_hcls_vaccine_product] table has been deprecated. Where this table was previously used, the Vaccination Model [sn_ent_vaccination_model] table is used going forward.

  For all deprecated tables, existing customer data is moved to the new tables when the upgrade occurs. Codeset records of type **Medication code** and **Form code** will be copied from the HCLS codeset to ENT model classification. Records in the new tables refer to codeset type records in the ENT model classification table.

Activation information

Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application provides to foundation for the Healthcare and Life Sciences Service Management Core application. You can leverage the entire functionality of the ServiceNow® Customer Service Management (CSM) application within Healthcare and Life Sciences Service Management Core.

EMR Help release notes

The ServiceNow® EMR Help application simplifies and streamlines the process to submit requests related to an electronic medical record (EMR) system. EMR Help was enhanced and updated in the Washington DC release.

EMR Help highlights for the Washington DC release

- Create healthcare cases directly from the EMR to expedite resolution, enhance clinical efficiency, and improve patient outcomes.
- View contextual session information at a glance while fulfilling EMR Help requests in Workspace for a more efficient resolution process.
- Review a summary of submitted request information without exiting the EMR Help portal.

See EMR Help for more information.

Important: EMR Help is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Creating requests within your EMR

Use the EMR Help portal to create healthcare cases without leaving your EMR system.

UI changes

EMR session information is now displayed in the contextual side panel

EMR session information is displayed on the contextual side panel of request records generated from the EMR Help portal.

Additional info tab in EMR Help portal

A read-only additional info tab has been included in the EMR Help portal for requests. This tab displays the details that you submitted for reference.

Changed in this release

EMR Help now in Healthcare and Life Sciences Service Management Core

Starting with the Washington DC release, when you install Healthcare and Life Sciences Service Management Core, EMR Help is installed as well.

Activation information

Install EMR Help by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare and Life Sciences Service Management Core

ServiceNow® Healthcare and Life Sciences Service Management Core is a scoped application that provides the Healthcare and Life Sciences data model for Healthcare and Life Sciences industry products, Workspace for viewing patient information and healthcare-related cases, and document templates for managing healthcare-related documents.

Hyperautomation and Low-code release notes

The Now Platform® has new and updated hyperautomation and low-code features in the Washington DC release.

App Engine Studio release notes

The ServiceNow® App Engine Studio (AES) application enables creators of varying skill levels to easily build applications that meet the immediate needs of your organization. App Engine Studio was enhanced and updated in the Washington DC release.

App Engine Studio highlights for the Washington DC release

- Add missing roles for workspaces faster with a new modal in Workspace Builder.
- Take advantage of a standardized builder theme for AES and Workspace Builder.

See Build apps using App Engine Studio for more information.

Important: App Engine Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Quickly add required roles for Workspace Builder

Quickly access and define security for workspaces that don't have an Access Control List (ACL) through a new modal. The new Add user roles to continue modal enables you to add roles and automatically create an Access Control List (ACL) more quickly. You can then edit the roles in the **User access** field of the workspace settings.

UI changes

Updated theme changes in AES and Workspace Builder

Some branding, layout, and color themes for some builders in AES and Workspace Builder were updated to present a more standard and stylized interface.

Activation information

Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Access Control

Work with access control and roles for an application in App Engine Studio.

Catalog Builder

Edit catalog items that you create in App Engine Studio.

Change Management

Control the life cycle of all changes with a systematic approach and facilitate making changes with minimum disruption to IT services.

Configuration Management Database (CMDB)

Build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization.

Decision Builder

Add decision rules and use decision tables so you can decouple decision logic from code.

Email notifications

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

ERP Canvas

Simplify the use of ERP (Enterprise Resource Planning) data from the system of record, such as SAP.

ERP Customization Mining (ERP-CM)

Find application candidates with custom ERP data that are suitable to replatform onto the Now Platform, and work with recommended next steps.

Flow Designer

Edit flows that you create in App Engine Studio.

Integration Hub - Import

Import data into existing tables in App Engine Studio.

Mobile App Builder

Add mobile experiences in App Engine Studio.

Process Automation Designer

Edit cross-functional processes and consolidate them into automated task-oriented views.

Table Builder

Work with data models in a tabular format. Table Builder is exclusive to App Engine Studio.

UI Builder

Edit experiences that you create in App Engine Studio.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Workspace Builder

Edit and customize workspaces built in App Engine Studio.

Delegated Development release notes

The ServiceNow® Delegated Development application enables designated users without a system admin role to develop or deploy applications on the Now Platform. Delegated Development was enhanced and updated in the Washington DC release.

Delegated Development highlights for the Washington DC release

- Simplify Delegated Development roles using the Delegated Admin capability.
- Remove the need to add individual roles for users that have access to all Delegated Development capabilities.

See Delegated development and deployment for more information.

Important: Delegated Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Delegated Admin check box

A Delegated Admin check box is added to the UI that grants the user all available roles and access to all delegated developer permissions when selected.

Activation information

Delegated Development is a Now Platform feature that is active by default.

Flow Designer release notes

The ServiceNow® Flow Designer application enables process owners to automate work without having to code and to build multi-step flows from reusable components. Flow Designer was enhanced and updated in the Washington DC release.

Flow Designer highlights for the Washington DC release

- Create multi-step flows with generative AI.
- Open Flow Designer from within Workflow Studio.
- Save flows automatically as you work on them.
- Start a flow when Performance Analytics conditions are met.
- Undo changes that you've made while editing a flow.
- Use the flow diagramming view to add annotations and Try flow logic.

See Flow Designer for more information.

New in the Washington DC release

Annotations support in diagramming view

Add and edit annotations in the diagramming view.

Content filtering for flow execution details

Restrict access to the sensitive content within the flow execution details with a content filtering rule.

Create an action input from a step input

Create an action input based on the data type of a step input. Map the step input value to the new action input.

Exit Loop flow logic

Exit from a flow logic loop when the conditions of an If flow logic are met. Continue running the flow from the next step after the flow logic loop. This flow logic is also known as break.

FDIH Dashboard

View the average and maximum run times of flows during the last 14 days. Use the trend data to identify the flows that are running unexpectedly.

Flow generation

Create multi-step flow outlines with generative AI. Flow outlines require configuration to add input values and data references.

Go back to flow logic

Return to a prior step in the flow to repeat a sequence of actions.

Proactive Analytics trigger

Use Performance Analytics indicators to start a flow. Define the flow start conditions as a set of Proactive Analytics KPI scores and KPI threshold values.

Save flows automatically as you edit

Flow Designer automatically saves flows as you work on them. Flow Designer no longer displays a **Save** button while you edit a flow.

Skip Iteration flow logic

Skip the current iteration of a flow logic loop when the conditions of an If flow logic are met. Continue running the flow logic loop with the next item in the list. This flow logic is also known as continue.

Try support in diagramming view

Add and configure Try flow logic in the diagramming view.

Undo and redo support

Undo changes that you've made while editing a flow. Redo the changes that you've undone. Flow Designer only tracks changes while you're editing a flow.

User preference for default Flow Designer view

Set the flow diagramming view as the default Flow Designer view.

UI changes

Flows open in a read-only state

Flows open in a read-only state to protect them from accidental changes. Flow authors can use the Edit option when they want to change a flow.

Highlight mandatory inputs

Flow Designer highlights actions that have empty mandatory inputs.

Save flow option moved

The **Save** button has been removed from the Flow Designer canvas. When you're done working on a flow, you can close the browser or flow tab.

Undo and redo options

Added Undo and Redo options to the Flow Designer canvas while editing a flow.

User preferences for flows

Flow preferences have been renamed to User preferences.

Workflow Studio support

Flow Designer opens within Workflow Studio.

Activation information

Flow Designer is a Now Platform feature that is active by default.

Related ServiceNow applications and features

App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Process Automation Designer

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Integration Hub release notes

The ServiceNow® Integration Hub application extends the ServiceNow® Flow Designer workflow automation capabilities by enabling you to integrate your instance data with data in external systems. Integration Hub was enhanced and updated in the Washington DC release.

Integration Hub highlights for the Washington DC release

- Simplify your Stream Connect integrations by using Stream Connect message replication to replicate data from your local Apache Kafka environment.
- Use the improved OpenAPI step for integrating with third-party REST web services.
- Authenticate the OAuth client credential grant type with the on-premise authorization server, and integrate with the corresponding resource server after successful authentication.
- Use the code signing feature that has been enhanced with multi-layer caller inspection of records in the call stack to be signed before going to the ECC queue.

See Integration Hub for more information.

New in the Washington DC release

Stream Connect for Apache Kafka Enhancements

- Use Stream Connect Message Replication to replicate data between your local Apache Kafka environment and ServiceNow. With Stream Connect Message Replication, you no longer need a third-party replicator and can manage message replications from your ServiceNow instance.
- Use Stream Connect Message Replication to enable a MID Server to create the access certificates required to connect to the Hermes Messaging Service. The MID Server can automatically generate the necessary certificates, so you don't need to configure them manually.
- Send messages with an updated Kafka Producer step. Select a topic from a drop-down list and configure values for the message header.

OAuth 2.0 credentials

Connect with an on-premise third-party OAuth authorization server that resides behind a firewall through a MID Server that sends the request for an OAuth token on behalf of your ServiceNow instance. You can use this functionality when you create an application registry for a third-party OAuth provider and in the form, set the Grant type as Client Credentials.

Increased security in code signing with multi-layer caller inspection

The code signing feature has been enhanced with multi-layer caller inspection of records. Multiple layers can call each other before a record or entity can update the ECC queue table. Now, each layer must have a valid certificate and validated before the MID server accesses the record or entity. The ServiceNow platform provides a property that enables you to inspect three caller layers by default.

Changed in this release

Open API step enhancements

The OpenAPI step has several improvements. You can now:

- Save the request response as an attachment record.
- Configure a retry policy to retry a request if the previous one fails or encounters any issues.
- Sync step inputs and step outputs with action inputs and action outputs. Edit step outputs if required.
- Modify the resource path, HTTP methods, query parameters, and headers of a request.
- Add or remove error mapping to an action while resetting action inputs and action outputs.
- Use `oneOf` and `anyOf` schema object properties in the schema.

Multi-layer caller inspection of records going to the ECC queue

Previously, there would be a single layer inspection of records or entities entering the ECC queue. Now, multiple layers calling each other must have a valid certificate and be validated before the record enters the ECC queue. By default, you can support the inspection of three layers.

Deprecations

Starting with Washington DC release, OpenAPI support in the REST step is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Integration Hub is included in Automation Engine and is available with activation of an Automation Engine subscription package. For details, see https://www.servicenow.com/products/automation-engine.html.

Related ServiceNow applications and features

Flow Designer

Flow Designer enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Flow Designer design environment to author flows and actions and to view the results that they produce.

Build apps using App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels used to build applications that meet the immediate needs of your organization.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Connections and Credentials

Credentials and connection information are required to gain access to a computer or network device for ServiceNow® Discovery, ServiceNow® Service Mapping, and ServiceNow® Cloud Management, or to perform work using ServiceNow® Orchestration. When adding content to share on the ServiceNow® Developer Site or the ServiceNow® Store, you can configure connections and credentials relevant to your environment without modifying the built content.

Next Experience Developer Tools release notes

The ServiceNow® Next Experience Developer Tools application provide support for creating components to track and enhance performance and overall improve productivity. Next Experience Developer Tools was enhanced and updated in the Washington DC release.

Next Experience Developer Tools highlights for the Washington DC release

Expand how you test and analyze your page's performance with an additional recording option, view in the events table, and perspective for viewing data.

See Next Experience Developer Tools for more information.

Changed in this release

Auto-stop recording on page load

Profiler can stop recording automatically after a page loads to test page performance.

Component view for event table

Analyze page performance with events grouped by components.

Collapse all rows in compare table

Find differences more quickly in compare view by collapsing all rows and only view rows with differences.

Activation information

Download Next Experience Developer Tools from the Google Chrome Web Store.

Browser requirements

Download Next Experience Developer Tools from the Google Chrome Web Store.

Playbooks release notes

The ServiceNow® Playbooks builder within the Workflow Studio application enables playbook owners to create multiple-flow processes in a diagram or task board interface. The Playbooks builder was enhanced and updated in the Washington DC release.

Playbooks highlights for the Washington DC release

- Processes are now called Playbooks in both the builder and in Playbook Experience.
- Open the Playbooks builder in Workflow Studio. Workflow Studio enables workflow owners to author, configure, and monitor playbooks, flows, subflows, actions, and decision tables in one place.
- Restart your entire playbook, or restart from a specific activity or stage.
- Use dynamic inputs to return variables in your activities.
- Trigger a playbook from any entitled table. For more information, see the Removed from this release section.
- Skip creating an activity definition when adding an automation only activity.

See Exploring Playbooks for more information.

Important: Playbooks is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Playbooks to Washington DC

After you upgrade to Washington DC, update the Playbooks and Workflow Studio applications in the ServiceNow Store.

New in the Washington DC release

Workflow Studio

Build and manage playbooks, flows, subflows, actions, and decisions from a shared access point.

Restart

Restart your entire playbook, or restart from a specific activity or stage.

Role for canceling a process

Admins can grant users a new role that allows them to cancel running playbooks without the pd_admin role or write access to the parent record.

Run activity as a specific user

Use the Flow Designer **Run As** property to determine the role that runs an activity.

Dynamic Inputs

Use dynamic inputs to return variables in your activities for use cases such as submitting a catalog request.

Automation assets

Choose an action, subflow, or flow in the activity picker when adding an automation only activity, instead creating an activity definition.

Form views enhancement

View and modify form views with Form Builder in a new Workflow Studio tab.

Vancouver 24.2 release

See 24.2 features in the Vancouver Playbooks release notes:

- Decision activities
- Archive processes
- Field picker

UI changes

Processes

A process is now called a playbook during both design time in Workflow Studio, as well as during runtime in Playbook Experience.

Removed in this release

- The trigger license requirement has been removed, allowing you to use any entitled table to trigger a playbook.

Activation information

While the interface lives in Workflow Studio, they are separate ServiceNow Store apps. Workflow Studio is part of the Now Platform® and available by default. Get the latest playbooks functionality by downloading the app in the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio consolidates Process Automation Designer, Flow Designer, Action Designer, Integration Hub integrations, and Decision Builder into one design environment. Author, configure, and monitor all of your workflows in a streamlined experience.

Flow Designer

ServiceNow® Flow Designer enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Flow Designer design environment to author flows and actions and to view the results they produce.

Playbook Experiences

ServiceNow® Playbook experiences enable you to customize the default Playbook user experience to interact with your desired business process workflow.

Robotic Process Automation (RPA) Hub release notes

The ServiceNow® RPA Hub application enables end-to-end automation for your organization. RPA Hub was enhanced and updated in the Washington DC release. Install the RPA Hub application version 8.0.x or later to activate the following features.

RPA Hub highlights for the Washington DC release

- Use the Embedded Task Automation feature to trigger attended bot processes, also known as attended automations, from ServiceNow forms, playbooks, workspaces, and so on.
- Retrieve sensitive information, such as usernames and passwords, securely from various external vaults by enabling the external credential vault feature in RPA Hub.
- Store the logs of a process execution in a readable format through flat files.
- New actions and subflow such as **Change Life Cycle Stage Status of a Bot Process** Action, **Stop Process** Action, and **Stop Process** Subflow are available in the Flow Designer that further refine RPA integration via flows, subflows, and APIs.
- Enhanced Universal App Connector.

See Robotic Process Automation (RPA) Hub for more information.

Important: RPA Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading RPA Hub to Washington DC

Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:

- RPA Desktop Design Studio
- Attended Robot
- Unattended Robot
- Unattended Robot Login Agent

For more information, see Download the RPA applications from RPA Hub.

The following upgrade steps are applicable only when you're upgrading from San Diego or Tokyo to Washington DC.

Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or before to Washington DC.

Before upgrading RPA Hub to Washington DC, you must set the value of the `glide.rollback.blacklist.TableParentChange.change` system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.

After you upgrade to the Washington DC, the bot process definitions change to the new structure, which is the bot process configuration.

Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the Utah version without updating the system property value, the tables don’t extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the Now Support Knowledge Base.

New in the Washington DC release

Embedded Task Automation in RPA Hub

Trigger attended bot processes, also known as attended automations, from the ServiceNow forms, playbooks, workspaces, and so on.

To trigger this bot process from the ServiceNow form, select the **Enable Embedded Task Automation** check box in the Access section of an attended Bot Process form. After enabling this check box, two additional tabs, Process Field Parameters and Attended Configuration, are available on the Bot Process form. For more information about the Bot Process form, see Bot Process form.

On the Process Field Parameters tab, create dynamic parameters that are used in the bot process. Process field parameters are used for setting a value or getting the value of a field on a particular form. For more information about creating process field parameters, see Create a process field parameter in RPA Hub. You can also create a parameter from the Field Parameter Mappings tab by selecting the **Create parameter** button from the Attended Configurations menu. For more information, see Map a table field to a bot process field parameter in RPA Hub.

In the RPA Hub workspace, create an attended configuration record. For more information about creating an attended configuration record, see Create an attended configuration record in RPA Hub.

On the Field Parameter Mappings tab, map the form fields to the process field parameters that are used in the automations. This process enables an easy data flow during the execution of a bot process. For more information about mapping field parameters, see Map a table field to a bot process field parameter in RPA Hub.

Activate the attended configuration record to trigger the attended bot process. For more information, see Activate an attended configuration record in RPA Hub.

New components for Embedded Task Automation

The following four new components are added to the new **Forms** section in RPA Desktop Design Studio. These components are available under the new ServiceNow category in the Toolbox pane.

- **AttendedConfigurations** component: Segregate the execution of the automations in a single automation project and call the respective logic according to the action invoked. For more information, see Use the AttendedConfigurations component.

- **GetProcessFieldParameters** component: Fetch the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the GetProcessFieldParameters component.
- **GetRecordContextID** component: Fetch the current record sys_id of the ServiceNow form, from where the automation is triggered. For more information, see Use the GetRecordContextID component.
- **SetProcessFieldParameters** component: Update the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the SetProcessFieldParameters component.

External credential vault in RPA Hub

In RPA Hub, you can retrieve robot credentials, application credentials, or Time-based One-time Password (TOTP) seeds from the external credential vault.

Create an external credential vault record in RPA Hub to register your external credential vault for further usage by the robot. For more information, see Create an external credential vault record in RPA Hub.

A new **External Credential** check box is available in the credential set form, an application credential form, and a TOTP authenticator form. If this check box is selected, the credentials or TOTP seed is fetched from a configured external credential vault. If the check box is selected in the TOTP authenticator form, the seed is fetched from a configured external credential vault. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub.

If the application credential record has the **External Credential** check box enabled, then the **SetApplicationCredential** component in RPA Desktop Design Studio doesn't set the credentials and displays an error. For more information about the **SetApplicationCredential** component, see Use the SetApplicationCredential component.

Use the steps listed in the Steps to configure an external credential vault in RPA Hub topic to guide you through all the tasks of configuring an external credential vault in RPA Hub.

Storage of process execution data in flat files

In RPA Hub, you can configure the output type as flat files for the execution logs that are generated on the robot machine.

On the Bot Process form, select an output type of the execution log file from the **Output Type** field from the Log Settings section. This field appears when the **Track Execution Logs** option is selected and when the **Robot Machine** is selected from the **Storage** field.

The location of the flat files is `Users\<Userprofile>\ServiceNow RPA Logs\.executionlogs\{InstanceName}\.archive\{ProcessJob number}` in the machine on which you have installed the attended or unattended robot.

If the size of the flat file exceeds 10 MB, it splits into multiple flat files with the log sequence appended to the file names until it executes the automation. A flat file doesn't log the data of input or output ports in a component or method that you have selected as **Mark Data as Sensitive** in the RPA Desktop Design Studio.

New Flow Designer Actions and Subflow

Invoke the following new actions and subflow in Flow Designer:

- **Change Life Cycle Stage Status of a Bot Process** Action to modify the life cycle stage status of a bot process that is not retired.
- **Stop Process** Action and **Stop Process** subflow to stop a bot process. If the robot pool option is enabled for the bot process, it stops all the robots assigned to the pool. If Graceful Stop is enabled, it provides a capability for robots to exit the automation smoothly. Graceful Stop is not applicable for bot processes with the robot pool option enabled.

Wait for any screen method at the Universal App Connector level

In RPA Desktop Design Studio, the **WaitForAnyScreen** method appears in the **Object Explorer** pane when you double-click the **Universal App connector** object under the **Global Objects** pane.

The **WaitForAnyScreen** method finds an application screen within a specified duration, and then you can enable it to pass the control to another method. You can set up multiple application screens that appear in an order on the method, and the **WaitForAnyScreen** method tries to find a screen starting from the first application screen by matching the screen match rules. If the method doesn't find a screen, it tries to find the next screen in the order. However, if the method finds a screen, it completes execution and doesn't proceed to the screens next in the order. If the method doesn't find any screen within the specified duration, you may optionally enable it to pass the control to another component through the **ELSE** port.

SetPassword Method

In RPA Desktop Design Studio, the **SetPassword** method automates securely entering a password in the password field of a web-based, Java, or Windows application. It accepts the password as a **SECURE STRING** type and then enters it in the password field.

SimulateMouseEvent Method

In the RPA Desktop Design Studio, the **SimulateMouseEvent** method automates simulating a mouse event on an element on a web-based application. For example, automate the right-click mouse event on a button to open a context menu. The screen element on which the mouse event occurs must priorly have the mouse event defined in the HTML. The method supports a list of mouse events and mouse button types.

IEnumerable data type port in connectors

The **IEnumerable** input data type enables methods to accept arrays, array lists, and lists. This input data type port is available in multiple connectors.

Universal App connector supports Shadow DOM elements

The **XPath** and the **CssSelector** locators in the Universal App connector shows the full XPath and CSS path with the Shadow DOM elements, if a web application uses Shadow DOM.

UI changes

New source type in the Triggered By field in Process Job form

If an attended automation is triggered from the ServiceNow form, it's determined by the new **Embedded Task Automation** source type. This source type can be found in the **Triggered By** field on the Process Job form.

New fields for the external credential vault

After selecting the new **External Credential** check box that is available in the credential set form, an application credential form, and a TOTP authenticator form, two new fields **External Credential Vault** and **Subflow Input** are available. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub.

Element name appears in the Name field of the Capture Element dialog

In the RPA Desktop Design Studio, after configuring an application screen to the Universal App Connector, when you move the cursor over an element on the screen, the element name appears in the **Name** field of the **Capture Element** dialog by default. If the element name isn't available, its ID appears in the **Name** field. Otherwise, the element type appears in the **Name** field. You can optionally replace the default value in the **Name** field with a custom name.

Changed in this release

Manage plugins from a single location

In the RPA Desktop Design Studio, install, view, update, or remove plugins from the **Plugin Manager** window or the **Plugins** node in the **Project Explorer** pane.

New location for the Attachments and Flow Designer components in the Toolbox pane

In RPA Desktop Design Studio, the Attachments and Flow Designer components are available under the new ServiceNow category in the Toolbox pane.

Activation information

Install RPA Hub by requesting it from the ServiceNow Store.

For cumulative release notes information on RPA Hub, see RPA Hub release notes.

For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes.

For cumulative release notes information on RPA sample templates, see RPA sample template release notes.

If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your Now Platform instance at **All** > **System Applications** > **All Available Applications**.

Additional requirements

To use the Unattended Robot application, the minimum requirements are as follows:

- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

To use the Unattended Robot application, the recommended requirements are:

- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

An unattended robot is mapped to only one machine.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the minimum requirements are as follows:

- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

To use the Attended Robot application, the recommended requirements are as follows:

- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the minimum requirements are as follows:

- Intel Processor (Core i5 or later)
- 4-GB RAM.
- 20-GB free disk space.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

To use the RPA Desktop Design Studio application, the recommended requirements are as follows:

- Intel Processor (Core i7).
- 8-GB RAM.
- 50-GB free disk space.

- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

Browser requirements

ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

Localization information

RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Flow Designer integrates with RPA Hub for a seamless robot execution. You can use the Flow Designer design environment to author flows and actions, as well as view the results they produce.

Table Builder release notes

The ServiceNow® Table Builder application is a centralized way to build tables, forms, and display logic. Table Builder was enhanced and updated in the Washington DC release.

Table Builder highlights for the Washington DC release

- Access Form Builder from the Additional actions menu on any form on the Now Platform, from the Related Links section of any table, and from UI Builder.
- View preferred reference tables when creating a table from a spreadsheet in App Engine Studio.
- Use features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine.

See Table Builder for more information.

New in the Washington DC release

Standalone Form Builder access

Access a streamlined and standalone version of Form Builder through the Additional actions menu on any form on the platform without having to move through other applications to use it.

Access to Form Builder in Related Links section

Navigate directly to Form Builder from the Related Links section of any table. Form Builder is a streamlined form-building experience that combines the best features of Form Layout and Form Designer.

Access Form Builder from UI Builder

Access Form Builder and edit your forms directly from the UI Builder stage.

View preferred reference tables when creating a table from a spreadsheet

When you create a table from a spreadsheet in App Engine Studio, reference tables are listed in preferred order. You can see tables in your application and commonly used ServiceNow tables before a list of all other available reference tables.

New features from Table Builder for App Engine

Features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine are now available in the consolidated Table Builder application.

Activation information

Table Builder is a Now Platform feature that is active by default when you install App Engine Studio.

Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

ServiceNow® App Engine Studio (AES) is a guided, low-code tool for developing rich web applications to store information, automate business processes, and solve business problems.

Table Builder for App Engine release notes

The ServiceNow® Table Builder for App Engine application is now part of the Table Builder application. Table Builder was enhanced and updated in the Washington DC release.

Deprecations

The Table Builder for App Engine application has been combined with the Table Builder application. For more information, see Table Builder release notes.

UI Builder release notes

The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components. UI Builder was enhanced and updated in the Washington DC release.

UI Builder highlights for the Washington DC release

- Receive more frequent updates to UI Builder now that it is available in the ServiceNow Store.
- More easily link components to dynamic data through improved data binding and formula authoring.
- Quickly find data resources through a new data drawer and an improved browsing experience.
- Quickly edit column layouts and columns on a UI Builder page from the content tree or the stage.
- Access Form Builder directly from within the form component on the UI Builder stage.

See UI Builder for more information.

Important: UI Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading UI Builder to Washington DC

After your upgrade to Washington DC, update the UI Builder application from the ServiceNow Store.

New in the Washington DC release

Custom images

Upload custom images in the Icon and Image components.

Modeless Dialogs

Overlay information on a page so you can interact with both the main content and the window content through a UI Builder Modeless Dialog.

Integration of UI Builder and Form Builder

Access Form Builder directly from within the form component on the UI Builder stage.

Changed in this release

Column layout improvements

Reorder, delete, add, and rename columns in column layouts from the content tree and the stage.

Controller component configuration improvements

Use the simplified component configuration for controller properties to more easily connect to data and scripts from UI Builder pages.

Simplified data binding

Bind data visually using a simplified process for specifying tables, variables, and formulas.

Data resource configuration improvements

Browse, locate, add, and configure data resources using the new data drawer.

Simplified addition of tabs

Add tabs in UI Builder pages right from the stage.

Improved image selection process

More easily browse available platform icons to use in the Icon component.

New theme for UI Builder

The ServiceNow® Tools and Admin theme is now applied to UI Builder to provide a consistent look and feel across builder applications.

Activation information

UI Builder is active by default.

Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

Create apps in ServiceNow App Engine Studio for which you can then create the user interface in ServiceNow UI Builder.

Workflow Studio release notes

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications. Workflow Studio is a new application in the Washington DC release.

Workflow Studio highlights for the Washington DC release

- Create process automation workflows from Workflow Studio.
- See all your process automation workflows from a single consolidated interface.
- See work details across your process automation workflows.

See Workflow Studio for more information.

Workflow Studio features

Decision Builder

Access Decision Builder from Workflow Studio. Use Decision Builder to create and maintain decision rules.

Flow Designer

Access Flow Designer from Workflow Studio. Use Flow Designer to build multi-step flows from reusable components without having to code.

Integration Hub Connections dashboard

Access the Integration Hub Connections dashboard from Workflow Studio. Use the Integration Hub Connections dashboard to view and configure your connection and credential aliases through a simplified interface.

Playbooks

Access Playbooks from Workflow Studio. Use Playbooks to author cross-enterprise workflows and create a single, unified process.

UI changes

Decision Builder

Decision Builder opens within Workflow Studio. The prior Decision Builder menu option now opens Workflow Studio.

Flow Designer

Flow Designer opens within Workflow Studio. The prior Flow Designer menu option now opens Workflow Studio.

Integration Hub Connections dashboard

The Integration Hub Connections dashboard opens within Workflow Studio. The prior Integration Hub Connections dashboard menu option now opens Workflow Studio.

Playbooks

Playbooks opens within Workflow Studio. The prior Playbooks menu option now opens Workflow Studio.

Activation information

Workflow Studio is a Now Platform feature that is active by default. Each application within Workflow Studio has its own activation information and requirements. See the documentation for each component for more information about activation and subscription requirements.

Related ServiceNow applications and features

Decision Builder
: Decision Builder enables developers to decouple decision logic from their code by creating and maintaining decision rules.

Flow Designer
: Flow Designer is a Now Platform® feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Integration Hub
: Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes
: Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server
: The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Process Automation Designer
: ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub
: Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Delegated Development release notes

The ServiceNow® Delegated Development application enables designated users without a system admin role to develop or deploy applications on the Now Platform. Delegated Development was enhanced and updated in the Washington DC release.

Delegated Development highlights for the Washington DC release

- Simplify Delegated Development roles using the Delegated Admin capability.
- Remove the need to add individual roles for users that have access to all Delegated Development capabilities.

See Delegated development and deployment for more information.

Important: Delegated Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Delegated Admin check box
: A Delegated Admin check box is added to the UI that grants the user all available roles and access to all delegated developer permissions when selected.

Activation information

Delegated Development is a Now Platform feature that is active by default.

Next Experience Components release notes

The ServiceNow® Next Experience Components are the components used to build custom user interfaces. Next Experience Components was enhanced and updated in the Washington DC release.

Next Experience Components highlights for the Washington DC release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc.
- Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.
- Reuse components across multiple user interfaces to create a cohesive experience for your end users.
- Use preset property values to configure properties and event handlers automatically for a component so the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).
- Upgraded components for accessibility. For more information, see the Accessibility information section in these release notes.

New in the Washington DC release

Components

Component	Description
Color selector	A color library that can be used to search for, select, and save colors. Hexcodes, RGB, and HSL values are accepted, and custom colors can be used.
Related Items	Information related to a case record displayed with cards in the side panel and categorized in an expandable accordion. Optionally, the user can display the data as a full-featured list with sorting and filtering capabilities.

Components (continued)

Component	Description
Relative date time picker	Form control that enables users to select a range of dates and times. Includes a section to customize the range of dates displayed on the calendar.

Page templates

Template	Description
Confirm Publish Modal	Modal used as a page template that enables Knowledge Management users to publish articles to the Knowledge Base.
Record page vertical	Page template used to manage related lists and UI pages on a record page within groups. This page template contains preset values that make the page work without requiring complex configuration.
Retire Confirmation Modal	Modal used as a page template that enables Knowledge Management users to retire obsolete articles from the knowledge base and select replacement articles.
Standard List	Page template built with a record list bundle and a list menu contained in a resizable panes component, all with preset configuration values. Users can export records in different formats and share custom lists with other users. The List Controller used in this page template contains configurable properties.

Bundles

Bundle	Description
Record list	The record list bundle is a combination of components that include a list header, list body, and pagination component. This new iteration of the list component includes preset configuration values and a list controller.

Changed in this release

Components

Component	Enhancements
Activity Stream	• Hide the discard draft, pop-out button, create email, and view drafts buttons. • Change the send email button style from primary to secondary. • Display email subject when there are multiple modeless dialogs or when they are minimized. • Insert email template and insert KB link with modeless dialog.

Components (continued)

Component	Enhancements
Attachments	New property for defining the maximum allowable size for an attachment.
Date - Time	**Default time** [initialTime] property that sets the default start time for the component. If not set, the time defaults to midnight.
Email Composer	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Added support for Modeless dialog experience.
Email Composer (mini)	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Support for Modeless dialog experience.
Heading	• Font header sizes decreased in Workspace to increase data density. • Hero heading size alternative to primary for users who still prefer the original, larger heading size.
Icon	Use custom icons in any standard image format. Custom icons aren’t added to the library on the instance and aren’t cached.
Image	Use custom images in any standard image format. Custom icons aren't added to the library on the instance and aren't cached.
Input	AI Indicator signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Kanban board	• Enable dependency lines to indicate relationships between cards on the board. • Show the swimlane header in the row.
List selector	• Popovers triggered from items in the Available items and Selected items lists display details of the current record. You can configure the content of the popovers and select the items that show the trigger icon. • Select how the component is displayed. The choices are as follows: ◦ Compact ◦ 2 panels ◦ Dotwalk (default)

Components (continued)

Component	Enhancements
	• Prevent users from reordering items in the Selected Items list. • Reveal all hidden controls inside the component.
Modeless dialog	• Define the header text that wraps to 2 lines and truncates after the second line. • Replace the initial variant color type with a primary or secondary type that adds color to the heading. • Add a button icon that triggers an action in the optional button slot. • Change where the modeless dialog appears when triggered by a user. By default it appears in the center, but you can have the dialog appear in the top left or right, or bottom left or right. • Use keyboard shortcuts to move the dialog up, down, left, and right.
Recommended Actions	• Configurable panel title and tab headings. • Configurable tab order. • New Search tab that contains a search input field and cards for search results. • History moved from a tab to a new panel triggered from an iconic button. • Background color for hint text and an icon in the search results cards.
Resizable panes	Keyboard key combination to change the layout to only left pane, both panes, and only right pane.
Select	AI Indicator to signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Textarea	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.
Typeahead	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.
Typeahead-multi	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.

Data visualization charts

Chart	Enhancement
Bar visualization	Pareto type of bar visualization. A Pareto chart is similar to the vertical bar chart, but it also includes a line graph. A Pareto chart displays vertical bars that represent individual values (frequency or cost) in descending order, and a line with data points that represent the cumulative total. The Pareto chart also marks the 80% point on the y-axis with a horizontal line, which the user can hide.
Indicator scorecard visualization	• Latest score bar that you can display for a graphical representation of the most recent indicator score. A blue bar for score of 1 or above, an orange bar for -1 and below, and no bar for 0 (zero) score. Score value displays upon hover. • Show all groups with no limit, or enable the user to display a value above 20.
Time series visualization	Date range picker that adds a date range drop-down that the user can use to change quickly the time range displayed to one of the predefined date ranges.

Activation information

Next Experience Components is a Now Platform feature that is active by default.

Accessibility information

The following accessibility enhancements were made to the Next Experience Components in the Washington DC release.

Support for magnification software and screen readers

The following Next Experience Components were updated to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers).

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform.

- Agent chat [sn-agent-chat]
- Agent inbox [sn-agent-inbox]
- Canvas tabs [sn-canvas-tabs]
- Chat input [sn-chat-input]
- Chat mention suggestion [sn-chat-mention-suggestion]
- Checklist [now-checklist]
- Date time calendar [now-date-time-calendar]
- Document viewer [sn-document-viewer]
- Drag and drop [sn-drag-and-drop]
- Field select [sn-record-field-list-reorder-list]
- List selector [sn-list-selector]

- Notification setting popover content [notification-setting-popover-content]
- Presence popover content [sn-presence-popover-content]

Support for reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

- Action bar [now-record-common-uiactionbar]
- Agent chat [sn-agent-chat]
- Appointment calendar [now-appointment-calendar]
- Bar chart [now-vis-bar]
- Bubble visualization [now-vis-bubble-wrapper]
- Calendar [now-calendar]
- Carousel [sn-carousel]
- Checklist [now-checklist]
- Contact card [sn-contact-card]
- Content tree [now-content-tree]
- Contextual sidebar [now-contectual-sidebar]
- Customer activity [sn-customer-activity]
- Date range picker [now-date-range-picker]
- Dial chart [now-vis-dial]
- Document display [sn-document-display]
- Document intelligence [sn-docintel-iframe]
- Express list [sn-itom-aiops-list]
- Filter [now-filter]
- Form [now-record-form-selection-column-layout]
- Gauge chart [now-vis-gauge]
- Geomap visualization [now-vis-geomap-wrapper]
- Heatmap visualization [now-vis-heatmap-wrapper]
- ITOM Metric Explorer [sn-itom-metric-explorer]
- Kanban board [now-visual-board]
- Knowledge blocks [sn-knowledge-blocks-connected-uib]
- Knowledge content [sn-knowledge-content]
- List selector [sn-list-selector]

- Pagination control [now-pagination]
- Pie/donut visualization [now-vis-pie-wrapper]
- Pivot table visualization [sn-multipivot]
- Playbook activity viewer [now-playbook-activity-viewer]
- Playbook experience [now-playbook-experience-connected]
- Playbook modals [now-playbook-modals]
- Playbook stage picker [now-playbook-stage-picker]
- Service Health Dashboard New [sn-itom-service-dashboard]
- Single score [now-score-advanced]
- Timeseries visualization [now-vis-timeseries-wrapper]

Support for speech-to-text

The following Next Experience Components were updated to match visual labels to their accessible labels. If the accessible label is different from the visual label, speech-to-text software can't identify and activate the interactive element. Matched visual and accessible labels enable speech-to-text software, such as Dragon Naturally Speaking, to identify these components in the user interface rather than doing a slow grid-based navigation offered by the speech-to-text assistant technologies.

- Dropdown [now-dropdown]
- Input [now-input]
- Record list [now-record-list]
- Record number [now-record-number]
- Text link [now-text-link]
- Toggle [now-toggle]
- Typeahead [now-typeahead]
- Typeahead multi [now-typeahead-multi]

General accessibility enhancements

The following components were updated to meet internationally recognized accessibility standards.

- Appointment calendar [now-appointment-calendar]
- Calendar [now-calendar]
- Checklist [now-checklist]
- Contact card [sn-contact-card]
- Content tree [now-content-tree]
- Kanban [now-visual-board]
- Playbook activity picker [now-playbook-activity-picker]
- Radio group [now-radio-group]

Related ServiceNow applications and features

UI Builder

UI Builder is a low-code tool that enables users to build pages for workspace and portal web-based experiences.

Workspace UI

Use components to build custom workspace experiences for agents who solve internal or external customer issues.

Intelligent Experiences release notes

Intelligent Experiences has new and updated features in the Washington DC release.

Document Intelligence release notes

The ServiceNow® Document Intelligence application is an artificial intelligence (AI) solution that quickly and accurately categorizes and extracts information from documents. Document Intelligence was enhanced and updated in the Washington DC release.

Document Intelligence highlights for the Washington DC release

- Extract data from tables easily using the draw tool on an area of the document you want to extract.
- Leverage DocIntel in your automations by creating integrations with Automation Center.

See Document Intelligence for more information.

Important: Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Draw tool for data extraction

Extract data from tables easily using the draw tool to select a document area and extract the information.

UI changes

Usability enhancements to table extraction features

Various table extraction features are updated to create a more consistent user experience.

Changed in this release

Increase to default limits

The file size limit for attachments is increased to 10 MB. The maximum number of document tasks processed per instance per day is increased to 2,000.

Improvements to AI quality for invoices

Improve extraction outcomes by leveraging more powerful AI models, prebuilt use case configurations, and user-defined hints.

Activation information

Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), Predictive Intelligence (com.glide.platform_ml), and Document Intelligence UIB Component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.

Accessibility information

General accessibility enhancements

Various Document Intelligence features were updated to create a more accessible user experience.

- Updated controls and messages to provide correct labels and other relevant information to Assistive Technology users (for example, screen reader users).
- Provided alternative text for informative images and icons so that the purpose of those images is conveyed to Assistive Technology users.
- Improved color contrast for text and images to meet minimum standard guidelines:
    - Regular sized text has a minimum contrast ratio of at least 4.5:1.
    - Graphics and user-interface components have a minimum contrast ratio of at least 3:1.
- Standardized design patterns for components to improve screen reader detection.
- Updated Call to actions (CTAs) and tooltips so they can be dismissed via a keyboard, without moving a mouse or pointer. For example, using the Escape key.
- Corrected focus order issue with **Auto-fill mode** check box controls.
- Corrected focus order issue with the Auto-fill mode thumbnail sidebar.
- Updated **Auto-fill mode – Custom Select** to provide additional visual cues to convey selected state info, instead of using color only to convey the information.
- Updated **Auto-fill mode – Custom Select** to programmatically indicate the ABC toggle control's selected state.
- Updated so that text size can be increased to 200% through your browser settings without loss of content or functionality.
- Updated to allow changes to text spacing without loss of content or functionality. For example, some users apply custom text spacing styles to browser content to improve readability.

Related ServiceNow applications and features

Customer Service Management

Use Document Intelligence for Customer Service Management (CSM) to extract relevant information from email and case attachments, such as account numbers or customer addresses, and add that information to cases.

Financial Services Operations

Use Document Intelligence integrated with the digital workflows in the Financial Services Operations applications to help your organization quickly automate document processing and accurately extract information from documents to the Now Platform.

Accounts Payable Operations

Use Document Intelligence for Accounts Payable Operations to quickly and accurately extract information from invoice documents that are received as attachments via email, and create invoice records in the Accounts Payable Operations application.

Automation Center

Use Document Intelligence for Automation Center to discover automation opportunities for document processing using DocIntel automation metrics.

Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language module (LLM) providers on the Now Platform to reduce complexity and enhance the user experience by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Washington DC release.

Generative AI Controller highlights for the Washington DC release

- Use recursive summarization when making requests to LLMs with inputs over the maximum token limit. This way, your request contains the important context necessary to get better results when you are using generative AI capabilities.

See Generative AI Controller for more information.

New in the Washington DC release

Recursive summarization for large inputs

Large language models (LLMs) have a maximum number of tokens per request. Recursive summarization breaks down large inputs into smaller pieces, summarizes those pieces, and then recombines them to make the original call. This process prevents important context from being lost when submitting requests to the LLM, which can result in more accurate responses with fewer hallucinations.

Removed in this release

- The QnA capability has been removed and the action has been removed from Virtual Agent Designer and Flow Designer.

Activation information

Generative AI Controller is a Now Platform feature that is available with activation of any Now Assist application. For details, see Installing Generative AI Controller.

Related ServiceNow applications and features

Now Assist

Now Assist includes the Now Assist Admin console to set up, configure, monitor, and use Now Assist skills on the Now Platform. The Now Assist panel allows users to interact with Now Assist skills in the Next Experience.

Agent Chat

Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

Customer Service Management

The ServiceNow Customer Service Management application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

Field Service Management

Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

Flow Designer

Flow Designer is a Now Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

HR Service Delivery

The ServiceNow HR Service Delivery application gives your employees the service experience they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

IT Service Management

The ServiceNow IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Workspace

ServiceNow Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues.

Natural Language Query release notes

The ServiceNow® Natural Language Query feature enables you to query the data in your instance using plain language. NLQ was enhanced and updated in the Washington DC release.

NLQ highlights for the Washington DC release

- Integrate Natural Language Query into global search for English-language searches.
- Use the included Now LLM fallback for failed queries.
- In the NLQ logs, track how the query results were generated.

See Natural Language Query for more information.

New in the Washington DC release

NLQ in global search

With the Washington DC release, Natural Language Query can be integrated into global search for English-language searches. To take advantage of this feature, global search must be configured to use AI Search as the search engine, with NLQ Genius Results.

Now LLM fallback

NLQ has an included Now LLM fallback in all locations where NLQ can be used. The Now LLM is a secondary method of interpreting queries, used when the initial rules-based method fails. This enhancement helps improve the NLQ query success rate. English is the only supported language for the fallback feature.

Output Source in NLQ logs

NLQ logs contain the Output Source field to indicate how the results were generated. For more information, see View NLQ logs.

Activation information

Natural Language Query is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Genius Result configurations in the base system in AI Search

In the Washington DC release, NLQ can be used with AI Search to enhance global search results.

Intelligent Search for CMDB

Use NLQ to convert natural English queries to valid CMDB queries.

Now Assist release notes

The ServiceNow® Now Assist application brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Washington DC release.

Now Assist highlights for the Washington DC release

- Restrict Now Assist skills by user role in-product to organize who has access to generative AI capabilities.
- Add conditions that are based on fields that control when a Now Assist skill is available.
- Assign the data steward role to users to determine who can make decisions regarding data sharing and generative AI on your instance.
- Consult the Now Assist journey checklist to guide you in your generative AI implementation on the instance.

See Now Assist for more information.

Important: After purchasing a generative AI product, you can install it from the ServiceNow Store. Currently available products are Now Assist for Customer Service Management (CSM), Now Assist for Field Service Management (FSM), Now Assist for IT Service Management (ITSM), Now Assist for HR Service Delivery (HRSD), and Now Assist for Creator. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Restrict Now Assist skills by user role in-product

Specify the roles that apply to the users who can access Now Assist skills in-product, such as on forms and in workspaces. Users without the specified role can't use the skill. This security feature matches the implementation for skills in the Now Assist panel.

Add conditions to skill availability

Define when Now Assist skills are available, in-product and in the Now Assist panel. Conditions can be based on any field and value, such as Location or who opened the case, to help with compliance with any generative AI restrictions.

Assign the data steward role

Select a dedicated user to determine data sharing preferences for your instance.

Changed in this release

Now Assist icon displays asynchronous notification

The Now Assist icon () displays an increased badge count if the Now Assist panel is closed and a new message is available.

Now Assist journey checklist

On the Now Assist Admin console Overview page, you can view a journey checklist to help plan and execute your generative AI implementation. Detailed steps include how to install plugins, turn on the Now Assist panel, activate skills, review account settings, and monitor skill performance.

New process for opting out of data sharing preferences

A user must be in the Generative AI Controller application scope and have the data_steward role to opt out of data sharing for the instance.

Activation information

Now Assist features are available with activation of any Now Assist plugin. The following plugins are available:

- Now Assist for Customer Service Management (CSM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Field Service Management (FSM)
- Now Assist for Creator

Note: The generative AI features that are available with Now Assist plugins may vary.

For more information, see Install Now Assist plugins.

Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer

Localization information

Now Assist is currently available for English only.

Related ServiceNow applications and features

Agent Chat

Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

Customer Service Management

The ServiceNow Customer Service Management application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

Field Service Management

Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

Flow Designer

Flow Designer is a Now Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Generative AI Controller

The Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

HR Service Delivery

The ServiceNow HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

IT Service Management

The ServiceNow IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Workspace

ServiceNow Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues.

Predictive Intelligence release notes

The ServiceNow® Predictive Intelligence application enables you to create and train machine learning models to improve performance, efficiency, and flexibility to your systems. Predictive Intelligence was enhanced and updated in the Washington DC release.

Predictive Intelligence highlights for the Washington DC release

- Use pre-trained models for clustering and similarity solutions to make creating solutions more efficient without needing your own word corpus.
- You can edit and train existing regression solutions, but starting with Washington DC you won't be able to create new regression solutions.

See Predictive Intelligence for more information.

Important information for upgrading Predictive Intelligence to Washington DC

If you're upgrading to Washington DC, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones.

The changes to the similarity and clustering solutions apply to all instances that are on Washington DC.

Changed in this release

Pre-trained models for similarity and clustering solutions

With the new pre-trained models, you won't need your own word corpus when creating new solutions.

Deprecations

- Support for creating new regression solutions was removed. You will still be able to train and edit existing solutions, but you won't be able to create new ones.

Related ServiceNow applications and features

Document Intelligence

Use Document Intelligence to extract and categorize key information from documents using artificial intelligence (AI).

Task Intelligence

Create and train machine learning models to automate task creation, triage, and investigation.

IT Asset Management release notes

IT Asset Management has new and updated features in the Washington DC release

Software Asset Management release notes

The ServiceNow® Software Asset Management application systematically tracks, evaluates, and manages the cost, utilization, compliance, and optimization for software and SaaS applications. The Software Asset Management application was enhanced and updated in the Washington DC release.

Software Asset Management highlights for the Washington DC release

- Assess and evaluate the maturity of your Software Asset Management program through the Success Portal dashboard in Software Asset Workspace.
- Discover and manage all SaaS applications accessed via a browser and configured within the ServiceNow Digital End-User Experience (DEX) product.
- Reduce clutter on the License usage view by streamlining the Software Asset Management implementation.

- Determine and showcase license compliance for Microsoft Windows Server and SQL Server on Microsoft Azure and Google Cloud Platform (GCP) through enhanced Bring Your Own License (BYOL) support.
- Get a detailed analysis of your software installation, uncovering the factors behind their unlicensed status and outlining the necessary steps for action.

See Software Asset Management for more information.

Important: Software Asset Management - SaaS License Management, Data Collection for Oracle Global Licensing and Advisory Services, IBM License Compliance for Software Asset Management, ITAM Health Check, and Software Asset Management Playbooks and Guided Setup are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Software Asset Management to Washington DC

After upgrading to Washington DC, you must redo all your customizations related to Adobe and Microsoft 365 integrations with your ServiceNow instance because the functionalities of these integrations are moved to the Software Asset Management – SaaS License Management store application.

- If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted.
- If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.

New in the Washington DC release

Measure the maturity of your Software Asset Management application through Success Portal

> Measure the maturity and improve the value return of your Software Asset Management application within your organization through the Success Portal dashboard. You can visualize, identify, and report the capabilities or features you must focus on to use Software Asset Management efficiently.

Gain complete visibility into the usage of all SaaS applications

> Discover and manage all paid or free SaaS applications, which are accessed via a browser and configured within the ServiceNow® Digital End-User Experience (DEX) product. Manage your shadow IT spend more effectively by viewing all the users who access these applications in the Shadow SaaS analytics from browser activity report. This report also shows the usage of these applications and how long each application has been used.

Manage licenses for all Okta users

> Manage Okta user licenses by creating subscriptions for Okta users.

Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials

> Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials and view the contact counts for email and SMS.

Simplify the credential setup for Adobe integration using OAuth Server-to-Server credentials

> Simplify your credential setup process by integrating your Adobe Cloud services with a ServiceNow instance using OAuth credentials. Adobe is migrating from a

Service Account (JWT) credential to an OAuth Server-to-Server credential. For more information, see the Adobe Migration guide.

Improve the readability of the License usage view with a phase-wise implementation of Software Asset Management

Carry out phase-wise Software Asset Management implementation by focusing only on a few software products that you want to manage initially. You can gradually ramp-up the implementation journey by assessing the progress. This approach enables you to reduce clutter on the License usage view and report only on the software products that are part of the current implementation phase.

Manage Red Hat core-based licensed products and track their consumption with the Software Asset Management publisher pack for Red Hat Enterprise Linux (RHEL)

Manage core-based license positions for the RHEL product and the Red Hat Enterprise Linux for Virtual Datacenters product. With the core-based license metric, you can track accurate measurement of rights consumption at the host level.

Determine license compliance for Microsoft Windows Server on Azure according to the new licensing rules from Microsoft with BYOL support

Leverage the improved BYOL support to assess license compliance and implement necessary remediation measures for Microsoft Windows Server and SQL Server on Azure. This process enables you to confirm that the license compliance on Azure is in alignment with the most recent licensing rule changes by Microsoft.

Discover software and their license types on Google Cloud Platform (GCP) using BYOL support

Discover software and the software's license types on GCP by using the enhanced BYOL support for Microsoft Windows Server and SQL Server. With the added support for GCP, you can determine software compliance for Windows Server and SQL Server across your hybrid infrastructure that is on premise and cloud. You can also take remediation action when the software is out of compliance.

Manage product licensability at the edition level by using the enhanced software licensing feature

Address product licensability at the edition level by leveraging the weekly updates from the Software Asset Management Content Service Library. With the improved software licensing feature at the edition level, you can define your own exception rules for non-licensable products and update it to the content service library.

Optimize Microsoft 365 subscriptions with reduced dependency on discovery solutions to track usage

Manage Microsoft 365 subscriptions within ServiceNow with a detailed overview of active, inactive, and unassigned subscriptions based on their latest activity dates. The feature eliminates the need for configuring discovery solutions, such as Microsoft SCCM, to track usage and enables you to collect usage data for Microsoft 365 applications. You can retrieve individual Microsoft 365 subscriptions with optimized resource usage.

Improve granularity via the enhanced license usage view

Gain in-depth information of the factors leading to unlicensed software installations, software that has been ignored during reconciliation, and instances where a software installation requires user action. Receive guidance on the steps to take, acquire insights into the indicators contributing to Oracle options activation, and obtain a thorough understanding of reconciliation results.

Manage Microsoft Windows Server licensing through Guided Setup

Use Guided Setup for configuring Microsoft Windows Server and license management. The prerequisite checks and a step-by-step walk-through help you to set up the Software Asset Management application successfully.

Enhanced coverage and visibility into product life cycles

Increase coverage for life-cycle reporting through the introduction of approximate life-cycle dates. Get better visibility into the process of selecting life-cycle dates. Transparent and comprehensive reporting enables for an effective and reliable End of Life (EOL) management of your products.

UI changes

Take a tour button on the Success portal view

On the Overview page of the Success portal, view the features supported by the Success portal through a series of slides by selecting the **Take a tour** button.

Microsoft 365 subscription details report on the Optimization and savings dashboard

Find the Microsoft 365 subscription details report on the Optimization and savings dashboard page in the Software asset analytics view. The report displays the active, inactive, and unassigned subscription details for Microsoft 365, Microsoft Office 365, and Power BI.

Changed in this release

Adobe and Microsoft 365 integration functionalities moved to Software Asset Management – SaaS License Management

For quick turnaround of enhancements and fixes, the Adobe and Microsoft 365 integration functionalities have moved to the Software Asset Management – SaaS License Management store application.

Deprecations

- Cisco Webex Meetings integration is no longer deployed or enhanced. Instead, use the Cisco Webex integration profile to integrate with Webex Meetings and other Webex applications.
- Starting with the Washington DC release, the following two quick start tests are deprecated:
  - SAM - Validate Reconciliation for Custom Product
  - SAM - Pin and Unpin Publishers on License Workbench
- The Microsoft 365 user activity according to the subscription report on the Optimization and savings dashboard in the Asset analytics view is deprecated. This report has been replaced by the new Microsoft 365 subscription details report.

Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management.

In the Now Platform® Washington DC release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, you can move to the new workspace for an intuitive and personalized experience.

For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins.

To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true.

Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

- Software Asset Management - SaaS License Management
- Data Collection for Oracle Global Licensing and Advisory Services
- IBM License Compliance for Software Asset Management
- ITAM Health Check
- Software Asset Management Playbooks and Guided Setup

Related ServiceNow applications and features

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your asset environment.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Cloud Cost Management

The ServiceNow® Cloud Cost Management application enables you to analyze all costs that are associated with your cloud assets. You can use this information to optimize operations and reduce your cloud spend.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

Hardware Asset Management 10.0.0 release notes

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment. Hardware Asset Management was enhanced and updated in the Washington DC release.

Hardware Asset Management highlights for the Washington DC release

- Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate.
- Assess and evaluate the maturity of your Hardware Asset Management application through the Success portal view in Hardware Asset Workspace.
- Gain insights into hardware asset warranty details received directly from Lenovo.
- Manage onboarding of hardware products with Technology Reference Model (TRM) of Application Portfolio Management.
- Streamline the Hardware Asset Management (HAM) licensing method for custom model categories to access Hardware Asset Management features and workflows.

See Hardware Asset Management for more information.

Important: Hardware Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Hardware Asset Management to Washington DC

After your upgrade to Washington DC, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:

- Upgrade works for all Hardware Asset Management flow tasks.
- You must have task rate cards for each workflow task.
- TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.
- Expense category is populated based on the expense lines and the source of the expense line.
- You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
- TCO upgrade populates the following fields on assets:
  - Asset end of useful life: Created date along with useful life in months.
  - Asset first used date: Same as the created date.
  - Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

New in the Washington DC release

Measure the maturity of your Hardware Asset Management application through Success portal

Measure the maturity and improve the value return of your Hardware Asset Management application within your organization through the Success portal view in Hardware Asset Workspace. You can visualize, identify, and report the capabilities or features you must focus on to use Hardware Asset Management efficiently.

Understand and analyze your total cost of ownership of assets

Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost and operation cost.

Improved Hardware Asset Management (HAM) licensing method for custom model categories

Access Hardware Asset Management features and workflows by associating your custom model category with a parent model category that is linked to a licensable and opted-in Resource Category. The ITAM License Report shows all custom model categories associated with licensable and opted-in Resource categories. A custom model category that isn’t associated with a licensable parent model category can't access Hardware Asset Management workflows and features.

View and track the asset warranty details received from Lenovo

Manage your hardware assets based on the warranty information received from Lenovo. You can view the details of the warranties associated with a hardware asset directly on the asset form. You can also view all the warranties from a central location using the Asset operations view of the Hardware Asset Workspace. You can also track the hardware assets that are approaching the warranty expiration date and take necessary action.

Gain visibility into the TRM lifecycle phases of hardware products and manage unapproved products

Manage hardware products within your organization efficiently by using the TRM lifecycle phase details. With these details, you can understand if any hardware product used in your organization isn’t part of TRM or if it isn't approved to use.

Manage the operational assets of your organization with Product Instance

Manage an asset throughout its lifecycles in the Hardware Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes. A unique Product Instance Identifier (PID) links the pre-existing related asset, CI, and IBI classes. On the Product Instance, the status fields of Asset, CI, and IBI classes are synchronized.

UI changes

Take a tour button on the Success portal view

On the Success portal Overview page, view the features supported by the Success portal through a series of slides by selecting the **Take a tour** button.

Total Cost of Ownership dashboard in the Asset analytics view

The Asset Total Cost of Ownership (TCO) dashboard in the new Asset analytics view includes various reports such as the number of assets that reached or are approaching benchmark TCO, and assets for capital planning.

Changed in this release

System property to cache asset and CI mappings

The *sn_itam_enable_cache_for_asset_ci_mapping* system property enables you to cache the following mappings:

- Asset and CI fields
- Asset state and CI install status
- Asset state and CI hardware status

Deprecations

The Hardware Asset Management Core UI deprecation is planned for future releases.

Beginning with the Washington DC release, limited support is provided for the Hardware Asset Management Core UI interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, the best approach is to move to the Workspace experience. For more information, see Hardware Asset Workspace.

Activation information

Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage the software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

Enterprise Asset Management release notes

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets. This end-to-end solution enables you to maintain and maximize the life of your assets and at the same time, minimize any costly downtimes. Enterprise Asset Management was enhanced and updated in the Washington DC release.

Enterprise Asset Management highlights for the Washington DC release

- Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. Additionally, access a thorough overview of the breakdown of expenses.
- View and manage work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application.
- Gain more visibility into task details and hierarchy of an asset with a parent-child relationship using the improved asset form in the Enterprise Asset Workspace.
- Use the Admin center as a central hub for all your configuration and administrative tasks in the Enterprise Asset Workspace.
- Onboard multiple assets simultaneously for the same model via the multi-asset onboarding playbook. Use a single playbook to guide you through the onboarding process.

See Enterprise Asset Management for more information.

Important: Enterprise Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Enterprise Asset Management to Washington DC

After you upgrade to Washington DC, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field.

Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:

- Upgrade works for all Enterprise Asset Management flow tasks
- You must have task rate cards for each workflow task.
- The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.
- Expense category is populated based on the expense lines and the source of the expense line.
- You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
- TCO upgrade populates following fields on asset forms:
  - **Asset end of useful life**: The created date plus the useful life in months.
  - **Asset first used date**: The created date.
  - **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

New in the Washington DC release

Understand and analyze your total cost of ownership of assets

Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost. You can also break down costs by expense categories and view comparative reports in a vertical bar chart format where each bar is a data source. Click a segment in the bar chart to view expenses for each asset grouped by asset name.

Manage your tasks using the ServiceNow® Mobile Agent application

View and manage all the work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. For example, you can do the following tasks:

- Assign a group task to yourself
- Record the time taken to complete a task
- Handle part requirements
- Manage asset actions
- Access knowledge articles

View the hierarchy and task details of an asset on the asset form

Gain visibility into hierarchy details of assets directly on the contextual sidebar of Enterprise Asset Workspace. You can view the asset hierarchy up to three levels in a tree-like format and expand and view all the children of the asset. You can also view the tasks associated with the asset and its children.

Perform all your administrative tasks from a centralized location

Use the Admin center in the Enterprise Asset Workspace for easy access to perform all administrative tasks. Perform tasks such as risk and TCO configuration, create model categories and linear asset types, and bulk import of models and assets.

Onboard multiple assets using the multi-asset onboarding playbook

Use the multi-asset onboarding playbook to onboard multiple assets all at the same time. As you complete each activity in the playbook, you're taken to the next activity. After you complete all the activities, the multiple assets are successfully onboarded.

View and manage procurement details using the intuitive Procurement view

Track procurement-related requests and manage purchase orders easily through the Procurement view in the Enterprise Asset Workspace.

Simplify your work management workflow to increase productivity

Optimize your work management workflow by performing bulk closure of work order tasks, partial sourcing of parts requirement, and creation of checklist templates from work order templates.

Manage the operational assets of your organization using Product Instance

Manage an asset throughout its life cycles in the Enterprise Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes.

UI changes

Procurement list in the Asset operations view

The Procurement list has been removed from the Asset operations view and is now available in the Procurement view of the Enterprise Asset Workspace.

Domain filter

When domain separation is enabled, the **Domain** filter is available in the overview section of all the views in the Enterprise Asset Workspace.

Admin center view

The Admin view added to the Enterprise Asset Workspace contains the following options:

- Model and asset class tabs configuration
- Model categories
- Model classifications
- Linear asset types
- Stockroom types
- Bulk import
- Workflow assignments
- TCO configuration
- Risk configuration
- Shipping
- Asset knowledge base
- Normalization opt-in

Note: The Risk configuration UI options that were formerly in the Core UI interface are now available in the Admin center view.

Tab changes

The following tabs moved to different views:

- The **Model categories** tab has been moved from the Enterprise model management view to the Admin center view.
- The **Linear asset types** tab has been moved from Enterprise asset estate view to the Admin center view.
-

Model classifications list category

The Model classifications list category has been moved from the Asset operations view to the Admin center view.

Stockroom types list category

The Stockroom types list category has been moved from the Enterprise asset estate view to the Admin center view.

Bulk import list category

The Bulk import list category has been moved from the Asset operation view to the Admin center view.

Asset analytics view

The Enterprise asset dashboard view has been renamed Asset analytics view and contains the Enterprise asset dashboard and the Asset total cost of ownership dashboard.

Knowledge Management application

The Knowledge Management application is now accessible from the Admin view in the Enterprise Asset Workspace.

Normalization opt-in list category

Normalization opt-in is now accessible from the Admin view in the Enterprise Asset Workspace.

Activation information

Install Enterprise Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your asset environment.

Cloud Cost Management release notes

The ServiceNow® Cloud Cost Management application (formerly known as ServiceNow Cloud Insights) helps you to analyze the cloud resource costs so that you can identify and act on opportunities to save money and optimize the operations of your organization. Cloud Cost Management was enhanced and updated in the Washington DC release.

Cloud Cost Management highlights for the Washington DC release

- Gain insights into the spend breakdown for Kubernetes clusters by using the Spend Analytics view in Cloud Cost Management Workspace.
- Manage the cost of shared cloud services including Kubernetes clusters across various business domains by allocating shared cloud costs.

See Cloud Cost Management for more information.

Important: Cloud Cost Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Analyze the spend breakdown for Kubernetes clusters

View and analyze costs for a Kubernetes cluster on cloud and narrow down your results by using various filters such as time period, cost type, and grouping options like Kubernetes cluster, Kubernetes namespace, and tag category.

Manage the cost of shared cloud services

View, analyze, and manage the cost of shared cloud services across various business domains and allocate costs to these multiple lines of business. For Kubernetes clusters, you can share the cost across multiple namespaces.

UI changes

Spend analytics page changes

The Spend analytics page now includes Cloud spend analytics, Kubernetes analytics, and Shared cost analytics information.

Cost allocation report on Spend dashboard

The Cost allocation report on the Spend dashboard shows the shared cost and direct cost of your cloud resources.

Shared cost allocation policies in Operations view

You can now create, edit, and view shared cost allocation policies in the Operations view of Cloud Cost Management Workspace.

Changed in this release

Updated default value of the system properties for spend analysis

The default value of the following system properties has changed:

- *sn_cld_spend_core.metricbase_transform_limit*: Default value: 20000
- *sn_cld_spend_core.spend_report_per_chunk_workload_size*: Default value: 500

Deprecations

The Cloud Cost Management Core UI interface and Cloud Spend dashboard are planned for future deprecation.

Activation information

Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Beginning with the Washington DC release, limited support is provided for the Cloud Cost Management Core UI interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, the best approach is to move to the Workspace experience.

Related ServiceNow applications and features

IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to systematically track, evaluate, and manage software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

IT Operations Management release notes

IT Operations Management has new and updated features in the Washington DC release.

ITOM Optimization release notes

The ServiceNow ITOM Optimization application automates the cloud workflows that you use to manage the cloud resources throughout their life cycle. You can also deploy certified and enterprise-compliant clouds, get visibility into your costs, and manage other cloud management processes. Cloud Provisioning and Governance is enhanced and updated in this release.

ITOM Optimization highlights for the Washington DC release

- Use the Cloud Services Catalog with ITOM Cloud Accelerate. Cloud Services Catalog offers the enhanced but simplified capabilities of Cloud Provisioning and Governance (CPG).
- Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate.
- Access Employee Center from Cloud Admin portal with the Cloud Services Catalog plugin. You can also skip the legacy cloud User portal and visit Employee Center directly.

See ITOM Optimization for more information.

Changed in this release

Cloud Admin Portal link

The Cloud Admin portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog plugin. If CSC is installed, admin and sn_cmp.cmp_root_admin roles can access this feature while switching to the Request portal. Cloud Services Catalog is now available as a part of ITOM Cloud Accelerate, which you can use to manage the life cycle of cloud resources.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

Deprecations

Deprecation of CAPI and Cloud Spend and Usage dashboards

Starting with the Washington DC release:

The Cloud API dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Services Catalog application provides this functionality now.

The Cloud Spend and Usage Dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Insights Billing application provides this functionality now.

Both the applications are being prepared for future deprecation.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

The Cloud Provisioning and Governance application is available with activation of the CPG (com.snc.cloud.mgmt) plugin, and it requires a separate subscription. For details, see Cloud Provisioning and Governance Application.

Related ServiceNow applications and features

ITOM Cloud Accelerate

The ServiceNow® ITOM Cloud Accelerate provides the workflows to evaluate the cloud readiness of your organization and enforce the cloud accelerate guidelines.

Cloud Services Catalog is now a part of ITOM Cloud Accelerate to access and manage cloud resources, and publish cloud offerings to a catalog, in a simplified way.

Cloud Configuration Governance checks the configuration settings of cloud resources in your organization against a set of policies to identify violations.

Cloud Action Library interacts with the cloud resources of the organization with ready-to-use actions and subflows.

Cloud Migration Assessment plans, organizes, and tracks the process of relocating your enterprise IT resources and workloads to cloud platforms.

Cloud Operations Workspace

Cloud Operations Workspace offers a comprehensive solution to manage the cloud operations of your organization.

ITOM Visibility

The ServiceNow® ITOM Visibility product consists of Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

Third-party products with the Cloud Provisioning and Governance

Extend the capabilities of Cloud Provisioning and Governance by integrating the following third-party products with it: Cloud Provisioning and Governance: Oracle Cloud (OCI) Add-On for Terraform Connector

ITOM Cloud Accelerate release notes

The ServiceNow ITOM Governance is renamed to ITOM Cloud Accelerate with this release. The product offering provides the workflows to evaluate the cloud readiness of your organization and enforce the ITOM Cloud Accelerate guidelines. The application is enhanced and updated in the Washington DC release.

ITOM Cloud Accelerate highlights for the Washington DC release

- ITOM Cloud Governance is re-branded as ITOM Cloud Accelerate to accommodate all the ServiceNow cloud governance evaluation applications.
- Experience ServiceNow Cloud Services Catalog to access and manage your cloud resources and publish your cloud offerings to a catalog.
- Explore the new and improved Request console to control the life cycle and usage of your resources.

New in the Washington DC release

Cloud Services Catalog (CSC) Guided Setup

Use CSC Guided Setup to step through the initial configuration of Cloud Services Catalog. The process tracks what you have completed, so that you can stop and start again where you left off.

CSC app features

- Out of Box Catalogs: Use the various Out Of Box Catalogs for Cloud Service requests and automation from Cloud Services. In addition, you can publish your own catalog items for all supported cloud providers. You can also publish legacy and custom catalog items from CPG to Employee Center:
  - AWS Out Of Box Catalogs
  - Azure Out Of Box Catalogs
- CSC Cloud Services Request process: Use the Request processes and pages for ordering Cloud Services.
- Stacks Management: Use the My Stacks management page for viewing and operating on stacks.
- Resources Management: Use the My Resources management page for viewing and operating on resources.
- Integrations: Use Azure DevOps CICD Pipeline Integration or Ansible Integration.
- Cloud Setup: Use Microsoft Azure or AWS for your Cloud Setup.

Changed in this release

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

Activation information

The Cloud Service Catalog application is available with ITOM Cloud Accelerate entitlements. The ITOM Cloud Accelerate features are available as separate applications in the Cloud Accelerate store.

You must have ServiceNow Employee Center as a prerequisite to launch and use the Cloud Services Catalog application.

Note: You don't need to procure Cloud Provisioning and Governance separately because it's already included as a part of ITOM entitlements. For details, see Cloud Provisioning and Governance Application.

Install the ITOM Cloud Accelerate features by requesting them from the ServiceNow store.

To use the ITOM Cloud Accelerate features, you must have a valid Cloud Accelerate entitlement. Contact your ServiceNow sales representative to procure the Cloud Accelerate entitlement.

Licenses Migration: If you have exchangeable Cloud Optimization licenses, contact your ServiceNow accounts representative to migrate your licenses to ITOM Cloud Accelerate without charge.

Related ServiceNow applications and features

Cloud Configuration Governance

Checks the configuration settings of cloud resources in your organization against a set of policies to identify violations.

Cloud Action Library

Interacts with the cloud resources of the organization with ready-to-use actions and subflows.

Cloud Migration Assessment

Plans, organizes, and tracks the process of relocating your enterprise IT resources and workloads to cloud platforms.

ITOM Optimization

Provides automation for the cloud workflows used to manage the cloud resources throughout their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

ITOM Visibility

The ServiceNow ITOM Visibility product consists of Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

Licensing

View the total number of licenses assigned to your applications.

Third-party products with the Cloud Services Catalog application

Extend the capabilities of Cloud Accelerate and its connectors by integrating the following third-party products with it:

- Cloud Services
  - Amazon Web Services
  - Microsoft Azure
  - VMware
  - Google Cloud Platform

- Ansible
  - Cloud Automation

ITOM Visibility release notes

The ServiceNow® ITOM Visibility application provides a unified, connected view of your entire IT network and the services that it supports. ITOM Visibility was enhanced and updated in the Washington DC release.

ITOM Visibility highlights for the Washington DC release

- Discover and add applications from suggestions based on Predictive Intelligence by using Discovery Admin Workspace.
- Use new and enhanced Discovery and Service Mapping Patterns for horizontal and top-down discovery.
- Better identify the resources required for application services with the Network location and MID affinity in top-down discovery feature.
- View a centralized map that combines features from both the dependency view and service map.
- Use the new Content Service framework to discover applications and devices not discovered using patterns.

See IT Operations Management for more information.

Important: Discovery and Service Mapping Patterns is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Discovery and Service Mapping Patterns

Update your discovery capabilities through the following Discovery and Service Mapping Patterns:

- IBM WebSEAL TD
- Azure availability set
- NetApp Server and Cluster
- Generate Software Bill Of Material [SBOM]
- Bring Your Own License (BYOL) for AWS, Azure, GCP
- Database Administrator (DBA) report
- Citrix NetScaler load balancer
- Microsoft SQL Server Integration Services (SSIS)
- SQL Server Analysis Services (SSAS)
- SAP Sybase ASE DB Catalog

ITOM Content Service

Discover applications and devices not discovered using patterns through a framework updated weekly with new content to gain visibility into your growing and developing infrastructure.

Discovery CLI commands

Use a centralized interface and base system commands to execute Discovery.

Executing discovery patterns with Agent Client Collector

Run horizontal and top-down discovery using Agent Client Collector instead of a MID Server to access CIs on the client network.

Network location and MID affinity in top-down Discovery

Use MID affinity to identify the appropriate MID Server to create application services for your network.

Quick start tests for Service Mapping

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations.

UI changes

Discovery Admin Workspace

Discovery now offers a workspace UI for application fingerprinting, enabling you to track and monitor the status of application suggestions.

Visit the ServiceNow® Store to obtain the Discovery Admin Workspace application

Changed in this release

Enhanced Discovery and Service Mapping Patterns

Update your discovery capabilities through the following enhanced Discovery and Service Mapping Patterns:

- Docker container identifier
- Microsoft SQL Server and Cluster

Service Mapping Unified Map support

Access the centralized Unified Node Map from the Service Mapping workspace and view features of both the dependency view and the service map.

Unmapped Servers with Candidates

Use unmapped servers aligned with identified application service candidates to create new application services.

Renamed ServiceNow® ITOM SU Licensing application

Renamed ServiceNow® ITOM SU Licensing to ServiceNow® ITOM/OT SU Licensing.

Deprecations

Deprecation of CAPI

Starting with the Washington DC release, Cloud API Discovery is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Pattern-based Discovery provides the latest experience for the CAPI functionality.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require the ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

ITOM Health

The ServiceNow® ITOM Health product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Event Management gathers alerts from infrastructure events that both third-party monitoring tools and the ServiceNow® internal agent capture. Event Management uses IT-related information that ServiceNow® Discovery gathers so it can map alerts to configuration items. Based on the collected information, Event Management then provides dashboards that show a consolidated view of all service-impact events.

The Agent Client Collector application enables you to do the following:

- Monitor your service availability.
- Examine the health and performance of your environment.
- Ensure that your infrastructure and its applications are running properly.

Agent Client Collector collects events and metrics. It runs in either a Windows or Linux environment.

ITOM Optimization

provides automation for the cloud workflows used to manage the cloud resources throughout their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

ITOM Health release notes

The ServiceNow® ITOM Health product includes the Event Management, Agent Client Collector, and Health Log Analytics applications. With ITOM Health, you can track and maintain the health of the services in your organization. ITOM Health was enhanced and updated in the Washington DC release.

ITOM Health highlights for the Washington DC release

Event Management highlights:

- Ensure that the connector's ownership and execution of rules is on a team level. This way, you can maintain consistency and hierarchy while offering flexibility and customization options for your teams.
- Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment where you can enable direct testing and evaluation of event rules, event field mappings, alert management rules, and alert correlation, without having to change your production environment.

Agent Client Collector highlights:

- Use your configuration data files to provide the instance data directly to an agent.
- Continuously discover the resources in the Kubernetes clusters and ensure that changes in the resources are updated in the Configuration Management Database (CMDB).

Health Log Analytics highlights:

- Request Health Log Analytics scaling through the Now Support catalog.
- Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.

Important: ITOM Health is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Enhanced system properties

Monitor the behavior of the Agent Client Collector with enhanced Policy Calculation and Framework Configuration system properties, including enhancements to agent Discovery, automatic MID Server selection, and error message logging.

Configuration data files added to checks

Provide enhanced data collection in the Agent Client Collector by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server.

Continuously discovering resources in your Kubernetes clusters

Continuously discover the resources in the Kubernetes clusters deployed in on-premises and cloud environments in near real-time without the need to enter any credentials in your ServiceNow instance. You can ensure that the changes in the resources are promptly reported to the instance and updated in the Configuration Management Database (CMDB).

Scaling Health Log Analytics to support increased log ingestion

Stream log data in a scalable, more stable way by using the advanced ServiceNow infrastructure. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.

Changed in this release

Retrieve metrics for cloud resources

Use Azure policies to retrieve high-performance metrics for virtual resources in the cloud.

Automatic MID Server selection

- Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection.
- Automatic MID Server selection is off by default.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

Activation information

ITOM Health is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM Health package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.

Related ServiceNow applications and features

ITOM Visibility

The ITOM Visibility product consists of Discovery, Service Mapping, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting . Discovery and Service Mapping provide a unified, connected view of your entire IT network and the services that it supports.

ITOM Optimization

The ITOM Optimization product contains the Cloud Provisioning and Governance feature. Using this feature, you can provision private and public cloud infrastructure and services to achieve consistent management and cost visibility.

Event Management release notes

The ServiceNow® Event Management application helps you to identify health issues across the datacenter on a single management console. Event Management provides alert aggregation for discovered services, application services, and automated alert groups. Event Management was enhanced and updated in the Washington DC release.

Event Management highlights for the Washington DC release

- Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams.
- Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment enabling direct testing and evaluation of event rules, event field mappings, alert management rules, alert correlation, and so on, without having to change your production environment.

See Event Management for more information.

New in the Washington DC release

Team-based integrations in Event Management

Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams.

Automate the assignment of alerts based on integration ownership and configuration item (CI) ownership so alerts are routed to the appropriate team members responsible for the integrated systems.

Event forwarding

Forward events from one ServiceNow instance to other instances in non-production environments without having to change the production environment, thus accelerating the event processing testing life cycle.

Activation information

Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.

Related ServiceNow applications and features

Metric Explorer

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

Agent Client Collector release notes

The ServiceNow® Agent Client Collector application is a tool that enables you to monitor the service availability, performance, and infrastructure of your system. Agent Client Collector was enhanced and updated in the Washington DC release.

Agent Client Collector highlights for the Washington DC release

- Use the enhanced system properties for agent Discovery, automatic MID Server selection, and error message logging to monitor the Agent Client Collector policies and framework configuration.
- Use the configuration data files to provide the data from an instance directly to an agent.
- Retrieve the metrics for Azure policies in the cloud.

See Agent Client Collector for more information.

Important: Agent Client Collector is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Using metric connector enhancements

Use agent-less System Center Operations Manager (SCOM) connectors for high-performance SCOM metric integration.

Application patterns for the Agent Client Collector

Run application patterns through the Agent Client Collector. Application patterns enable discovering details about applications running on an agent's host.

Enhanced system properties

Monitor the behavior of the Agent Client Collector application with the enhanced Policy Calculation and Framework Configuration system properties, including the enhancements to agent Discovery, automatic MID Server selection, and error message logging.

Configuration data files added to checks

Provide the enhanced data collection in the Agent Client Collector application by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server.

Mongo DB checks

Monitor MongoDB resources with additional metrics that relate to the metadata, memory, and disk space.

Continuously discover the resources in your Kubernetes clusters

Continuously discover the resources in your Kubernetes clusters in Agent Client Collector for Visibility by using Cloud Native Operations (CNO) for Visibility. CNO for Visibility promptly reports changes in the resources to the instance and updates the Configuration Management Database (CMDB).

Retrieving the metrics for cloud resources

Retrieve the high-performance metrics for virtual resources in the cloud by using VMware.

Changed in this release

Automatic MID Server selection

- Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection.
- Automatic MID Server selection is off by default.

Metric rules

Configure manual thresholds for generating metric alerts using the Metric Rules feature instead of the Static Thresholds UI.

Retrieving the metrics for cloud resources

Use Azure checks and policies to retrieve high-performance metrics for the virtual resources in the cloud.

Monitoring Technology Dashboards

- Filter metrics by the selected configuration item (CI) in the AWS and GCP Monitoring Technology Dashboards.
- Use the updated Monitoring Technology Dashboard for Azure. The dashboard contains additional tabs which provide more information on your Azure infrastructure.
- Viewing Monitoring Technology Dashboards requires the dashboard_admin role in addition to the existing agent_client_collector_admin role.

Agent table cleaner

Delete the agent records that have been disconnected or inactive for more than 30 days by using the agent table cleaner.

SNMP checks

SNMP checks work by default with v3.

Activation information

Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.

Related ServiceNow applications and features

Event Management

Agent Client Collector works within an instance on which Event Management is installed to monitor infrastructure components. Agent Client Collector and Event Management share some connectors that pull metric data and events from the same data sources.

Health Log Analytics

The Health Log Analytics application predicts IT issues before they impact users. The application helps you to solve issues faster by ingesting, analyzing, and correlating machine-generated log data in real time.

Health Log Analytics release notes

The ServiceNow® Health Log Analytics application helps you predict IT issues before they impact users by ingesting, analyzing, and correlating machine-generated log data in real time. When Health Log Analytics detects a deviation from a normal pattern, it alerts you of a possible issue. Health Log Analytics was enhanced and updated in the Washington DC release.

Health Log Analytics highlights for the Washington DC release

- Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.

See Health Log Analytics for more information.

Important: Health Log Analytics is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Scale Health Log Analytics to support increased log ingestion

Stream log data to Health Log Analytics in a scalable, more stable way by using the advanced ServiceNow infrastructure. The new architecture leverages queueing technology in IT Operations Management Cloud Services for authentication and log ingestion.

The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.

You can switch to the new infrastructure by submitting a scaling request through the Now Support catalog or via your ServiceNow account manager.

Changed in this release

Lucene used in Elasticsearch library

Lucene may appear on vulnerability scans but is not exploitable. Lucene is included in the Health Log Analytics project for the Elasticsearch Data Input. The Elasticsearch library has a transitive dependency on Lucene. However, the Elasticsearch version used has its own safeguards and cannot be exploited in any way.

Activation information

Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Localization information

The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

Related ServiceNow applications and features

Event Management

The Event Management application uses events generated by Health Log Analytics. When Health Log Analytics detects an anomaly in your log data, it sends an event to Event Management. Event Management receives the event and generates an alert based on event and alert management rules.

Agent Client Collector

Agent data inputs beginning in Health Log Analytics Version 21.0.1 - September 2021 use Agent Client Collector to stream logs to the ServiceNow instance.

MID Server

Health Log Analytics uses the ServiceNow® MID Server product to stream logs to the ServiceNow instance.

Service Operations Workspace

Health Log Analytics generates alerts in the ServiceNow Service Operations Workspace, a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

IT Service Management release notes

IT Service Management has new and updated features in the Washington DC release.

Benchmarks release notes

The ServiceNow® Benchmarks application gives you instant visibility into your key performance indicators (KPIs) and trends. Benchmarks was enhanced and updated in the Washington DC release.

Benchmarks highlights for the Washington DC release

Experience the new Benchmarks dashboard with an enhanced user experience that provides you with KPI data, performance trends, and indicator scorecards.

See Benchmarks for more information.

Important: The new Benchmarks dashboard is automatically installed and is also available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Deprecations

Starting with the Washington DC release, the Benchmarks legacy dashboard and recommendations on the KPI details page are being prepared for future deprecation. The legacy dashboard is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Benchmarks is a Now Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Washington DC and is available from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For more information, see Enable Benchmarks.

Related ServiceNow applications and features

Performance Analytics

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

Success Dashboard

The ServiceNow® Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow® IT Service Management (ITSM) implementation using the KPIs defined by the Now Platform®.

Continual Improvement Management

Use the ServiceNow® Continual Improvement Management application to request improvement opportunities and implement phases and tasks to meet performance goals, track progress, and measure success.

Strategic Portfolio Management

The ServiceNow® Strategic Portfolio Management application enables you to align work with business goals to deliver products and services in a way that supports your strategic priorities.

ITSM Success Dashboard release notes

The ServiceNow® ITSM Success Dashboard application provides insights to the IT leadership team and process owners so they can measure the performance of their ITSM implementation. ITSM Success Dashboard was enhanced and updated in the Washington DC release.

ITSM Success Dashboard highlights for the Washington DC release

- Measure the efficiency and effectiveness of day-to-day operations of your organization using the operational success dashboard.
- Track performance of Now Assist for IT Service Management within your organization's processes with dedicated KPIs.

See ITSM Success Dashboard indicators for more information.

Important: ITSM Success Dashboard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create an operational success dashboard

Access real-time monitoring, analysis, and decision-making through ITSM Success Dashboard to enhance the efficiency and effectiveness of your ITSM processes.

ITSM Success Dashboard indicators KPI definitions and formulas

Analyze the KPI metrics of Now Assist for IT Service Management on the Success Dashboard and take actions to improve the performance of the ITSM implementation.

Activation information

Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Benchmarks

The ServiceNow® Benchmarks application provides instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insight relative to industry averages of your peers and to the industry top performers.

Performance Analytics

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

HR Success Dashboard indicators

HR Success Dashboard indicators provide performance insights to the HR leadership team and process owners. You can measure the performance of the HR implementation using the different KPIs.

Coaching release notes

The ServiceNow® Coaching application enables you to monitor the performance of your teams and coach your employees to improve their skill set. Coaching was enhanced and updated in the Washington DC release.

Coaching highlights for the Washington DC release

- Analyze Coaching using the Coaching dashboard in the Next Experience UI.
- Enable your users to gain ServiceNow skills by integrating with Now Learning.

See Coaching for more information.

> **Important:** Coaching is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Integrating Coaching with Learning with Now Learning

Gain ServiceNow skills using Now Learning after you integrate it with Coaching with Learning.

Coaching dashboard in the Next Experience user interface

Analyze Coaching data using the Next Experience Coaching dashboard.

Activation information

Coaching is available with activation of the Coaching (com.sn_coaching) plugin, which requires a separate subscription. For details, see Request Coaching.

Related ServiceNow applications and features

Workforce Optimization for ITSM

Manage and maintain the productivity of your workforce from a single location using ServiceNow® Workforce Optimization for ITSM.

Skills Management

Use ServiceNow® Skills Management to associate skills with individual users or groups and assign them to tasks or projects.

Digital Portfolio Management release notes

The ServiceNow® Digital Portfolio Management application enables you to view and manage the full life cycle of your services and applications in a unified workspace. Digital Portfolio Management (DPM) was enhanced and updated in the Washington DC release.

Digital Portfolio Management highlights for the Washington DC release

- Redesigned the Digital Portfolio Management (DPM) homepage to provide more flexibility so that you can load the pages faster, personalize solutions cards, and view solution Needs attention attributes and thresholds.
- Updated the available item types.
- Added the key performance indicator (KPI) group breakdown list to show all the application services for business applications.
- Added the ability to copy a KPI group to create a new KPI group, including all its subordinate KPIs and mappings.
- Added Process Mining for DPM to see KPI details and analyze anomalies.

See Digital Portfolio Management for more information.

Important: Digital Portfolio Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Digital Portfolio Management Workspace homepage

- See all your solution cards, ordered by severity, on the redesigned DPM Workspace homepage.
- Log in to DPM for the first time to see auto-generated solution cards based on your user name in certain tables. After your first login, you're encouraged to personalize your DPM homepage.

  Note: With the sn_dpm.dpm_admin role, you can update the homepage solutions table to tailor the solution cards that users see at the first login to the DPM Workspace (before personalization).

Personalize the Digital Portfolio Management Workspace homepage

- Add or remove solution cards to personalize your DPM homepage. You can also adjust the Needs attention thresholds for each solution to see which needs the most attention. The severity levels are good, moderate, or severe.
- Your personalized list of solutions is kept in the *dpm_home_page_item* table so that they're displayed every time you log in. This table updates each time you personalize your homepage.

Digital Portfolio Management homepage default solution cards

Use the following system properties to improve the overall DPM performance and enable the number of solutions cards to display on your homepage.

DPM homepage solution card system properties

System property	Homepage default solution limit
dpm.homepage.cmdb_ci_service_limit for services, service offerings, and application services.	750
dpm.homepage.cmdb_ci_business_app_limit for business applications.	250

You can add and remove solution cards in any combination, but the total solution cards can’t exceed 1000 on the DPM homepage.

Note: With the sn_dpm.dpm_admin role, you can change the system property limits to more than 1000 solutions on the DPM homepage. However, raising the limit may negatively impact system performance.

Configure the Digital Portfolio Management experience

As a user with the sn_dpm.dpm_admin role, you can:

- Configure the user experience by showing or hiding the available item types in DPM:
  - Services
  - Technical services
  - Business services
  - Application services
  - Service offerings
  - Business applications
- Update the available item types table to hide or show solution types on the DPM homepage and in the personal portfolios. Examples of solution types are *cmdb_ci_service* and *cmdb_ci_business_app*.

  Note: When a solution type is hidden, that solution is omitted from the following areas of DPM:
  - The auto-generated solution card results.
  - The personalization options of add and remove items.
  - The set status conditions when updating thresholds.
  - The page filters.

Business application details

See all the application services for the business application in a KPI group breakdown list on the Run tab. The list shows up to 10 application services but you can page through to see more. The list shows the KPIs from the lowest ordered KPI group mapped (or inherited) by the business application.

Copy a KPI group to create a new KPI group in Digital Portfolio Management

Create a new KPI group by copying an existing KPI group in DPM. All the records and mappings of the KPI group are copied as well. After you copy the KPI group, you can modify all aspects of it so the new group best fits your needs.

Configure Digital Portfolio Management to integrate with Process Mining

Use Process Mining in DPM to see the status of KPIs on your solutions, and to adjust as needed. DPM for Process Mining comes with project templates to mine data for incidents, problems, changes, and requests. With the sn_dpm.dpm_admin role, enable Process Mining in DPM:

- Install the ITSM Process Mining Content Pack from the ServiceNow® Store, and
- Set the system property *sn_dpm.enable.po.dpm* to `true`.

Activation information

Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Service Portfolio Management

Use the Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. In the Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

Service Builder

As you view service information in Digital Portfolio Management, you can create and edit services and service offerings with quick access to the ServiceNow® Service Builder application.

Important: If you use Service Builder and plan to upgrade to the current version of DPM, you must also upgrade to the current version of Service Builder at the same time.

Performance Analytics

Use ServiceNow® Performance Analytics to create reports on KPIs to monitor and analyze metrics.

Digital Portfolio Management related applications and data sources

Other related ServiceNow applications bring in data from your services, service offerings, business applications, and application services for you to view all of them in your unified workspace view. All the related applications are optional and aren't required to use Digital Portfolio Management.

Incident Management release notes

The ServiceNow® Incident Management application restores normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Washington DC release.

Incident Management highlights for the Washington DC release

Manage the read and write access of agents using the sn_incident_task_assigned_user role.

See Incident Management for more information.

New in the Washington DC release

User role for read and write access to incident tasks

Provide more read and write operation privileges in an incident task record to an agent with the sn_incident_task_assigned_user role. You must install and activate the ITSM Roles plugin (com.snc.itsm.roles) to use the base system ACLs related to this role.

Activation information

Incident Management is active by default with the Incident plugin (com.snc.incident).

On-Call Scheduling release notes

The ServiceNow® On-Call Scheduling application helps you to verify that dedicated support team members are available to resolve issues when they occur. On-Call Scheduling was enhanced and updated in the Washington DC release.

On-Call Scheduling highlights for the Washington DC release

- Delegate On-call escalation notifications as configured in the escalation policy by assigning a delegate record to another user.
- Select a preferred first day of the week for a group to accommodate global users.
- Receive notifications about the upcoming on-call rotation by downloading or subscribing to a calendar with your SSO authentication.

See On-Call Scheduling for more information.

New in the Washington DC release

Configure preferences for a user group

Select a preferred start day of the week for a group, using the **First day of the week** field. Previously, this setting was available only system-wide.

Enable users to subscribe to the On-Call calendar

Use SSO credentials to log in and subscribe to an on-call calendar and get notified about the upcoming on-call rotation.

Track the progress of an escalation

Use the info icon ( ) on the Live escalation tracking page to view who has delegated the escalation.

Activation information

On-Call Scheduling is available with activation of the Now Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:

- FullCalendar library
- DHTMLX scheduler

Note: The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.

Related ServiceNow applications and features

Notify

In addition to emails, you can send on-call escalation notifications as SMS alerts and voice calls. Engage on-call escalation in ServiceNow® Notify conference calls.

ITSM Mobile Agent

Access the upcoming shifts and time-off requests of team members in the ServiceNow® ITSM Mobile Agent app. Send On-Call Scheduling escalation notifications as mobile push notifications.

Service Operations Workspace for ITSM

Identify available On-Call Scheduling members of a support group who can be contacted to resolve an issue in ServiceNow® Service Operations Workspace.

ITSM Mobile Agent release notes

The ServiceNow® ITSM Mobile Agent app delivers base system mobile-first experiences designed for IT agents to triage, act on, and resolve incidents on the go. ITSM Mobile Agent was enhanced and updated in the Washington DC release.

ITSM Mobile Agent highlights for the Washington DC release

Enable the Override Do Not Disturb feature so that On-call members can receive push notifications for critical alerts even when their phones are in Do Not Disturb mode. This feature helps shift managers reach On-call members and confirm that they're available to respond to any major incidents.

See ITSM Mobile Agent for more information.

Important: ITSM Mobile Agent is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Enable Override do not disturb to receive critical alerts

Use ITSM Mobile Agent to enable and configure the list of critical alerts that you want to receive when your mobile device is in Do Not Disturb mode.

Activation information

Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Service Builder release notes

The ServiceNow® Service Builder application provides a guided experience workflow to create and maintain services and offerings. Service Builder was enhanced and updated in the Washington DC release.

Service Builder highlights for the Washington DC release

- Added the Next Experience theme.
- Added the ability to cancel out of creating a service and a service offering when using the approval workflow.

See Service Builder for more information.

Important: Service Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Next Experience UI

Use the Next Experience theme in Service Builder for updated colors, fonts, and navigation that matches other ServiceNow applications on the Now Platform.

Service states and approval process in Service Builder

Use the Cancel option while creating or editing a service or service offering to cancel any changes that you made to the record. When you select **Save** while

editing or creating a service or offering, your edits to the draft file are saved.
When you select **Cancel**, the following happens:

- The draft service or offering record is deleted, including all edits made to the draft record.
- The service or offering is checked back in and none of your changes are implemented. The Manage Offerings step shows the offering in the "Published" state.
- The approval flow isn't triggered.

Activation information

Install Service Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features Service Builder

Service Portfolio Management

Use the ServiceNow® Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. If you use the ServiceNow® Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

Digital Portfolio Management

Add Digital Portfolio Management (DPM) from the ServiceNow Store to view all your Service Portfolio Management data in one centralized place. If you transition to the new service portfolio structure in Service Portfolio Management, then you can use key performance indicator (KPI) groups in DPM to report on services, nodes, and portfolio performance. The new service portfolio structure in Service Portfolio Management is available starting with the Utah release.

Important: If you use DPM and plan to upgrade to the current version of Service Builder, you must also upgrade to the current version of DPM at the same time.

Service Catalog

Service Portfolio Management integrates with ServiceNow® Service Catalog at the service offering level of the application. You can choose services from an existing catalog as well as initiating service catalog additions.

Service Operations Workspace for IT Service Management Release Notes

The ServiceNow® Service Operations Workspace (SOW) application is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations Management capabilities. You can configure your agent experience by using the interface of Service Operations Workspace for ITSM. Service Operations Workspace for IT Service Management was enhanced and updated in the Washington DC release.

Service Operations Workspace for ITSM highlights for the Washington DC release

- As an admin with the SOW admin user role (sn_sow_itsm_admin.sow_admin_user), you can view ServiceNow® Admin Center for access to ServiceNow® Incident Management configurations. For more information about the roles in the Admin Center, see Admin Center in Service Operations Workspace for ITSM.
- Enable agents to effectively resolve a case or request through cross-departmental interactions rather than working in silos using Universal Request.
- View multiple field recommendations in a drop-down list by selecting fields in the incident form.
- Access your schedules from the schedules icon on the navigation menu to view and manage On-call schedules.
- Access your teams from the teams icon on the navigation menu to view and manage your teams.

See Service Operations Workspace for ITSM for more information.

Important: Service Operations Workspace for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Service Operations Workspace to Washington DC

Ensure that the following applications have compatible upgraded versions:

- Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
- Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)

Compatible SOW versions

SOW-ITSM (sn_sow_itsm_cont)	SOW-ITOM (sn_sow_itom_cont)
1.1.x	21.0.y
1.2.x	21.1.y
1.3.x	21.2.y, 21.5.y, and 21.6.y
2.0.x	22.0.y
2.1.x	22.1.y and 22.y.y
3.1.x	23.y.y
4.0.x	24.y.y

In the table, x is the sub-version of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the sub-version of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).

After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.

New in the Washington DC release

Using Universal Request in Service Operations Workspace

Use the ServiceNow® Universal Request application to create requests and connect with other departments and services to assist with request resolution. You can map the various departmental ticket states and activity streams into a unified and simplified experience for your employees and agents.

On-Call Scheduling in Service Operations Workspace

Use the Schedules menu to access the ServiceNow® On-Call Scheduling application from the home page. Agents can use the Schedules menu to view their schedules, request absence and set their notification preference. A Group Manager can use the schedules icon to manage schedules and requests, set escalation trigger rules and policies, and create delivery channels for notification preferences.

Use the teams icon to access the teams record. Agents can use the Teams menu to view their team's on-call schedules and a Group Manager can set escalation trigger rules, escalation policies, and team preferences.

Activation information

Service Operations Workspace for ITSM is active by default and its default version is 2.1 in Washington DC. When you upgrade from any previous release to Washington DC from ServiceNow Store, Service Operations Workspace for ITSM 2.1 is automatically installed.

Related ServiceNow applications and features

Now Assist for ITSM

Use the ServiceNow® Now Assist for ITSM application to summarize your incident information, generate resolution notes, and generate the chat information for an interaction. You can enable your agents to understand the chat and incident context and to propose quicker resolutions.

Change Management

Control the life cycle of a change and implement the change with minimum disruption to IT services.

Incident Management

Enable users to identify IT issues and log incidents through the Incident Management system. Efficiently track, classify, and prioritize incidents to work effectively toward their resolution.

Interaction Management

Respond to an incoming chat, phone, walk-up, or messaging interaction quickly using an interaction that provides a centralized location for all communication channels.

On-Call Scheduling

Identify available on-call members of a support group who can be contacted to resolve an issue.

Problem Management

Identify the root cause of recurring incidents or a major incident to help prevent them from happening again.

Recommended Actions for ITSM in Service Operations Workspace

Get field recommendations and guidance in the side panel for the incident form in the Service Operations Workspace.

Predictive Intelligence

Machine-learning algorithms provide dynamic and contextual recommendations for resolving an incident.

Task Intelligence for ITSM

Use machine learning to set up, deploy, and track solution-based models to achieve important business outcomes.

Request Management

Initiate a catalog request flow from a different IT Service Management flow such as an incident flow, using catalog requests.

ServiceNow for Microsoft Teams

Enable users to collaborate through the connected experience provided by Service Operations Workspace for ITSM.

Advanced Work Assignment

Automatically assign interactions to your agents based on their availability.

Service Level Management

Access incident service level agreement (SLA) information on the Service Operations Workspace for ITSM landing page and incident record page.

Walk-up Experience

Manage walk-up interactions and queues effortlessly using Service Operations Workspace for ITSM.

Workforce Optimization for ITSM

Manage agent schedules using Workforce Optimization for ITSM Scheduling. Use ServiceNow® Coaching to review and complete assigned trainings.

Knowledge Management

Provide an agent with knowledge articles that include information such as self-help, troubleshooting, and task resolution.

Notify

Provide support for SMS and voice channels on the ServiceNow platform to communicate with your team and customers.

Service Operations Workspace for ITOM

Configure your operator experience through a unified interface for multiple ServiceNow® IT Operations Management workflows.

Universal Request

ServiceNow® Universal Request empowers customers in their journey toward Enterprise Service Management (ESM) or Global Business Services (GBS) by enabling agents to resolve cases seamlessly across the enterprise to provide a better employee experience.

Walk-up Experience release notes

The ServiceNow® Walk-up Experience application enables you to create and manage an on-site support channel. Walk-up Experience was enhanced and updated in the Washington DC release.

ServiceNow® highlights for the Washington DC release

- Use the instance options to reconfigure the order of the tabs.
- Enables you to book an appointment for a 15-minute time slot.
- Configure the text direction from right to left for the Walk-up Experience Service portal with RTL support.

See Walk-up Experience for more information.

Activation information

Walk-up Experience is a Now Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.

Browser requirements

Access Walk-up Experience through the ServiceNow® Workspace. ServiceNow workspaces don’t support mobile devices.

Starting with the Orlando release, ServiceNow workspaces don't support Internet Explorer or Microsoft Edge. Instead, use Microsoft Edge Chromium or one of the other supported browsers listed in Browser support.

If you're on New York or an earlier release and using Internet Explorer 11 or Microsoft Edge with any workspace, such as ServiceNow® CSM Agent Workspace or ServiceNow® Vendor Management Workspace, you must first migrate to a newer browser. After you upgrade to a new browser, you can upgrade to at least the Orlando release. For more information, see the Internet Explorer 11 Performance [KB0683275] article in the Now Support Knowledge Base.

Related ServiceNow applications and features

ITSM Agent Workspace - Legacy
: Use ServiceNow® Agent Workspace to access and complete interactions at a walk-up queue location. Agent Workspace moves the agents away from the list and form interaction fulfillment experience to a configurable service desk application.

Advanced Work Assignment
: Access a personal inbox where interactions are automatically pushed for assignments based on schedules and rule configurations with ServiceNow® Advanced Work Assignment.

Workforce Optimization for ITSM release notes

The ServiceNow® Workforce Optimization for ITSM application enables you to manage and maintain the productivity of your workforce from a single location. Workforce Optimization for ITSM was enhanced and updated in the Washington DC release.

Workforce Optimization for ITSM highlights for the Washington DC release

Enable your users to gain ServiceNow skills by integrating with Now Learning.

See Workforce Optimization for ITSM for more information.

Important: Workforce Optimization for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Integrate Coaching with Learning with Now Learning

Gain ServiceNow skills using Now Learning after you integrate it with Coaching with Learning.

Activation information

Install the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Advanced Work Assignment

Use ServiceNow® Advanced Work Assignment to assign work items automatically to your agents by their availability, capacity, and skills.

Coaching

Use ServiceNow® Coaching to monitor and improve the performance of your employees. You can evaluate their skills and get them the training that they need for skill growth.

Learning Posts

Create an omni-channel learning experience for your employees by empowering them with the right learning at the right time.

Performance Analytics

Use ServiceNow® Performance Analytics to create reports on Key Performance Indicators (KPIs) to monitor and analyze metrics.

Predictive Intelligence

Use ServiceNow® Predictive Intelligence to recommend the skills for agents that are based on the work that they've completed.

Process Mining

Analyze business processes and optimize them quickly.

Service Operations Workspace for ITSM

Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently by using Service Operations Workspace. Manage your schedule and complete training by using Workforce Optimization for ITSM in the Service Operations Workspace.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams.

Surveys

Create, send, and collect responses for basic surveys. If installed, you can also use the Survey widget to set up a survey within the ServiceNow® Service Portal.

Mobile Platform release notes

The ServiceNow® Mobile Platform enables you to access your ServiceNow instance from anywhere. ServiceNow Mobile Platform was enhanced and updated in the Washington DC release.

Mobile highlights for the Washington DC release

- Generate work order task closure notes using Mobile Resolution Notes Generation.
- Display configurable pop-ups based on real-time conditions.
- Benefit from the enhanced data visualization user experience.
- Send users notifications defined as critical, irrespective of their notification settings.
- Mobile App Builder is now integrated with Mobile Publishing so that admins can manage custom branded app requests and configure mobile apps in one tool.

See Configure mobile experiences for more information.

New in the Washington DC release

Overriding critical alerts

Send your users critical alerts, even if they configure their mobile device to a Do Not Disturb or Silent mode setting.

Dynamic pop-ups

Display configurable pop-ups based on real-time conditions. These pop-ups can even be displayed at the login phase. For example, display a pop-up to the user stating that they have accepted a new task with an estimated three hours of work, but their work shift is due to end in an hour.

Zero Trust Access support

Limit end-user access to your ServiceNow instance by opting in to Zero Trust Access, which adjusts user roles and permissions according to security policies defined by the admin based on factors such as IP address, location, and identity provider attributes.

Custom map screen support for additional entry points to launch Indoor Wayfinding

Launch custom map screens from a mobile embedded web page or from a push notification.

Mobile Resolution Notes Generation

Use Now Assist on Mobile to generate a closure note that summarizes the associated work order task using information provided in the task record.

Mobile SDK available in the ServiceNow Store

Use the ServiceNow Mobile software development kit (SDK) to enable users to develop native iOS and Android mobile apps using an integrated development environment and give your mobile apps access to existing ServiceNow data and workflows.

Mobile App Builder

Use the following enhancements added to Mobile App Builder:

- Support for all Mobile Platform Washington DC features.
- Integration with Mobile Publishing so that admins can see their custom branded apps within the MAB UI.

- A push notification management category has been added to show which notifications are used for each mobile app.
- Automatic population of table fields in downstream records to streamline proper configuration.

Data visualization user experience

Use the upgraded data visualization user experience, which includes the following new features:

- Unified configuration experience for both web-UI and mobile platforms in a centralized# location.
- Enhanced visualizations for charts and the introduction of a pie chart visualization.
- Compatibility with many data sources including ServiceNow® User Experience Analytics, ServiceNow® Health Log Analytics, ServiceNow® Performance Analytics indicators, and customized data sources.
- Ability to apply theming options, including the dark theme, by using variables to customize the look-and-feel of the# mobile dashboards. For more information, see the Accessibility information section found in these release notes.

Arabic added to the support of right-to-left languages

The display of right-to-left languages is supported in ServiceNow mobile apps. Arabic, in addition to Hebrew, are supported right-to-left languages. Texts as well as visual components are right-to-left aligned to mirror the more common left-to-right alignment.

Offline support in Now Mobile apps and custom apps

Configure offline support for all apps, including ServiceNow Mobile Agent, Now Mobile, and custom apps that you build by using Mobile Publishing.

Now Assist in Virtual Agent for mobile

Use Now Assist in Native Mobile Virtual Agent to deliver more direct, relevant, and conversational responses to questions using generative AI.

UI changes

Mobile Publishing

Mobile Publishing has a new look and feel, including embedded videos and prerequisites to guide admins when they are creating custom branded apps.

Changed in this release

Mobile Playbooks enhancements

Navigate from mobile web screens to all native screens, including parametrized and scripted screens, custom map screens, and ServiceNow Virtual Agent chat.

Mobile Publishing enhancements

Use custom branded apps created with Mobile Publishing and use them on sub-production instances.

Removed in this release

Mobile Studio used for mobile app configuration has been removed from the Washington DC release. Mobile configuration is performed using the following tools: a web-based UI, Mobile App Builder, and Mobile Card Builder.

Activation information

ServiceNow Mobile Platform is a Now Platform® feature that is active by default.

Accessibility information

Data visualization

Accessibility improvements for the data visualization feature include the following updates:

- Enhanced support for screen readers, with a specific focus on the VoiceOver functionality. This improvement ensures that users relying on screen readers can seamlessly navigate and comprehend the content within data visualization charts.
- Text within data visualization charts can now be resized, accommodating users who may need larger text for better readability. This support enables text to be increased significantly without any loss of content or functionality.
- Enable a dark theme or mode in Mobile Platform. This option is commonly used to alleviate eye strain and improve readability.

Now Platform administration release notes

Now Platform® administration product enhancements and updates in the Washington DC release.

Use Now Platform administration features to address the business needs of your organization. Administration features are active by default on all instances.

AI Search release notes

The ServiceNow® AI Search application provides a consumer-grade search experience for Now Platform users. AI Search was enhanced and updated in the Washington DC release.

AI Search highlights for the Washington DC release

- Display concise, actionable answers for plain language searches using Natural Language Query Genius Results.
- Increase search performance by skipping automatic query resubmission for searches with two search terms.
- Improve recall and consistency for synonym searches by retaining search terms defined as stop words.

See AI Search for more information.

Important information for upgrading AI Search to Washington DC

When you upgrade to Washington DC, AI Search automatically updates your existing Genius Result configurations to use the new AI Search Genius Result Configuration form fields. This update procedure makes the following changes:

- Removes existing **Genius result answer type** field values.
- Migrates **Genius result logic** field values to the new `AI Search` **request processor** and `AI Search` **response processor** fields as appropriate.

After you upgrade your instance to Washington DC, AI Search retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (`glide.ais.query.search_operator`) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to `AND then OR 2+ key terms`. For details on AI Search system properties, see AI Search system properties.

Starting in Washington DC, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for AI Search, which can be time-consuming. When you upgrade to Washington DC from a previous family release, AI Search does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, AI Search will reindex individual User table records as they're updated until all records have been reindexed.

New in the Washington DC release

`AND then OR 2+ key terms` option for multi-term search queries

Improve search performance for queries with two search terms using the new `AND then OR 2+ key terms` value for the **Boolean search operator to use when a search query includes multiple terms** (`glide.ais.query.search_operator`) system property. When this value is set, AI Search only performs automatic query resubmission if the search query includes more than two search terms after stop words are removed. `AND then OR 2+ key terms` is the default value for instances zBooted in Washington DC.

Natural Language Query Genius Results

Surface relevant search results from large source tables by adding Natural Language Query (NLQ) Genius Results to your AI Search applications. NLQ Genius Results interpret your searches using plain language to find source tables with relevant results. The NLQ Genius Result answer card displays the suggested source tables, combining results from Analytics Center and CMDB table queries. You can preview records from each suggested table directly from the Genius Result answer card.

Semantic search

Find results that match the meaning and intent of your search terms. Semantic search is an alternate search mode that overrides the default lexical search mode. Now Assist in Virtual Agent uses semantic search to retrieve Catalog Items and topics. Now Assist in AI Search uses semantic search to find cached answers for Now Assist Q&A Genius Results.

Changed in this release

Synonym matching and expansion retains terms defined as stop words

When evaluating synonym matches and expansions, AI Search retains search query terms defined as stop words. This behavior helps ensure that synonym matches return consistent results no matter which version of a synonym a user searches for.

Field changes on AI Search Genius Result Configuration form

On the AI Search Genius Result Configuration form, the **Genius result answer type** choice field has been removed. The **Genius result logic** script field has been replaced with separate `AI Search` **request processor** and `AI Search` **response processor** script fields.

Activation information

AI Search is a Now Platform feature that is active by default.

Browser requirements

AI Search does not support Internet Explorer.

Localization information

AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

Related ServiceNow applications and features

Advanced AI Search Management Tools

The Advanced AI Search Management Tools application adds new functionality to AI Search:

- Administrators can review dashboards with metrics, trends, and reports relating to AI Search usage and configuration.
- Administrators can test searches with the Search Preview UI to understand users' search results.
- Administrators with High Security access can bypass search source and content security filters in the Search Preview UI to see how these filters affect users' search results.

Now Assist in AI Search

The Now Assist in AI Search application combines the power of search with the Now LLM generative AI model to answer questions in user searches with actionable AI-generated answers from relevant Knowledge articles.

Knowledge Management

Administrators can activate the ServiceNow® Knowledge Management Advanced plugin to install the FAQ [kb_template_faq] table. AI Search can return records in this table as Q&A Genius Result answers for common user search questions.

Application Manager release notes

The ServiceNow® Application Manager application enables you to manage your apps, plugins, and licenses. You can also see what apps and plugins are available for you to use. Application Manager was enhanced and updated in the Washington DC release.

Application Manager highlights for the Washington DC release

- Learn about the dependency needs of your applications with Application indicators.
- Filter options based on progress state in the Activity Log.
- Learn about an application before installation with the pre-installation modal pop-up.

- Discover if an Installation is blocked if the dependency is in a **Must Be Licensed** state.
- Locate an application that may meet the criteria you're searching for with partial search.

See Application Manager for more information.

Important: Application Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Installing applications in Application Manager modal pop-up

View the following information with an added pre-installation modal:

- A description for the application configuration, primary features, and optional features.
- Shows primary features, optional features, and dependencies associated with AppV2.
- Shows the configurations and features available.
- Shows user scenarios when the install is blocked, the application configuration isn’t licensed, or primary and optional features aren’t licensed.

In the post-installation modal details page, you can view compatibility, key features, and release notes. It also displays an installation or update option.

UI changes

Application indicators

Indicators have been added to applications on the homepage and details page to notify you of dependency needs.

Activity log dependency grouping

Dependencies are grouped based on criteria to organize the installation details page.

Activity log progress filters

Progress filters are added to the view based on progress state.

Sync now button update

The **Sync now** button is updated.

Application Manager added to navigation

Application Manager is added to the navigation from the Admin Center.

Sort applications by installed

The Sort by installed option is added within the installation section to organize already installed applications.

Activation information

Application Manager is a Now Platform feature that is active by default.

Clone Admin Console release notes

The ServiceNow® Clone Admin Console application relies on the existing clone engine. It provides a unified admin experience and enhanced visibility for cloning data between instances, which is one of the most-used automations. The Clone Admin Console was enhanced and updated in the Washington DC release.

Clone Admin Console highlights for the Washington DC release

- Experience a simplified clone request experience.
- Help prevent timing conflicts with a new scheduling tool.
- Use the dashboard to view current clone activity with enhanced visibility.
- View additional customization options on the homepage list view.
- Internationalization provides Clone Admin Console in multiple languages.

See Clone Admin Console for more information.

Important: Clone Admin Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Request a clone in Clone Admin Console

The app features a simplified clone request page, with guidance and explanations for how the various clone settings affect your clone. The new request page also features a new scheduling tool to help prevent timing conflicts with maintenance windows. This tool reduces the automatic rescheduling of clones conflicting with infrastructure maintenance.

Guidance

Utilize the renewed focus on guidance and user experience, with the new information that is added on how some clone options may affect your clone time.

On-demand backup option

Use a fresh backup as part of your clone. This option can be useful if you want to include newly published changes in your clone and you don't want to wait for the next nightly backup.

Clone Logs

See the **Show Logs** link that is added to display the Clone Logs on the Clone Status page when selected.

Recurring clones

Create recurring clones using the clone frequency options on the clone request page. The clone frequencies are **Weekly**, **Every four weeks**, and **Every two weeks**.

Note: Each occurrence is created as a separate clone request. If changes are required, you must change the individual clone requests that are created.

UI changes

Clone status

On the homepage, you can see the status of clones created via the console. If you select an in-progress clone, you can see all the settings you picked and the exact step where the clone currently is. Completed clones provide you with a rollback option and how long you can roll back your clone. This time frame is typically seven days, or two days for shared dashboards.

Removed in this release

The requirement to have at least one custom preserver in any custom clone profile for a clone request to be placed has been removed. You can now have a custom clone profile with only base system preservers to place a clone request.

Activation information

Clone Admin Console is a Now Platform feature that is active by default.

Related ServiceNow applications and features

System clone

Use the System Clone application to copy everything in a database from one instance to another.

Core Now Platform release notes

The ServiceNow® Core Now Platform provides features and functionalities to applications and other parts of the Now Platform. The Core Now Platform was enhanced and updated in the Washington DC release.

Core Now Platform highlights for the Washington DC release

- Create a flow and set the triggers and actions for a remote table to retrieve data from external sources. If the retrieved data is large, use the Extended Capacity feature in the remote tables.
- Test GraphQL APIs with the GraphQL Explorer.
- Reduce the chances of missing audits being recorded when a transaction is canceled by creating the audits immediately after the record is modified.
- Manage cascading when archiving multiple levels of related records.

See Administer the Now Platform for more information.

Important: Log Export Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading AI Search to Washington DC

Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread.

This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the Washington DC release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.

New in the Washington DC release

GraphQL Explorer

Test GraphQL APIs using an integrated GraphQL testing tool. The GraphQL Explorer facilitates the development and debugging of GraphQL APIs.

Support for JavaScript modules and third-party libraries with the ServiceNow SDK

Create custom JavaScript modules to organize and reuse code, improve maintainability, and leverage functionality from third-party JavaScript libraries in scoped applications with the ServiceNow SDK. Use the ServiceNow SDK to create, download, and modify scoped applications with custom modules and third-party libraries in Visual Studio Code and then deploy those applications to an instance.

Improvements for archiving related records

When defining related records, control the depth of cascading by specifying the archive rule for each archive related record. Related records without a specified archive rule aren't cascaded.

Drop custom indexes

Drop custom indexes using the Tables module.

Flow logic for remote tables

Build a flow to retrieve data for a remote table query. Use the ServiceNow® Flow Designer capabilities of triggers and actions to respond to triggers and fetch remote data.

New sys property to enable locale-based language sorting

Enable the *guide.ui.condition_builder.sort_labels_by_locale* system property to sort the fields of the Show/hide filter according to the locale-based language. The system property is set to False by default.

Show Syslog Records UI action

Use the new **Show Syslog Records** UI action on Transactions and Active Transactions forms to view any System Log entries that were generated during the execution of the transaction.

Changed in this release

Warning when plugin upgrade or activation fails

A warning message now appears if the alter or create table operation fails when upgrading or activating a plugin.

System tables excluded from archive rules

You can no longer create archive rules for certain tables.

Link a destroy rule with an archive rule

You must now specify a related archive rule when creating an archive destroy rule. Linking an archive rule to the archive destroy rule improves performance when deleting archived records.

Peripheral records deleted with archive destroy

Peripheral records in the Journal Entry [sys_journal_field], Attachment [sys_attachment], and Sys Audit [sys_audit] tables are now automatically deleted when data is deleted during an archive destroy.

Extended Capacity feature in remote tables

Extended Capacity enables additional rows to be stored for a remote table if the retrieved data exceeds 1,000 rows.

Non-cancellable audit records

Reduce the chances of audit records not being written when a transaction is canceled with the new default setting.

Notification and meeting invitation changes on Granular Delegate form

The **All Notifications** and **Meeting invitations** options on the Granular Delegate form are now set to False by default, to avoid concerns around getting notifications that have security critical and sensitive data. You can select these options if you want the delegate to receive the delegation notification and meeting invitations.

Enhanced logging security improvements

Explore the new field in the node log lines to identify the script or component that generated the log message. Transaction start lines include a new field specifying what type of request was made.

Deprecations

- Starting with the Washington DC release, Internet Explorer and Internet Explorer mode in Edge are no longer supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Core Now Platform is a Now Platform feature that is active by default.

Dynamic Translation release notes

The ServiceNow® Dynamic Translation application enables translation of dynamically generated text, by using the translation service providers configured in the Dynamic Translation framework. One of the service providers announced deprecation of the IBM Watson Translation Service in 2024, affecting the Washington DC release.

Dynamic Translation highlights for the Washington DC release

- The IBM Watson Translator Service Spoke has announced a notice of deprecation for 2024.

See the Dynamic Translation documentation for an overview of ServiceNow® Dynamic Translation. See IBM Watson Language Translator Service spoke documentation for information specific to the IBM Watson Translator Service spoke.

> **Important:** The IBM Watson Translator Service spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Deprecations

- IBM has announced the deprecation of the IBM Watson Translator Service for IBM Cloud in all regions. As of June 10, 2023, the Language Translator tile will be removed from the IBM Cloud Platform for new customers; only existing customers will be able to access the product. As of June 10, 2024, the service will reach its End of Support date. As of December 10, 2024, the service will be withdrawn entirely and will no longer be available to any customers. For more information, see https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes.

Activation information

Dynamic Translation is a Now Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.

Related ServiceNow applications and features

Localization Framework

The Localization Framework application standardizes and enhances the translation process of artifacts across the platform through configurable workflows.

Integration Hub

Localization Framework uses ServiceNow® Integration Hub spokes to connect to translation service providers.

Localization Framework release notes

The ServiceNow® Localization Framework application enables you to translate text on your instance into multiple languages for a cohesive localized experience. Localization Framework was enhanced and updated in the Washington DC release.

Localization Framework highlights for the Washington DC release

- Localize your instance more smoothly with a new hub-spoke model for translation requests and fulfillment.
- Move translations between instances with update sets to standardize the localization experience for all users.
- Create translations within scoped applications for finer control over localized content.

See Localization Framework for more information.

New in the Washington DC release

New hub-spoke model for translation requests

Configure your hub instance with the Localization Framework Hub plugin and your spoke instances with the Localization Framework Spoke plugin so that incoming translation requests are sent to a centralized resource. Translation fulfillers can complete translations on the hub instance and those translations are applied to the spoke instances as well, simplifying your translation workflows. For more information, see Localization Framework Hub and Spoke architecture.

Create translations for scoped applications

Translations no longer default to the global scope and can be used in scoped applications to tailor the user experience.

Move translated text between instances with update sets

With the support for scoped translations, translated content can now be moved between instances with update sets. For more information, see Localization Framework Properties: Update Set Strategies.

Related ServiceNow applications and features

Dynamic Translation

Enable live translation of user-generated text across the instance to increase productivity and cross-language support for agents.

Notifications release notes

The ServiceNow® Notifications application enables you to create, manage, and send custom notifications in workflows for important events, actions, and alerts. Notifications was enhanced and updated in the Washington DC release.

Notifications highlights for the Washington DC release

- Limit sending emails to IDs that are known to generate bounces according to RFC3463 and enable the admins to control blocked ids.
- Configure SMTP (Simple Mail Transfer Protocol) email accounts for outbound emails using client credential flow.
- Limit sending emails to IDs that are known to generate bounces according to RFC3463.

See Notifications for more information.

New in the Washington DC release

Support for client credential flow in SMTP account

Configure SMTP accounts for outbound email in ServiceNow instance using client credential flow.

Email bounce management

Link actions to content dynamically in provider notifications actionable content creation by using event params with the existing static actions.

UI changes

Asterisk for **Category** field in provider notification.

Category field was made required.

New fields have been added to notification actionable content

Action(s) listed in event param1 and **Action(s) listed in event param2** fields have been added.

Changed in this release

Dynamic actions linking for provider notifications

Link actions to content dynamically by using event params and the existing static actions in provider notifications actionable content creation.

Mandatory **Category** field in provider notifications

The category field for provider notifications is a required field.

Activation information

Notifications is a Now Platform feature that is active by default.

Subscription Management release notes

The ServiceNow® Subscription Management application enables you to proactively manage your subscriptions and monitor subscription usage on your instances. Subscription Management was enhanced and updated in the Washington DC release.

Subscription Management highlights for the Washington DC release

- Gain visibility and control of your product subscriptions.
- Access a real-time view of your entitlement data.
- Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions.
- Avoid unexpected costs by tracking subscription usage and allocations over time.

See Subscription Management for more information.

New in the Washington DC release

Proactively manage your subscriptions

View a summary of your product subscriptions in a new user interface that prioritizes actionable data.

View insights about your subscription allocations

Maximize subscription usage by identifying when subscriptions are over-allocated and viewing subscriptions you can allocate.

Allocate subscriptions using recommended groups

Grant entitlement to the right users by allocating subscriptions using recommended groups.

Address issues with your product subscriptions

Stay in compliance by mapping custom tables and custom applications to your product subscriptions.

Monitor Now Assist usage

View a summary of your Now Assist entitlements and track Now Assist usage on your instance.

View users with access to applications in a subscription

Determine which users have access to an application and what level of access they have.

View application installation status

Determine whether an application is available for install from the current product subscription or a separate product subscription.

Changed in this release

New Subscription Management experience

The legacy Subscription Management experience was replaced in this release by a more efficient and streamlined interface.

Removed in this release

- The Subscribed Users related list has been removed from the subscription form.
- The Subscribed Users related list and the Role Subscription Attributes related list have been removed from the role form.
- The Manage Subscriptions related list has been removed from the group form.
- The Custom Application Inventory module has been removed.
- The App Engine Usage dashboard has been removed. You can access details about your App Engine custom table entitlements by viewing your App Engine subscription details.
- The Domain Compliance Overview dashboard has been removed. Subscription Management no longer supports domain separation.

Activation information

Subscription Management is a Now Platform feature that is active by default.

System Clone release notes

The ServiceNow® System Clone application enables you to copy everything in a database from one instance to another, such as copying a production instance to a pre-production instance.

System Clone highlights for the Washington DC release

- Copy your production instance into a pre-production instance to test changes before going live with them.
- Schedule clones to occur automatically at a set frequency to help keep instances stay synchronized.
- Use exclude tables and data preservers to confirm that your clone contains only the tables and data that you want.

See System clone for more information.

Deprecations

Starting with the Washington DC release, the legacy System Clone Request page (clone_instance.do) is being prepared for future deprecation. Starting in the Y release, you're redirected to the Clone Admin Console when accessing the System Clone Request page (clone_instance.do). For details regarding the deprecation process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

System Clone is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Clone Admin Console

The Clone Admin Console provides a unified admin experience and enhanced visibility for cloning data between instances.

Upgrade Center release notes

The ServiceNow® Upgrade Center application helps you plan and manage your upgrades. Upgrade Center was enhanced and updated in the Washington DC release.

Upgrade Center highlights for the Washington DC release

- Explore the different release versions available to you in the Upgrade Preview module.
- Gain insights about the upgrade experience without actually upgrading your instance.
- Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module.
- View all your past upgrades in the Upgrade History module.
- Accelerate your upgrades using the Upgrade Plan feature.

See Upgrade Center for more information.

New in the Washington DC release

Managing upgrade risk

Get notified of the possible conflicts that might result due to several customizations on a skipped metadata file, with a new UI message on the form pages of the metadata files.

Previous Resolutions related list

View the resolutions from previous upgrades for the selected skipped records using the Previous Resolutions related list.

Activation information

Upgrade Center is a Now Platform feature that is active by default.

Zing text indexing and search engine release notes

The ServiceNow® Zing text indexing and search engine application provides search functionality for records by table. Zing text indexing and search engine was enhanced and updated in the Washington DC release.

Zing text indexing and search engine highlights for the Washington DC release

Improve search recall by making text from multi-row Service Catalog variable sets searchable in global search.

See Zing text indexing and search engine for more information.

New in the Washington DC release

Enable indexing of text in multi-row variable sets

Expand global search recall to include catalog items with content defined in your Service Catalog multi-row variable sets. Configure a system property to make Zing index content from multi-row variable sets for display in global search results.

Activation information

Zing text indexing and search engine is a Now Platform feature that is active by default.

Related ServiceNow applications and features

AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

Now Platform capabilities release notes

Now Platform® capabilities were enhancements and updates in the Washington DC release.

Expand the services your system of action delivers with Now Platform capabilities. Activate and configure these optional features to create custom business logic, manage and secure data, and build alternate user interfaces.

Advanced Work Assignment release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents, based on their availability, capacity, and optionally, skills. AWA was enhanced and updated in the Washington DC release.

Advanced Work Assignment highlights for the Washington DC release

Added a system property to keep pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met.

See Advanced Work Assignment for more information.

New in the Washington DC release

Added a system property

The *`glide.awa.bypass_max_wait_time.enabled`* system property keeps pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. This property defaults to true.

Activation information

Advanced Work Assignment is a Now Platform feature that is available with activation of the Glide Advanced work Assignment plugin (com.glide.awa). For details, see Get started with Advanced Work Assignment.

Browser requirements

Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge-Chromium or one of the other supported browsers that are listed in Browser support.

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Workspace

The ServiceNow® Workspace application provides agents, case managers, help desk professionals, and managers with tools to help answer customer questions and to resolve customer problems.

Agent Chat release notes

The ServiceNow® Agent Chat application enables agents to interact directly with end users through chat. Agent Chat was enhanced and updated in the Washington DC release.

Agent Chat highlights for the Washington DC release

Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.

See Exploring Agent Chat for more information.

New in the Washington DC release

Chat summarization
: Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.

Activation information

Agent Chat is a Now Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.

Related ServiceNow applications and features

Agent Chat
: Enable your agents to interact directly with customers using chat functionality.

Virtual Agent
: Provide your employees and customers with a friendly messaging interface, featuring pre-built conversations powered by artificial intelligence.

Automated Test Framework release notes

The ServiceNow® Automated Test Framework enables you to create and run automated tests to confirm that your modified instance works after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review. Automated Test Framework was enhanced and updated in the Washington DC release.

Automated Test Framework highlights for the Washington DC release

- Reduce upgrade and development time by replacing manual testing with automated testing.
- Design tests once and reuse them in different contexts and with different test data sets.
- Keep test instances clean by rolling back test data and changes made after each test run.
- Create and schedule test suites to organize and run tests in batches.
- Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage.

See Test your apps with the ATF for more information.

Important: ATF Test Generator and Cloud Runner is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Automated Test Framework to Washington DC

Copy and customize quick start tests provided by the Now Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.

The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.

New in the Washington DC release

Performance profiling
: Performance profiling is a data-driven approach to analyzing runtime behavior by identifying bottlenecks faster. Use performance profiling to detect performance degradation when you upgrade your instance. You can then investigate and fix any issues.

Configurable workspace support
: ATF now supports testing the Next Experience UI (limited to forms and UI actions) to reduce regression risks by providing wider test coverage.

Declarative Action Visibility test step
: Use the Declarative Action Visibility test step in the Form test step category to verify if a declarative action is visible on the current form.

Click a Declarative Action test step
: Use the Click a Declarative Action test step in the Form test category to click a declarative action on the current form.

Activation information

Automated Test Framework is a Now Platform feature that is active by default.

Note: By default, the system property that is used to run automated tests is turned off to prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests.

To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature.

Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.

Browser requirement

Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional configuration. For more information, see Browser recommendations for Automated Test Framework.

Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.

Configuration Management Database (CMDB) release notes

The ServiceNow® CMDB application stores data about the infrastructure of your organization. CMDB was enhanced and updated in the Washington DC release.

CMDB highlights for the Washington DC release

- Use CMDB Data Manager in CMDB Workspace to administer and manage policies and tasks, and manage retirement definitions and exclusion lists. You can also view analytics about ongoing CMDB Data Manager processes to detect any potential problems that require your attention.
- Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace.
- Focus on CMDB classes by limiting the scope of data in the Coverage tile in the CMDB 360 dashboard in CMDB Workspace.
- Identify fields that aren't populated in reference tables by designating them as recommended so they are tracked by the recommended metric in the completeness CMDB Health KPI.

See Configuration Management Database (CMDB) for more information.

Important information for upgrading CMDB to Washington DC

- The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article.
- If you enable CMDB 360 for the first time after upgrading to the Washington DC release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true.
- If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the Washington DC release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .

New in the Washington DC release

CMDB Workspace store app

- Access CMDB Data Manager from CMDB Workspace where it's built using UI Builder (UIB) components. CMDB Data Manager is now fully integrated into the CMDB Workspace.
- Use Data Certification in CMDB Workspace where it's built using UI Builder (UIB). Data Certification is now fully available by using the Certification policy type in CMDB Data Manager in CMDB Workspace.
- Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. De-duplication functionality is now built using UI Builder (UIB) components and is fully integrated into the CMDB Workspace.

Quick start tests for CMDB

After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.

UI changes

Governance view in CMDB Workspace changed to My Work view

The Governance view in CMDB Workspace has been renamed My Work.

New toolbar in Unified Map in CMDB Workspace

A new toolbar at the top of the map provides some functionality that was provided previously elsewhere:

- Search
- Filter
- Toggle appearance of filtered items
- Levels
- Toggle appearance of the timeline

Changed in this release

CMDB Workspace store app

- Unified Map:
  - Configure the CIs that appear on maps by filtering CIs according to their life-cycle stage. For example, you can filter all end-of-life CIs so that only operational CIs appear on maps. For more information, see Configure operational state of CIs.
  - Limit the number of hierarchy levels shown for application service CIs by setting the map level. You can, for example, set the map level to a smaller number to reduce the overall size of a map to help improve performance.
  - View both the source CI and the target CI on the detail cards when you select a group member connection element on a map.
  - View all attributes for all Service Mapping endpoints, including the type of an endpoint.
  - Highlight all the nodes associated with a card by selecting an application service or a related items card.

  - Show the details card for each CI associated with a dynamic CI group in the Attributes pane.
  - Configure the maximum number of levels from the home node to show on a map, by setting the system property `sn_cmdb_ws.unifiedmap.map_search_filter.max_levels` without having to add the property first. For more information, see Components installed with CMDB Workspace.
- CMDB Data Manager integration into CMDB Workspace
  - All of the features of CMDB Data Manager are now available in CMDB Workspace. Administer policies and manage tasks, manage retirement definitions and exclusion lists, and review and approve or reject assigned tasks.
  - View analytics in various charts and counts for ongoing CMDB Data Manager processes.
- Data Certification integration into CMDB Workspace

  Data Certification features are now fully supported in CMDB Workspace by using the Certification policy type in CMDB Data Manager. Review, certify, or edit field values for records in selected tables to ensure that those values are exactly as needed to support organizational tasks.

  View analytics in various charts and counts that also account for ongoing Data Certification processes.
- De-duplication integration into CMDB Workspace
  - Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates.
  - Remediate de-duplication tasks in a central location, the De-duplication dashboard. Remediate multiple de-duplication tasks in a single operation by running one or more templates. Track progress as templates run and review the remediation results.
  - See statistics and potential problem areas related to duplicate CIs in your CMDB by examining the De-duplication insights pane.
- CMDB 360 experience in CMDB Workspace: Limit the scope of data in the Coverage tile in the CMDB 360 dashboard to only CMDB classes by using the `sn_cmdb_ws.ms.calculate_cmdb_only` system property. For more information, see Components related to CMDB 360.

CMDB Health support of dot-walking when selecting a recommended field

Identify recommended fields that aren't populated in reference tables by selecting a field from a referenced table for the CMDB Health recommended metric by using dot-walking and directly interacting with the CMDB Recommended Fields [cmdb_recommended_fields] table.

Capturing CMDB 360 data for non-CMDB classes

Enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) by setting the value of the `glide.identification_engine.multisource_non_cmdb_ci_enabled` system property to true.

CMDB support for Product Instance

Prevent duplication when managing operational assets in your organization throughout their life cycles in the Hardware Asset Management application and workflows by using unique product instance identifiers (PID).

Deprecations

- Starting with the Washington DC release, CMDB Data Manager that is built on Core UI (UI 16) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. CMDB Workspace provides the latest experience for this functionality.

Activation information

CMDB is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Common Service Data Model (CSDM)

Common Service Data Model (CSDM) provides prescriptive guidelines for service modeling within CMDB and is the standard for all ServiceNow products that use the CMDB. CSDM provides a framework for mapping data from your IT services and other products to the CMDB. Following the CSDM framework ensures that the required data for your ServiceNow application maps correctly to the appropriate CMDB tables.

Service Graph Connectors

Use predefined ServiceNow® Service Graph connectors to import data from third-party applications, such as Microsoft SCCM, into your CMDB. In addition, you can use the IntegrationHub ETL store app to create and manage custom ETL transform maps so that you can integrate third-party data into the CMDB without compromising its integrity.

CMDB Workspace

Use CMDB Workspace to search, explore, and gain insights into the CMDB. The CMDB Workspace is a store app that provides a central place for working with the CMDB. In the CMDB Workspace, you can examine health and recent activity related to CMDB, and access various CMDB dashboards and tools to support tasks in your organization.

Decision Builder release notes

The ServiceNow® Decision Builder application provides an intuitive interface that you can use to create and manage decision tables. By changing the rules and conditions in a decision table, you can more efficiently meet changing business requirements. Decision Builder was enhanced and updated in the Washington DC release.

Decision Builder highlights for the Washington DC release

- Decision Builder is now integrated into Workflow Studio. Access Decision Builder alongside other powerful tools such as Flow Designer and Playbooks to seamlessly integrate decision tables with workflows.
- Duplicate full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables.
- Execute the decision table from any script and make it easier to replace hard-coded logic with decisions by inserting decision table code snippets copied from Decision Builder.

- Save time and effort writing decision rules by strategically duplicating rows of your decision table.
- View and access related objects that your decision tables are used in.

See Decision Builder for more information.

New in the Washington DC release

Decision Builder integrated into Workflow Studio

Access and build decision tables in one streamlined environment alongside other powerful tools that help you build workflows for your applications.

Decision table code snippets

Insert a decision table into any script you write on the Now Platform by copying a code snippet of the table from Decision Builder.

Duplicate a decision table

Save time creating decision tables by duplicating full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables.

Duplicate rows in a decision table

Save time and effort creating decision rules by strategically duplicating rows in your decision tables.

View related objects in a decision table

Easily view and access the related flows, subflows, or processes that your decision table is used in from an open decision table.

UI changes

Decision Builder module

The Decision Builder module in the main **All** navigation used to open the standalone Decision Builder application. Now it opens Decision Builder in the new Workflow Studio application alongside other applications that help you build workflows.

Activation information

Decision Builder is available with activation of the Decision Builder plugin (sn_decision_design). For details, see Update to the latest version of Decision Builder.

Localization information

The Localization Framework is integrated in Decision Builder. However, because the Edit in Excel feature doesn’t support localization, you cannot use this feature in any instance that doesn't use English.

Related ServiceNow applications and features

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Flow Designer

Flow Designer is a Now Platform® feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Playbooks

The Playbooks builder in the ServiceNow® Workflow Studio application enables playbook owners to author cross-enterprise workflows and create a single, unified process. You can also use a playbook to provide end users with a simplified, task-oriented view of your process.

Document Services release notes

The ServiceNow® Document Services application provides a broad range of services related to document management, such as creation, maintenance, conversion, and integration with third parties like Microsoft SharePoint. Document Services was enhanced and updated in the Washington DC release.

Document Services highlights for the Washington DC release

- Elevate signing experience by eliminating the manual process to sign complex documents.
- Ability to collaborate on documents and manage attachments hosted within Microsoft SharePoint.
- Improved experience for external users to add and manage documents within your Service Portal.

See Document Services for more information.

Important: Multi Provider Document Services Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Digital signing for documents

Define document templates and signing workflows for digital signing using smart cards. Generate and send auto-filled documents to be signed by different participants.

Changed in this release

Service Portal experience for external users

Extend document management experience to external users to create and manage documents in Service Portal.

Microsoft SharePoint integration with Document Services

Integrate with Microsoft SharePoint to create, update, and collaborate on documents within the platform.

Activation information

Document Services is a Now Platform feature that is active by default.

Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management.

Multi Provider Document Services Framework. Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

- Updated Document Viewer to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers).
- Updated to programmatically inform Assistive Technology users when an invalid page number is entered in the Page Number input field.
- Added a tooltip for the Page Number input field in Document Viewer. Both a visual label and programmatic label are provided to users.

Related ServiceNow applications and features

Document Templates

To provide a seamless experience digital signing for documents is configured with a document template.

Hermes Messaging Service release notes

Hermes Messaging Service enables you to integrate your Apache Kafka environment with your ServiceNow® instance. Hermes Messaging Service was enhanced and updated in the Washington DC release.

Hermes Messaging Service highlights for the Washington DC release

- Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency.
- Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance.
- Manage the health and performance of message delivery using Hermes diagnostic tools.

See Hermes Messaging Service for more information.

New in the Washington DC release

Improved security setup

Generate certificates for secure connections to Hermes Messaging Service, revoke certificates, and apply ACLs to certificates using the Hermes Messaging Service certificate generator.

Manage topic namespaces

Create, update, and delete topic namespaces in the Hermes Kafka cluster using Hermes Messaging Service.

Manage topics

Create, update, and delete topics in the Hermes Kafka cluster using Hermes Messaging Service.

Rescan topics

Synchronize topic records in your instance with the topics that belong to you in the Hermes Kafka cluster.

Activation information

Hermes Messaging Service is a Now Platform feature that is available with activation of the Stream Connect for Apache Kafka plugins (com.glide.hub.flow_trigger.kafka or com.glide.hub.action_step.kafka) or installation of the Log Export Service application. For details, see Hermes Messaging Service activation.

Related ServiceNow applications and features

Using Stream Connect for Apache Kafka

Produce Apache Kafka messages from your ServiceNow instance using Flow Designer, and then consume the messages in an external application. You can also produce Apache Kafka messages from an external application and then consume the messages in your ServiceNow instance using a variety of consumers with Stream Connect for Apache Kafka.

Log Export Service (LES)

Export log data securely to your external data lake for reporting, auditing, or regulatory purposes using Hermes Messaging Service with Log Export Service.

Instance Data Replication

Improve the performance and processing efficiency of Instance Data Replication by upgrading replication sets that you created prior to the Washington DC release to use Hermes Messaging Service.

Instance Data Replication release notes

The ServiceNow® Instance Data Replication (IDR) application simplifies the data replication process between instances. Instance Data Replication was enhanced and updated in the Washington DC release.

Instance Data Replication highlights for the Washington DC release

- Keep data synchronized by replicating data from your producer instance to one or more consumer instances across different departments and business units.
- Maintain consistent data across different organizations in your company.
- Easily update records that have different sys_ids on the producer and consumer instances.

See Instance Data Replication for more information.

Important information for upgrading Instance Data Replication to Washington DC

Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses the Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.

Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.

Changed in this release

Hermes-only replication

Newly-created replication sets now use Hermes Messaging Service. You can no longer create legacy replication sets.

Comparing replicated data between instances

Compare data in replication sets with data transformations, bidirectional replication, and discrete replication.

Activation information

Instance Data Replication is a Now Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.

Additional requirements

The consumer and producer must both be running at least the San Diego release to support the custom coalesce feature.

This release requirement also applies to support for concurrent job execution.

Related ServiceNow applications and features

Hermes Messaging Service

The Hermes Messaging Service is a multi-tenant, multi-cluster data transport and queuing service built on Apache Kafka that enables your instance to reliably produce and consume large volumes of Kafka events.

Knowledge Management release notes

The ServiceNow® Knowledge Management application enables you to share Knowledge articles that provide users with information for self-help, troubleshooting, and task resolution. Knowledge Management was enhanced and updated in the Washington DC release.

Knowledge Management highlights for the Washington DC release

- Next Experience for Dark Theme is available on Now Mobile app and Agent Mobile applications.
- Knowledge Management components within Configurable Workspace support reflow for greater accessibility.

See Knowledge Management for more information.

UI changes

Knowledge management Service Portal

The Knowledge Management v3 homepage has been replaced with the advanced Knowledge Management Service Portal homepage. See the "Deprecation" section for more information.

Dark Theme

The Next Experience Dark Theme is available on Now Mobile app and Agent Mobile applications.

Deprecations

- Starting with the Washington DC release, the Knowledge Management v3 homepage (com.snc.knowledge3) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but it will continue to be supported. The Knowledge Management Service Portal provides the latest experience for this functionality.
- For more information, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Knowledge Management is a Now Platform feature that is active by default. The Knowledge Management Service Portal is available with its plugin (com.snc.knowledge_serviceportal) that is active by default.

Activate the Knowledge Management Advanced plugin (com.snc.knowledge_advanced) to enable advanced features for Knowledge Management. For more information, see Activate the Knowledge Management Advanced plugin

Additional plugins that enable various Knowledge Management features are available. For more information, see Additional plugins for Knowledge Management.

Activate the Sitemap Generator plugin (sn_ux_seo_sitemap) to define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages. You must also activate the Sitemap configuration record (sitemap_config_KB) and the sitemap configuration definition. For more information, see Configure Sitemap Generator record.

Accessibility information

Dark Theme

Enable the Next Experience Dark Theme in the Now Mobile app and Agent Mobile applications. This option is commonly used to alleviate eye strain and improve readability.

Support for Reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

- sn-knowledge-content
- sn-related-content
- sn-star-rating
- sn-comparator
- sn-attach-article-guidance
- sn-nested-comments
- sn-knowledge-detail
- sn-knowledge-socialqa-answer
- sn-knowledge-socialqa-detail

- sn-knowledge-discussion-wrapper
- sn-timeago

In addition, the following pages were updated to support reflow:

- Knowledge View (kb_view)
- Knowledge Article Template Selector Modal
- Knowledge Category Picker (kb_category_picker)
- Translation compare
- Request translation
- Version compare

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Related ServiceNow applications and features

CSM Configurable Workspace

ServiceNow® Workspace is a graphical user interface that collects the tools that agents must find, research, and resolve issues on a single page. ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools they require to respond to customers and to resolve cases. This interface enables customer service agents to read Knowledge articles attached to their cases to gain additional information that helps them more efficiently resolve cases.

Field Service Management

Enable field service agents to read Knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Access the information you need using the Now Mobile Agent application.

Communities

Harvest Knowledge information from posts on a community. Create structured Knowledge articles from unstructured discussions around a question.

Problem Management

Create structured Knowledge articles from information generated from a Problem form that could be useful to solve similar issues.

Incident Management

Resolve issues by searching for Knowledge articles from an incident. Flag issues with articles, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

Employee Service Management

Use knowledge blocks with HR Knowledge Management to simplify both HR knowledge authoring for writers and knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR

Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

MID Server release notes

The ServiceNow® MID Server application enables communication and data transfers between a ServiceNow® instance and external applications, data sources, and services. MID Server was enhanced and updated in the Washington DC release.

MID Server highlights for the Washington DC release

- Use OpenShift on Linux for containerized MID Servers.
- Prevent unauthorized access with the new "Reject" default behavior of the module access policies (MAPs).
- Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with upgrade-wrapper-override.conf.

See MID Server for more information.

Important information for upgrading MID Server to Washington DC

For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1.

If you have installed your own JRE, the upgrade process takes the following actions to ensure that the MID Server uses a supported JRE:

- If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
- If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.

Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.

For more information about MID Server upgrades, see the following topics:

- MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
- Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

New in the Washington DC release

Containerized MID Server support for OpenShift

Use OpenShift on Linux for containerized MID Servers. The corresponding Linux docker recipe has been updated. The containerized MID Server can run rootless by using existing auto-scaling capabilities with persistent storage.

Changed in this release

MID Server Password2 global policy change

Use the new "Reject" default behavior of the module access policies (MAPs) to help prevent any unauthorized access, unless explicitly declared in MAP records. All required MAPs for internal access are provided. Auto-generated MAPs are provided for external access.

MID Server unique logged-in users

Use unique logged in users for each MID Server. See (KB1552863) MID Server Unique Logged In User for more information.

Improved wrapper configuration override

Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with **upgrade-wrapper-override.conf**. For example, the default timeout may not be long enough for certain JVM level commands. You can increase the timeout with **upgrade-wrapper-override.conf** for the dist-upgrade wrapper configuration.

Deprecations

- Containerized Windows MID Servers are no longer supported. The download link for the Windows MID Server docker recipe is removed. You can still use the old Windows MID Server docker recipe, but there's no official support. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.

- Auto-deployment and auto-deletion through a dedicated deployment MID Server are no longer supported. Deployment templates are no longer supported and new deployment templates can't be used or created. However, existing deployment requests with existing templates still work. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.

Activation information

MID Server is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Discovery

Discovery uses the MID Server to launch probes and patterns that return information to the CMDB about devices and applications running in your environment. Discovery schedules select appropriate MID Servers based on their configured capabilities and assigned IP ranges.

Orchestration

Orchestration uses the MID Server to do work on internal and external systems. Orchestration selects MID Servers based on their capabilities and the applications that they're allowed to use.

Service Mapping

Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

Event Management

Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

Cloud Management

Cloud Management uses the MID Server to collect and process VMware events.

Operational Intelligence

Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

Health Log Analytics

Health Log Analytics uses the MID Server to collect log data streaming into your instance and helps you identify the root cause of issues.

Notify release notes

The ServiceNow® Notify application provides support for SMS and voice channels on the Now Platform to communicate with customers. Notify was enhanced and updated in the Washington DC release.

Notify highlights for the Washington DC release

Control who can start a conference call or send an SMS on a task record using Notify.

See Notify for more information.

Changed in this release

Enhanced security to access Notify

Control who can view and select the **Start conference call** and **Send SMS** UI actions for a **Task** record through assigning the notify_view role. The notify_view is the minimum required role for accessing Notify.

Activation information

Notify is a Now Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify.

Related ServiceNow applications and features

Notify connector for Microsoft Teams

The Notify connector for Microsoft Teams enables you to manage and initiate a Microsoft Teams meeting directly from any record such as an incident or a task.

Password Reset release notes

The ServiceNow® Password Reset application helps your end users reset and change their passwords either using self-service or with the help of a service desk agent. Password Reset was enhanced and updated in the Washington DC release.

Password Reset highlights for the Washington DC release

- Let your users experience the improved security of Soft PIN conforming to its expiration. As a Password Reset administrator, configure the Soft PIN expiration settings for an assured and secured Soft PIN enrollment.
- View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes.
- Use the *password_reset.request.max_email* property to set the maximum number of times a user can receive the "Reset Password" link through email, in a span of 24 hours.

See Password Reset for more information.

New in the Washington DC release

Experience improved expiration settings of Soft PIN

Give your users the experience of secured Soft PIN enrollment. While enrolling for the Soft PIN verification, they can view the number of days in which the Soft PIN expires. While resetting the Soft PIN, users view the rules that their Soft PIN must comply with. Also, users get email and ServiceNow® Virtual Agent notifications when their passwords are about to expire.

As a Password Reset administrator, you can configure the Soft PIN expiration settings such as setting the number of days when the passwords expire, the frequency of sending password expiration reminder emails, and history policies on Soft PIN.

These settings are enabled by default even if you've upgraded Password Reset from the previous version.

View the security score for your Password Reset processes

View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes.

While creating the Password Reset process, view security scores for the process. If you see any deviations between the maximum attainable and current scores, you get an email with an actionable list of recommendations to improve the configuration. You get informative messages indicating whether the process configuration is ideal.

Evaluate configurations for identification and verification steps. If your configurations are less secure, get process-wise actionable suggestions on how to improve the strength.

Deprecations

The 3DES encryption and decryption have been deprecated in the Password Reset flows and workflows.

Activation information

Password Reset is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Virtual Agent

Learn more about Virtual Agent support for Password Reset. For more information, see Password Reset for Virtual Agent.

Password Reset Windows Application

The ServiceNow® Password Reset Windows Application enables a user who forgets their password or is locked out of a Windows computer to reset the password directly from the Windows login screen.

Service Catalog release notes

The ServiceNow® Service Catalog application provides a requester view of the available services and products offered by the departments within your organization. Service Catalog was enhanced and updated in the Washington DC release.

Service Catalog highlights for the Washington DC release

- Let your catalog item requesters save drafts of catalog item forms so that requesters can edit the drafts later.
- Set values for questions in a catalog item without the need to script in the Now Platform® and Catalog Builder.
- Set field messages for the questions in a catalog item without the need to script in the Now Platform and Catalog Builder.
- Experience the support for single check box in Virtual Agent for catalog conversations.

See Service Catalog for more information.

New in the Washington DC release

Save catalog item forms as drafts

Enable catalog item requesters to save the drafts of the catalog item forms on the portals, such as the ServiceNow® Employee Center and ServiceNow® Service Portal, and on the Now® Mobile app.

Requesters can save the drafts when they come across situations, such as lengthy forms and requesters that don't have enough information to submit the record but don't want to discard the forms. They can save the draft and start editing from wherever they left off. Requesters can access the saved drafts from the My Request widget in a new **Drafts** tab.

Set values for questions in catalog items

Set values in Catalog UI Policy Actions for questions in a catalog item without the need to script. The value that you set for the question is displayed when the specified condition is met. You can set the values using Catalog UI Policy Actions in the Now Platform and using dynamic behavior in Catalog Builder.

For example, on a catalog item to order a company phone, you might want to automatically set the color to black if the storage size selected is 1 TB because that's the only option available. You can now configure this behavior without the need to write any scripts.

Set field message for questions in catalog items

Set field messages for the questions in a catalog item without the need to script. Field messages appear below the question as helpful text when a specified condition is met. You can set the field messages using the Catalog UI Policy Actions in the Now Platform and using the dynamic behavior in Catalog Builder.

For example, you can set a warning message to be displayed on the type of laptop question to read `Advanced laptop would need department head approval` when the type that you chose is **Advanced**.

UI changes

Updates to the check box used for clearing values

Updated the following fields for clearing a variable or question value in the Now Platform and Catalog Builder:

- Now Platform: The Catalog UI Policy Actions form previously displayed the **Clear the variable value** check box. It's now updated to show as **Clear value** and is added as a value to select from the Value action drop-down list.
- Catalog Builder: For defining the dynamic behavior of a question, the **Actions** tab previously displayed the **Clear value** check box. It's now updated to use as a value to select from the Do this action drop-down list.

These UI changes are not applicable for the attachment, masked, custom, UI Page, and non-input variable types (labels and containers).

Activation information

Service Catalog is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Service Portal

Customize Service Portal to configure a Service Catalog that your customers can request catalog items from such as a service and product offering. Use Service Catalog widgets to build a catalog for your portal.

Employee Center

The Employee Center portal is a standard multi-department, dynamic portal for service delivery and employee engagement.

Now Mobile app

The Now Mobile app enables users to request an item or service and track or approve requests on a mobile device.

Next Experience UI

The Next Experience UI delivers a next generation, intuitive, personalized experience to drive productivity, improve engagement, and surface insights across the Now Platform.

Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate when addressing user issues. Sidebar was enhanced and updated in the Washington DC release.

Sidebar highlights for the Washington DC release

When you select participants to join an existing conversation, Sidebar displays a list of participants who may be helpful in solving a customer's issue.

See Sidebar for more information.

Important: Sidebar is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Participant suggestions

Sidebar displays a list of participants who may be helpful in solving a customer's issue in the existing conversation.

Activation information

Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational messaging interface so that you can design and build automated conversations that help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Washington DC release.

Virtual Agent highlights for the Washington DC release

- Create and test Virtual Agent topics that use large language models (LLMs) instead of Natural Language Understanding (NLU).
- Test LLM-enabled topics using the additional **Prompt discovery** and **Edit variables** tabs.
- Implement Now Assist in Virtual Agent conversations in Microsoft Teams, mobile, and Slack.
- For LLM topics, use the Input Collector input control in Virtual Agent Designer to gather data using generative AI prompts.
- For LLM topics, use the Secure Text input control in Virtual Agent Designer to gather and encrypt sensitive text, email, and other types of input from users.

See Virtual Agent for more information.

Note: Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information.

New in the Washington DC release

Now Assist in Virtual Agent

- Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile channels.
- Test and preview topics in either the mweb or nowassistpanel channel.

LLM topic discovery in Virtual Agent

- Create topics that use LLM instead of Natural Language Understanding (NLU).
- Associate LLM topics with the Now Assist in Virtual Agent LLM assistant.

- Analyze Now LLM responses to utterances while testing LLM topics.
- Get in-depth testing details for LLM topics using the new **Topic discovery** and **Edit variables** tabs.

Virtual Agent Designer LLM input controls

- Input Collector user input control: Use the new Input Collector control in LLM topics to gather data from users and create instructions with generative AI.
- Secure Text user input control: Use the Secure Text control in LLM topics to gather and encrypt sensitive text, email, and other types of input from users.

Dynamically pick Virtual Agent notification actions

When authoring a Virtual Agent topic, you can pass one or more notification actions as parameters instead of a single, static action. All actions must be predefined for the notification.

Hide or reveal the Show me everything button

Set the *glide.cs.disable_show_me_everything* system property for NLU/ Keyword topic discovery. Alternatively, update values found in the default Script Action Utility control in Virtual Agent greeting topics that use LLM topic discovery.

System properties

The following new system properties affect AI Search results in mid-topic discovery:

- *com.glide.cs.gen_ai.enable_mid_topic_ai_search*
- *sn_nowassist_va.enable_mid_topic_ai_search_catalog_result*

UI changes

Virtual Agent Designer UI changes

- Various Virtual Agent Designer changes to support LLM topic discovery and Now Assist components.
- Test LLM topics on the flow designer and main Virtual Agent Designer topics page using the new drop-down menu options, including testing in Now Assist panel and Microsoft Teams.
- Use the **Components** and **Variables** tabs on the **Flow** tab palette to view conversational controls and variables.

Changed in this release

Now Assist in Virtual Agent changes

Improved flow for the Now Assist in Virtual Agent guided setup.

Web client public page default change

Changed the public page defaults for new customers from **Active** is **True** to **Active** is **False** for the following pages:

- $sn-va-web-client-app
- sn_va_web_client_app_embed

If desired, enable **Public access** in **Conversational Interfaces** > **Settings** > **General** for web client on portals only.

Activation information

Virtual Agent is a Now Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent.

Note: The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store.

ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.

Additional requirements

Now Assist in Virtual Agent requires a license for at least one Now Assist product:

- Now Assist for Customer Service Management (CSM)
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Creator

Now Assist is not required to author Virtual Agent topics that use LLM topic discovery.

Browser requirements

Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Localization information

The ServiceNow® Localization Framework is integrated in Virtual Agent.

Related ServiceNow applications and features

Now Assist

Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Conversational Interfaces Console

The ServiceNow® Conversational Interfaces Console enables you to install, manage, and monitor your virtual and live agents to support your users through chat.

Natural Language Understanding

Virtual Agent integrates with the Natural Language Understanding (NLU) application, which provides the NLU Workbench for creating NLU models. Virtual Agent uses these models to recognize and process user utterances, intents, and entities in bot conversations.

Prebuilt Virtual Agent topics, topic blocks, and ServiceNow NLU models

The following ServiceNow business applications provide prebuilt Virtual Agent conversation topics, NLU models, and, in some cases, topic blocks as reusable components:

- ServiceNow® Customer Service Management
- ServiceNow® Field Service Management
- ServiceNow® HR Service Delivery
- ServiceNow® Instance Security Center
- ServiceNow® IT Service Management
- ServiceNow® Project Portfolio Management
- ServiceNow® Universal Request

Now Platform security release notes

Now Platform® security product enhancements and updates in the Washington DC release.

Use the Now Platform® security to secure the instance, encrypt your data, authenticate users, and view your current compliance levels based on application security standards.

Identity and Authentication release notes

The ServiceNow® Identity and Authentication application supports many authentication mechanisms that enable you to validate the identity of users. Identity and Authentication was enhanced and updated in the Washington DC release.

Identity and Authentication highlights for the Washington DC release

- Use the ServiceNow® Access Analyzer V2 tool to compare the access of users and determine the right level of access controls is provided for the users.
- Use the Identity and Access Audit to understand the changes made for a user, group, role, and Access Control list (ACL).
- Configure Session Validation Context into the adaptive authentication policy framework to evaluate authentication requests and provide an additional layer of protection against session or cookie hijacking.
- Support API key and HMAC token for inbound REST APIs to securely authenticate the inbound webhook URLs.
- Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations.
- Support OAuth Client Credentials grant type for Inbound Integrations to the ServiceNow® platform.
- Configure the session access policy to reduce the roles or privileges of the particular session based on the risk related with the session using filter criteria like on the IP, Location, Identity attribute with the zero trust access policy in mobile.

See Identity and Authentication for more information.

New in the Washington DC release

Access Analyzer

Use the ServiceNow® Access Analyzer V2, a self-service tool designed for admins, developers, and support agents to compare user access and determine the right level of access for the users on the Now Platform.

> **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

Identity and Access Audit

Use the Identity and Access Audit to understand the changes made for a user, group, role, and ACL and understand the critical information about who has modified what, where and when in user accounts, groups, and roles.

Session Validation Context

Configure the session validation context into the adaptive authentication policy framework to evaluate authentication requests and then either deny or allow access based on IP address within a valid range as policy conditions. Session validation context provides an additional layer of protection against session or cookie hijacking.

Zero Trust Access - Mobile

Use the Zero Trust access - Session Access policy within the Adaptive Authentication policy to reduce the roles or privileges of the particular session in mobile.

API Key and HMAC token

Support API key and HMAC token for inbound REST APIs to securely authenticate inbound webhook URLs.

JWT Support for OAuth

Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations.

OAuth Client Credentials grant type for Inbound Integrations

Support OAuth Client Credentials grant type for Inbound Integrations from a third party OAuth client to the ServiceNow® platform.

Deprecations

- The MultiSSO v1 is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1.

  For more information, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base.

- The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must install the MultiSSO and configure your identity provider.
- The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must install the MultiSSO and configure your OIDC-based identity provider.

Activation information

Identity and Authentication is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Platform Security

Platform Security is built into all levels of the Now Platform. Implement the security features that are appropriate for your organization. Manage failed logins and encrypted password protection, access control rules, and audit logs.

Encryption Key Management release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key-access, National Institute of Standards and Technology

(NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the release.

Encryption Key Management highlights for the release

- Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database.
- View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records.
- Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES.

See Encryption and Key Management for more information.

Important information for upgrading Encryption Key Management to Washington DC

If you upgrade your instance to Washington DC but don’t upgrade your MID Server, Secrets Management authentication fails. Avoid authentication failures by upgrading your MID Server to Washington DC. If you can’t upgrade, you must turn off authentication until MID Server is upgraded to Washington DC to avoid authentication failures.

For details on MID Server upgrades, see MID Server upgrades.

New in the release

PostgreSQL database support

: Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database.

Trusted timestamps within the Code Signing framework

: View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records.

Reusable key for agent-to-agent credential sharing

: Configure client-side asymmetric key pairs for API authentication. With the reusable key feature, every conceptual cryptographic module has only one active conceptual key at any point, generated on the client side and wrapped with its respective public key.

Simplified process for 3DES deprecation

: Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES.

Property-driven multi-layer caller inspection for Code Signing

: Increase the number of caller layers to be validated during the ECC queue notarization to improve security. Starting in Washington DC, the number of validated caller layers is driven by a system property.

Switch between ServiceNow Root of Trust (ROT) and your own ROT

Switch between ServiceNow Root of Trust (ROT) and your own ROT.

Changed in this release

Web Service Consumer plugin tables reject access by default

To improve security, default access to tables in the Web Service Consumer (com.glide.web_service_consumer) plugin are set to **Reject**. The following tables are affected.

- sys_rest_message
- sys_rest_message_fn
- sys_auth_profile_basic
- sys_auth_profile_oauth2
- sys_soap_message
- sys_soap_message_function
- ws_security_x509_profile_outbound
- ws_security_username_profile_outbound

Default access to tables in the External App Authentication (com.glide.external.app) plugin are also set to **Reject**. The following tables are affected.

- token_verification
- hash_message_verification

Deprecations

Starting with the Washington DC release, Database Encryption is being prepared for future deprecation. Cloud Encryption is the replacement solution for data at rest encryption. For details, see Encryption and Key Management.

Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption.

Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.

Related applications and features

Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Code Signing

Code Signing creates digital signatures for the data, which are later checked to confirm the authenticity and integrity of the data. Code Signing is a module licensed as a component of Vault.

Edge Encryption

Edge Encryption encrypts sensitive data on your company premises before sending it over the internet to your instance (encrypted in flight), where it remains encrypted at rest.

Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database using block encryption, along with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle.

Security Center release notes

The ServiceNow® Security Center application is composed of multiple distinct tools designed to help you improve your security posture, strengthen your compliance levels, and do so with a seamless experience. Security Center was enhanced and updated in the Washington DC release.

Security Center highlights for the Washington DC release

- Use the new Critical Updates tool to implement system recommended updates.
- Use the enhanced Security Hardening tool, which implements the new Hardening Settings Baseline v2.0.

See Critical Updates, New hardening settings, Updated hardening settings, and Deleted hardening settings for more information.

Important: Washington DC is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Critical Updates

View timelines for when your critical updates are due so that you can plan and prioritize them accordingly.

Implement steps for critical updates

View clear step-by-step guidance on how to implement critical updates within your instance.

View activity of Critical Updates

View the activity to see all logs related to your updates: comments, instructions, and work notes for each step or update.

Changed in this release

New Hardening Settings Baseline v2.0.

The new baseline is expanded with a number of new settings.

The new baseline has changes to some existing hardening settings

The short descriptions and descriptions of several hardening settings have been changed.

The Empty ACLs scan check is added

The scanner tool has been updated to include a new check, **Empty ACLs**. This check was added to the Auditor suite in Security Center v1.3.3. You can now run checks to detect ACLs that have no script, condition, or role.

Removed in this release

- The `Enable Code Signing for Application Configuration Data and Scripts` hardening setting has been removed.
- The `Enable Glide KMF encrypter` hardening setting has been removed.
- The `Disable the Use of Instance Level Encrypter` hardening setting has been removed.
- The `Log All Outbound HTTP Request Fields` hardening setting has been removed.
- The `Auto Set Content Type Options` hardening setting has been removed.

Activation information

Security Center is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Instance Scan

Security Center uses the ServiceNow® Instance Scan application to scan the instance for security vulnerabilities.

Analytics Hub

Security Center uses the ServiceNow® Analytics Hub functionality to visualize and analyze events over time.

Data Discovery Release Notes

The ServiceNow® Data Discovery application enables you to identify sensitive data within an instance, such as credit card information, emails, or social security numbers. Data Discovery was enhanced and updated in the Washington DC release.

Data Discovery highlights for the Washington DC release

- Better integration of Data Discovery using partial anonymization
- Improved experience with new default patterns

See Data Discovery for more information.

New in the Washington DC release

Create anonymization techniques Data Discovery support for partial anonymization

You can now make discovered data partially anonymous.

Configure a Data Discovery job Data pattern supports include keywords and keyword proximity

You may now use keywords and keyword proximity for data patterns.

Changed in this release

Default data patterns support modification and keywords

You're able to modify default data patterns and add keywords.

Edit active data patterns and target tables

You may now edit active data patterns and target tables for a job.

Data Privacy Release Notes

The ServiceNow® Data Privacy application enables you to classify sensitive data and to remove personally identifiable information (PII) from user data and clone environment. Data Privacy was enhanced and updated in the Washington DC release.

Data Privacy highlights for the Washington DC release

- Faster workflows by creating tests straight from the Anonymization page
- Get more insight from an enhanced Data Privacy UI experience

See Data Privacy for more information.

New in the Washington DC release

Create tests from the anonymization page

You can now create tests directly from the anonymization page.

Create pattern technique mappings from the Policy page

You can now create data patterns for anonymization techniques for partial anonymization directly from the Policy page.

Support for pattern ordering

You can see the ordering of the patterns during partial data anonymization job execution.

UI changes

Enhanced Data Privacy UI

User-friendly explanations for data patterns order.

Related ServiceNow applications and features

Data Discovery

Data Discovery now supports partial anonymization.

Now Platform user interface release notes

Now Platform® user interface product enhancements and updates in the Washington DC release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Adoption Services release notes

The ServiceNow® Adoption Services application is a suite of solutions, both products and features, that provide user support and critical information at the anticipated time of need. Such services include embedded help and guides that teach users how to interact with the UI pages that they're looking at in their instance. Adoption Services was enhanced and updated in the Washington DC release.

Adoption Services highlights for the Washington DC release

- Use What's New as a starting point to learn about a product’s new and existing features in the product UI.
- See the new feature content for the products and what user roles are needed for these products.
- See the **What's new** tab that is displayed in the Help Center so that you can learn about the new features.

See Adoption services for more information.

New in the Washington DC release

What's New

Use the What’s New to see the new feature content for the products and what user roles are needed for these products.

Activation information

Adoption Services is a Now Platform feature that is active by default.

Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the Now Platform. Next Experience was enhanced and updated in the Washington DC release.

Next Experience highlights for the Washington DC release

- A new "Language & Region" user preference group has been added for Language, Date and time format, and Timezone preferences.
- Accessibility improvements for the unified navigation area.
- New keyboard shortcuts to perform common actions in the user interface.
- Enhancements to the Impersonate user UI.

See Next Experience UI for more information.

New in the Washington DC release

Keyboard shortcuts

Use new keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows.

"No records to display" graphic can be suppressed

A new system property called `glide.ui.polaris.style.hide_empty_list_image` enables the administrator to suppress the graphic that is displayed when no records are found. This feature applies to the Core UI only.

What's New content added to Help Center

The Help Center now includes two tabs: **Get help** and **What's new**. The **What's new** tab displays features that have been added or updated since the last release. The Help Center icon displays a blue dot when **What's new** content is available.

Changed in this release

Impersonate user feature improved

The **Impersonate user** option on the User menu now expands as you impersonate the user multiple times. Up to six impersonations are shown before a scroll bar appears.

Activation information

Next Experience is a Now Platform feature that is active by default when the user loads or upgrades to the Washington DC release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.

Browser requirements

The Washington DC release no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported.

Accessibility information

The following features have been added to improve overall accessibility in the Next Experience.

Next Experience keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse.

Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Reflow

The Next Experience supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with an easy-to-use, modular portal framework. Service Portal was enhanced and updated in the Washington DC release.

Service Portal highlights for the Washington DC release

- Secure public widgets that accept the table input parameter.
- Show critical notifications until you dismiss them.
- Opt in to or out of user experience analytics tracking once for all platform interfaces.
- Clear all portal notifications at once.

See Service Portal for more information.

Important information for upgrading Service Portal to Washington DC

After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the *glide.service_portal.widget.table_allow_list* or *glide.service_portal.widget.allow_list* system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.

If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the Washington DC release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the Vancouver release, user experience analytics for portals are tracked for them in the Washington DC release. Users can update their selection from the user profile page in portals at any time.

New in the Washington DC release

Secure public widgets accessed by guest users

Secure public widgets that accept the table input parameter by specifying the tables from which the widget can access and return data for guest users.

Close all portal notifications at once

Close all notifications at once instead of having to close them individually by selecting **Clear All**. Portal administrators can use the *glide.service-portal.notification.threshold* system property to configure the number of notifications that must appear before displaying the **Clear All** option. The default value is five.

Changed in this release

Critical notifications aren't automatically dismissed

Show critical notifications tagged with the `sn-sticky-notification` HTML class attribute until you specifically dismiss them even when automatic dismissal is enabled for non-critical notifications with the *glide.service-portal.notification_timeout.seconds* system property.

Unified user consent for tracking user experience analytics

Opt in to or out of tracking user experience analytics once for all platform interfaces. Previously, changes to your user consent selection to track user experience analytics in other platform interfaces weren't honored in portals and vice versa. This choice is now stored centrally with the user consent management (UCM) capability used by the rest of the platform so a change for one interface is honored for all interfaces. For more information about user consent management, see User privacy, tracking, and user consent management in User Experience Analytics in the User Experience Analytics documentation.

Activation information

Service Portal is a Now Platform feature that is active by default.

Browser requirements

The Washington DC release doesn't support Internet Explorer 11. The iOS version of Firefox doesn't support Service Portal pages.

Related ServiceNow applications and features

Sitemap Generator

Define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages.

AI Search

The ServiceNow AI Search application provides modern search capabilities for Service Portal, Now Mobile, and Virtual Agent.

User Experience Analytics

After you enable User Experience Analytics for Service Portal, you can view detailed key performance indicator (KPI) data on a dashboard and on list views.

Authentication

Validate the identity of users who access an instance and allow them to use features that match their role or job function. You can allow portal users to log in without a password by enabling PIV/CAC card authentication.

Theme Builder release notes

The ServiceNow® Theme Builder application enables you to tailor the visual experience for your users, helping to update the look and feel to be more like your brand. Theme Builder was enhanced and updated in the Washington DC release.

Theme Builder highlights for the Washington DC release

- Edit individual components to better suit your brand and to meet accessibility compliance standards.
- Work with component-specific theme hooks to create theme tailored to your needs.

See Exploring themes in Next Experience for more information.

Important: Theme Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Component editing

Edit individual components to better suit your brand and to meet accessibility compliance standards. The theme hooks you can edit are specific to each type of component. For more information, see the **Accessibility Information** section that follows.

New feature messaging

Learn about new features via a what's new modal when you first launch the updated version of Theme Builder.

Activation information

Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility Information

Adjust components to meet accessibility standards

Use new Accessibility checker capabilities to ensure you're meeting conformant color contrast levels as you apply your own brand and colors to your web or mobile instance. See Adjust components to meet accessibility standards for details.

Related ServiceNow applications and features

App Engine Studio

Use ServiceNow® App Engine Studio for developing rich web applications to store information, automate business processes, and solve business problems.

ServiceNow® UI Builder

Use UI Builder to build pages for workspaces generated with App Engine Studio or custom web experiences using Next Experience Components and custom web components.

Workspace release notes

The ServiceNow Workspace application provides agents, case manager, help desk professionals, and managers with tools to answer customer questions and resolve customer problems. Workspace was enhanced and updated in the Washington DC release.

Workspace highlights for the Washington DC release

- Manage file sizing for documents and attachments.
- Organize access to attachments by role with module encryption.
- Streamline workspace navigation with consolidated actions in the navigator, collapsed Activity stream entries with tiles, and updated navigation messages.
- Get more versatility while working in your workspace with more supported field types, unified actions, and auto-save functionality for emails.

See Workspace UI for more information.

New in the Washington DC release

Maximum file size allowed for attachments

Setting the maximum file size provides storage space for attachments and documents in the workspace.

UI changes

AI field recommendations

AI field recommendations appear in a field with a sparkle icon ( ).

Add attachments to an email

Add attachments to an email by selecting the attachment icon ( ).

Expand attachments in an email draft or hide attachments to compress them in the email draft.

Tile entries in the Activity stream

Entries listed in the Activity stream display as tiles and can collapse to show more entries without scrolling. Expand entries to view contents.

Navigation message with links to switch scopes

A navigation message supplies a link to the correct scope when you open an out-of-scope application.

New events in UIB enable navigation messages with links.

Changed in this release

Record preview in Configurable Workspace

Select the information icon ( ) within a field to preview a record before opening it.

Record preview available by using the Form bundle component within the Form component or using the standard record page template.

Encrypt attachments added to a form

Select module encryption when adding attachments within a form to maintain which roles have access to view the attachments.

Save email drafts

The manual **Save** button is no longer available on the email client.

Email drafts save automatically after a number of seconds.

Create a new email draft and view email drafts while saving the current email draft automatically.

System admins disable auto-save or change the time between auto-save refreshes with property `glide.email_client.auto_save_enable`.

Add email addresses into recipient fields

Copy and paste email addresses into the recipient fields in the email client.

Insert link to knowledge article in email

Use Agent Assist to add a link to a knowledge article in an email to requesters.

Pop-up dialog for Compose panel

Interact with the Compose panel from a pop-up dialog to work with other areas of your workspace form simultaneously.

Email composer in UIB

Properties added in UIB for Email Composer to configure the **Send Email** button, insert links in emails, control the **Create New Email**, **Discard**, and **View drafts** buttons, and adjust the column layout.

Event added in UIB for Email Composer to maintain the email subject after it's changed.

Supported field types for forms

Workspace supports the following field types in forms: Integer_date, XML, Script, Script_plain, Condition_string, Slushbucket.

Declarative actions configuration improvements

Collection of improvements to address declarative actions configuration experience including automatic creation of UXF Form Action and UX Form Action Layout Item records to reduce the number of manual disparate steps required to set up declarative actions, updates to navigation access to declarative actions, and support for icons and more button colors.

Translations via payload for UXF Client Actions

Translate text defined in your declarative actions payload by wrapping the value in a translate() call with single or double quotes.

Unify actions in form layout

Any existing layout displays an alert message with a button to unify actions which consolidates form actions into a single list for simplified display adjustments. New layouts are consolidated automatically.

Activation information

Workspace is a Now Platform® feature that is active by default.

Accessibility information

Keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse device.

Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Operational Technology release notes

Operational Technology has new and updated features in the Washington DC release.

Note: The Manufacturing Process Manager application was renamed to the Industrial Process Manager.

Industrial Process Manager release notes

The ServiceNow® Industrial Process Manager application enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. Industrial Process Manager was enhanced and updated in the Washington DC release.

Industrial Process Manager highlights for the Washington DC release

- Modify the parent of one or more equipment model entities after the equipment model entity record is created.
- Use the new Automated Mapping Across Zone-based IP Network Groups (AMAZING) roles to control who has access to and can edit OT subnet-mapping records.
- Control the view and edit the access to your sites and equipment model entities by using the new User Criteria security model.

See Industrial Process Manager for more information.

Important: Industrial Process Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Modifying the parent of an equipment model entity

Update the parent in one or more equipment model entity records after creating an equipment model entity.

Additional AMAZING roles to access and edit OT subnet-mapping records

Control which users have access to and can edit OT subnet-mapping records by assigning the Amazing Reader (sn_ot_amazing_read), Amazing Writer (sn_ot_amazing_write), and Amazing Admin (sn_ot_amazing_admin) roles.

Automatically assigns all OT control modules to equipment model entities based on the Owns::Owned by relationship (sn_otsm.subnet_mapping.auto_assign_ot_control_modules) system property

Enable automatic assignments of OT control modules to equipment model entities based on the owns::owned by relationship the OT control module has with an OT control system (or extended class) device.

User Criteria security model

Create and assign user criteria to control the view and edit the user access to your sites and equipment model entities with the new User Criteria security model. If you want to migrate from the site user configuration to the User Criteria security model, the ISAEntitySiteUser script was updated to query the ISA User Criteria table and calls the User Criteria API for all existing public APIs.

Note: If your ISA Equipment Model application version is prior to 1.0.12, you can still use the site user configuration available for the ISA Equipment Model.

UI changes

Unmapped OT Devices list

The Unmapped OT Devices list was added to the Industrial Workspace list view under the Operational Technology (OT) module.

Mapped OT Devices table

The Mapped OT Devices table was added to the Industrial Process Manager menu item under the Industrial Workspace Admin module.

View Dependency Map button

The View Dependency Map button was added to the equipment model view in the Industrial Workspace and to the Equipment Model Entities table under the Equipment Model - ISA menu item in the Industrial Workspace Admin module.

Location field

The ability to add Location to your devices during OT subnet mapping was added to the OT Subnet Mapping table under the Industrial Process Manager item in the Industrial Workspace Admin module.

OT subnet mapping message for a new relationship between an equipment model entity and an OT device

If a matching OT subnet was found and a new relationship was created between the equipment model entity and the OT device, a message appears with a link that takes you to the CI Relationships table.

OT subnet-mapping message for an existing relationship between an equipment model and an OT device

If a matching OT subnet was found and a relationship exists between the equipment model entity and the OT device, a message appears with a link that takes you to the CI Relationships table.

User Criteria - Can Read menu item

The User Criteria - Can Read menu item that contains the Equipment Model Entity View Access [isa_entity_m2m_user_criteria_can_view] table was added to the Equipment Model - ISA module on the Now Platform.

User Criteria - Can Edit menu item

The User Criteria - Can Edit menu item that contains the Equipment Model Entity Edit Access [isa_entity_m2m_user_criteria_can_edit] table was added to the Equipment Model - ISA module on the Now Platform.

Changed in this release

Manage the Equipment Model section in the Industrial Process Manager Guided Setup

The Manage the equipment model section of the Industrial Process Manager Guided Setup has the following new enhancements:

- The Assign Users task was removed.
- The Create User Criteria for Site Users task was added.

- The Assign Site Users - Can Read task was added.
- The Assign Site Users - Can Edit task was added.

ISA Equipment Model enhancements

When you upgrade to version 1.0.12 of the ISA Equipment Model, the migration from site user access to user criteria and groups begins automatically and the following changes are made:

- Improved site level access control to that uses user criteria to define read or write level user access to equipment model entity sites. With the additional assignment of OT viewer (cmdb_ot_viewer) or OT Editor (cmdb_ot_editor) roles, you can also have view or edit access to OT devices in the sites assigned accordingly.
- When you upgrade to version 1.0.12 of ISA Equipment Model, existing site user records are migrated to an improved access control model using user criteria to preserve the same access permissions. For each site with ISA Entity Site User records, the following changes occur.
  - For users with viewer access:
    - A new user criteria record is created and named **Read User Criteria for <site name> Site#[System Generated]**
    - A new user group with all site users from this site is created and named **Read Group for <site name> Site [System Generated]**
    - A new record in the new Equipment Model Entity View Access table (isa_entity_m2m_user_criteria_can_view) is created with the new user criteria and user group.
  - For users with editor access:
    - A new user criteria record is created and named **Edit User Criteria for <site name> Site [System Generated]**
    - A new user group with all site users from this site is created and named **Edit Group for <site name> Site [System Generated]**
    - A new record in the new Equipment Model Entity Edit Access table (isa_entity_m2m_user_criteria_can_edit) is created with the new user criteria and user group.
- The Site User application menu and Site Users related list on the Equipment Model Entity record for a site is removed.
- All site user (isa_entity_site_user) records are set to inactive.
- The **Site User – Can Read** and **Site User – Can Edit** application menu items are added to the Now Platform.
- The **Can Read Equipment Models** and **Can Edit Equipment Models** related lists are added to the Equipment Model Entity record for a site.

Removed in this release

- The Site Users menu item that contained the ISA Entity Site Users [isa_entity_site_user] table was removed from the Equipment Model - ISA module on the Now Platform.

Activation information

Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Operational Technology Manager

The ServiceNow® Operational Technology Manager enables you to aggregate Operational Technology (OT) device data from multiple sources, so that you can build the foundational data relationships used in the Industrial solution.

Operational Technology Change Management

The ServiceNow® Operational Technology Change Management application enables engineers to implement changes to Operational Technology (OT) devices and production processes. Operational Technology Change Management was enhanced and updated in the Washington DC release.

Operational Technology Change Management highlights for the Washington DC release

- Enable email notifications for OT change requests and OT change tasks to stay updated on your OT change records.
- Add multiple OT devices and equipment model entities to an OT change request so that you can group your work in a more logical manner.

See Operational Technology Change Management for more information.

Important: Operational Technology Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Change email notifications

Send email notifications to relevant stakeholders when a change record is updated.

Edit related devices and equipment model entities in a change record

Add or remove multiple OT devices and equipment model entities in an OT change record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively.

UI changes

Firmware category

The Firmware category was added as a Category field option on an OT change request form.

My Tasks and Unassigned list

The My Tasks and Unassigned list under Other OT Tasks in the Industrial Workspace was changed to include the change task records that are assigned to OT users and the change task records that aren't assigned to any user.

Changed in this release

Change write user role (sn_ot_change_write)

The Change write user role (sn_ot_change_write) was updated so users that are assigned with this role can have IT change tasks assigned to them. They can also update the IT change task that they're assigned to.

Activation information

Install Operational Technology Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management or Operational Technology Change Management applications, the ServiceNow® IT Service Management application enables engineers to resolve OT asset and production process issues quickly.

Operational Technology Incident Management v2 release notes

The ServiceNow® Operational Technology Incident Management v2 application enables engineers to resolve Operational Technology (OT) device and production process issues quickly. Operational Technology Incident Management v2 was enhanced and updated in the Washington DC release.

Operational Technology Incident Management v2 highlights for the Washington DC release

- Assign OT incident records to the right user or user group automatically by creating an assignment rule.
- Save time by sending emails directly from an OT incident record with an auto-populated subject field that includes the incident number and short description.
- Add multiple OT devices and equipment model entities to an OT incident so that you can group your work in a more logical manner.

See Operational Technology Incident Management for more information.

Important: Operational Technology Incident Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Edit related devices and equipment model entities in an incident record

Add or remove multiple OT devices and equipment model entities in an OT incident record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively.

Create an assignment rule for OT incident records

Create assignment rules for Operational Technology Incident Management v2 to automatically assign an OT incident to the right group or user as defined in the assignment rule.

Compose an email from an OT incident record

Compose an email directly from an OT incident record by selecting the Compose Email button that is available in the record. The subject field auto-populates with the incident number and the short description in the record.

UI changes

My Tasks and Unassigned list

The My Tasks and Unassigned list under Other OT Tasks in the Industrial Workspace was changed to include incident task records that are assigned to OT users and incident task records that aren't assigned to any user.

Compose Email button

The Compose Email button was added to the OT incident record form.

Activation information

Install Operational Technology Incident Management v2 by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management or Operational Technology Change Management applications, the ServiceNow® IT Service Management application enables engineers to resolve OT asset and production process issues quickly.

Operational Technology Knowledge Management release notes

The ServiceNow® Operational Technology Knowledge Management application helps you to capture information about your Operational Technology (OT) system in knowledge articles that can be shared with other users who might experience similar issues. Operational Technology Knowledge Management is a new feature in the Washington DC release.

Operational Technology Knowledge Management highlights for the Washington DC release

- Track knowledge articles by configuring an OT knowledge base for knowledge managers and knowledge users.
- When used with the Operational Technology Incident Management application, browse all knowledge base articles that are related to an OT incident.
- Record your knowledge and solutions. You can create knowledge articles through the Industrial Workspace or from the OT incident record.
- Monitor possible knowledge gaps. You can report a knowledge gap from an OT incident record and assign the related feedback task to a user.

See Operational Technology Knowledge Management for more information.

Operational Technology Knowledge Management features

Create an OT knowledge base

Create an OT knowledge base to provide a self-service platform for OT knowledge users to store, share, and manage content that is about OT incidents.

Create a knowledge article from an OT incident record

Create a knowledge article directly from an OT incident record to save the information about an OT incident and its resolution.

Create a knowledge article in Industrial Workspace

Create a knowledge article in the Industrial Workspace to help point an article's contents to the needs and solutions that aren't directly related to an OT incident.

Report a knowledge gap from an OT incident record

Report a knowledge gap from an OT incident if you can't find the relevant knowledge articles about the incident.

Approve requests to publish or retire a knowledge article

Approve requests to publish or retire a knowledge article, as a knowledge manager, to keep the knowledge base up to date.

Assign feedback tasks that are related to a knowledge gap

Assign feedback tasks, as a knowledge manager, to help ensure that the feedback task is addressed and the related knowledge article is updated.

Find information in the related knowledge articles for an OT incident

View the contextual knowledge articles to help you find information about the incident that you're working on and any previous resolutions that may be applicable.

UI changes

Knowledge module list view

The Knowledge module list view was added to the Industrial Workspace and includes the following lists:

- My Unpublished Articles
- My Published Articles
- All Articles
- My Feedback Tasks
- All OT Knowledge Gaps
- Assigned Feedback Tasks
- Unassigned OT Knowledge Gaps

Create Knowledge button

The Create Knowledge button was added to the Industrial Workspace in the OT incident record form. The **Create Knowledge** button enables you to create a knowledge article directly from an OT incident record.

Activation information

Operational Technology Knowledge Management is included with the Operational Technology Incident Management application. You must have the Operational Technology Incident Management application (version 2.0.2) installed and configured, so that you can configure Operational Technology Knowledge Management. No additional plugins are needed. Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Operational Technology Incident Management

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) asset and production process issues quickly.

Knowledge Management

The ServiceNow® Knowledge Management (KM) application enables the sharing of information in knowledge bases. These knowledge bases contain articles that provide users with information such as self-help, troubleshooting, and task resolution.

Operational Technology Manager release notes

The ServiceNow® Operational Technology Manager application enables you to aggregate Operational Technology (OT) device data from multiple sources so that you can build the foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Washington DC release.

Operational Technology Manager highlights for the Washington DC release

- Monitor your OT device data in a centralized location with the new OT Devices landing page tab that is available in the Industrial Workspace.
- Convert IT hardware into OT devices automatically with a scheduled job by using the Bulk Update Ruleset for Reassigning IT to OT feature.
- Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements.
- Pre-import the OT Worksheet Entry Review (POWER) tool updates and UI enhancements.

See Operational Technology Manager for more information.

Important: Operational Technology Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

OT Devices landing page tab

Track your OT device data with multi-site and business unit filtering by using the **OT Devices landing page** tab that was added to the Industrial Workspace. This landing page tab now runs in Performance Analytics.

Implementing multi-site and business unit filtering in the new OT Devices landing page tab

Filter the data shown that is based on the specific business units and sites by using the business unit and site filters in the OT Devices landing page.

Bulk Update Ruleset for Reassigning IT to OT feature

Automatically convert IT hardware into OT devices by using the Bulk Update Ruleset for Reassigning IT to OT feature.

UI changes

Asset to device name change

The references to the **OT assets** or **assets** were changed to the **OT devices** or **devices** in the product documentation, the Now Platform, and the Industrial Workspace.

OT Subnets related list

The existing OT subnet mappings can be viewed in an OT device record under the OT Subnets related list in both the Now Platform and the Industrial Workspace.

Applications list

The Applications list was added to the Industrial Workspace list view under the Operational Technology (OT) module.

Information Technology (IT) module

The Information Technology (IT) module in the Industrial Workspace list view was moved below the Operational Technology (OT) module.

OT Tasks module

The lists under the OT Tasks module in the Industrial Workspace list view were standardized to show the following columns in this order:

- Number
- Configuration item
- Priority
- State
- Assigned to
- Short description
- Task type

All OT Properties module

The All OT Properties module was added to the Now Platform under the Industrial Workspace Admin menu item.

Changed in this release

New Industrial Workspace landing page experience

The Industrial Workspace landing page was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data:

- **OT Devices landing page** tab
- **OT Vulnerabilities landing page** tab

Pre-import OT Worksheet Entry Review (POWER) tool

Use the distributed Microsoft spreadsheets to import OT devices for better manageability:

- Create custom validations with the SGOTAssetCustomValidationExtensionPoint extension point.
- Use the **New** button in the SG OT Excel Stagings table to manually add OT devices to the Configuration Management Database (CMDB).
- Use the OT Staging User (ot_staginguser) role to enable users to create, edit, view, and run validations against the records in the SG OT Excel Stagings table.
- Use the `Equipment model entity path` attribute in the SG OT Excel Stagings table to map devices to equipment model entities.
- The OT display name column was added to the SG OT Excel Stagings table.
- Additional validations and validation messages were added for PLC devices both with and without the control modules.
- Additional validations and validation messages for slot and rack attributes were added to the SG OT Excel Stagings table.
- The `Operating system` attribute was added to the SG OT Excel Stagings table.
- The `Rack` attribute was added to the SG OT Excel Stagings table.
- Unclassified OT devices are given the ot_base device type.

CMDB OT class model updates

These updates to the Configuration Management Database (CMDB) OT class model enhance the OT user experience or enable you to make additional configurations:

- **Rack** was added as an identifier for the OT Control Module (cmdb_ci_ot_control_module) CI class.
- The OT Control Systems with Modules list was added to both the Industrial Workspace list view under the Operational Technology (OT) module and the Now Platform under the Operational Technology (OT) module to show all available control systems and their control system modules.
- The CMDB 360 Data related list was added to the OT parent class configuration item form and the OT Control Module class.
- Class mappings were added for the Protocol Converter and Network Gear classes.
- The **Show control modules in OT list views** system property was added.

Removed in this release

- The following system properties were removed from the Service Graph Connector for Operational Technology (Excel):
  - `sn_otsm_sgc.excel.nested.columns.max.level`
  - `sn_otsm_sgc.excel.nested.column.delimitter`
- The name validations for the OT devices that are classed as control modules in the SG OT Excel Stagings [sg_ot_excel_staging] table was removed.
- The `Name` attribute was removed from the OT Control Module identification rules.

- The ability to manually create Network Intrusion Detection System (NIDS) class records was removed.
- Control modules are no longer shown in any list view except under **OT Control Systems with Modules**.

Activation information

Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Operational Technology Vulnerability Response release notes

The ServiceNow® Operational Technology Vulnerability Response application enables you to prioritize Operational Technology (OT) vulnerabilities at a site level. Operational Technology Vulnerability Response was enhanced and updated in the Washington DC release.

Operational Technology Vulnerability Response highlights for the Washington DC release

- Monitor your vulnerability data in a centralized location with the new **OT Vulnerabilities landing page** tab that is available in the Industrial Workspace.
- Track the volume, performance, and progress of OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, with the new Operational Technology Vulnerability Response (PA) dashboard in the Industrial Workspace.

See Operational Technology Vulnerability Response for more information.

Important: Operational Technology Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

OT Vulnerabilities landing page tab

Track your OT vulnerability data with multi-site and business unit filtering by using the **OT Vulnerabilities landing page** tab in the Industrial Workspace. This landing page tab now runs in Performance Analytics.

Implementing multi-site and business unit filtering in the OT Vulnerabilities landing page

Filter the data based on the specific business units and sites by using the business unit and site filters in the **OT Vulnerabilities landing page** tab.

Operational Technology Vulnerability Response (PA) dashboard

Track the volume, performance, and progress of the OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, for a VI by using the Operational Technology Vulnerability Response (PA) dashboard.

UI changes

OT Vulnerabilities landing page tab

The **OT Vulnerabilities landing page** tab was added to the Industrial Workspace and the following enhancements were made:

- The Vulnerability risk table shows the equipment model hierarchy in the correct number order.
- The Vulnerable items by state graph shows the states in the following sequential order:
  - Open
  - Under investigation
  - In review
  - Awaiting implementation
  - Resolved

Dashboard icon

The dashboard icon was added to the Industrial Workspace to access the Operational Technology Vulnerability Response (PA) dashboard.

Work notes for vulnerable items and remediation tasks

The work notes and comments for vulnerable items and remediation tasks were added in the Industrial Workspace. You can do these tasks as a Remediation Owner.

OT Vulnerable Items lists

The following lists under the OT Vulnerable Items module in the Industrial Workspace list view were changed:

- My Requests was renamed to **My Exception Requests**.
- The My Exception Requests list now contains the site context.
- The Approval state column now includes the **Rejected** approval state.

Changed in this release

New Industrial Workspace landing page experience

The Industrial Workspace landing page was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data:

- **OT Devices landing page** tab
- **OT Vulnerabilities landing page** tab

Activation information

Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

The CMDB CI Class Models store app adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the ServiceNow® Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

Operational Technology Manager

ServiceNow® Operational Technology Manager enables you to aggregate Operational Technology (OT) device data from multiple sources, so that you can build the foundational data relationships used in the Industrial solution.

Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Service Graph Connector Integration for Claroty CTD release notes

The ServiceNow® Service Graph Connector Integration for Claroty CTD application automates the import of detected devices and Claroty CTD sites. Service Graph Connector Integration for Claroty CTD was enhanced and updated in the Washington DC release.

Service Graph Connector Integration for Claroty CTD highlights for the Washington DC release

- Troubleshoot issues directly in the optional Guided Setup task.
- Import specific records from Claroty CTD by filtering the data by class, type, or Purdue Level.

See Service Graph Connector Integration for Claroty CTD for more information.

Important: Service Graph Connector Integration for Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Troubleshooting the Service Graph Connector Integration for Claroty CTD

Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Claroty CTD section of the Guided Setup.

Class/Type system property

Import the records from Claroty CTD that are based on the class or type by using the Class/Type system property (*filter.asset_type_code*).

Purdue Level system property

Use the Purdue Level system property (*filter.asset_purdue_level*) to import the records from Claroty CTD that are based on the Purdue Level.

Turn off the classification that is based on the operating system (OS)

Turn off the classification that is based on the OS for the network gear and Internet of Things (IoT) devices and their extended classes by modifying that choice in the available script.

UI changes

Test connections button

The **Test load 20 records** button is no longer used to test the connections forService Graph Connectors (SGCs). A new connections framework for SGCs uses the **Test connections** button.

Activation information

Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites (sensor/NIDS appliances).

Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) application automates the import of devices and sensor appliances. ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) is a new application in the Washington DC release.

ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) highlights for the Washington DC release

- Troubleshoot issues directly in the optional Guided Setup task.
- Control which devices get imported by adding a filter during the import process.

See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.

> **Important:** ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) features

Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure)

Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure) section of the Guided Setup.

Converting sensor ID to lowercase during devices import system property

Change the sensor ID value into lowercase letters to avoid issues with the import process by using the *Convert Sensor Names to lowercase during Devices Import (sn_msftd4iotazsgc.convert_sensor_names_to_lowercase)* system property.

Filtering specific devices during import

Control what type of devices get imported by using the Filter Configuration for Devices Import section in the system properties.

Support for control module import

Import devices with the control module class to the CMDB and use the additional class mappings for the control modules.

Additional class mapping

Use the following additional class mappings to support more devices:

- Storage
- Wireless access point
- DB server
- IP telephone
- Multicast/broadcast
- Terminal station
- Door control panel
- IP camera

UI changes

learningMode attribute

The *learningMode* attribute was added to the NIDS table to capture which sensors are ready to import devices and which sensors act as passive monitoring devices.

Prevention of guessed MAC addresses

Records with guessed MAC addresses are no longer created in the CMDB in the cmdb_ci_network_adapter table.

Test connections button

The **Test load 20 records** button is no longer used to test connections for Service Graph Connectors (SGCs). A new connections framework for the SGCs uses the **Test connections** button.

Activation information

Install ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites (sensor/NIDS appliances).

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Service Graph Connector for Microsoft Defender for IoT (on-premises), imports devices, connections, and sensor appliances. Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was enhanced and updated in the Washington DC release.

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) highlights for the Washington DC release

The Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was renamed for Washington DC.

See Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) for more information.

Important: Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application name change

The Service Graph Connector for Microsoft Defender for IoT (on-premises) was renamed to Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console).

Activation information

Install Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites (sensor/NIDS appliances).

servicenow

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) release notes

The ServiceNow® Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application imports the vulnerabilities from Microsoft Defender for IoT (on-premises) into ServiceNow® Operational Technology Vulnerability Response and takes risk-based action with the production process context. Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) was enhanced and updated in the Washington DC release.

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) highlights for the Washington DC release

The Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Vulnerability Response Integration with Microsoft Defender for IoT (on-premises), was renamed for Washington DC.

See Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) for more information.

Important: Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application name change

The Vulnerability Response Integration with Microsoft Defender for IoT (on-premises) application was renamed to the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application.

Activation information

Install Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

The CMDB CI Class Models store app adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

Manufacturing Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Manufacturing solution, enabling you to create your own version of the equipment models in each of your manufacturing sites.

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)

Use the Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) with the ServiceNow® Operational Technology Manager application to import OT asset devices, connections, and sensor appliances.

Platform Analytics release notes

Platform Analytics has new and updated features in the Washington DC release.

Performance Analytics release notes

The ServiceNow® Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced and updated in the Washington DC release.

Performance Analytics highlights for the Washington DC release

- Track critical process metrics and trends.
- Measure process health and behavior against organizational targets.
- Identify process patterns and potential bottlenecks before they occur.

See Performance Analytics for more information.

Important information for upgrading Performance Analytics to Washington DC

The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.

Note:

The PA Scores [pa_scores] table is not being deprecated for instances on the Oracle database. Automatic migration is not being applied to these instances because they do not support the newer table structure.

Activation information

Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application.

The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.

Platform Analytics Experience release notes

The ServiceNow® Platform Analytics Experience provides a single center for consuming the data from all Platform Analytics products. Platform Analytics Experience has been enhanced and updated in the Washington DC release.

Platform Analytics Experience highlights for the Washington DC release

- Modernize and simplify the consumption of analytics by activating the Platform Analytics Experience.
- Surface meaningful insights from your analytics data to empower the direct decision making of viewers.
- Improve viewer interactivity with the ability to set date ranges on time series and customize behavior when a value is selected on a chart.

See Platform Analytics experience for more information.

Important information for upgrading Platform Analytics Experience to Washington DC

Platform Analytics Experience functionality was previously located in the Platform Analytics Workspace. The functionality is now part of the core Now Platform, accessible through the Next Experience Unified Navigation. You can migrate any dashboards, reports, and Performance Analytics widgets that were created in Core UI to this functionality.

New in the Washington DC release

Dashboard migration to Platform Analytics Experience

Migrate either all your dashboards to new experiences or a subset of dashboards to the Platform Analytics Experience. This migration includes other Core UI analytics artifacts such as reports and Performance Analytics widgets.

Platform Analytics in Unified Navigation

Instead of accessing Platform Analytics only in a workspace, access it as normal functionality through the Unified Navigation Platform Analytics module. Menu item visibility depends on the roles assigned to the user. This feature takes effect only if you migrate all of your dashboards to the Platform Analytics Experience.

Proactive Analytics

Improve your decision making with automated insights and predictive alerts delivered in context via dashboard cards, which make it taking informed, timely actions easier. Both historical and predicted events are shown.

Proactive Analytics workflow triggers

In Flow Designer, create automated workflows that are triggered by proactive analytics events.

Pareto visualization

Show a bar chart with columns in descending order topped by a line showing the cumulative percentage contribution of each column. Use this visualization to analyze the frequency of problems or outcomes in a process and show the most important ones.

UI changes

Analytics Center in Platform Analytics Workspace changed to separate pages

In previous releases, controls in the Analytics Center enabled you to open different tabs for dashboards, data visualizations, and KPIs. Those tabs are now available through the Unified Navigation Platform Analytics Library module. Some links for viewing and creating dashboards and data visualizations are still available from the Analytics Center.

Date range selection added for viewers

Viewers of a time series visualization can select the date range to show on the chart. The available date ranges depend on the indicator frequency and the time series aggregation, such as By month Sum. This feature isn't available for Table data sources.

Removed some data visualization list controls

You can no longer change columns or show filters in the data visualizations list to support the migration of Core UI reports and Performance Analytics widgets.

Changed in this release

Many-to-many filters

Unified filters now support many-to-many relationships, where a value on the filter source table can match multiple values on the target table and vice versa.

Pivot table improvements

- Multiple columns are supported, with up to three group-by values selected as columns.
- You can select different choice fields as group-by values with multiple data sources. This ability is also available in bar visualizations.
- Header alignment now matches the alignment of content in the columns.

Indicator scorecard improvements

- The breakdown distribution can now be shown for an indicator. If you select only one indicator to show, you can show the distribution of scores across the elements of up to two breakdowns. You can also enable viewers to change the breakdowns that are shown.
- Metrics on list-type scorecards now include a latest score bar.
- You can now add dividing lines between rows as well as columns on pivot-type scorecards.

Customizable dashboard background colors

The dashboard editor can set a background color for the whole dashboard or for individual dashboard tabs.

Data visualizations can be added to a dashboard from the Visualization Designer

A visualization editor with editing rights can add the visualization they're working on to a dashboard from inside the Visualization Designer.

Manual and automatic dashboard refresh

Any dashboard viewer can refresh the data on a dashboard. A dashboard administrator can schedule automated dashboard refreshes.

Owner information

You can add the owner and owner group to the details of dashboards, saved data visualizations, and saved filters.

Customizable chart interaction

In data visualizations, you can set the navigation when a viewer selects a segment of a chart. You can enable the viewer to drill down to data or to open an internal or external URL.

Bar and pie visualizations support act as filter

You can configure pie and bar visualizations (excluding Pareto) to act as filters. If a viewer then selects a pie segment or a bar column, all other visualizations on that dashboard tab are filtered for matching values.

Metric formatting support for manual data in data visualizations

Metric formatting is now available for manual JSON data sources. This feature was formerly available only for predefined data sources such as tables and indicators.

Activation information

Platform Analytics Experience is a Now Platform feature that is active by default. This version includes all updates to the Platform Analytics components that have been released on the ServiceNow® Store since the Vancouver release. Any updates after the Washington DC release will be available on the ServiceNow Store.

Accessibility information

Keyboard navigation changed in dashboards

The keyboard navigation button has been removed from dashboard widgets that have focus. You can press the Spacebar on widgets that have focus to enable moving the widget with the arrow keys.

Color contrast in time series data visualizations

Contrast in time series visualizations has been improved.

Related ServiceNow applications and features

Performance Analytics

Performance Analytics provides indicators and breakdowns that enable your organization to set, track, and analyze progress toward goals. You can view these indicators and breakdowns through the Platform Analytics Experience and in your own workspaces. A subscription to Performance Analytics is necessary to create your own indicators and breakdowns.

Process Mining

Use Process Mining to create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes. To get Process Mining, request it from the Now Support Service Catalog.

Process Mining release notes

The ServiceNow® Process Mining application enables analysts and process owners to view their business processes, analyze them, and make decisions that improve processes. Process Mining is enhanced and updated in the Washington DC release.

Process Mining highlights for the Washington DC release

- Introduced Project builder
- New automated finding detectors introduced
- Summary and Insights page enhancements
- Process Mining graph enhancements
- Mining summary introduced

See Process Mining for more information.

New in the Washington DC release

Introduced Project builder

Create and view the project configuration through a comprehensive Project builder setup that divides the entire project configuration into well-defined sections and provides contextual information that acts as a guide.

Create projects using templates similar to the goal or process you're analyzing to automatically add the basic details for you and make the process easier.

New automated finding detectors introduced

Note the following new automated finding detectors:

- **Repeating patterns**: Detects unnecessary repeating sequence of steps.
- **Extreme duration**: Identifies outliers to analyze records that fall outside the typical range of time to transition from one step to another.
- **Extreme repetition**: Identifies outliers to analyze records that fall outside the typical range of repetitions within the same step.
- **Slow duration**: Identifies situations where a cluster of records have similar durations and a higher average duration compared to other groups of records. This detector also offers a breakdown of the significance of the identified cluster, providing further insights into the root cause.

Summary and Insights dashboard

- Ability to capture and share notes related to improvement opportunities directly. Notes have pre-filled contextual information including a tag referring to an improvement opportunity for quick sharing.
- View all the actions taken on improvement opportunities, such as notes, CIMs, automation requests, and saved filter sets.
- On a focused Project metrics dashboard, tracks a project's efficiency (average duration for completion) over time through a trend line and the distribution of records against the time taken for process completion through a histogram.

Process Mining graph enhancements

- From a particular node, view the statistics of all records arriving from a previous stage and all the records going to the next stage, which enables you to identify the immediate inflow and outflow of records without having to adjust the arc and node sliders in a huge graph.

Process Mining dashboard

View the analysis of the inflow and outflow of records (work) by transforming a graph into a node star diagram for a node either separately or in a combined view. You can follow the filters on the dashboard in which it is configured. Transition filters are enabled on the dashboard to further drill down into a specific bottleneck on the graph.

Ability to set project status to Draft, Published, and Retired

Manage your project's status for a better data clean-up strategy by tracking project states. Projects are automatically retired based on inactivity unless you choose otherwise.

Mining summary introduced

After mining, view a summary that serves as a valuable tool for analyzing and understanding mining failures, which could include the definitions that ended with errors, didn't match the rule criteria, or were out of the scope of the project.

Dot.walk on activity definition introduced

Increased the scope of process graph analysis by enabling dot-walked fields as an activity definition so you can analyze the status of a particular referenced field when a change occurs in the process .

Introduced grouping multiple activities that changed

Automatically update the values of dependent fields of a field that was changed in a project by setting the compound activity for the project. This capability means you no longer have to update the fields manually.

Ability to mine archived data

Apply process mining on archived data tables that are often moved from the main (active) table to enable query performance for huge data.

Activation information

Process Mining is available with activation of the sn_po plugin.

User Experience Analytics release notes

The ServiceNow® User Experience Analytics application enables you to understand user web and mobile experiences by visualizing your metrics and interactions through an interactive dashboard. User Experience Analytics was enhanced and updated in the Washington DC release.

User Experience Analytics highlights for the Washington DC release

- Users can view funnels created in the User Experience Analytics dashboard
- Integration with Platform Analytics

See User Experience Analytics for more information.

Important information for upgrading User Experience Analytics to Washington DC

- Users can opt out of basic tracking.
- A funnel data visualization is available for User Experience Analytics data sources.

New in the Washington DC release

Platform Analytics integration

Improved query capabilities for Platform Analytics integration

Funnels UIB component

Enable users to view funnels created in the User Experience Analytics dashboard.

Changed in this release

Basic tracking

Basic tracking is disabled when the user opts out.

Removed in this release

User Experience Analytics API version 2.1.4 has been withdrawn from store.

Activation information

User Experience Analytics is a Now Platform feature that is active by default.

Browser requirements

To optimize your User Experience Analytics, use either a Google Chrome or Apple Safari browser.

Related ServiceNow applications and features

Service Portal

ServiceNow® Service Portal is a portal framework that enables administrators to build self-service experiences that are both web-friendly and mobile-friendly. You can monitor metrics for your instances. See user journeys using the User Experience Analytics dashboard and reporting tools.

Mobile Agent

Use the ServiceNow® Mobile Agent to update records, coordinate with coworkers, track your location, and work without an internet connection from your mobile device.

Virtual Agent

ServiceNow® Virtual Agent provides your employees and customers with a friendly messaging interface with prebuilt conversations powered by artificial intelligence. View and access Virtual Agent analytics and the Virtual Agent dashboard from User Experience Analytics.

Public Sector Digital Services release notes

The ServiceNow® Public Sector Digital Services application enables government agencies to provide citizens, businesses, and other agencies with important services such as public records, licenses, permits, and social services. Public Sector Digital Services was enhanced and updated in the Washington DC release.

Public Sector Digital Services highlights for the Washington DC release

- Create a copy of an issued license or permit document from one modal within the playbook without having to use third-party software.
- Enable constituents to prepare applications on behalf of others by using an application proxy in the Government Service Portal and the License and Permit Playbook.
- Associate multiple parties to a license and permit application by adding additional contacts to a request.

- View a running total of all fee line items that are associated with a license or permit request with the Fee Summary card.
- Request additional inspections directly from the playbook so that applicants can make the required changes to pass an inspection.

See Public Sector Digital Services for more information.

Important: Public Sector Digital Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Public Sector Digital Services to Washington DC

After the upgrade, certain public sector menus and menu items in the CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**..

New in the Washington DC release

Submit a license and permit application on behalf of someone else

Prepare license and permit applications on behalf of others with the application proxy feature. Constituents or business contacts can act as authorized representatives to look up beneficiaries or other related parties (registered users only) and link them to the application in progress. Agents can create and process applications that were initiated by authorized representatives and can also link other registered users to the case.

Create a digital copy of a license and permit in License and Permit Playbook

Create a digital copy of an issued license or permit directly in the License and Permit Playbook and attach it to an item received record so that it can be printed, emailed, and shared with the requester.

Submit license and permit requests using Virtual Agent

Enable constituents and business owners to submit license and permit requests by using a prebuilt Virtual Agent License or Permit Request conversation topic that runs in supported chat and messaging channels, including Engagement Messenger.

Request additional inspections needed for a license or permit request in License and Permit Playbook

Enable agents to request additional inspections after reviewing the findings of an initial inspection so that the applicant can make any changes that are required to pass the inspection and receive a license or permit. Agents can record the findings for each round of inspections with a Record Findings activity in the License and Permit Playbook.

UI changes

Associate Multiple Parties to a single application in License and Permit Playbook

Constituents can add multiple business contacts to a license or permit case by using the Additional related parties field in the Government Service Portal. Agents can add multiple business contacts to a license or permit case directly from the License and Permit Playbook workspace with the Add Related Parties playbook activity in the Intake stage.

UI Improvements to the approval workflow in License and Permit Playbook

The Propose Decision activity workflow in License and Permit Playbook is streamlined to enable better agent collaboration and provide a more intuitive experience for agents deciding whether to grant a license or permit.

Enhanced fee summary widget in Government Service Portal and License and Permit Playbook

Enable constituents to view the running totals of all the fee line items with the updated fee summary widget in the Government Service Portal. The fee summary widget outlines the base fee, any itemized additional costs (depending on the options selected), and the total fee for a license or permit request. Agents can also use the enhanced fee summary widget to view the fee breakdown when proposing a fee in the License and Permit Playbook workspace.

Design Enhancements to the Upload Docs and Review Fee activities in License and Permit Playbook

The Upload Docs and Review Fee activities in License and Permit Playbook are updated to notify agents when their case is blocked by pending constituent action on a case task, such as uploading a file with more information or reviewing proposed fees. Case tasks are displayed as a read-only card rather than a field.

Activation information

Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CSM Configurable Workspace

The CSM Configurable Workspace application provides government agents with the tools that they must research information, respond to questions from the public, and resolve cases.

Sales and Order Management release notes

ServiceNow® Sales and Order Management is a set of new and updated applications and features in the Washington DC release. These applications enable you to manage the product sales life cycle in your organization, including pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Note: Sales and Order Management includes workflows for Customer Lifecycle Operations (Customer Lifecycle Management) and Customer Contracts and Entitlements. For details on these features in the Washington DC release, see the Data management for CSM release notes and the Customer Contracts and Entitlements release notes in the Customer Service Management (CSM) release notes.

Quote Management release notes

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. Quote Management is a new application in the Washington DC release.

Quote Management highlights for the Washington DC release

- Create sales quotes by selecting and configuring product offerings from product catalogs with associated pricing.
- Create multiple revisions of a quote to track changes from customers.
- Adjust pricing within a quote to help drive sales.
- Convert quotes to sales orders with ease.

See Quote Management and Sales and Order Management overview for more information.

Quote Management features

Quote creation
: Build sales quotes, which are formal offers for products or services that a customer wants to buy. While building a quote, sales agents can configure product options and adjust pricing using the product configurator.

Quote revisions
: Generate and present multiple versions of a quote to reflect changes in customer requirements or preferences. Agents can review the revisions to track the quote history.

Generating orders from quotes
: Convert active quotes to product orders after customer approval.

Activation information

Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Customer Service Management

The Quote Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into quotes created using Quote Management.

Opportunity Management

The ServiceNow® Opportunity Management application provides your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

Product Catalog Management

The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to sales quotes.

Pricing Management

The Pricing Management feature in Sales and Order Management enables your pricing administrators to set pricing for products and services that are used in quotes. Pricing administrators also set the controls that allow your sales agents to adjust pricing for complex product offers in quotes.

Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Quote Management application.

Order Management release notes

The ServiceNow® Order Management application enables you to capture, manage, and fulfill orders from enterprise customers. Order Management was enhanced and updated in the Washington DC release.

Order Management highlights for the Washington DC release

- Track the status of domain orders and order tasks from a central location by using the order timeline view.
- Avoid order fallout by capturing orders and enriching them with additional order information before initiating order fulfillment, and trigger workflows that create enrichment tasks for applicable orders and order line items.

See Order Management for more information.

Important: Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Order Management to Washington DC

New features introduced in this Washington DC release aren't supported in earlier releases of Order Management.

New in the Washington DC release

Order timeline view

View Gantt chart timelines that depict the status of domain orders and order tasks, showing dependencies between order tasks and and identifying tasks that are in jeopardy.

Product catalog navigation and product configurator

Explore the product catalog by SKU or product code to find product offers quickly. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing.

Changed in this release

Enhanced order capture experience with order enrichment steps

After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items.

Deprecations

Starting with the Vancouver release, Order Management for Customer Service Management is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

The Order Management application creates the required CIs (configuration items) and installs base items for the services and resources that are delivered to customers. It enables the assurance that service begins when an order has been fulfilled.

Customer Service Management

The Order Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into products and services that have been delivered to customers using Order Management.

Product Catalog Management

The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create products catalogs that agents use to find and add products and services to orders.

Pricing Management

The Pricing Management feature in Sales and Order Management enables your pricing administrators to set pricing for products and services that are used in orders. Pricing administrators also set the controls that allow your sales agents to adjust product pricing in orders.

Quote Management

The ServiceNow® Quote Management application enables your sales agents and account executives to generate and manage sales quotes for your customers. You can seamlessly convert sales quotes to orders when the customer is ready.

Flow Designer

Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow, such as orchestration workflows. The components also enable you to find the output or execution status of the flows or subflows.

Customer Service Management with Field Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

Product Catalog Management and Pricing Management release notes

The Sales and Order Management applications include Product Catalog Management and Pricing Management features for creating and managing the product offerings, catalogs, and pricing used in your organization. Your sales and order agents use these features when creating sales opportunities, quotes, contracts, and entitlements, as well as capturing orders. These foundational features were enhanced and updated in the Washington DC release.

Product Catalog Management and Pricing Management highlights for the Washington DC release

- Create commercial catalogs with product offerings that are sellable entities with associated pricing.
- Provide agents with an interface that simplifies the configuration and pricing of sales quotes and product orders.
- Support account-based pricing, which enables you to create price lists for selected customer accounts.
- Control the pricing of complex product offerings, including product and non-product attribute-based pricing, by using price matrixes.

See Product Catalog Management and Pricing Management for more information.

Product Catalog Management and Pricing Management features

Product catalogs

Define simple and configurable product bundles that have product offer hierarchies and associated pricing in product catalogs, product attributes, and product images. Use product catalog categories to organize product offerings in catalogs.

Product catalog interface

Browse catalogs to find products by categories or search in catalogs for products by SKU, name, or industry product codes.

Entitlement offerings

Create entitlement offerings in addition to product offerings. Define various entitlement subtypes, such as Warranty, Extended Warranty, License, or Subscription. You can also set up entitlement offers that result in service contracts.

Product configurator

Configure sales quotes and orders by using the product configurator, which provides an intuitive interface for selecting customer-requested product attributes. It automatically calculates prices as agents select order options. Product catalog administrators can define rules that control the editing and visibility of configuration options displayed in the interface, depending on the configuration state of the product offer.

Needs templates

Create templates with questionnaires that agents use to determine customer product needs and get appropriate product recommendations for sales opportunities.

Price list selection for quotes and orders

Use a default price list based on currency, or set a default price list based on customer account to enable pre-negotiated prices for certain customers.

Pricing extensions

Override default price lists and use external price lists accessed through extension points.

Pricing matrices

Enable pricing administrators to create attribute-based pricing strategies by using decision tables that control the attribute conditions applied.

Activation information

The Product Catalog Management and Pricing Management features are included with each Sales and Order Management store application and don't need activation.

Security Operations release notes

Security Operations has new and updated features in the Washington DC release.

Security Incident Response release notes

The ServiceNow® Security Incident Response (SIR) application helps your organization connect security and IT teams, respond faster and efficiently to threats, and view your organization's security posture. Security Incident Response was enhanced and updated in the Washington DC release.

Security Incident Response highlights for the Washington DC release

- Make conference calls including team members, customers, and other stakeholders to resolve customer issues.
- Capture MTTR (Mean time to repair) information through usage and definition metrics for security incidents.
- Monitor scan requests and report security incidents as a risk event to the Risk Management team from the Security Incident Response Workspace.

- Create a customer service case for the security incident directly from the Security Incident Response Workspace, which will be tracked by the Customer Service Management (CSM) team.
- VirusTotal integration is provided with an option to send URLs as hashes for threat lookup, to protect the users' privacy on the integration.

Important: Security Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Major Security Incident Management

Collaborate with your customers and peer agents through a conference call to resolve customer issues through Microsoft Teams, Zoom, or Webex. You can also capture post-call chat, recordings, participant info.

Flow-based Playbooks

More easily transition from manual or undocumented playbooks to automated and repeatable playbooks using Flow Designer. Security Incident Response now supports the following new playbooks:

- Playbook for Office 365 - Malicious File Detected
- Playbook for Repeat Detection
- Playbook for Spoofed Emails (using the same Display name)
- Playbook for Endpoint Detection
- Playbook for Possible Password Spray
- Playbook for T1003 - Detect Credential Dumping Tools
- Playbook for Email Domain Spoofing Detection
- Playbook for Typo Squatted Domain
- Playbook for Credential Sniffing
- Playbook for T1070 - Windows Events Logs Cleared
- Playbook for OSquery of External Address in /etc/hosts file
- Playbook for User Deleting Bash History - Cloud
- Playbook for Successful VPN Attempts from the Service Accounts - Corp/Cloud
- Playbook for Attempted Access to Deactivated Accounts
- Playbook for T1003 - Defense Evasion - Mimikatz DCShadow
- Playbook for T1003 - Credential Dumping - Mimikatz DCSync
- Playbook for Okta User Login Failures from Multiple IPs
- Playbook for ModSec Brute force by IP Burst

Security Incident Response now supports the following capabilities:

- Usage and definition metrics for security incidents to capture MTTR (Mean time to repair).
- Enable or disable the Post Incident Review (PIR) report generation for child security incidents.

Security Incident Response Workspace

You can now perform the following tasks in the Security Incident Response Workspace:

- Monitor scan requests
- Report security incidents as a risk event, which will be tracked by the Risk Management team
- Create a customer service case for the security incident, which will be tracked by the Customer Service Management (CSM) team

Activate and configure the VirusTotal integration

Send URLs as hashes for threat lookup to protect the users' privacy on the integration.

Changed in this release

Microsoft Azure Sentinel integration

- Any new or updated changes made in Microsoft Azure Sentinel will automatically update the respective SIR incident data while mapping the Microsoft Azure Sentinel fields. For more information, see .
- Pull all open and closed Azure Sentinel incidents for the period up to 6 months. For more information, see .

Deprecations

ServiceNow® Security Incident Response no longer supports the following integrations:

- Recorded Future
- Trusted Security Circles

For more information about these deprecations, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

Security Operations common functionality

When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated.

Configuration Compliance release notes

The ServiceNow® Configuration Compliance application enables you to prioritize and remediate the most critical configuration-related vulnerabilities in your environment quickly and efficiently. Version 14.11 of Configuration Compliance was enhanced and updated in the Washington DC release.

Configuration Compliance highlights for the Washington DC release

- Address security gaps in your enterprise environments detected through the Security Posture Control application by automatically prioritizing, assigning, and resolving them with the Configuration Compliance application workflow. The Security Posture Control application requires a separate subscription.
- Analyze the overall impact of test results with summary visualizations of all or prefiltered active test results on the new Vulnerability Manager Workspace landing page.

See Configuration Compliance for more information.

Important: Configuration Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

Get an overall summary of the active test results through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of test results using filters

Get the summary of a active set of test results by filtering those test results on the Home page of the Vulnerability Manager Workspace.

Displaying records in workspaces upon clicking the links in email notifications

When links are clicked in an email notification, records open in either the Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Notifications on false positive and exception requests

Receive notifications and reminders on change approval records with false positive and exception requests by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Configuration Compliance.

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance still works. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.

Activation information

Install Configuration Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Container Vulnerability Response release notes

The ServiceNow® Container Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Version v2.5 of Container Vulnerability Response was enhanced and updated in the Washington DC release.

Important: Container Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

Get the overall summary of the active container vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of container vulnerabilities using filters

Get the summary of a set of active container vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Displaying records in workspaces upon clicking links in email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Container Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.

Activation information

Install Container Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Application Vulnerability Response release notes

The ServiceNow® Application Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Application Vulnerability Response is included as part of the Vulnerability Response application. Version v21.0 of Application Vulnerability Response was enhanced and updated in the Washington DC release.

Application Vulnerability Response highlights for the Washington DC release

- Get the overall summary of active application vulnerabilities with visualizations of all or prefiltered active application vulnerabilities in the Application vulnerabilities tab on the new Vulnerability Manager Workspace landing page.
- Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration.

See Application Vulnerability Response for more information. for more information.

Important: Application Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

Get the overall summary of the active application vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of application vulnerabilities using filters

Get the summary of a set of active application vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Define Vulnerability Response email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Invicti Vulnerability Integration

Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration. This data enables you to determine the impact and priority of flaws in your custom software applications. Use the following Invicti integrations to enrich your vulnerability data:

- Invicti Application List Application - Import applications that are scanned by Invicti.
- Invicti Scan List Integration - Import data about the date and time a scan was run.
- Invicti Application Vulnerable Item Integration - Import Invicti vulnerable item data.

Import Software Bill of Materials (SBOM) files with Veracode

Upload SBOM files in CycloneDx JSON format with a dedicated Veracode API. Identify the components you are using in your software projects and information about their releases, versions, and associated vulnerabilities. The integration generates SBOMs in CycloneDx JSON format and uploads them into your instance for parsing. The Software Bill of Materials applications are required. For more information, see ServiceNow Software Bill of Materials applications.

Software Bill of Materials

The following enhancements were made to supported applications for the Software Bill of Materials (SBOM) product:

- Added PURL validation for the OSV.dev integration. Invalid PURLs are ignored during file processing.
- If available, OSV.dev fixed version information is displayed on a related list on the AVIT record.
- SBOM application vulnerable items (AVITs) show component information in enhanced SBOM workspace views.
- Disabled Remediation Task rules for SBOM AVITs in the SBOM Workspace. You can edit rules for SBOM AVITs in the Vulnerability Manager Workspace in Vulnerability Response.
- Expanded SBOM Workspace access enables you to view the SBOM inventory with the SBOM Core application.

Reapplying CI Lookup rules in Application Vulnerability Response

Reapply your configuration item (CI) lookup rules to update existing CIs for scanned applications and product models.

Create remediation tasks manually

Create remediation tasks (AVULs) manually for application vulnerable items (AVITs) from remediation task records on the Group Configuration tab.

Notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Application Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.

Activation information

Install Application Vulnerability Response by requesting Vulnerability Response from the ServiceNow Store. Application Vulnerability Response is included as part of the Vulnerability Response application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Vulnerability Response integrations release notes

Third-party integrations with the ServiceNow® Vulnerability Response application help enrich your vulnerability data. The ServiceNow applications and third-party integrations that are compatible with the Vulnerability Response application were enhanced and updated in the Washington DC release.

Vulnerability Response integrations highlights for the Washington DC release

- Prioritize and address vulnerabilities efficiently and enhance your overall vulnerability management strategy by ingesting crucial information about vulnerabilities that are actively exploited using the Vulnerability Response integration with the CISA Known

Exploited Vulnerabilities (KEVs) catalog. This integration also incorporates EPSS data from FIRST.org focusing on software vulnerabilities currently under exploitation.

- Ingest the newly introduced field **Known To Be Used in Ransomware Campaigns** in Vulnerability Response from Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog.

See Vulnerability Response integrations for more information.

Important: Supported integrations with Vulnerability Response are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Vulnerability Response to Washington DC

- For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Washington DC release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
- For information about the new features of Vulnerability Response, see Vulnerability Response release notes.

New in the Washington DC release

Leverage Exploit Prediction Scoring System (EPSS) score for vulnerability prioritization

Enrich the NVD data in your instance to prioritize and remediate vulnerabilities by using the Exploit Prediction Scoring System (EPSS) integration to import the EPSS data that is related to common vulnerabilities and exposures (CVEs) from FIRST.org.

Ingest Known To Be Used in Ransomware Campaigns

Beginning with v21.0.5 of Vulnerability Response, a new field, **Known To Be Used in Ransomware Campaigns**, is ingested from the Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog.

Activation information

Install supported third-party integration applications for Vulnerability Response by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Vulnerability Response release notes

The ServiceNow® Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Version v21.0 of Vulnerability Response was enhanced and updated in the Washington DC release.

Vulnerability Response highlights for the Washington DC release

- Handle vulnerability crisis events through the Vulnerability crisis management workflow.
- Access key metrics on vulnerabilities, misconfigurations and security incidents with industry and global benchmarks through executive-level monitoring of cybersecurity risks and initiatives and set targets through a new Cybersecurity Executive dashboard.

- Get the overall summary of vulnerabilities with visualizations of all or prefiltered active vulnerabilities on the new Vulnerability Manager Workspace landing page.
- Customize questionnaires for exception requests for a specific set of vulnerabilities.
- Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, and map the solutions with the related vulnerabilities.

See Vulnerability Crisis Management for more information.

Important: Vulnerability Emergency Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Setting up questionnaire for exception requests based on condition

Configure questionnaires based on conditions for exception requests.

Displaying records in workspaces upon clicking the links in email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Analysing the vulnerability landscape in the Vulnerability Manager Workspace

View an overall summary of active vulnerabilities through visual representation of risk ratings, remediation progress, assignment group workloads, and records in remediation tasks.

Acquiring the summary of a set of vulnerabilities using filters

Display a summary of a set of active vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Associating compensating controls with a CVE and TPE for risk reduction in the Vulnerability Manager Workspace

Associate relevant compensating controls with a Common Vulnerability Entry (CVE) and Third-party Entry (TPE), which can be used for reducing risk in the Vulnerability Manager Workspace.

Disabling or enabling risk reduction requests for the vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace

Enable or disable risk reduction requests for vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace.

Using bulk edit in the Vulnerability Manager Workspace

You can perform the following tasks on multiple host vulnerable items and remediation tasks simultaneously in the Vulnerability Manager Workspace:

- Update the state of vulnerable items
- Update preferred solution for vulnerable items
- Assign records to a remediation owner or assignment group for remediation
- Remove assignments for vulnerable items

Receiving notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Vulnerability Crisis Management

View timestamps to see the last assessment of the events. The **Assessment** tab on the workspace is visible only when the new assessments are created. View the link to major security incidents on the Vulnerability Manager Workspace for vulnerable items.

CISA Known Exploit Vulnerability (KEV) Integration

Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, API calls, or advisories, and map the solutions with the related vulnerabilities.

Cybersecurity Executive Dashboard

Access a unified view of your organization's security landscape through the Cybersecurity Executive Dashboard, which consolidates data from various products from within the ServiceNow Security Operations suite.

Quick start tests for Vulnerability Response.

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Vulnerability Response still works. If you customized Vulnerability Response, copy the quick start tests and configure them for your customizations.

UI changes

Watch topics page in the Vulnerability Manager Workspace

Watch topics appear on the Watch topics page but not on the Home page of the Vulnerability Manager Workspace.

Activation information

Install Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Posture Control release notes

The ServiceNow® Security Posture Control application provides cybersecurity teams with visibility into security tool coverage gaps and deviations from security tool configuration for their enterprise assets. Security Posture Control is a new application in the Washington DC release.

Security Posture Control highlights for the Washington DC release

- Use the policies included with the application or create your own policies to audit and monitor assets for security tool coverage, compliance with internal configuration standards for security tools, critical combinations involving vulnerabilities, and possible internet exposure.
- Create custom insights on a dashboard and monitor important metrics for your asset security posture.
- Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules.
- Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies into Configuration Compliance.

See Security Posture Control for more information.

Important: Security Posture Control is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Security Posture Control features

Policies

Monitor your assets and cloud assets (AWS only) for missing endpoint protection agents, unmanaged devices, devices not scanned for vulnerabilities, and critical combinations with vulnerabilities with provided policies.

- Define custom policies based on asset metadata, security tool configuration data, and vulnerabilities to monitor asset compliance with your internal security standards.
- Chain policies together so you can monitor assets in hierarchical categories.
- Filter assets by using custom fields in your CMDB CI classes in policies.
- Exclude assets from your audits and monitoring that match other policies or assets with approved exceptions in Integrated Risk Management (IRM).

Service Graph Connectors

The application supports 31 Service Graph Connectors for various security and IT tools in the enterprise to import and consolidate asset data to provide you insights on your security posture.

Key insights and custom insights

Monitor critical metrics about your asset security posture and security tool coverage by creating custom insights.

UI changes

Security Posture Control Workspace

Automate the remediation workflow for identified security gaps by publishing findings from Security Posture Control policies into Configuration Compliance and viewing them in the Security Posture Control workspace.

Activation information

Install the Security Posture Control Core and Asset Security Posture Management (ASPM) applications for Security Posture Control by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Washington DC release.

Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables you to manage invoices, invoice exceptions, invoice approvals, and supplier inquiries. Accounts Payable Operations was enhanced and updated in the Washington DC release.

Accounts Payable Operations highlights for the Washington DC release

- Take advantage of automated purchase order matching through invoice processing workflows.
- Third-party applications can integrate with Accounts Payable Operations to process inbound invoices, outbound invoices and approve invoice payment using the integration framework.
- Efficiently handle invoices from multiple locales with different currencies and number formats. Accounts Payable Operations groups invoices based on the user's system locale.
- Send notifications to suppliers of duplicate invoices through the matching of the supplier name in an invoice with the supplier table.

Important: Accounts Payable Operations is available in the Washington DC release. For details, see the "Activation information" section of these release notes.

Accounts Payable Operations features

Invoice integration

The ServiceNow® Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework.

Perform bulk imports of invoice and invoice line data through scheduled jobs.

Invoice data transformation logic

Currency groupings on invoice and invoice lines are determined based on the user system locale settings.

The incoming invoice and invoice lines present in staging tables are converted based on the positioning of decimal and thousand separators.

Supplier detail lookup logic is enhanced.

Activation information

Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application provides your employees with a simple automated tool that they can use to shop for goods and services that they need at work. Sourcing and Procurement Operations was enhanced and updated in the Washington DC release.

Sourcing and Procurement Operations highlights for the Washington DC release

- Manage a catalog of goods and services that your employees can use to order items that they need for their jobs.
- Simplify and streamline the way employees request help in sourcing or procuring goods and services.
- Provide transparency into the procurement process with regular updates.

- Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment.
- Enable Procurement Specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks.

See Sourcing and Procurement Operations for more information.

Important: Sourcing and Procurement Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Sourcing and Procurement Operations integration with Project Management

Implemented content changes to the intake form that an employee or requester fills in with project details to be captured in the integration experience with the Strategic Portfolio Management (SPM) product.

Note: These project questions are only available on the intake form if the employee or requester has access to SPM. There's no impact on existing customers.

Complete sourcing checkout

Implemented content changes within the sourcing checkout form for items without pricing in the Shopping Hub product catalog to align with the same intake questions in the off-catalog experience in Employee Center. Existing customers using both Shopping Hub and Employee Center see an alignment of questions in both experiences.

As a requester, provide the contact details of a supplier that you're interested in working with during intake of catalog items where pricing is needed. A supplier contact record is stored and created for procurement fulfillers to use when reviewing sourcing or purchasing details. Both existing and new customers see these changes.

Requesting for products or services that you don't see on ShoppingHub

Modified the intake form experience for requesters or employees requesting for multiple goods or services, or both, from Employee Center. These include the "I need a good" and "I need a service" intake forms or record producers.

Additionally, there's a new summary page within Employee Center to confirm the submission and item details. If existing customers take this new feature, they must apply the modified record producer payload to capture multiple goods or services, or both.

Changes were made to the default intake form to enable each good or service, or both, to have the same or different delivery or service address, and dates. Existing customers can apply this experience to their own intake forms with their own questions.

Sourcing and Procurement Operations integration with third-party sourcing solutions

Implemented an additional ability within the integration framework for third-party sourcing tools to know when to close bids now, before the bids end date. In addition, if a supplier award has been made in a third-party sourcing tool, the award response would return to ServiceNow.

Note: Currently, only a single supplier response can be returned to ServiceNow.

Default email content and in-product alert messages are implemented to inform the employee or requester and the sourcing manager or fulfiller when a Request for Quote (RFQ) has been created in the third-party sourcing tool, and when a supplier award can be made in ServiceNow.

Existing customers are additionally impacted by a consolidation of decision tables used to trigger the third-party sourcing tool integration. While one is deprecated, another is active and in use. Existing customers must ensure that they use the active decision table only.

Landing page for Sourcing and Procurement Operations in Source-to-Pay Workspace

Customers with the entire Source-to-Pay (S2P) product suite, or any of the individual products within the S2P suite, now share the same workspace, where content within the workspace is role-based. Fulfillers see multiple or single landing pages, and have access to different lists based on their roles. Existing customers who built their own workspace landing pages for SPO, SLO, or APO will see their landing pages within the single workspace.

Create a procurement task

As fulfillers, you can create procurement tasks with specific actions types from the Source-to-Pay workspace pages, and assign them to employees or shoppers. The supported action types are Submit a form, Sign a document, and Upload a document. This helps shoppers understand what is expected of them to complete the tasks. There's no impact on existing customers for tasks that are already created, and these new changes are effected with the upgrade.

Shopper to-dos

As shoppers, you can see tasks such as Submit a form, Sign a document, and Upload a document in your to-do list in the Shopping Hub.

Sourcing and Procurement Operations integration with Employee Center

As employees, you can see tasks such as Submit a form, Sign a document, and Upload a document in your task page in the Employee Center. You can also view the completed tasks in the **Completed** tab in your task page in the Employee Center.

Order a product with quick checkout

As requesters or employees, you can submit a request to purchase a good or service with a past date within the intake form experience. These requests continue to be marked as after-the-fact purchases. Existing customers see the past date validation removed from the intake forms, so past dates are captured and passed to the database as valid responses.

Use ShoppingHub

Implemented additional user experience analytics for Shopping Hub to track user sessions, page activity, and navigation within My Purchases, to better understand product usage and user experience. Existing and new customers with the user experience application can see this event tracking to understand their users' Shopping Hub usage.

Sourcing and Purchasing Automation

Addressed a workflow compliance issue where the state within the sourcing and purchasing workflows could be changed manually, bypassing automation, thus causing downstream workflow and usability issues. The **State** field is made read-only, so that the state flow can adhere to the designed workflow and automation. Existing customers can no longer change the state manually for sourcing request, purchase lines, negotiation event, negotiation, and purchase requisition tables.

Spendint API

Enhanced the common integration framework to include:

- Inbound tables for purchase order, receipt, and cost allocations, which when populated create purchase orders, receipts, and cost allocations in the Sourcing and Procurement Operations tables.
- Scheduled jobs primary flow, which can be used by partners to develop jobs to fetch the data from ERP systems.
- Common error handling framework, which can be used as a standard framework for integrating with any ERPs.

Note: There's no impact on existing customers and these changes come in effect only with this upgrade.

As fulfillers, view the integration error tasks that are being generated as part of the new integration framework structure.

Components installed with Sourcing and Procurement Operations

Provide alignment between all Source-to-Pay (S2P) products and expose more commonly used data points to the end user by rescoping the **Supplier** field to the Service Task (sn_spend_sdc_service_task) table. With this, all tables extending the Service Task table can pull in the **Supplier** field for a better task experience. If you're an existing customer, you can see the **Supplier** field deprecated from the Supplier Task table and made available in the Service Task table through a fixed script.

Activation information

Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Supplier Lifecycle Operations release notes

The ServiceNow® Supplier Lifecycle Operations application enables you to quickly onboard and collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle. Supplier Lifecycle Operations was enhanced and updated in the Washington DC release.

Supplier Lifecycle Operations highlights for the Washington DC release

- Supplier Lifecycle Operations uses the Source-to-Pay Workspace instead of the Supplier Manager Workspace.
- Complete the Case playbook and Review supplier primary data playbook without requiring to approve activities to complete the supplier cases.
- Onboard suppliers using the enhanced Supplier onboarding playbook that provides integration with Third-party Risk Management (TPRM) to conduct risk assessments when onboarding new suppliers.

See Supplier Lifecycle Operations for more information.

Important: Supplier Lifecycle Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Supplier Lifecycle Operations to Washington DC

After upgrading from the Vancouver release to the Washington DC release, you will see only the Source-to-Pay Workspace on the **All** navigation tab. You don't have to do anything if you choose to continue to use the Source-to-Pay Workspace.

However, you will see both the Source-to-Pay Workspace and Supplier Manager Workspace on the **Workspaces** tab. If you want to use the Supplier Manager Workspace instead of the default Source-to-Pay Workspace, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the Washington DC release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts.

If you want to revert to using the Source-to-Pay Workspace, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts.

New in the Washington DC release

Risk Assessments for Supplier Lifecycle Operations plugin introduced

A new plugin, Risk Assessments for Supplier Lifecycle Operations (sn_supplier_tprm) has been added that provides an integration with third-party risk assessment application to conduct risk assessments when onboarding new suppliers using the Supplier onboarding playbook.

For more information, see Using the supplier onboarding playbook to onboard suppliers

Using the supplier onboarding playbook to onboard suppliers

The Supplier onboarding playbook now includes a new Perform risk assessment playbook that triggers two different flows to conduct supplier risk assessments, depending on the plugins that you have installed:

- If you have installed only the Risk Assessments Integration for Supplier Lifecycle Operations [sn_supplier_tprm] plugin, the Perform risk assessment playbook triggers the flow that includes activities to verify the eligibility of the supplier by creating risk assessments.
- If you have installed both the Risk Assessments for Supplier Lifecycle Operations [sn_supplier_tprm] and GRC: Third-party Risk Due Diligence [sn_tprm_dd] plugins, the Perform risk assessment playbook triggers the flow that includes activities to create a due diligence request, complete Inherent Risk Questionnaire (IRQ) assessments, and conduct risk assessments for a third-party or an engagement.

Create a case on behalf of a supplier from the Source-to-Pay Workspace

The supplier manager can create cases on behalf of suppliers in the Source-to-Pay Workspace.

Changed in this release

Source-to-Pay Workspace

Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality.

Case playbook for specific supplier case types

The Case playbook has been updated to no longer include approval activities for completing the following supplier case types:

- Supplier support request
- General inquiry

Playbook for updating the supplier primary data

The Review supplier primary data playbook has been updated to no longer include approval activities for completing the following supplier case types:

- Banking information change request
- Supplier information change request
- Supplier location change request

Activation information

Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Strategic Portfolio Management release notes

Strategic Portfolio Management (formerly IT Business Management) has new and updated features in the Washington DC release.

Portfolio Planning release notes

The ServiceNow® Portfolio Planning application helps you enhance traditional product and portfolio management by visualizing the alignment of work with organizational objectives. Portfolio Planning was enhanced and updated in the Washington DC release.

Portfolio Planning highlights for the Washington DC release

- Use the new customizable widgets to view financial information such as budget, EAC, Variance, and a breakdown of planned and actual costs by expense type.
- Export option to share the financial information in an Excel or CSV format with your business stakeholders.
- Create expense lines to record and manage unplanned expenses to meet your work requirements, which aren't related to any planned costs.
- Export data of your portfolio plan items from the List view of Prioritization to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders.

See Portfolio Planning for more information.

Important: Portfolio Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Portfolio Planning to Washington DC

Starting with v8.0.0, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you own an SPM Pro license but you're still using the SPM Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in Portfolio Planning Workspace, you must install Strategic Planning to access such features. For more information on features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.

New in the Washington DC release

Financial planning for Projects and Demands

- Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), and a breakdown of planned costs and actuals to date by cost type.
- Export Costs or Baseline comparison information as Excel or CSV formats. Use these files to share the financial performance of your Projects or Demands to relevant business stakeholders, even if they don't have access to your ServiceNow instance.
- Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs.
- Delete de-scoped cost plans using the row context menu icon ( ) to efficiently manage your financials.
- Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.

Export data of portfolio plan items from the List view of Prioritization

Export data of your portfolio plan items from the List view of the **Prioritization** tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported.

Prioritization enhancements

- Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon ( ).
- Delete planning items using the **Delete** option from the row context menu icon ( ).

UI changes

Financial UI changes

- New widgets to display financial information such as costs and variance.
- New **Export** button ( ) to access the export options for financials.
- Wider side panels to manage your cost plans and expense lines by accessing more customizable form fields.
- **New expense line** button to record unplanned expenses.

Prioritization UI changes

- Added labels and colors to the Must have, Should have, Could have, and Won't have (MoSCoW) values to quickly identify and sort the planning items based on their MoSCoW values. Also, the existing MoSCoW values **Must have**, **Should have**, **Could have**, **Won't have** have been updated to **1 - Must have**, **2 - Should have**, **3 - Could have**, **4 - Won't have** respectively, for sorting the data based on importance.
- Reorder the columns in the List view by dragging them horizontally.
- In the Personalization side panel of the List view, the selected columns are stacked on the top and the unselected columns are displayed in an alphabetical order below the selected columns.

Activation information

Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for truncation

The following views of the Portfolio Planning Workspace were updated to show the truncated text for non-interactive elements when the "Enable keyboard focus on truncated text" accessibility user preference is turned on.

- List and Hierarchy views of Prioritization
- Timeline view of portfolio plan and free-form roadmaps
- Capacity Planning

This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Invisible Controls

The following views of the Portfolio Planning Workspace were updated to automatically display controls that aren't normally visible when the "Show all buttons without the need to hover" accessibility user preference is turned on.

- List and Hierarchy views of Prioritization
- Timeline view of portfolio plan and free-form roadmaps
- Capacity Planning

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Project Portfolio Management release notes

The ServiceNow® Project Portfolio Management application enables you to create and manage a wide range of projects ranging from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Washington DC release.

Project Portfolio Management highlights for the Washington DC release

- Migrate resource plans to resource assignments of projects and demands and work on resource allocation using ServiceNow® Project Workspace.
- Migrate cost plans to attribute-based labor costs for your projects and demands.
- Generate labor costs for Agile epics.

See Explore Project Portfolio Management for more information.

New in the Washington DC release

Enhanced project planning and management

Plan and manage projects using a new, interactive UI. Starting with the Vancouver release, you can create and manage cost plans by using the new Project Workspace. For more information, see the Project Workspace release notes.

New experience to view and manage resource allocations

Experience the next level of Resource Management in the ServiceNow® Resource Management Workspace application, which provides resource managers with an exclusive, centralized workspace to quickly view the allocated, approved, or pending work of your resources and manage the resource allocation requests. Filter the work requests to identify a priority.

Migrate resource plans and operational resource plans to attribute-based resource assignments

Migrate the resource plans of your projects and demands to attribute-based resource assignments and work on resource allocations using Project Workspace.

Migrate cost plans to attribute-based costs plans

Quickly migrate the cost plans of your projects and demands along with resource plans to attribute-based labor costs and work with Next Experience using Project Workspace.

Generate labor costs for epics

Generate labor costs based on the resource assignments for epics.

Activation information

Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management).

Related ServiceNow applications and features

Project Workspace

The Project Workspace application provides an interactive UI to enable project managers to define, plan, track, and monitor projects from a single location. Create and manage risks, issues, decisions, actions, and request changes (RIDAC) on one central location (RIDAC page) in Project Workspace.

Project Workspace release notes

The ServiceNow® Project Workspace application provides an intuitive user experience with interactive UI elements that enables project managers to plan and manage their projects. Project Workspace was enhanced and updated in the Washington DC release.

Project Workspace highlights for the Washington DC release

- Customizable widgets to view financial details such as allocated budget, EAC, Variance, and break down of planned costs and actuals.
- Export the financial Costs or Baseline comparison information as an Excel or CSV file to share the financial information with your business stakeholders.
- Create expense lines to meet unplanned expenses that aren't related to any projected planned costs.
- Delete de-scoped cost plans to efficiently manage your financials.
- Link your purchase request expenses with projects to capture the financials using an integrated solution between Financials and Sourcing and Procurement Operations.

See Strategic Planning for more information.

Important: Project Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Update the project details from Project Workspace

Access and modify project details directly from the Details page and eliminate the need to navigate through multiple views.

Update a resource assignment from Project Workspace

Align state changes between group and child resource assignments using the roll-up and roll-down process and optimize your resource assignments workflow.

Optimize navigation experience

Access and manage Planning, Details, RIDAC, and Finacials using the list that appears when you select the Home icon. This list is also called as Level two (L2) menu and optimize your navigation experience from a single location.

Financial planning for projects

- Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (difference between budget and EAC), breakdown of planned costs and actuals to-date by cost type.
- Export Costs or Baseline comparison information of your projects as Excel or CSV formats. Use these files to share the financial performance of projects to relevant business stakeholders, even if they don't have access to your ServiceNow instance.
- Create expense lines to capture any unplanned costs to meet project requirements without associating them to the planned costs.
- Delete any de-scoped cost plans using the row-context menu (⋮) to efficiently manage your financials.

- View, track, and link the purchase requests and their expenses for your projects with an integration solution of Financials with Sourcing and Procurement Operations.
- Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.

UI changes

Project workspace UI changes

- Added the list or Level two (L2) menu to provide access to Planning, Details, Financials, and RIDAC.
- Added the Details page to manage project details in a single view.
- Added the **Create Purchase Requests** option as part of More Actions for Project Managers to directly navigate to the shopping hub.
- Added the Purchase Line related list to view and track the purchase requests.
- Added the Purchase Order Line related list to view the purchase orders of the requests.

Financial planning for projects

- Added widgets to display financial information such as costs and variance.
- Added **Export** button ( ) to access the export options for financials.
- Wider side panels to manage your cost plans and expense lines by accessing more customizable form fields.
- Added a **New expense line** button to record unplanned expenses.

Changed in this release

Navigation changes

The Planning drop-down is replaced with the level two (l2) menu to access Planning, Details, Financials, and RIDAC from a single view.

Activation information

Install Project Workspace by requesting it from the ServiceNow Store.

Related ServiceNow applications and features

Portfolio Management

Use a simplified, team-oriented approach to Project Portfolio Management and IT development by combining several individual applications.

Resource Management Workspace release notes

The ServiceNow® Resource Management Workspace application provides resource managers with a more efficient way to work with a dedicated workspace to view and manage resource assignments. Resource Management Workspace was enhanced and updated in the Washington DC release.

Resource Management Workspace highlights for the Washington DC release

- Create resource cards to build a resource board and view all resource work and unassigned tasks.
- Filter unassigned work using the filters by creating custom query.
- Work on resource assignments without leaving the Resource Management Workspace view.
- Collaborate with the task owner using the Microsoft Teams integration.
- Identify the over-utilized resources using warning icons.

See Resource Management Workspace for more information.

Important: Resource Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create resource card
: Create, navigate, and work on resource assignments among your custom persistent portfolios by creating resource cards.

Filter unassigned tasks
: Efficiently work on resource assignments for priority items by filtering unassigned tasks.

New iconography to view resource allocations and heatmap modals
: Get a high-level view of over-allocated resources using the resource allocation imbalance icon ( ).

  Identify the resources allocated within the available bandwidth with the resource allocations icon ( ).

  View the list of assigned tasks and allocations details for a resource using the heatmap modal.

UI changes

New Resource Card button
: Introduced the New Resource Card button to create custom boards.

Resource card search
: Introduced quick search to filter and locate resource cards.

Filter option
: Introduced a new filter option to create a custom query for filtering unassigned tasks.

Activation information

Resource Management Workspace is a Now Platform feature that is active by default.

Related ServiceNow applications and features

Project Workspace

The ServiceNow® Project Workspace project details such as duration and tasks help to provide resource managers with a better perspective while working on resource assignments."

Strategic Planning release notes

The ServiceNow® Strategic Planning application helps you accomplish end-to-end planning using a single workspace. Strategic Planning was enhanced and updated in the Washington DC release.

Strategic Planning highlights for the Washington DC release

- Scale your organization's Agile planning with real-time visibility into work progress, streamlined communication, and efficient coordination across teams.
- Customize widgets to view financial information such as budget, EAC, Variance, and a breakdown of planned and actual costs by expense type.
- Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs.
- Use the Business Capability lens to plan, prioritize, and roadmap the work based on the business capabilities or business applications by aligning with the strategy.
- Export data of your portfolio plan items from the Scoring page and List view of the Prioritization tab, and financial information to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders.

See Strategic Planning for more information.

Important: Strategic Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Strategic Planning to Washington DC

Starting with v4.0.2, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you own an SPM Pro license but you're still using the SPM Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in Portfolio Planning Workspace, you must install Strategic Planning to access such features. For more information on features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.

New in the Washington DC release

Enterprise Agile Planning in Strategic Planning

- Support multiple agile teams and their scaling needs within a single instance using flexible work and team hierarchies.
- Plan, visualize, and track work across teams with insights into dependencies using the new Planning Board.
- Prioritize work items and schedule them into iterations such as Planning Intervals or Sprints using the new Backlog.
- Confirm your alignment with the evolving needs of the organization by flexibly upgrading your Agile configuration.

Feedback or Product idea list view enhancements

- Use inline editing to allow real-time updates and modify feedback or product idea details.
- Edit multiple rows at once and eliminate the need to modify each record individually.

Track the number of votes received for feedback

Understand the popularity of feedback using votes field and prioritize the feedback to make informed decisions. These votes are directly received from idea portal.

Plan efficiently with additional pre-defined lens

Using the Business Capability lens, enterprise architects can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the business capabilities and business applications by aligning with the strategy.

Prioritization enhancements

- Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon (⋮).
- Delete planning items using the **Delete** option from the row context menu icon (⋮).

Financial planning for planning items

- Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), breakdown of planned costs, and actuals to date by cost type.
- Export Costs or Baseline comparison information as Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance.
- Effortlessly create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs.
- Delete any de-scoped cost plans using the row context menu icon (⋮) to efficiently manage your financials.
- Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.

Filters in Scoring

Apply filters on the Scoring page to view the required data set. These filters are saved as your preferences. This also helps you view the same data set and continue your planning when you log back in.

Export data of portfolio plan items from Scoring or Prioritization

Export data of your portfolio plan items from the Scoring page or List view of the Prioritization tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported.

UI changes

Product feedback UI changes

- Added the **Votes** field to view the number of votes received for feedback from the idea portal.
- Added the preview record icon to view feedback or product idea details within the List view.

Financial UI changes

- Added widgets to display financial information such as costs and variance.
- Added **Export** button ( ) to access the export options for financials.
- Wider side panels to manage your cost plans and expense lines by accessing more customizable form fields.
- Added **New expense line** button to record unplanned expenses.

Prioritization UI changes

- Added labels and colors to the Must have, Should have, Could have, and Won't have (MoSCoW) values to quickly identify and sort the planning items based on their MoSCoW values. Also, existing MoSCoW values **Must have**, **Should have**, **Could have**, **Won't have** have been updated to **1 - Must have**, **2 - Should have**, **3 - Could have**, **4 - Won't have** respectively, for sorting the data based on importance.
- Reorder the columns in the List view by dragging them horizontally.
- In the Personalization side panel of the List view, the selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.

Scoring UI changes

- Added colors to the Confidence and Effort attributes of the RICE framework to view the planning items quickly based on high confidence and low effort and prioritize the items accordingly.
- Search and select your scoring framework easily from the Scoring framework window while creating or editing a portfolio plan.
- The Advanced view of the Scoring Framework Attribute form is accessible by default.
- Reorder the columns by dragging them horizontally.
- In the Personalization side panel, the selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.

Goals UI changes

- The symbols for unit of measures for targets have been added in the List tab of Goals to identify the unit of measure of a target. The values for the **Base value**, **Target value**, and **Actual value** fields appear on the List tab of Goals along with their unit of measure symbol.
- In the Personalization side panel of the List and Hierarchy tabs, the selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.

Changed in this release

Enable or disable scoring frameworks

Enable or disable the base system scoring frameworks as needed. Enabling or disabling the scoring frameworks can be done only by administrators.

Activation information

Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for truncation

The following views of the Strategic Planning Workspace were updated to show the truncated text for non-interactive elements when the “Enable keyboard focus on truncated text” accessibility user preference is turned on.

- List and Hierarchy views of Prioritization and Goals
- Timeline view of portfolio plan and free-form roadmaps
- Scoring
- Capacity Planning

This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Invisible Controls

The following views of the Strategic Planning Workspace were updated to automatically display controls that aren’t normally visible when the “Show all buttons without the need to hover” accessibility user preference is turned on.

- List and Hierarchy views of Prioritization and Goals
- Timeline view of portfolio plan and free-form roadmaps
- Scoring
- Capacity Planning

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Related ServiceNow applications and features

Enterprise Architecture Workspace for Application Portfolio Management

The Strategic Planning Workspace application helps ServiceNow® Enterprise Architecture Workspace users (enterprise architects) to plan, prioritize, and roadmap their work based on their business capabilities and business applications.

Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Washington DC release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

- Telecommunications Service Management connects your entire telecommunications operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Bridge
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales and Order Management release notes.
- Telecommunications Network Inventory

The Technology industry solution includes the following applications:

- Technology Service Management connects your entire technology operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Bridge
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales and Order Management release notes.

Telecommunications Network Inventory release notes

The ServiceNow® Telecommunications Network Inventory application enables a network planner to model the physical, logical, or virtual network and perform design and assign services based on those network models. Telecommunications Network Inventory was enhanced and updated in the Washington DC release.

Telecommunications Network Inventory highlights for the Washington DC release

- Visualise the front and rear view of a rack with occupied equipment and shelf along with rack unit utilization KPI.
- Use Revision to modify, operationalize, and decommission a connection. Use the TNI design assign to modify connections, such as adding or removing endpoints with or without revisions.

- View a visual representation of your network topologies, including equipment, connections, and interfaces, to understand how everything is organized and connected.
- Calculate the capacity of physical entities in your network by using the capacity management feature. Check the Inventory management view to get the network inventory details such as equipment information and availability of racks, ports, and slots at a network site.
- Define your cables, strands, channels to track and manage the configuration items (CI).

See Telecommunications Network Inventory for more information.

Important: Telecommunications Network Inventory is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Visualization of rack

Visualize your rack details such as placement of equipment at the front or rear, available and occupied rack slots, occupied equipment or shelf details.

Revision, operationalization, and decommission of a Configuration Item

Revise a CI to make changes, including modifications to related tables like attributes, connections, and relations. Operationalization enables you to merge these changes with the original CI, while decommissioning lets you retire or remove the CI from operation.

Visualization of network topology

Use the network topology view to see nodes (equipment), edges (connections), and termination points (interfaces) in your network to understand how they are organized and connected. You can visualize multiple topologies simultaneously using the search option.

Capacity management

Use capacity management to calculate and report the capacity of your network assets. This involves calculating the maximum, occupied, and available resources like ports, slots, or racks in your telecommunication network using functions and metrics.

Inventory management view

Check the Inventory Management view to understand inventory details, including the total count of equipment grouped by model, manufacturer, and life cycle state. Additionally, you can see the availability of racks, ports, and slots within a network site.

Define the cable details

Define the following network inventory instances.

- Cable - Optical fiber cables link sites with open endpoints, indicating that they don't terminate directly to equipment.
- Strand - Strands are the individual wires within the cables.
- Channel - Channelization involves sub-rating the available bandwidth into smaller bandwidths.

Create a change request from Network Inventory Workspace

Use Telecommunications Network Inventory (TNI) design assign to modify physical and logical connection endpoints details, as well as add or remove members of a Link Aggregation Group (LAG).

Activation information

The Telecommunications Network Inventory application is a Now Platform feature that is available with activation of the Network Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

With the Configuration Management Database (CMDB) application, build logical representations of assets, services, and the relationships between them that comprises the infrastructure of your organization. Details about these components are stored in the CMDB, which you can use to monitor the following infrastructure, helping ensure integrity, stability, and continuous service operation.

Service Bridge release notes

The ServiceNow® Service Bridge application enables providers and consumers to connect and track services directly between instances without having to configure and maintain custom integrations. Service Bridge was enhanced and updated in the Washington DC release.

Service Bridge highlights for the Washington DC release

- Improve error handling and tracking with the centralized error reporting table.
- Receive email notifications for tracked issues that can't be automatically resolved.
- Use variable sets and multi-row variable sets with remote record producers.

See Service Bridge for more information.

Important: Service Bridge is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Error handling through Transport Diagnostics

Track errors on recent transactions, provide the connection status, run the health checks, and provide recommendations.

Support for variable sets for remote record producers

Use variable sets and multi-row variable sets with remote record producers to create a collection of variables that can be reused across multiple catalog items.

Activation information

Install Service Bridge by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Proactive Service Experience Workflows release notes

The ServiceNow® Proactive Service Experience Workflows application empowers your technical support teams with the insights and tools to provide fast, transparent, and proactive service to customers. Proactive Service Experience Workflows was enhanced and updated in the Washington DC release.

Proactive Service Experience Workflows highlights for the Washington DC release

Inform customers about the status of trouble ticket incidents or cases that are created using the Telecommunications trouble ticket notification feature.

See Proactive Service Experience Workflows for more information.

Important: Proactive Service Experience Workflows is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Proactive Service Experience Workflows to Washington DC

Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.

New in the Washington DC release

Handling trouble ticket notifications

A trouble ticket in the TMF ecosystem is an incident or case to track and resolve customer-reported issues, network outages, or other problems. A trouble ticket can be created either reactive or proactive way. You can inform the status of these incidents to the external systems through event-driven architectures such as Hermes Kafka or open message bus, depending on the messaging system preferred by the customers.

Activation information

The telecommunications trouble ticket notification feature is available in the Proactive Service Experience Workflows with activation of the API Notification Management (sn_notif_api_mgmt) plugin. Install Proactive Service Experience Workflows by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application helps organizations manage work tasks performed on location. Match tasks to agents based on skills, geographic territory assignments, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.

Incident Management

ServiceNow® Incident Management restores normal service operation while minimizing impact to business operations and maintaining quality. Any user can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

ServiceNow® Telecommunications Service Operations Management (TSOM) integrates with monitoring tools such as Event Management to simplify operations and provides an end-to-end service view across telecommunications technology domains. The TSOM uses the TM Forum Alarm Management API to automate the collection, correlation, and analysis of vast network event data across disparate domains. It provides front and back-office teams with a single end-to-end service health view.

Release notes summaries for Washington DC features

Consolidated release notes information for new and updated Washington DC features.

Learn about specific themes for multiple Washington DC products

In the Washington DC family, ServiceNow® features and products were introduced or updated. Every new or updated feature and product has its own individual release notes topic, which includes information such as upgrade tasks, new features, changed features, browser requirements, and other specifications. These product-specific release notes are listed in Features and changes by product.

To help users look over different classes of information at a glance, each release notes section has its own summary topic. For example, the aggregates all browser requirements for features that were introduced or updated in Washington DC.

Highlights for all Washington DC features and products

Cumulative release notes summary on highlights of Washington DC features and products.

Review the product highlights to learn what's new in Washington DC.

Application or feature	Details
AI Search	• Display concise, actionable answers for plain language searches using Natural Language Query Genius Results. • Increase search performance by skipping automatic query resubmission for searches with two search terms. • Improve recall and consistency for synonym searches by retaining search terms defined as stop words.

Application or feature	Details
	See AI Search for more information.
API	• Use server-side JavaScript APIs in scripts to change the application functionality. • Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes. • Use inbound REST APIs to interact with various ServiceNow functionalities within your application. See API implementation and reference for more information.
Accounts Payable Operations	• Take advantage of automated purchase order matching through invoice processing workflows. • Third-party applications can integrate with Accounts Payable Operations to process inbound invoices, outbound invoices and approve invoice payment using the integration framework. • Efficiently handle invoices from multiple locales with different currencies and number formats. Accounts Payable Operations groups invoices based on the user's system locale. • Send notifications to suppliers of duplicate invoices through the matching of the supplier name in an invoice with the supplier table.
Adoption Services	• Use What's New as a starting point to learn about a product's new and existing features in the product UI. • See the new feature content for the products and what user roles are needed for these products. • See the **What's new** tab that is displayed in the Help Center so that you can learn about the new features. See Adoption services for more information.
Advanced Risk	• Implement a parallel review and feedback workflow where second and third-line risk users can review records, provide feedback, and monitor closures. • Create management reports directly in Microsoft Word by using the information that is available in the records through the Management reporting of Risk application. • Use auto-save to reduce the number of clicks that a user has to make. • Improve the maintenance and flexibility for object-based risk assessment methodologies. You can enable one methodology to assess multiple record types or multiple methodologies to assess the same record type. • Approve and reassign multiple risk assessments in bulk.

Application or feature	Details
	See Advanced Risk Assessment for more information.
Advanced Work Assignment	Added a system property to keep pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. See Advanced Work Assignment for more information.
Agent Chat	Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents. See Exploring Agent Chat for more information.
Agent Client Collector	• Use the enhanced system properties for agent Discovery, automatic MID Server selection, and error message logging to monitor the Agent Client Collector policies and framework configuration. • Use the configuration data files to provide the data from an instance directly to an agent. • Retrieve the metrics for Azure policies in the cloud. See Agent Client Collector for more information.
Agent Workspace for HR Case Management	• Enhance the security of documents that are attached to a case by adding permission requirements on who should read or edit the documents. • Use personal notes to add sensitive or rapidly changing information that you don't want to include in the case history or work notes of a case. See Agent Workspace for HR Case Management (Configurable) for more information.
Agent experience for CSM	• Simplify your CSM Configurable Workspace configuration by using record pages that leverage logic such as presets, controllers, and extension points. • Perform common actions in the user interface using keyboard shortcuts. • Benefit from comprehensive accessibility improvements that create a highly conformant configurable workspace. See Agent experience for more information.

Application or feature	Details
App Engine Studio	• Add missing roles for workspaces faster with a new modal in Workspace Builder. • Take advantage of a standardized builder theme for AES and Workspace Builder. See Build apps using App Engine Studio for more information.
Application Manager	• Learn about the dependency needs of your applications with Application indicators. • Filter options based on progress state in the Activity Log. • Learn about an application before installation with the pre-installation modal pop-up. • Discover if an Installation is blocked if the dependency is in a **Must Be Licensed** state. • Locate an application that may meet the criteria you're searching for with partial search. See Application Manager for more information.
Application Portfolio Management	• The Enterprise Architecture Workspace Dashboard page has been redesigned to show related widgets in portfolio specific tabs. • View Technology Portfolio Management (TPM) and Technology Reference Model (TRM) life-cycle information in a Gantt chart format within the Business Application view in the Enterprise Architecture Workspace. • Ingest application costs to evaluate your business applications by their total cost of ownership (TCO). • Added an action to view the roadmap for your business capabilities and business applications in the Strategic Portfolio Workspace from the Enterprise Architecture Workspace. • Technology Portfolio Management (TPM) extends support for setting technology standards for hardware. Add or request a TRM hardware product, and product life cycle. See Application Portfolio Management for more information.
Application Vulnerability Response	• Get the overall summary of active application vulnerabilities with visualizations of all or prefiltered active application vulnerabilities in the Application vulnerabilities tab on the new Vulnerability Manager Workspace landing page. • Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration.

Application or feature	Details
	See Application Vulnerability Response for more information. for more information.
Audit Management	• Manage your documents and work papers with Audit Management as cloud files. • Link the cloud files to any GRC record and share a single cloud file with multiple records. • Manage access permissions on the cloud files. See Audit Management for more information.
Automated Test Framework	• Reduce upgrade and development time by replacing manual testing with automated testing. • Design tests once and reuse them in different contexts and with different test data sets. • Keep test instances clean by rolling back test data and changes made after each test run. • Create and schedule test suites to organize and run tests in batches. • Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage. See Test your apps with the ATF for more information.
Benchmarks	Experience the new Benchmarks dashboard with an enhanced user experience that provides you with KPI data, performance trends, and indicator scorecards. See Benchmarks for more information.
Business Continuity Management	• Schedule an auto-update of the dependencies in the business impact assessment (BIA) based on the source data and relationships in the Configuration Management Database (CMDB). Get email notifications with the details of the BIA dependency updates from the application. • Schedule an auto-update of the related assets in the plans based on the source data and relationships in the CMDB and BIA. Get email notifications with the details of the planning dependency updates from the application. • Add the dependencies of the impacted assets manually in the events and exercises from the CMDB, BIA, and plans. See Business Continuity Management for more information.

Application or feature	Details
Clone Admin Console	• Experience a simplified clone request experience. • Help prevent timing conflicts with a new scheduling tool. • Use the dashboard to view current clone activity with enhanced visibility. • View additional customization options on the homepage list view. • Internationalization provides Clone Admin Console in multiple languages. See Clone Admin Console for more information.
Cloud Cost Management	• Gain insights into the spend breakdown for Kubernetes clusters by using the Spend Analytics view in Cloud Cost Management Workspace. • Manage the cost of shared cloud services including Kubernetes clusters across various business domains by allocating shared cloud costs. See Cloud Cost Management for more information.
Coaching	• Analyze Coaching using the Coaching dashboard in the Next Experience UI . • Enable your users to gain ServiceNow skills by integrating with Now Learning. See Coaching for more information.
Common Governance, Risk, and Compliance feature	• Assign remediation tasks using system-provided suggestions for remediation and potential assignees in the **Assigned to** field. • Update an issue if you have either the Issue manager role, the Issue manager group role, the Assigned to role, or the Assignment group role. See Governance, Risk, and Compliance for more information.
Compliance Case Management	• Seamlessly create Portable Document Format (PDF) reports that use the data from compliance cases or requests. • Communicate with multiple stakeholders with the compose email functionality on the compliance case and request record pages. • Enable case managers to manage the scope of one or multiple impacted and related areas. See Compliance Case Management for more information.

Application or feature	Details
Configuration Compliance	• Address security gaps in your enterprise environments detected through the Security Posture Control application by automatically prioritizing, assigning, and resolving them with the Configuration Compliance application workflow. The Security Posture Control application requires a separate subscription. • Analyze the overall impact of test results with summary visualizations of all or prefiltered active test results on the new Vulnerability Manager Workspace landing page. See Configuration Compliance for more information.
Configuration Management Database (CMDB)	• Use CMDB Data Manager in CMDB Workspace to administer and manage policies and tasks, and manage retirement definitions and exclusion lists. You can also view analytics about ongoing CMDB Data Manager processes to detect any potential problems that require your attention. • Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. • Focus on CMDB classes by limiting the scope of data in the Coverage tile in the CMDB 360 dashboard in CMDB Workspace. • Identify fields that aren't populated in reference tables by designating them as recommended so they are tracked by the recommended metric in the completeness CMDB Health KPI. See Configuration Management Database (CMDB) for more information.
Continuous Authorization and Monitoring	• Enable management of controls at a granular level that is at the control requirements level, which are shipped by the base system for controls belonging to NIST 800-53 revision 5. • Define requirements at a control objective level that enables the breakdown of the control and create control requirements automatically, which can also be attested individually. • Create hybrid controls by inheriting control requirements partially and self-implementing the rest of the requirements. • Enable testing of the control based on the assessment procedures as defined by NIST 800-53A. See Understanding Continuous Authorization and Monitoring for more information.
Core Now Platform	• Create a flow and set the triggers and actions for a remote table to retrieve data from external sources. If the retrieved data is large, use the Extended Capacity feature in the remote tables. • Test GraphQL APIs with the GraphQL Explorer.

Application or feature	Details
	• Reduce the chances of missing audits being recorded when a transaction is canceled by creating the audits immediately after the record is modified. • Manage cascading when archiving multiple levels of related records. See Administer the Now Platform for more information.
Customer Contracts and Entitlements	• Develop an end-to-end flexible data model to capture contract and entitlement details. • Establish relationships with existing customer data, such as sold products and install base items, by adding the contract and entitlement data to the common data model. • Support customer needs by implementing capabilities ranging from account-based support entitlements to contracts that include service plans with complex entitlement coverage. • Enable the end-to-end order management process for contracts and entitlement. • Manage and modify contracts, contract lines, and entitlements. See Customer Contracts and Entitlements for more information.
Customer Service Management (CSM)	• Streamline customer interactions by creating routing rules for all customer engagement channels, including voice, and automatically assigning work to the best available agent with the right skills, expertise, and capacity. • Improve the customer experience with guided processes on the Customer and Consumer Service Portals that lead customers through the case lifecycle, from creation to completion. • Optimize customer service delivery with a comprehensive view of business locations. Provide agents with the location context they need to create cases and resolve issues quickly and accurately. • Support internal and external personas for the same user and eliminate the need to create and manage multiple user accounts for a single individual. • Increase agent efficiency with an improved and flexible activity stream layout that optimizes screen real estate through collapsible panels and minimized scrolling. See Exploring Customer Service Management for more information.
Data Discovery	• Better integration of Data Discovery using partial anonymization • Improved experience with new default patterns

Application or feature	Details
	See Data Discovery for more information.
Data Privacy	• Faster workflows by creating tests straight from the Anonymization page • Get more insight from an enhanced Data Privacy UI experience See Data Privacy for more information.
Data management for CSM	• Support workflows with the enhanced data model changes in the sold product table. • Use contracts and entitlements that are also modeled as sold products and are part of the hierarchy so that you can have complete information about the sold product and its services. • Identify and track the new and existing install base items by using the product instance identifier. • Unify a user's identity personas so that you don't need to create and manage multiple user accounts for a single user. With this feature, you can seamlessly provision business-to-consumer (B2C) services. • Get a comprehensive, 360-degree view of the business location issues so that your agents get the required contextual data to effectively resolve the reported issues. See Data management for Customer Service Management and Install base management for more information.
Decision Builder	• Decision Builder is now integrated into Workflow Studio. Access Decision Builder alongside other powerful tools such as Flow Designer and Playbooks to seamlessly integrate decision tables with workflows. • Duplicate full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables. • Execute the decision table from any script and make it easier to replace hard-coded logic with decisions by inserting decision table code snippets copied from Decision Builder. • Save time and effort writing decision rules by strategically duplicating rows of your decision table. • View and access related objects that your decision tables are used in. See Decision Builder for more information.

Application or feature	Details
Delegated Development	• Simplify Delegated Development roles using the Delegated Admin capability. • Remove the need to add individual roles for users that have access to all Delegated Development capabilities. See Delegated development and deployment for more information. • Simplify Delegated Development roles using the Delegated Admin capability. • Remove the need to add individual roles for users that have access to all Delegated Development capabilities. See Delegated development and deployment for more information.
DevOps Change Velocity	• Discover GitHub issues in GitHub repositories as part of the planning capability. • Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline. • Retrieve data associated with a change request using the DevOpsChangeRelationshipHelper script. See DevOps Change Velocity for more information.
Digital Portfolio Management	• Redesigned the Digital Portfolio Management (DPM) homepage to provide more flexibility so that you can load the pages faster, personalize solutions cards, and view solution Needs attention attributes and thresholds. • Updated the available item types. • Added the key performance indicator (KPI) group breakdown list to show all the application services for business applications. • Added the ability to copy a KPI group to create a new KPI group, including all its subordinate KPIs and mappings. • Added Process Mining for DPM to see KPI details and analyze anomalies. See Digital Portfolio Management for more information.
Dispute Rules Content Pack for Visa	• Incorporate a dispute questionnaire based on VROL (Visa Resolve Online) to determine the reason code for the dispute. • Develop a decision table to establish chargeback eligibility rules based on the reason code and dispute data.

Application or feature	Details
	See Dispute Rules Content Pack for Visa for more information.
Document Intelligence	• Extract data from tables easily using the draw tool on an area of the document you want to extract. • Leverage DocIntel in your automations by creating integrations with Automation Center. See Document Intelligence for more information.
Document Services	• Elevate signing experience by eliminating the manual process to sign complex documents. • Ability to collaborate on documents and manage attachments hosted within Microsoft SharePoint. • Improved experience for external users to add and manage documents within your Service Portal. See Document Services for more information.
Document Templates	• Set a language for your template into which you want the dynamic tokens to be translated. • Set the date format in which you want dates to appear in the generated output of your template. See Document Templates for more information.
Dynamic Translation	• The IBM Watson Translator Service Spoke has announced a notice of deprecation for 2024. See the Dynamic Translation documentation for an overview of ServiceNow® Dynamic Translation. See IBM Watson Language Translator Service spoke documentation for information specific to the IBM Watson Translator Service spoke.
EMR Help	• Create healthcare cases directly from the EMR to expedite resolution, enhance clinical efficiency, and improve patient outcomes. • View contextual session information at a glance while fulfilling EMR Help requests in Workspace for a more efficient resolution process. • Review a summary of submitted request information without exiting the EMR Help portal. See EMR Help for more information.

Application or feature	Details
ESG Management	• Create comprehensive narrative disclosures by integrating with Microsoft 365 for ServiceNow Reporting. Upload your disclosures either on your local system or on remote storage for easy accessibility. • Use the IT footprint tab on the Sustainable IT dashboard to view a global map depicting the carbon footprint of your datacenters, office buildings, and so on, highlighting your most energy-efficient facilities. • Use the formula builder in a calculated metric definition to create your own formulas to perform calculations for any data that you may require. • Integrate with Advanced risk assessment to assess the risks to your material topics and your entities. • Effectively organize the arrangement of related lists and user interface pages on a record page within specified groups to enhance overall page readability. See ESG Management for more information.
Employee Center	• Use the Now Mobile® app to view news articles and access tasks that require your approval. • Build content using videos from video hosting services. • Edit the HTML and CSS source code for rich content or news articles. • Use the employee experience feedback feature to get relevant feedback from your users. See Employee Center for more information.
Employee Growth and Development	• Use Opportunity Marketplace as a single, unified place where organizations can share opportunities that are discoverable by employees. • Use the Employee Growth and Development Activities application with Microsoft Outlook to conveniently schedule conversations with employees or managers using the Conversations module. • Use a streamlined process that simplifies the steps to create and schedule a conversation, which promotes adoption of the Conversations module across the organization. • Use Growth Plans to develop opportunities for mentoring, coaching, leadership development, team building, and education benefits. • Use Mentoring to create meaningful relationships within the organization and also foster a culture of knowledge, sharing, and collaboration.

Application or feature	Details
	See Employee Growth and Development Core for more information.
Encryption Key Management	• Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database. • View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records. • Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES. See Encryption and Key Management for more information.
Enterprise Asset Management	• Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. Additionally, access a thorough overview of the breakdown of expenses. • View and manage work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. • Gain more visibility into task details and hierarchy of an asset with a parent-child relationship using the improved asset form in the Enterprise Asset Workspace. • Use the Admin center as a central hub for all your configuration and administrative tasks in the Enterprise Asset Workspace. • Onboard multiple assets simultaneously for the same model via the multi-asset onboarding playbook. Use a single playbook to guide you through the onboarding process. See Enterprise Asset Management for more information.
Event Management	• Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams. • Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment enabling direct testing and evaluation of event rules, event field mappings, alert management rules, alert correlation, and so on, without having to change your production environment. See Event Management for more information.

Application or feature	Details
Field Service Management	• Identify and pinpoint the work order locations on your structured linear assets for accurate field service operations. • Streamline your inventory management and ensure that you have timely access to the right parts by viewing the descriptions, models, and related criteria in similar work orders. • Explore the Field Service marketplace to help you streamline the work for your contractors and make decisions based on time and costs regarding the task assignments for your contractors. • Enable dispatchers to run Schedule Optimization on demand throughout the day as scheduling conditions change. See for more information.
Financial Services Card Operations	• Implement a horizontal playbook that provides agents with a complete view of the entire process and their current position within it. Agents can utilize the playbook to monitor their overall progress while working on cases. • Record essential information, such as case details and transaction status, on the left side of the page to confirm constant accessibility. • Enhance the user experience by implementing a playbook activity that utilizes a list and form format. See Financial Services Card Operations for more information.
Financial Services Operations Core	• Utilize the updated data model with reparented tables to enhance data alignment. • Seamlessly transfer and update data to newer product model tables using efficient fix scripts. See Financial Services Operations Core for more information.
Financial Services Operations Integration with Visa	• Leverage the integration layer with subflows to seamlessly use the Visa spokes. • Minimize the workload for dispute agents and enhance overall efficiency. • Effectively manage the entire card dispute process from beginning to end. See Financial Services Operations Integration with Visa for more information.
Flow Designer	• Create multi-step flows with generative AI. • Open Flow Designer from within Workflow Studio.

Application or feature	Details
	• Save flows automatically as you work on them. • Start a flow when Performance Analytics conditions are met. • Undo changes that you've made while editing a flow. • Use the flow diagramming view to add annotations and Try flow logic. See Flow Designer for more information.
Generative AI Controller	• Use recursive summarization when making requests to LLMs with inputs over the maximum token limit. This way, your request contains the important context necessary to get better results when you are using generative AI capabilities. See Generative AI Controller for more information.
Hardware Asset Management 10.0.0	• Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. • Assess and evaluate the maturity of your Hardware Asset Management application through the Success portal view in Hardware Asset Workspace. • Gain insights into hardware asset warranty details received directly from Lenovo. • Manage onboarding of hardware products with Technology Reference Model (TRM) of Application Portfolio Management. • Streamline the Hardware Asset Management (HAM) licensing method for custom model categories to access Hardware Asset Management features and workflows. See Hardware Asset Management for more information.
Health Log Analytics	• Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure. See Health Log Analytics for more information.
Healthcare and Life Sciences Service Management Core	• Utilize the enhanced EMR Help application capabilities for requesters to create HCLS (Healthcare and Life Sciences) cases. • Use improved data alignment within the Healthcare and Life Sciences data model. • Leverage automated case summarization using the generative AI capabilities of Now Assist. See Exploring Healthcare and Life Sciences Service Management Core for more information.

Application or feature	Details
Hermes Messaging Service	• Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency. • Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance. • Manage the health and performance of message delivery using Hermes diagnostic tools. See Hermes Messaging Service for more information.
ITOM Cloud Accelerate	• ITOM Cloud Governance is re-branded as ITOM Cloud Accelerate to accommodate all the ServiceNow cloud governance evaluation applications. • Experience ServiceNow Cloud Services Catalog to access and manage your cloud resources and publish your cloud offerings to a catalog. • Explore the new and improved Request console to control the life cycle and usage of your resources.
ITOM Health	Event Management highlights: • Ensure that the connector's ownership and execution of rules is on a team level. This way, you can maintain consistency and hierarchy while offering flexibility and customization options for your teams. • Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment where you can enable direct testing and evaluation of event rules, event field mappings, alert management rules, and alert correlation, without having to change your production environment. Agent Client Collector highlights: • Use your configuration data files to provide the instance data directly to an agent. • Continuously discover the resources in the Kubernetes clusters and ensure that changes in the resources are updated in the Configuration Management Database (CMDB). Health Log Analytics highlights: • Request Health Log Analytics scaling through the Now Support catalog. • Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.

servicenow

Application or feature	Details
ITOM Optimization	• Use the Cloud Services Catalog with ITOM Cloud Accelerate. Cloud Services Catalog offers the enhanced but simplified capabilities of Cloud Provisioning and Governance (CPG). • Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate. • Access Employee Center from Cloud Admin portal with the Cloud Services Catalog plugin. You can also skip the legacy cloud User portal and visit Employee Center directly. See ITOM Optimization for more information.
ITOM Visibility	• Discover and add applications from suggestions based on Predictive Intelligence by using Discovery Admin Workspace. • Use new and enhanced Discovery and Service Mapping Patterns for horizontal and top-down discovery. • Better identify the resources required for application services with the Network location and MID affinity in top-down discovery feature. • View a centralized map that combines features from both the dependency view and service map. • Use the new Content Service framework to discover applications and devices not discovered using patterns. See IT Operations Management for more information.
ITSM Mobile Agent	Enable the Override Do Not Disturb feature so that On-call members can receive push notifications for critical alerts even when their phones are in Do Not Disturb mode. This feature helps shift managers reach On-call members and confirm that they're available to respond to any major incidents. See ITSM Mobile Agent for more information.
ITSM Success Dashboard	• Measure the efficiency and effectiveness of day-to-day operations of your organization using the operational success dashboard. • Track performance of Now Assist for IT Service Management within your organization's processes with dedicated KPIs. See ITSM Success Dashboard indicators for more information.

Application or feature	Details
Identity and Authentication	• Use the ServiceNow® Access Analyzer V2 tool to compare the access of users and determine the right level of access controls is provided for the users. • Use the Identity and Access Audit to understand the changes made for a user, group, role, and Access Control list (ACL). • Configure Session Validation Context into the adaptive authentication policy framework to evaluate authentication requests and provide an additional layer of protection against session or cookie hijacking. • Support API key and HMAC token for inbound REST APIs to securely authenticate the inbound webhook URLs. • Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations. • Support OAuth Client Credentials grant type for Inbound Integrations to the ServiceNow® platform. • Configure the session access policy to reduce the roles or privileges of the particular session based on the risk related with the session using filter criteria like on the IP, Location, Identity attribute with the zero trust access policy in mobile. See Identity and Authentication for more information.
Incident Management	Manage the read and write access of agents using the sn_incident_task_assigned_user role. See Incident Management for more information.
Industrial Process Manager	• Modify the parent of one or more equipment model entities after the equipment model entity record is created. • Use the new Automated Mapping Across Zone-based IP Network Groups (AMAZING) roles to control who has access to and can edit OT subnet-mapping records. • Control the view and edit the access to your sites and equipment model entities by using the new User Criteria security model. See Industrial Process Manager for more information.
Instance Data Replication	• Keep data synchronized by replicating data from your producer instance to one or more consumer instances across different departments and business units. • Maintain consistent data across different organizations in your company. • Easily update records that have different sys_ids on the producer and consumer instances.

Application or feature	Details
	See Instance Data Replication for more information.
Integration Hub	• Simplify your Stream Connect integrations by using Stream Connect message replication to replicate data from your local Apache Kafka environment. • Use the improved OpenAPI step for integrating with third-party REST web services. • Authenticate the OAuth client credential grant type with the on-premise authorization server, and integrate with the corresponding resource server after successful authentication. • Use the code signing feature that has been enhanced with multi-layer caller inspection of records in the call stack to be signed before going to the ECC queue. See Integration Hub for more information.
Intelligence for CSM	• Increase efficiency and automation by using the document classifier feature to categorize incoming documents. • View prediction performance during model training to determine your preference for either auto-fill or recommendation as the prediction method. • Render decision trees in a Service Portal for internal users. • Reduce effort in decision tree re-creation by reusing an activated child tree in the current decision tree. See Intelligence for more information.
Journey designer	Bulk updates for supported task types were added to Journey designer. Similar journey types with similar task types are identified and can be updated with a single action. See Journey designer for more information.
Knowledge Management	• Next Experience for Dark Theme is available on Now Mobile app and Agent Mobile applications. • Knowledge Management components within Configurable Workspace support reflow for greater accessibility. See Knowledge Management for more information.

Application or feature	Details
Localization Framework	• Localize your instance more smoothly with a new hub-spoke model for translation requests and fulfillment. • Move translations between instances with update sets to standardize the localization experience for all users. • Create translations within scoped applications for finer control over localized content. See Localization Framework for more information.
MID Server	• Use OpenShift on Linux for containerized MID Servers. • Prevent unauthorized access with the new "Reject" default behavior of the module access policies (MAPs). • Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with upgrade-wrapper-override.conf. See MID Server for more information.
Manager Hub	Understand the current skills and the targeted skills of your team. Get an overview of the team's skills, proficiency levels, and skill gaps of your team members. See Manager Hub for more information.
Mentoring	• Create meaningful relationships within the organization and also foster a culture of knowledge sharing and collaboration. • Effortlessly register as either a mentee or a mentor and personalize your profile with relevant information, including your areas of expertise, skills, and interest. • Leverage the intelligent matching algorithm offered in Mentoring that pairs mentees with mentors based on their goals, interests, and expertise. • Use the Match Insights Card that serves as an important layer to send information to both mentor and mentee. • Drive Mentoring engagement by utilizing discussions (conversations). See Mentoring for more information.
Mobile Platform	• Generate work order task closure notes using Mobile Resolution Notes Generation. • Display configurable pop-ups based on real-time conditions. • Benefit from the enhanced data visualization user experience.

Application or feature	Details
	• Send users notifications defined as critical, irrespective of their notification settings. • Mobile App Builder is now integrated with Mobile Publishing so that admins can manage custom branded app requests and configure mobile apps in one tool. See Configure mobile experiences for more information.
Natural Language Query	• Integrate Natural Language Query into global search for English-language searches. • Use the included Now LLM fallback for failed queries. • In the NLQ logs, track how the query results were generated. See Natural Language Query for more information.
Next Experience	• A new "Language & Region" user preference group has been added for Language, Date and time format, and Timezone preferences. • Accessibility improvements for the unified navigation area. • New keyboard shortcuts to perform common actions in the user interface. • Enhancements to the Impersonate user UI. See Next Experience UI for more information.
Next Experience Components	• Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc. • Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers. • Reuse components across multiple user interfaces to create a cohesive experience for your end users. • Use preset property values to configure properties and event handlers automatically for a component so the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature). • Upgraded components for accessibility. For more information, see the Accessibility information section in these release notes.

Application or feature	Details
Next Experience Developer Tools	Expand how you test and analyze your page's performance with an additional recording option, view in the events table, and perspective for viewing data. See Next Experience Developer Tools for more information.
Notifications	• Limit sending emails to IDs that are known to generate bounces according to RFC3463 and enable the admins to control blocked ids. • Configure SMTP (Simple Mail Transfer Protocol) email accounts for outbound emails using client credential flow. • Limit sending emails to IDs that are known to generate bounces according to RFC3463. See Notifications for more information.
Notify	Control who can start a conference call or send an SMS on a task record using Notify. See Notify for more information.
Now Assist	• Restrict Now Assist skills by user role in-product to organize who has access to generative AI capabilities. • Add conditions that are based on fields that control when a Now Assist skill is available. • Assign the data steward role to users to determine who can make decisions regarding data sharing and generative AI on your instance. • Consult the Now Assist journey checklist to guide you in your generative AI implementation on the instance. See Now Assist for more information.
Now Assist for Customer Service Management (CSM)	• Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the case record. • Restrict the availability of the case summarization and resolution notes generation skills by user role. • Attribute roles to the activities in the case and resolution notes summaries to reduce hallucinations and improve the summary quality. See Now Assist for Customer Service Management (CSM) for more information.

Application or feature	Details
Now Assist for HR Service Delivery (HRSD)	Enable your agents to provide higher levels of service to their customers by using the generative AI skills and capabilities that are offered by Now Assist for HRSD. See Now Assist for HR Service Delivery (HRSD) for more information.
On-Call Scheduling	• Delegate On-call escalation notifications as configured in the escalation policy by assigning a delegate record to another user. • Select a preferred first day of the week for a group to accommodate global users. • Receive notifications about the upcoming on-call rotation by downloading or subscribing to a calendar with your SSO authentication. See On-Call Scheduling for more information.
Operational Resilience	• Track end-to-end business service resiliency from the continuity of operations perspective. • Track end-to-end business service resiliency from the operational risk and compliance perspective. • Display reports according to the persona in the Operational Resilience application Home page. • Auto-populate the dependency mappings for the business services based on the source-data relationships in the Configuration Management Database (CMDB). • Auto-populate the dependency mappings for the business services based on the source-data relationships in the business impact assessment (BIA). See Operational Resilience for more information.
Operational Technology Incident Management v2	• Assign OT incident records to the right user or user group automatically by creating an assignment rule. • Save time by sending emails directly from an OT incident record with an auto-populated subject field that includes the incident number and short description. • Add multiple OT devices and equipment model entities to an OT incident so that you can group your work in a more logical manner. See Operational Technology Incident Management for more information.

Application or feature	Details
Operational Technology Knowledge Management	• Track knowledge articles by configuring an OT knowledge base for knowledge managers and knowledge users. • When used with the Operational Technology Incident Management application, browse all knowledge base articles that are related to an OT incident. • Record your knowledge and solutions. You can create knowledge articles through the Industrial Workspace or from the OT incident record. • Monitor possible knowledge gaps. You can report a knowledge gap from an OT incident record and assign the related feedback task to a user. See Operational Technology Knowledge Management for more information.
Operational Technology Manager	• Monitor your OT device data in a centralized location with the new OT Devices landing page tab that is available in the Industrial Workspace. • Convert IT hardware into OT devices automatically with a scheduled job by using the Bulk Update Ruleset for Reassigning IT to OT feature. • Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements. • Pre-import the OT Worksheet Entry Review (POWER) tool updates and UI enhancements. See Operational Technology Manager for more information.
Operational Technology Vulnerability Response	• Monitor your vulnerability data in a centralized location with the new **OT Vulnerabilities landing page** tab that is available in the Industrial Workspace. • Track the volume, performance, and progress of OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, with the new Operational Technology Vulnerability Response (PA) dashboard in the Industrial Workspace. See Operational Technology Vulnerability Response for more information.
Order Management	• Track the status of domain orders and order tasks from a central location by using the order timeline view. • Avoid order fallout by capturing orders and enriching them with additional order information before initiating order fulfillment, and trigger workflows that create enrichment tasks for applicable orders and order line items.

Application or feature	Details
	See Order Management for more information.
Password Reset	• Let your users experience the improved security of Soft PIN conforming to its expiration. As a Password Reset administrator, configure the Soft PIN expiration settings for an assured and secured Soft PIN enrollment. • View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes. • Use the *password_reset.request.max_email* property to set the maximum number of times a user can receive the "Reset Password" link through email, in a span of 24 hours. See Password Reset for more information.
Performance Analytics	• Track critical process metrics and trends. • Measure process health and behavior against organizational targets. • Identify process patterns and potential bottlenecks before they occur. See Performance Analytics for more information.
Platform Analytics Experience	• Modernize and simplify the consumption of analytics by activating the Platform Analytics Experience. • Surface meaningful insights from your analytics data to empower the direct decision making of viewers. • Improve viewer interactivity with the ability to set date ranges on time series and customize behavior when a value is selected on a chart. See Platform Analytics experience for more information.
Playbooks	• Processes are now called Playbooks in both the builder and in Playbook Experience. • Open the Playbooks builder in Workflow Studio. Workflow Studio enables workflow owners to author, configure, and monitor playbooks, flows, subflows, actions, and decision tables in one place. • Restart your entire playbook, or restart from a specific activity or stage. • Use dynamic inputs to return variables in your activities.

Application or feature	Details
	• Trigger a playbook from any entitled table. For more information, see the Removed from this release section. • Skip creating an activity definition when adding an automation only activity. See Exploring Playbooks for more information.
Policy and Compliance Management	• Revise your policies and update the policy text periodically by integrating with Google Drive. Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies. • Set up the dynamic approval configuration on a policy record. Define the approval levels and rules based on different dynamic conditions, such as policy type, source table, state, and filter conditions. See Policy and Compliance Management for more information.
Portfolio Planning	• Use the new customizable widgets to view financial information such as budget, EAC, Variance, and a breakdown of planned and actual costs by expense type. • Export option to share the financial information in an Excel or CSV format with your business stakeholders. • Create expense lines to record and manage unplanned expenses to meet your work requirements, which aren't related to any planned costs. • Export data of your portfolio plan items from the List view of Prioritization to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. See Portfolio Planning for more information.
Predictive Intelligence	• Use pre-trained models for clustering and similarity solutions to make creating solutions more efficient without needing your own word corpus. • You can edit and train existing regression solutions, but starting with Washington DC you won't be able to create new regression solutions. See Predictive Intelligence for more information.

Application or feature	Details
Privacy Management	• Use the Privacy Case Management application to report and manage privacy violations and complaints. • Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. • Refer to the **Functional domain** field that is automatically set to **Privacy** when the users with privacy roles work on forms such as processing activities, controls, and so on. See Exploring Privacy Management for more information.
Proactive Service Experience Workflows	Inform customers about the status of trouble ticket incidents or cases that are created using the Telecommunications trouble ticket notification feature. See Proactive Service Experience Workflows for more information.
Process Mining	• Introduced Project builder • New automated finding detectors introduced • Summary and Insights page enhancements • Process Mining graph enhancements • Mining summary introduced See Process Mining for more information.
Product Catalog Management and Pricing Management	• Create commercial catalogs with product offerings that are sellable entities with associated pricing. • Provide agents with an interface that simplifies the configuration and pricing of sales quotes and product orders. • Support account-based pricing, which enables you to create price lists for selected customer accounts. • Control the pricing of complex product offerings, including product and non-product attribute-based pricing, by using price matrixes. See Product Catalog Management and Pricing Management for more information.
Project Portfolio Management	• Migrate resource plans to resource assignments of projects and demands and work on resource allocation using ServiceNow® Project Workspace. • Migrate cost plans to attribute-based labor costs for your projects and demands. • Generate labor costs for Agile epics.

Application or feature	Details
	See Explore Project Portfolio Management for more information.
Project Workspace	• Customizable widgets to view financial details such as allocated budget, EAC, Variance, and break down of planned costs and actuals. • Export the financial Costs or Baseline comparison information as an Excel or CSV file to share the financial information with your business stakeholders. • Create expense lines to meet unplanned expenses that aren't related to any projected planned costs. • Delete de-scoped cost plans to efficiently manage your financials. • Link your purchase request expenses with projects to capture the financials using an integrated solution between Financials and Sourcing and Procurement Operations. See Strategic Planning for more information.
Public Sector Digital Services	• Create a copy of an issued license or permit document from one modal within the playbook without having to use third-party software. • Enable constituents to prepare applications on behalf of others by using an application proxy in the Government Service Portal and the License and Permit Playbook. • Associate multiple parties to a license and permit application by adding additional contacts to a request. • View a running total of all fee line items that are associated with a license or permit request with the Fee Summary card. • Request additional inspections directly from the playbook so that applicants can make the required changes to pass an inspection. See Public Sector Digital Services for more information.
Quote Management	• Create sales quotes by selecting and configuring product offerings from product catalogs with associated pricing. • Create multiple revisions of a quote to track changes from customers. • Adjust pricing within a quote to help drive sales. • Convert quotes to sales orders with ease. See Quote Management and Sales and Order Management overview for more information.

servicenow

Application or feature	Details
Regulatory Change Management	• Create regulatory alerts manually in the Workspace. • Use the Excel-based import template to import the alerts in bulk into the Regulatory Change Management application. See Regulatory Change Management for more information.
Resource Management Workspace	• Create resource cards to build a resource board and view all resource work and unassigned tasks. • Filter unassigned work using the filters by creating custom query. • Work on resource assignments without leaving the Resource Management Workspace view. • Collaborate with the task owner using the Microsoft Teams integration. • Identify the over-utilized resources using warning icons. See Resource Management Workspace for more information.
Robotic Process Automation (RPA) Hub	• Use the Embedded Task Automation feature to trigger attended bot processes, also known as attended automations, from ServiceNow forms, playbooks, workspaces, and so on. • Retrieve sensitive information, such as usernames and passwords, securely from various external vaults by enabling the external credential vault feature in RPA Hub. • Store the logs of a process execution in a readable format through flat files. • New actions and subflow such as **Change Life Cycle Stage Status of a Bot Process** Action, **Stop Process** Action, and **Stop Process** Subflow are available in the Flow Designer that further refine RPA integration via flows, subflows, and APIs. • Enhanced Universal App Connector. See Robotic Process Automation (RPA) Hub for more information.
Security Center	• Use the new Critical Updates tool to implement system recommended updates. • Use the enhanced Security Hardening tool, which implements the new Hardening Settings Baseline v2.0. See Critical Updates, New hardening settings, Updated hardening settings, and Deleted hardening settings for more information.

Application or feature	Details
Security Incident Response	• Make conference calls including team members, customers, and other stakeholders to resolve customer issues. • Capture MTTR (Mean time to repair) information through usage and definition metrics for security incidents. • Monitor scan requests and report security incidents as a risk event to the Risk Management team from the Security Incident Response Workspace. • Create a customer service case for the security incident directly from the Security Incident Response Workspace, which will be tracked by the Customer Service Management (CSM) team. • VirusTotal integration is provided with an option to send URLs as hashes for threat lookup, to protect the users' privacy on the integration.
Security Posture Control	• Use the policies included with the application or create your own policies to audit and monitor assets for security tool coverage, compliance with internal configuration standards for security tools, critical combinations involving vulnerabilities, and possible internet exposure. • Create custom insights on a dashboard and monitor important metrics for your asset security posture. • Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules. • Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies into Configuration Compliance. See Security Posture Control for more information.
Self-Service and Omnichannel engagement for CSM	• Monitor case-related activities more effectively using the improved activity stream UI on the case view. • Implement guided intake for case records that have a Playbooks (PAD) process associated with them. • Navigate through the playbook steps to complete the intake process. Additionally, your customers can view a case with an end-end visualization of the case life cycle. • Streamline the integration of voice calls from Amazon Connect with your ServiceNow® instance by using Advanced Work Assignment (AWA) as the routing engine. • Provide more support by integrating with Virtual Agent. See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.

servicenow

Application or feature	Details
Service Bridge	• Improve error handling and tracking with the centralized error reporting table. • Receive email notifications for tracked issues that can't be automatically resolved. • Use variable sets and multi-row variable sets with remote record producers. See Service Bridge for more information.
Service Builder	• Added the Next Experience theme. • Added the ability to cancel out of creating a service and a service offering when using the approval workflow. See Service Builder for more information.
Service Catalog	• Let your catalog item requesters save drafts of catalog item forms so that requesters can edit the drafts later. • Set values for questions in a catalog item without the need to script in the Now Platform® and Catalog Builder. • Set field messages for the questions in a catalog item without the need to script in the Now Platform and Catalog Builder. • Experience the support for single check box in Virtual Agent for catalog conversations. See Service Catalog for more information.
Service Graph Connector Integration for Claroty CTD	• Troubleshoot issues directly in the optional Guided Setup task. • Import specific records from Claroty CTD by filtering the data by class, type, or Purdue Level. See Service Graph Connector Integration for Claroty CTD for more information.
Service Graph Connector for Microsoft Defender for IoT (Azure)	• Troubleshoot issues directly in the optional Guided Setup task. • Control which devices get imported by adding a filter during the import process. See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.
Service Graph Connector for Microsoft Defender for IoT (On-premises	The Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was renamed for Washington DC.

Application or feature	Details
Management Console)	See Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) for more information.
Service Operations Workspace for IT Service Management	• As an admin with the SOW admin user role (sn_sow_itsm_admin.sow_admin_user), you can view ServiceNow® Admin Center for access to ServiceNow® Incident Management configurations. For more information about the roles in the Admin Center, see Admin Center in Service Operations Workspace for ITSM . • Enable agents to effectively resolve a case or request through cross-departmental interactions rather than working in silos using Universal Request. • View multiple field recommendations in a drop-down list by selecting fields in the incident form. • Access your schedules from the schedules icon on the navigation menu to view and manage On-call schedules. • Access your teams from the teams icon on the navigation menu to view and manage your teams. See Service Operations Workspace for ITSM for more information.
Service Portal	• Secure public widgets that accept the table input parameter. • Show critical notifications until you dismiss them. • Opt in to or out of user experience analytics tracking once for all platform interfaces. • Clear all portal notifications at once. See Service Portal for more information.
Sidebar	When you select participants to join an existing conversation, Sidebar displays a list of participants who may be helpful in solving a customer's issue. See Sidebar for more information.
Skills Intelligence	• Update and maintain skills and role architecture data from a single place using the Skills Intelligence Workspace. • Import and review the skills in your organization into your ServiceNow instance using the custom skills onboarding flow. • Support lateral career progression using related role groups. • View, edit, or delete skills (including proficiencies) that are related to a given role level within a role group quickly using the Skill matrix. • Use skills recommendations based on HCM and ATS data to build and improve roles within the role architecture.

Application or feature	Details
	See Skills Intelligence for more information.
Software Asset Management	• Assess and evaluate the maturity of your Software Asset Management program through the Success Portal dashboard in Software Asset Workspace. • Discover and manage all SaaS applications accessed via a browser and configured within the ServiceNow Digital End-User Experience (DEX) product. • Reduce clutter on the License usage view by streamlining the Software Asset Management implementation. • Determine and showcase license compliance for Microsoft Windows Server and SQL Server on Microsoft Azure and Google Cloud Platform (GCP) through enhanced Bring Your Own License (BYOL) support. • Get a detailed analysis of your software installation, uncovering the factors behind their unlicensed status and outlining the necessary steps for action. See Software Asset Management for more information.
Sourcing and Procurement Operations	• Manage a catalog of goods and services that your employees can use to order items that they need for their jobs. • Simplify and streamline the way employees request help in sourcing or procuring goods and services. • Provide transparency into the procurement process with regular updates. • Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment. • Enable Procurement Specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks. See Sourcing and Procurement Operations for more information.
Strategic Planning	• Scale your organization's Agile planning with real-time visibility into work progress, streamlined communication, and efficient coordination across teams. • Customize widgets to view financial information such as budget, EAC, Variance, and a breakdown of planned and actual costs by expense type. • Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs.

Application or feature	Details
	• Use the Business Capability lens to plan, prioritize, and roadmap the work based on the business capabilities or business applications by aligning with the strategy. • Export data of your portfolio plan items from the Scoring page and List view of the Prioritization tab, and financial information to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. See Strategic Planning for more information.
Subscription Management	• Gain visibility and control of your product subscriptions. • Access a **real-time** view of your entitlement data. • Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions. • Avoid unexpected costs by tracking subscription usage and allocations over time. See Subscription Management for more information.
Supplier Lifecycle Operations	• Supplier Lifecycle Operations uses the Source-to-Pay Workspace instead of the Supplier Manager Workspace. • Complete the Case playbook and Review supplier primary data playbook without requiring to approve activities to complete the supplier cases. • Onboard suppliers using the enhanced Supplier onboarding playbook that provides integration with Third-party Risk Management (TPRM) to conduct risk assessments when onboarding new suppliers. See Supplier Lifecycle Operations for more information.
System Clone	• Copy your production instance into a pre-production instance to test changes before going live with them. • Schedule clones to occur automatically at a set frequency to help keep instances stay synchronized. • Use exclude tables and data preservers to confirm that your clone contains only the tables and data that you want. See System clone for more information.

servicenow

Application or feature	Details
Table Builder	• Access Form Builder from the Additional actions menu on any form on the Now Platform, from the Related Links section of any table, and from UI Builder. • View preferred reference tables when creating a table from a spreadsheet in App Engine Studio. • Use features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine. See Table Builder for more information.
Telecommunications Network Inventory	• Visualise the front and rear view of a rack with occupied equipment and shelf along with rack unit utilization KPI. • Use Revision to modify, operationalize, and decommission a connection. Use the TNI design assign to modify connections, such as adding or removing endpoints with or without revisions. • View a visual representation of your network topologies, including equipment, connections, and interfaces, to understand how everything is organized and connected. • Calculate the capacity of physical entities in your network by using the capacity management feature. Check the Inventory management view to get the network inventory details such as equipment information and availability of racks, ports, and slots at a network site. • Define your cables, strands, channels to track and manage the configuration items (CI). See Telecommunications Network Inventory for more information.
Theme Builder	• Edit individual components to better suit your brand and to meet accessibility compliance standards. • Work with component-specific theme hooks to create theme tailored to your needs. See Exploring themes in Next Experience for more information.
Third-party Risk Management	• Automate assessments with the event-driven management feature. • Use terminated third parties for new due diligence requests for onboarding. • View new reports on the Due diligence management dashboard. • Track and verify all licensable activity. See Third-party Risk Management for more information.

Application or feature	Details
UI Builder	• Receive more frequent updates to UI Builder now that it is available in the ServiceNow Store. • More easily link components to dynamic data through improved data binding and formula authoring. • Quickly find data resources through a new data drawer and an improved browsing experience. • Quickly edit column layouts and columns on a UI Builder page from the content tree or the stage. • Access Form Builder directly from within the form component on the UI Builder stage. See UI Builder for more information.
Upgrade Center	• Explore the different release versions available to you in the Upgrade Preview module. • Gain insights about the upgrade experience without actually upgrading your instance. • Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module. • View all your past upgrades in the Upgrade History module. • Accelerate your upgrades using the Upgrade Plan feature. See Upgrade Center for more information.
User Experience Analytics	• Users can view funnels created in the User Experience Analytics dashboard • Integration with Platform Analytics See User Experience Analytics for more information.
Virtual Agent	• Create and test Virtual Agent topics that use large language models (LLMs) instead of Natural Language Understanding (NLU). • Test LLM-enabled topics using the additional **Prompt discovery** and **Edit variables** tabs. • Implement Now Assist in Virtual Agent conversations in Microsoft Teams, mobile, and Slack. • For LLM topics, use the Input Collector input control in Virtual Agent Designer to gather data using generative AI prompts. • For LLM topics, use the Secure Text input control in Virtual Agent Designer to gather and encrypt sensitive text, email, and other types of input from users. See Virtual Agent for more information.

Application or feature	Details
	Note: Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information.
Visa Spoke	• Retrieve enriched transaction information. • Perform transaction searches. • Initiate the creation of dispute cases. • Submit a Visa questionnaire. • Initiate pre-arbitration and arbitration on existing dispute cases. See Visa Spoke for more information.
Vulnerability Response	• Handle vulnerability crisis events through the Vulnerability crisis management workflow. • Access key metrics on vulnerabilities, misconfigurations and security incidents with industry and global benchmarks through executive-level monitoring of cybersecurity risks and initiatives and set targets through a new Cybersecurity Executive dashboard. • Get the overall summary of vulnerabilities with visualizations of all or prefiltered active vulnerabilities on the new Vulnerability Manager Workspace landing page. • Customize questionnaires for exception requests for a specific set of vulnerabilities. • Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, and map the solutions with the related vulnerabilities. See Vulnerability Crisis Management for more information.
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	The Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Vulnerability Response Integration with Microsoft Defender for IoT (on-premises), was renamed for Washington DC. See Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) for more information.
Vulnerability Response integrations	• Prioritize and address vulnerabilities efficiently and enhance your overall vulnerability management strategy by ingesting crucial information about vulnerabilities that are actively exploited using the Vulnerability Response integration with the CISA Known Exploited Vulnerabilities (KEVs) catalog. This integration also incorporates EPSS data from FIRST.org focusing on software vulnerabilities currently under exploitation.

Application or feature	Details
	• Ingest the newly introduced field **Known To Be Used in Ransomware Campaigns** in Vulnerability Response from Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog. See Vulnerability Response integrations for more information.
Walk-up Experience	• Use the instance options to reconfigure the order of the tabs. • Enables you to book an appointment for a 15-minute time slot. • Configure the text direction from right to left for the Walk-up Experience Service portal with RTL support. See Walk-up Experience for more information.
Workflow Studio	• Create process automation workflows from Workflow Studio. • See all your process automation workflows from a single consolidated interface. • See work details across your process automation workflows. See Workflow Studio for more information.
Workforce Optimization for Customer Service	• Managers and supervisors can monitor voice queues and key performance indicators (KPIs). • Managers and agents can synchronize their calendars and events with Microsoft Outlook. • View performance metrics for consumer messaging channels. See Exploring Workforce Optimization for Customer Service for more information.
Workforce Optimization for ITSM	Enable your users to gain ServiceNow skills by integrating with Now Learning. See Workforce Optimization for ITSM for more information.
Workspace	• Manage file sizing for documents and attachments. • Organize access to attachments by role with module encryption. • Streamline workspace navigation with consolidated actions in the navigator, collapsed Activity stream entries with tiles, and updated navigation messages. • Get more versatility while working in your workspace with more supported field types, unified actions, and auto-save functionality for emails.

Application or feature	Details
	See Workspace UI for more information.
Zing text indexing and search engine	Improve search recall by making text from multi-row Service Catalog variable sets searchable in global search. See Zing text indexing and search engine for more information.

Upgrade information for all Washington DC features and products

Cumulative release notes summary on upgrade information for Washington DC features and products.

Before you upgrade to Washington DC, review the upgrade information for any products you may have. Some products require you to complete specific tasks before you upgrade.

Application or feature	Details
AI Search	When you upgrade to Washington DC, AI Search automatically updates your existing Genius Result configurations to use the new AI Search Genius Result Configuration form fields. This update procedure makes the following changes: • Removes existing **Genius result answer type** field values. • Migrates **Genius result logic** field values to the new `AI Search` **request processor** and `AI Search` **response processor** fields as appropriate. After you upgrade your instance to Washington DC, AI Search retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (`glide.ais.query.search_operator`) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to `AND then OR 2+ key terms`. For details on AI Search system properties, see AI Search system properties. Starting in Washington DC, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for AI Search, which can be time-consuming. When you upgrade to Washington DC from a previous family release, AI Search does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, AI Search will reindex individual User table records as they're updated until all records have been reindexed.
Automated Test Framework	Copy and customize quick start tests provided by the Now Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.

Application or feature	Details
	The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.
Business Continuity Management	Post an upgrade to the Washington DC release, you must note the following important information for the existing business impact analyses, business continuity plans, and events: • For business impact analyses, the Source column in the Dependency assessment is renamed to **Primary source** and the **BCM** source is renamed to **Manual** for manually added dependencies post an upgrade. When you select the **Update dependencies** action button, the system adds the CMDB dependencies. • For business continuity plans, the Source column is renamed to **Primary source** post an upgrade. When you select the **Update dependencies** action button, the system adds the CMDB and BIA dependencies. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration. • For events and exercises, when you select the **Update dependencies** action button, the system adds the CMDB, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration.
Configuration Management Database (CMDB)	• The column `product_instance_id` has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article. • If you enable CMDB 360 for the first time after upgrading to the Washington DC release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the `glide.identification_engine.multisource_non_cmdb_ci_enabled` system property to true. • If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the Washington DC release and to CMDB Workspace version 6.0, you can convert definitions

Application or feature	Details
	created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .
Core Now Platform	Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread. This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the Washington DC release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.
Encryption Key Management	If you upgrade your instance to Washington DC but don't upgrade your MID Server, Secrets Management authentication fails. Avoid authentication failures by upgrading your MID Server to Washington DC. If you can't upgrade, you must turn off authentication until MID Server is upgraded to Washington DC to avoid authentication failures. For details on MID Server upgrades, see MID Server upgrades.
Enterprise Asset Management	After you upgrade to Washington DC, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field. Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets: • Upgrade works for all Enterprise Asset Management flow tasks • You must have task rate cards for each workflow task. • The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task. • Expense category is populated based on the expense lines and the source of the expense line. • You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality. • TCO upgrade populates following fields on asset forms:

Application or feature	Details
	◦ **Asset end of useful life**: The created date plus the useful life in months. ◦ **Asset first used date**: The created date. ◦ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.
Financial Services Operations Core	During the upgrade to Washington DC, the Financial Services Operations Core plugin reparents the following tables: **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. • The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition. • The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table. • The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table. Reparenting enables leveraging of the benefits and advancements introduced by ServiceNow® Customer Service Management (CSM) while preserving the functionality of existing applications.
Hardware Asset Management 10.0.0	After your upgrade to Washington DC, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets: • Upgrade works for all Hardware Asset Management flow tasks. • You must have task rate cards for each workflow task. • TCO upgrade populates an asset and expense category field on the expense line corresponding to each task. • Expense category is populated based on the expense lines and the source of the expense line. • You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality. • TCO upgrade populates the following fields on assets: ◦ Asset end of useful life: Created date along with useful life in months. ◦ Asset first used date: Same as the created date. ◦ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum

Application or feature	Details
	of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.
Healthcare and Life Sciences Service Management Core	During the upgrade to Washington DC, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables: • Member Plan [sn_hcls_member_plan] • Medication [sn_hcls_medication] • Immunization [sn_hcls_immunization] • Enrolled Program [sn_hcls_enrolled_program] • Enrolled Program Service [sn_hcls_enrolled_program_service] In addition, the following tables have had their parent tables removed and are standalone tables: • Healthcare Organization[sn_hcls_organization] • Healthcare Location[sn_hcls_location] • Practitioner Location[sn_hcls_practitioner_facility] This reparenting enables customers to use the organizations and location tables for a broader set of use cases. Existing data is migrated in the following manner so that existing functionality isn't impacted: **1.** Reference of location field in sn_hcls_immunization updated to use cmn_location. **2.** All data is moved from Healthcare Sold Product to Install Base Item tables. **3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product. **4.** The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state. **5.** All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. **a.** The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference. **b.** Records that refer to a service organization are updated with a reference to the appropriate business location. **c.** Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location. **d.** Records that contain healthcare location data will contain the parent service organization of that healthcare location.

Application or feature	Details
	Note: You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.
Instance Data Replication	Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses the Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the MID Server uses a supported JRE: • If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version. All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades. Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information. For more information about MID Server upgrades, see the following topics: • MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade. • Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.
Order Management	New features introduced in this Washington DC release aren't supported in earlier releases of Order Management.

Application or feature	Details
Performance Analytics	The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.
Platform Analytics Experience	Platform Analytics Experience functionality was previously located in the Platform Analytics Workspace. The functionality is now part of the core Now Platform, accessible through the Next Experience Unified Navigation. You can migrate any dashboards, reports, and Performance Analytics widgets that were created in Core UI to this functionality.
Playbooks	After you upgrade to Washington DC, update the Playbooks and Workflow Studio applications in the ServiceNow Store.
Portfolio Planning	Starting with v8.0.0, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you own an SPM Pro license but you're still using the SPM Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in Portfolio Planning Workspace, you must install Strategic Planning to access such features. For more information on features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.
Predictive Intelligence	If you’re upgrading to Washington DC, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones. The changes to the similarity and clustering solutions apply to all instances that are on Washington DC.
Proactive Service Experience Workflows	Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually.**.

Application or feature	Details
Robotic Process Automation (RPA) Hub	Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • RPA Desktop Design Studio • Attended Robot • Unattended Robot • Unattended Robot Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade steps are applicable only when you're upgrading from San Diego or Tokyo to Washington DC. Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or before to Washington DC. Before upgrading RPA Hub to Washington DC, you must set the value of the `glide.rollback.blacklist.TableParentChange.change` system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to the Washington DC, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the Utah version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the Now Support Knowledge Base.
Service Operations Workspace for IT Service Management	Ensure that the following applications have compatible upgraded versions: • Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) • Service Operations Workspace ITOM Applications application (sn_sow_itom_cont) **Compatible SOW versions** SOW-ITSM (sn_sow_itsm_cont) | SOW-ITOM (sn_sow_itom_cont) 1.1.x | 21.0.y

<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.0.x</td><td>24.y.y</td></tr>
</table>
In the table, x is the sub-version of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the sub-version of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).
After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.
</td></tr>
<tr><td>Service Portal</td><td>
After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the glide.service_portal.widget.table_allow_list or glide.service_portal.widget.allow_list system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.
If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the Washington DC release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the Vancouver release, user experience analytics for portals are tracked for them in the Washington DC release. Users can update their selection from the user profile page in portals at any time.
</td></tr>
<tr><td>Software Asset Management</td><td>
After upgrading to Washington DC, you must redo all your customizations related to Adobe and Microsoft 365 integrations with your ServiceNow instance because the functionalities of these integrations are moved to the Software Asset Management – SaaS License Management store application.
</td></tr>
</table>

servicenow

Application or feature	Details
	• If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted. • If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.
Strategic Planning	Starting with v4.0.2, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you own an SPM Pro license but you're still using the SPM Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in Portfolio Planning Workspace, you must install Strategic Planning to access such features. For more information on features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.
Supplier Lifecycle Operations	After upgrading from the Vancouver release to the Washington DC release, you will see only the Source-to-Pay Workspace on the **All** navigation tab. You don't have to do anything if you choose to continue to use the Source-to-Pay Workspace. However, you will see both the Source-to-Pay Workspace and Supplier Manager Workspace on the **Workspaces** tab. If you want to use the Supplier Manager Workspace instead of the default Source-to-Pay Workspace, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the Washington DC release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts. If you want to revert to using the Source-to-Pay Workspace, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts.
UI Builder	After your upgrade to Washington DC, update the UI Builder application from the ServiceNow Store.
User Experience Analytics	• Users can opt out of basic tracking. • A funnel data visualization is available for User Experience Analytics data sources.
Vulnerability Response integrations	• For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Washington DC release, see the Vulnerability Response

Application or feature	Details
	Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base. • For information about the new features of Vulnerability Response, see Vulnerability Response release notes.

New features and products in Washington DC

Cumulative release notes summary on new Washington DC features and products.

New products were introduced in Washington DC, and additional features were added to existing products.

Application or feature	Details
AI Search	`AND then OR 2+ key terms` option for multi-term search queries Improve search performance for queries with two search terms using the new `AND then OR 2+ key terms` value for the **Boolean search operator to use when a search query includes multiple terms** (`glide.ais.query.search_operator`) system property. When this value is set, AI Search only performs automatic query resubmission if the search query includes more than two search terms after stop words are removed. `AND then OR 2+ key terms` is the default value for instances zBooted in Washington DC. Natural Language Query Genius Results Surface relevant search results from large source tables by adding Natural Language Query (NLQ) Genius Results to your AI Search applications. NLQ Genius Results interpret your searches using plain language to find source tables with relevant results. The NLQ Genius Result answer card displays the suggested source tables, combining results from Analytics Center and CMDB table queries. You can preview records from each suggested table directly from the Genius Result answer card. Semantic search Find results that match the meaning and intent of your search terms. Semantic search is an alternate search mode that overrides the default lexical search mode. Now Assist in Virtual Agent uses semantic search to retrieve Catalog Items and topics. Now Assist in AI Search uses semantic search to find cached answers for Now Assist Q&A Genius Results.

Application or feature	Details
API	**New scoped classes and additional methods to existing scoped classes** (see tables below)

New scoped classes and additional methods to existing scoped classes

Class	Methods
GlideAggregate - Scoped	setIntervalYearIncluded()
GlideRecord - Scoped	Scoped GlideRecord - updateWithReferences(Object reason)
ProcessMiningForExternalData - Global Scoped	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API – Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

New global classes and additional methods to existing global classes

Class	Methods
GlideAggregate - Global	setIntervalYearIncluded()
GlideRecord - Global	GlideRecord - addExtraField(String dotWalkedField)
OnCallContactPrefTemplate - Global	• OnCallContactPrefTemplate() • copyContactPreferences() • deleteContactPreferenceAttempts()
OnCallEscalationTemplateSNC - Global	• OnCallEscalationTemplateSNC() • copyEscalationTemplatetoEscalationSet() • deleteEscalationSetSteps()

servicenow

Application or feature	Details
	(nested table below)

Class	Methods
ProcessMiningForExternalData - Global Scoped	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API – Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
SPWidgetAccessControl - Global	hasPublicAccess()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

Application or feature	Details
Accounts Payable Operations	Invoice integration The ServiceNow® Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework. Perform bulk imports of invoice and invoice line data through scheduled jobs. Invoice data transformation logic Currency groupings on invoice and invoice lines are determined based on the user system locale settings. The incoming invoice and invoice lines present in staging tables are converted based on the positioning of decimal and thousand separators. Supplier detail lookup logic is enhanced.
Adoption Services	What's New Use the What's New to see the new feature content for the products and what user roles are needed for these products.
Advanced Risk	Parallel review and feedback in Advanced Risk Enable your second and third-line managers to become active participants in first-line activities by digitizing the review and feedback workflows. They can provide feedback on a record or fields in a record to recommend improvements that are related to data integrity, compliance, operational procedures, and

Application or feature	Details
	other areas such as disposition and accountability. For example, a risk manager can provide feedback by requesting a root cause analysis task from the first-line risk user and also ask them to capture additional loss entries for the same risk event. With parallel review and feedback, your managers can perform the following actions: • Provide feedback at any stage of the workflow. • Update the feedback responses directly from the source record by using the side-panel feature. • View and manage the feedback workflows that are raised against the records from a centralized dashboard. • View the change history, which enables a quick comparison of the pre-feedback and post-feedback. • Reopen the feedback if the responses are deemed unsatisfactory. • Monitor the feedback and follow up with the record owners through an intuitive dashboard. • Collaborate effectively with the reviewer, respondent, and other stakeholders through a sidebar discussion chat. • Initiate and link further actions as outcomes of the feedback, such as creating an issue or linking to an existing one. • Configure a feedback integration setup for any record type, including the custom tables where you can define the table or record type to create feedback from. **Important:** The Parallel review and feedback feature is only available in Next Experience. Generating a report in Microsoft Word Use the Management Reporting of Risk application to create reports in Microsoft Word that are based on the information that is available in the Now Platform. Risk managers can create reports independently, using real-time data, without relying on administrators. Also, report generation is enabled by one-click updates of the report data directly from the Now Platform. Exporting risk heatmap information Download or copy the risk heatmap information to include in reports or share with relevant stakeholders as needed. **Important:** The copy and download of heatmap information is only available in Next Experience.

Application or feature	Details
	Enhanced object-based assessment Configure a risk assessment methodology (RAM) for multiple objects without having to select only one assessment object. You can reduce the additional effort to manage multiple methodologies for different objects. You can compare and report the data to promote enhanced data accessibility and coherence. Risk administrators can also add multiple RAMs for a single object. For example, a compliance case table can be assessed using separate criteria for IT and corporate compliance, which enables a comprehensive understanding of risks across different domains. Auto save feature in the risk and control assessment form Improve the experience of performing advanced risk assessment with auto save. When assessors respond, the application saves their responses and calculates the overall risk score. It significantly reduces the number of clicks required, which improves efficiency and the overall employee engagement. **Important:** The auto save feature is only available in Next Experience. Bulk approval and reassignment of risk assessments Approve multiple risk assessments simultaneously, which significantly reduces the time that your team spends on individual approvals. Workflow efficiency is enhanced, especially when you're dealing with a high volume of assessments. An approver or an assessor can easily reassign multiple risk assessments to different stakeholders or team members. Adding risks and controls from the library Create and manage the risks and controls within the designated workflows by eliminating unnecessary navigation. Your team can do the following tasks: • Add controls from a control taxonomy by using the **Create from control objective** option during control assessment. • Identify and create ad-hoc controls by using the **Create control** option when responding to risk mitigation tasks. • Add the controls from control taxonomy by using the **Create from control objective** option when responding to risk mitigation tasks. • Identify and map the risks from risk taxonomy by using the **Create from risk statement** option while defining the risk assessment scope. Enhanced user experience in Advanced Risk

servicenow

Application or feature	Details
	Streamline your processes with the following enhancements: • Use the **Comments** field to provide a brief response for the group factors in Risk Workspace. You can configure the comments from the group factors in the RAM form. • Eliminate the need for assessors to navigate manually through the entire page to locate the areas that require attention. When moving to the next assessment stage on the risk assessment form, the application automatically scrolls to the unresponded factors. • Reassign the in-progress assessments in bulk to new assessors in the absence of the current assessor. This feature helps to redistribute assignments, especially in cases of restructuring or emergency medical leave, and enables bulk reassignment as needed. • Initiate a sidebar discussion for the risk event and issue record types. Your team gets a dedicated space to discuss events or issues. This space enhances the clarity and efficiency in the risk management processes. • Use the **Reviewer** field on the risk response task page to inform the assessor about the reviewer's details. • Use drop-down options for factor choices on the risk assessment form to enhance readability. • Enable a horizontal layout for factor choices on the risk assessment form to minimize scrolling. • Use a simplified navigation with a single breadcrumb trail from the advanced risk assessment homepage to the main page. Your team doesn't need to open multiple tabs. • Use a vertical list view that is grouped by the related list for a manual, automated, and calculated metrics definition record. • Collapse section headers within the advanced risk assessment to reduce scrolling on the advanced risk assessment page and optimize the screen space for accommodating more content.
Advanced Work Assignment	Added a system property The `glide.awa.bypass_max_wait_time.enabled` system property keeps pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. This property defaults to true.
Agent Chat	Chat summarization

Application or feature	Details
	Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.
Agent Client Collector	Using metric connector enhancements Use agent-less System Center Operations Manager (SCOM) connectors for high-performance SCOM metric integration. Application patterns for the Agent Client Collector Run application patterns through the Agent Client Collector. Application patterns enable discovering details about applications running on an agent's host. Enhanced system properties Monitor the behavior of the Agent Client Collector application with the enhanced Policy Calculation and Framework Configuration system properties, including the enhancements to agent Discovery, automatic MID Server selection, and error message logging. Configuration data files added to checks Provide the enhanced data collection in the Agent Client Collector application by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server. Mongo DB checks Monitor MongoDB resources with additional metrics that relate to the metadata, memory, and disk space. Continuously discover the resources in your Kubernetes clusters Continuously discover the resources in your Kubernetes clusters in Agent Client Collector for Visibility by using Cloud Native Operations (CNO) for Visibility. CNO for Visibility promptly reports changes in the resources to the instance and updates the Configuration Management Database (CMDB). Retrieving the metrics for cloud resources Retrieve the high-performance metrics for virtual resources in the cloud by using VMware.
Agent Workspace for HR Case Management	Schedule a meeting task within a case View the availability of an employee and schedule a meeting while you're working on an HR case. For example, you can schedule a meeting with a new hire as part of the onboarding process. Add personal notes Use personal notes to add information that is not finalized and must not be tracked within the case history. Working notes are accessible to all agents who are working on a case. In some cases, agents might

Application or feature	Details
	not want private notes or rapidly changing information related to a case to be viewed by other agents. Using checklists in Agent Workspace for HR Case Management Add, edit, reorder, or delete checklist items from the contextual side panel.Previously, you could add, edit, reorder, or delete checklist items only from Core UI. Secure documents Add an extra layer of security on attachments that are linked to a case. Grant access to attachments with sensitive or private data to specific groups, users, user criteria or roles. Page Configurations reference Configure a few components on the landing page, record page, list page, and HR case creation page on the Configuration Settings page. Previously, you could configure these components using the UI Builder only. Streamline HR case resolutions Integrate a cloud contact center with HR Agent Workspace to enable employees to resolve their HR cases using interactive voice response. For cases that require a live agent, the system routes the call to an available agent, displays relevant caller information to the agent, and automatically captures data from the interaction.
App Engine Studio	Quickly add required roles for Workspace Builder Quickly access and define security for workspaces that don't have an Access Control List (ACL) through a new modal. The new Add user roles to continue modal enables you to add roles and automatically create an Access Control List (ACL) more quickly. You can then edit the roles in the **User access** field of the workspace settings.
Application Manager	Installing applications in Application Manager modal pop-up View the following information with an added pre-installation modal: • A description for the application configuration, primary features, and optional features. • Shows primary features, optional features, and dependencies associated with AppV2. • Shows the configurations and features available. • Shows user scenarios when the install is blocked, the application configuration isn't licensed, or primary and optional features aren't licensed.

Application or feature	Details
	In the post-installation modal details page, you can view compatibility, key features, and release notes. It also displays an installation or update option.
Application Portfolio Management	Application total cost of ownership (TCO) in Enterprise Architecture Workspace Evaluate the cost of your business applications and leverage the application costs to prioritize your application portfolio. Rationalize business applications by their cost and align them with the organization's business strategy. For more details, see Application total cost of ownership (TCO) in Enterprise Architecture Workspace, Create a source for an Application TCO, Create a cost type for Application TCO in Enterprise Architecture Workspace, Create a TCO cost. View roadmap for your business capabilities and business applications Plan, prioritize, and roadmap the work for your business capabilities and applications by aligning with the strategy. For more details, see View a roadmap of a business capability and View roadmap of a business application. View and select your folders to save Lucidchart diagrams As per your login, fetch your Lucid folders to select and save the Lucidch diagrams while creating a diagram. For more details, see Create a Lucidchart diagram for a business capability in the EA Workspace andCreate a Lucidchart diagram for a business application in the EA Workspace. Use indicators created by you to analyze business applications in the Application Rationalization page The Application Rationalization screen in the Enterprise Architecture Workspace enables you to use custom indicators to analyze business applications in the bubble chart view or list view. Use the Active flag to select the indicators that you want to apply for rationalization. For more details, see Bubble chart view of application rationalization and List view of application rationalization. View TPM and TRM lifecycles in a Gantt chart view You can view TPM and TRM life-cycle information of a business application in a Gantt chart format under the **Lifecycle Timelines** tab of a business application view. For more details, see Gantt view of TPM and TRM lifecycle timelines. Rationalize all business applications associated with capabilities and their child capabilities On applying the business capability filter in the Application Rationalization page, all business

Application or feature	Details
	applications are displayed, including the ones associated with the child capabilities of the parent capability. Add or request a TRM Product or TRM Product life cycle for hardware products Request a TRM hardware product and product life cycle using the TRM Catalog or TRM navigation within the Enterprise Architecture Workspace. Depending on the user role, you can add or request a TRM product. For example, if you are a member of the Enterprise Architect group, you can directly add a TRM product or TRM product life cycle. For more details, see Add or edit a TRM product request, Add or edit a TRM product lifecycle request, Request a TRM product using the TRM Catalog, and Request a TRM product lifecycle using the TRM Catalog. Rationalization of business applications The Enterprise Architecture Workspace supports Application Rationalization. You can rationalize your business applications by analyzing the applications by their indicators to take action. You can take actions such as, creating a demand, setting the planned disposition, adding life-cycle data, viewing associated demands, and updating details of an existing project associated with an application. For more information, see Bubble chart view of application rationalization and List view of application rationalization. Personalize the Enterprise Architecture Workspace home page Customize the sections that you want to display on the EA Workspace home page by using the personalize page feature. Run a scheduled job to update TRM technical debt data in EA Workspace Run a scheduled job (*Populate TRM technical debts in the EA Workspace*) to update the TRM technical debts data in the EA Workspace. For more details, see Manage TRM technical debt in EA Workspace. Open business application form in Core UI from EA Workspace You can open the business application form in Core UI from the EA Workspace.
Application Vulnerability Response	Analyzing the vulnerability landscape in the Vulnerability Manager Workspace Get the overall summary of the active application vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Application or feature	Details
	Acquiring the summary of a set of application vulnerabilities using filters Get the summary of a set of active application vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. Define Vulnerability Response email notifications When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. Invicti Vulnerability Integration Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration. This data enables you to determine the impact and priority of flaws in your custom software applications. Use the following Invicti integrations to enrich your vulnerability data: • Invicti Application List Application - Import applications that are scanned by Invicti. • Invicti Scan List Integration - Import data about the date and time a scan was run. • Invicti Application Vulnerable Item Integration - Import Invicti vulnerable item data. Import Software Bill of Materials (SBOM) files with Veracode Upload SBOM files in CycloneDx JSON format with a dedicated Veracode API. Identify the components you are using in your software projects and information about their releases, versions, and associated vulnerabilities. The integration generates SBOMs in CycloneDx JSON format and uploads them into your instance for parsing. The Software Bill of Materials applications are required. For more information, see ServiceNow Software Bill of Materials applications. Software Bill of Materials The following enhancements were made to supported applications for the Software Bill of Materials (SBOM) product: • Added PURL validation for the OSV.dev integration. Invalid PURLs are ignored during file processing. • If available, OSV.dev fixed version information is displayed on a related list on the AVIT record. • SBOM application vulnerable items (AVITs) show component information in enhanced SBOM workspace views. • Disabled Remediation Task rules for SBOM AVITs in the SBOM Workspace. You can edit rules for SBOM

Application or feature	Details
	AVITs in the Vulnerability Manager Workspace in Vulnerability Response. • Expanded SBOM Workspace access enables you to view the SBOM inventory with the SBOM Core application. Reapplying CI Lookup rules in Application Vulnerability Response Reapply your configuration item (CI) lookup rules to update existing CIs for scanned applications and product models. Create remediation tasks manually Create remediation tasks (AVULs) manually for application vulnerable items (AVITs) from remediation task records on the Group Configuration tab. Notifications on false positive and exception requests Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. Quick start tests for Application Vulnerability Response After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.
Audit Management	Manage your documents and work papers with Audit Management as cloud files Manage your documents and work papers with Audit Management as cloud files. This capability addresses specific use cases for the engagement and audit task records in the Audit Workspace. Link the cloud files to any GRC record and share a single cloud file with multiple records. Create a Cloud file configuration on engagements and audit tasks Manage access permissions on the cloud files. Use the Cloud file configuration module to assign the read and write permissions to the users of the cloud files.
Automated Test Framework	Performance profiling Performance profiling is a data-driven approach to analyzing runtime behavior by identifying bottlenecks faster. Use performance profiling to detect performance degradation when you upgrade your instance. You can then investigate and fix any issues.

servicenow

Application or feature	Details
	Configurable workspace support ATF now supports testing the Next Experience UI (limited to forms and UI actions) to reduce regression risks by providing wider test coverage. Declarative Action Visibility test step Use the Declarative Action Visibility test step in the Form test step category to verify if a declarative action is visible on the current form. Click a Declarative Action test step Use the Click a Declarative Action test step in the Form test category to click a declarative action on the current form.
Business Continuity Management	Schedule an auto-update of the dependencies in the business impact analysis Update the CMDB assets and dependencies in the business impact analysis. The BCM administrators can configure the Impact analysis dependency update configuration module to start an auto-update or to trigger a manual review process. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications. Schedule an auto-update of the related assets in the plans Update the CMDB assets and dependencies in the business continuity plan. The BCM administrators can configure the Planning dependency update configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, and CMDB. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications. Add the dependencies of the impacted assets manually in the events Update the CMDB assets and dependencies in an event. The BCM administrators can configure the Event dependency source configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, CMDB, Plan primary assets, and Plan related assets.
Clone Admin Console	Request a clone in Clone Admin Console The app features a simplified clone request page, with guidance and explanations for how the various clone settings affect your clone. The new request page also features a new scheduling tool to help prevent timing

Application or feature	Details
	conflicts with maintenance windows. This tool reduces the automatic rescheduling of clones conflicting with infrastructure maintenance. Guidance Utilize the renewed focus on guidance and user experience, with the new information that is added on how some clone options may affect your clone time. On-demand backup option Use a fresh backup as part of your clone. This option can be useful if you want to include newly published changes in your clone and you don't want to wait for the next nightly backup. Clone Logs See the **Show Logs** link that is added to display the Clone Logs on the Clone Status page when selected. Recurring clones Create recurring clones using the clone frequency options on the clone request page. The clone frequencies are **Weekly**, **Every four weeks**, and **Every two weeks**. **Note:** Each occurrence is created as a separate clone request. If changes are required, you must change the individual clone requests that are created.
Cloud Cost Management	Analyze the spend breakdown for Kubernetes clusters View and analyze costs for a Kubernetes cluster on cloud and narrow down your results by using various filters such as time period, cost type, and grouping options like Kubernetes cluster, Kubernetes namespace, and tag category. Manage the cost of shared cloud services View, analyze, and manage the cost of shared cloud services across various business domains and allocate costs to these multiple lines of business. For Kubernetes clusters, you can share the cost across multiple namespaces.
Coaching	Integrating Coaching with Learning with Now Learning Gain ServiceNow skills using Now Learning after you integrate it with Coaching with Learning. Coaching dashboard in the Next Experience user interface Analyze Coaching data using the Next Experience Coaching dashboard.
Common Governance, Risk,	System-generated recommendations for Workspace issue management

Application or feature	Details
and Compliance feature	• Use system-generated recommendations for a remediation task that is related to an issue. User responses are recorded in the action history of the remediation task. • Use system-generated recommendations that are listed on the **Details** tab of an issue. You can refer to the top three recommendations when assigning an issue in the **Assigned to** field.
Compliance Case Management	Export a report to PDF Create PDF reports for compliance cases or requests by using predefined templates so that the stakeholders who may not have access to the application can still access the data. Sharing vital information via email becomes quicker with PDF reports and enables collaboration with audit teams, partners, or internal committees without the need for application access. PDF reports serve as offline reporting. They can provide you with the flexibility to present comprehensive data in a condensed and readable format. You can select a predefined template or create a customized document template to generate reports. Compose emails in GRC: Compliance Case Management Compose and send emails for compliance cases and requests by using the GRC: Compliance Case Management application to communicate with different stakeholders within or outside your organization. Enhance the user experience in managing multiple impacted and related areas Add and manage multiple impacted and related areas in a compliance case more efficiently. You can use a unified dialog box by selecting the **Add** button. By using this button, you can eliminate repetitive actions and reduce the time you spend navigating between different screens. As you select the impacted and related areas, you get visibility into the compliance case record in the background and you can make informed selections that are based on the details within the record. For more information, see Add an impacted area to a compliance case and Add a related area to a compliance case. Remove multiple impacted and related areas Delete one or multiple impacted and related areas by using the **Remove** button that has been added on the compliance case form. You can delete impacted and related areas more conveniently without navigating through multiple menus or sections.

servicenow

Application or feature	Details
Configuration Compliance	Analyzing the vulnerability landscape in the Vulnerability Manager Workspace Get an overall summary of the active test results through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace. Acquiring the summary of a set of test results using filters Get the summary of a active set of test results by filtering those test results on the Home page of the Vulnerability Manager Workspace. Displaying records in workspaces upon clicking the links in email notifications When links are clicked in an email notification, records open in either the Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. Notifications on false positive and exception requests Receive notifications and reminders on change approval records with false positive and exception requests by setting approval expiry and reminder dates on the approval rules. Quick start tests for Configuration Compliance. After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance still works. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.
Configuration Management Database (CMDB)	CMDB Workspace store app • Access CMDB Data Manager from CMDB Workspace where it's built using UI Builder (UIB) components. CMDB Data Manager is now fully integrated into the CMDB Workspace. • Use Data Certification in CMDB Workspace where it's built using UI Builder (UIB). Data Certification is now fully available by using the Certification policy type in CMDB Data Manager in CMDB Workspace. • Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. De-duplication functionality is now built using UI Builder (UIB) components and is fully integrated into the CMDB Workspace. Quick start tests for CMDB After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy

Application or feature	Details
	the quick start tests and configure them for your customizations.
Container Vulnerability Response	Analyzing the vulnerability landscape in the Vulnerability Manager Workspace Get the overall summary of the active container vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace. Acquiring the summary of a set of container vulnerabilities using filters Get the summary of a set of active container vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. Displaying records in workspaces upon clicking links in email notifications When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. Notifications on false positive and exception requests Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. Quick start tests for Container Vulnerability Response After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.
Continuous Authorization and Monitoring	Managing controls at a granular level Configure a control requirement at the control objective level based on the NIST 800-53 Risk Management Framework to assess the control at a granular level. You can also take attestations at the requirement level while the control moves to the Attest state in the workflow. You can monitor and track the control effectively and clearly identify specific requirements that are non-compliant, which leads to the control being non-compliant. https://docs.servicenow.com/csh?topicname=cam-hybrid-controls&version=washingtondc&pubname=washingtondc-governance-risk-compliance Create a control that is implemented as an inherited control in part and as a system-specific control in part, which helps to adopt partial requirements from

Application or feature	Details
	a common control provider. You can also inherit one or more requirements provided by a common control provider. Ability to have assessment procedures based on NIST 800-53A Determine the control's effectiveness based on the individual assessment procedure's effectiveness. You can tailor the assessment procedures in test templates and mark them as Effective, Ineffective, or Not applicable. New related lists in the CAM view of Control objective and Control forms Use the CAM view of the Control objective form that has all the control objective requirements from the NIST 800-53 revision 5. Similarly, the CAM view of the Control form has all the requirements generated for the control in the control requirements related list.
Core Now Platform	GraphQL Explorer Test GraphQL APIs using an integrated GraphQL testing tool. The GraphQL Explorer facilitates the development and debugging of GraphQL APIs. Support for JavaScript modules and third-party libraries with the ServiceNow SDK Create custom JavaScript modules to organize and reuse code, improve maintainability, and leverage functionality from third-party JavaScript libraries in scoped applications with the ServiceNow SDK. Use the ServiceNow SDK to create, download, and modify scoped applications with custom modules and third-party libraries in Visual Studio Code and then deploy those applications to an instance. Improvements for archiving related records When defining related records, control the depth of cascading by specifying the archive rule for each archive related record. Related records without a specified archive rule aren't cascaded. Drop custom indexes Drop custom indexes using the Tables module. Flow logic for remote tables Build a flow to retrieve data for a remote table query. Use the ServiceNow® Flow Designer capabilities of triggers and actions to respond to triggers and fetch remote data. New sys property to enable locale-based language sorting Enable the *guide.ui.condition_builder.sort_labels_by_locale* system property to sort the fields of the Show/hide filter

Application or feature	Details
	according to the locale-based language. The system property is set to False by default. Show Syslog Records UI action Use the new **Show Syslog Records** UI action on Transactions and Active Transactions forms to view any System Log entries that were generated during the execution of the transaction.
Customer Contracts and Entitlements	Create and manage contracts Create contracts manually and import and synchronize existing contracts to retain updated data. Work in agent workspace View, utilize, and manage contracts and entitlements in the ServiceNow® CSM Agent Workspace. Generating new customer contracts and entitlements Manage the life cycle of customer service contracts and entitlements from offer creation to contract generation. Integrating offer to contract services Integrate product catalog management, order management, and contract management to deliver a seamless capability to support selling of service contracts and entitlements. Managing contracts and entitlements Manage modifications in contracts and entitlements to process change orders for contracts, contract lines, and entitlements. Support entitlements for an account, a product, or a service plan.
Customer Service Management (CSM)	Service definition categories Streamline how agents select services by creating categories for the provided services. From the case service selector and case task service selector, agents can select a category and then view and select from the available services within that category to create a case or case task. Customer activity view • Display the streamlined and responsive Customer Activity component in the CSM Configurable Workspace. Enhancements include an updated date picker, customer activity time group headers and card layout, and new activity icons. • Display the Generative AI-driven summaries for historical interactions instead of full transcripts. Quick start tests for Customer Service Management

servicenow

Application or feature	Details
	After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.
Data Discovery	Create anonymization techniques Data Discovery support for partial anonymization You can now make discovered data partially anonymous. Configure a Data Discovery job Data pattern supports include keywords and keyword proximity You may now use keywords and keyword proximity for data patterns.
Data Privacy	Create tests from the anonymization page You can now create tests directly from the anonymization page. Create pattern technique mappings from the Policy page You can now create data patterns for anonymization techniques for partial anonymization directly from the Policy page. Support for pattern ordering You can see the ordering of the patterns during partial data anonymization job execution.
Data management for CSM	Product instance identifier Connect new and existing products and services with the related assets and configurations by using the product instance identifier. Link the install base items to an asset class, configuration item class, and product model class by using the **Model Category** field. Synchronization of life-cycle states between the asset and install base Synchronize the **State** field across both the asset class and install base class to maintain the consistency of states between both entities. The synchronization of the **State** fields depends on the states that you select in the life-cycle fields. Comply with the Common Service Data model framework by establishing a link between the existing **State** field and the new life-cycle fields on the install base form. Data model for Sold products and Install base

Application or feature	Details
	Create an install base item by using the **Specification** field on the install Base form during order fulfillment. Support life-cycle management workflows for sold products by using the fields that are added to the Sold products table. Sales and Order Management workflows Configure the metadata for the lead-to-cash entities by mapping the entities and configurations. Use the lead-to-cash operations like Create Instance, Commit Instance, Delta, and Effect to compose and build workflows for a seamless flow of information between entities. Customer Life Cycle Management Workflows Manage the life cycle of your sold products by activating the Customer Life Cycle Management workflows (com.snc.customer_lifecycle_mgmt_workflows) store application. Update the existing products and services by triggering the sold product to order and the order to sold product flows. You use the **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on the sold product related list on the accounts page to trigger this flow. Change the current configuration of the sold product on the Configurator UI by performing the **Modify** action. Make a definite or indefinite suspension of a sold product by using the **Suspend** action. Restart the services of a disconnected or suspended sold product by using the **Resume** action. Make the sold product inactive by disconnecting a sold product and its full hierarchy. Unified User-Employee as a Consumer Create a single, unified profile that supports both the internal and external personas from login through all interactions across the Customer Service Management product. Business Location 360 Enable agents to accurately resolve reported business location issues by using the business location 360 template. Your agents can add data sources, display extra information, and represent entities, such as stores, government agencies, healthcare organizations, automotive dealerships, or departments, for enhanced contextual insights. Omni-channel support for the business location staff

Application or feature	Details
	Enable your business location staff to interact and record all support interactions with each business location through omni-channel capabilities, including Virtual Agent, chat, and messaging applications.
Decision Builder	Decision Builder integrated into Workflow Studio Access and build decision tables in one streamlined environment alongside other powerful tools that help you build workflows for your applications. Decision table code snippets Insert a decision table into any script you write on the Now Platform by copying a code snippet of the table from Decision Builder. Duplicate a decision table Save time creating decision tables by duplicating full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables. Duplicate rows in a decision table Save time and effort creating decision rules by strategically duplicating rows in your decision tables. View related objects in a decision table Easily view and access the related flows, subflows, or processes that your decision table is used in from an open decision table.
DevOps Change Velocity	GitHub Issues integration Discover GitHub issues in GitHub repositories as part of the planning capability to link the GitHub issues with GitHub code commits. ServiceNow custom actions for GitLab Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline using the custom actions for GitLab.
Digital Portfolio Management	Digital Portfolio Management Workspace homepage • See all your solution cards, ordered by severity, on the redesigned DPM Workspace homepage. • Log in to DPM for the first time to see auto-generated solution cards based on your user name in certain

Application or feature	Details
	tables. After your first login, you're encouraged to personalize your DPM homepage. **Note:** With the sn_dpm.dpm_admin role, you can update the homepage solutions table to tailor the solution cards that users see at the first login to the DPM Workspace (before personalization). Personalize the Digital Portfolio Management Workspace homepage • Add or remove solution cards to personalize your DPM homepage. You can also adjust the Needs attention thresholds for each solution to see which needs the most attention. The severity levels are good, moderate, or severe. • Your personalized list of solutions is kept in the *dpm_home_page_item* table so that they're displayed every time you log in. This table updates each time you personalize your homepage. Digital Portfolio Management homepage default solution cards Use the following system properties to improve the overall DPM performance and enable the number of solutions cards to display on your homepage. **DPM homepage solution card system properties** System property / Homepage default solution limit: *dpm.homepage.cmdb_ci_service_limit* for services, service offerings, and application services. — 750 *dpm.homepage.cmdb_ci_business_app_limit* for business applications. — 250 You can add and remove solution cards in any combination, but the total solution cards can't exceed 1000 on the DPM homepage. **Note:** With the sn_dpm.dpm_admin role, you can change the system property limits to more than 1000 solutions on the DPM homepage. However, raising the limit may negatively impact system performance.

Application or feature	Details
	Configure the Digital Portfolio Management experience As a user with the sn_dpm.dpm_admin role, you can: • Configure the user experience by showing or hiding the available item types in DPM: ◦ Services ◦ Technical services ◦ Business services ◦ Application services ◦ Service offerings ◦ Business applications • Update the available item types table to hide or show solution types on the DPM homepage and in the personal portfolios. Examples of solution types are `cmdb_ci_service` and `cmdb_ci_business_app`. **Note:** When a solution type is hidden, that solution is omitted from the following areas of DPM: ◦ The auto-generated solution card results. ◦ The personalization options of add and remove items. ◦ The set status conditions when updating thresholds. ◦ The page filters. Business application details See all the application services for the business application in a KPI group breakdown list on the Run tab. The list shows up to 10 application services but you can page through to see more. The list shows the KPIs from the lowest ordered KPI group mapped (or inherited) by the business application. Copy a KPI group to create a new KPI group in Digital Portfolio Management Create a new KPI group by copying an existing KPI group in DPM. All the records and mappings of the KPI group are copied as well. After you copy the KPI group, you can modify all aspects of it so the new group best fits your needs. Configure Digital Portfolio Management to integrate with Process Mining Use Process Mining in DPM to see the status of KPIs on your solutions, and to adjust as needed. DPM for Process Mining comes with project templates to mine data for incidents, problems, changes, and requests. With the sn_dpm.dpm_admin role, enable Process Mining in DPM:

Application or feature	Details
	• Install the ITSM Process Mining Content Pack from the ServiceNow® Store, and • Set the system property *sn_dpm.enable.po.dpm* to `true`.
Dispute Rules Content Pack for Visa	Decision trees Introduces a decision tree that contains Visa-specific questions. This feature enables the system to determine dispute reason codes by analyzing user responses. Chargeback Eligibility Introduces a decision table that enables the configuration of Visa chargeback eligibility rules. This feature takes into account the identified reason code and dispute data to determine the eligibility for chargebacks.
Document Intelligence	Draw tool for data extraction Extract data from tables easily using the draw tool to select a document area and extract the information.
Document Services	Digital signing for documents Define document templates and signing workflows for digital signing using smart cards. Generate and send auto-filled documents to be signed by different participants.
Document Templates	Template date format Choose the format in which you want the date to appear when an agent previews the document, generates the attachment, or initiates document tasks for participants. Template language Specify the language in which you want dynamic tokens to be translated when an agent previews the document, generates the attachment, or initiates document tasks for participants. Document template scripts Translate dynamic tokens in HTML templates into the intended language using a script. Document Template integration with Digital Signatures using Smart Cards application Use digital signatures to make the document signing experience seamless and eliminating manual intervention by using your Personal Identity Verification (PIV) or Common Access Card (CAC) card.
EMR Help	Creating requests within your EMR

Application or feature	Details
	Use the EMR Help portal to create healthcare cases without leaving your EMR system.
ESG Management	Narrative disclosures for comprehensive ESG reporting Integrate with Microsoft 365 for ServiceNow Reporting to create governed narrative disclosures. Add predefined templates for each type of disclosure. You can choose to maintain disclosures locally or link to cloud services like Microsoft OneDrive for easy accessibility. Enable collaboration and review of the disclosures. Track the metrics used in the disclosures and monitor changes to the metrics while receiving notifications to issue timely restatements. Sustainable IT dashboard enhanced with the IT footprint tab Navigate to the IT footprint tab on the Sustainable IT dashboard to view a global map showcasing the carbon footprint of your datacenters, office buildings, and more. This map highlights your most energy-efficient facilities. Formula builder enhanced for calculations in calculated metric definitions Use the formula builder to build formulae in a calculated metric definition, you can choose to build it at either the metric definition level or at the entity level. You can type and edit the formula and preview it. You can also directly import any formula that is stored in Microsoft Excel spreadsheets into a calculated metric definition. This import helps in quickly building your formula for performing calculations. Integration with Advanced risk assessments to assess ESG risks Use the ESG risk management capability to assess and evaluate ESG risks for businesses. This feature is an integration of ESG Management with Advanced risk assessment and supports both qualitative and quantitative risk assessment methods. This integration enables entity-based risk assessments and material topics risk assessment and rolls up the risk scores for entities. With the ESG risk management application, several new roles are also added. Enhanced metric data table The metric data table has been enhanced to show the complete metric definition names.
Employee Center	News articles As an employee, view news articles on your mobile devices using the Now Mobile® app. Use the News Feed widget that now appears on the Employee Center home page by default and includes an option to display pagination. Content managers or

Application or feature	Details
	admins can configure the News Feed and Featured News widgets to display news articles in a tile layout. As a content manager or admin, associate a news article with one or more categories (such as employee benefits or industry updates). Employees can view news articles by category. Add content destination Set the publication duration in the content destination, enabling content managers to select how long content is available based on the publishing location. Rich Content Editor Use the following new capabilities when creating rich content and news articles: • Edit the HTML and CSS source code • Clear the entire canvas of content with a single click • Configure cell border color, width, and style • Configure image and video horizontal alignment • Bullet lists • Numbered lists • Accordion lists Content providers Create rich content and news articles using videos from a streaming services. Additionally, you can authorize access to secure videos and configure interface elements to help content managers, such as thumbnails of available videos or check boxes to enable looping or auto-play. Create campaign stages (bundles) using Content Experience Builder Use the following new configuration options: • The **Include users** field enables a campaign manager to specify an audience. • The **Frequency** field includes the **Once** option. Approvals in Now Mobile Use the approval experience in the Now Mobile feature to do the following: • Access to all approval tasks in one place under My tasks on the Now Mobile app. • View task details to approve or reject a request. Workday approvals in Now Mobile

Application or feature	Details
	Access all your Workday approval tasks on the Now Mobile app. Approve or reject a task or navigate to the Workday portal. Employee experience feedback Use the Employee experience feedback to gather quick feedback from your users on their user experiences and their service experiences. Quick start tests for Employee Center After upgrading and deploying new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.
Encryption Key Management	PostgreSQL database support Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database. Trusted timestamps within the Code Signing framework View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records. Reusable key for agent-to-agent credential sharing Configure client-side asymmetric key pairs for API authentication. With the reusable key feature, every conceptual cryptographic module has only one active conceptual key at any point, generated on the client side and wrapped with its respective public key. Simplified process for 3DES deprecation Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES. Property-driven multi-layer caller inspection for Code Signing Increase the number of caller layers to be validated during the ECC queue notarization to improve security. Starting in Washington DC, the number of validated caller layers is driven by a system property. Switch between ServiceNow Root of Trust (ROT) and your own ROT Switch between ServiceNow Root of Trust (ROT) and your own ROT.

Application or feature	Details
Enterprise Asset Management	Understand and analyze your total cost of ownership of assets Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost. You can also break down costs by expense categories and view comparative reports in a vertical bar chart format where each bar is a data source. Click a segment in the bar chart to view expenses for each asset grouped by asset name. Manage your tasks using the ServiceNow® Mobile Agent application View and manage all the work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. For example, you can do the following tasks: • Assign a group task to yourself • Record the time taken to complete a task • Handle part requirements • Manage asset actions • Access knowledge articles View the hierarchy and task details of an asset on the asset form Gain visibility into hierarchy details of assets directly on the contextual sidebar of Enterprise Asset Workspace. You can view the asset hierarchy up to three levels in a tree-like format and expand and view all the children of the asset. You can also view the tasks associated with the asset and its children. Perform all your administrative tasks from a centralized location Use the Admin center in the Enterprise Asset Workspace for easy access to perform all administrative tasks. Perform tasks such as risk and TCO configuration, create model categories and linear asset types, and bulk import of models and assets. Onboard multiple assets using the multi-asset onboarding playbook Use the multi-asset onboarding playbook to onboard multiple assets all at the same time. As you complete each activity in the playbook, you're taken to the next activity. After you complete all the activities, the multiple assets are successfully onboarded. View and manage procurement details using the intuitive Procurement view Track procurement-related requests and manage purchase orders easily through the Procurement view in the Enterprise Asset Workspace.

Application or feature	Details
	Simplify your work management workflow to increase productivity Optimize your work management workflow by performing bulk closure of work order tasks, partial sourcing of parts requirement, and creation of checklist templates from work order templates. Manage the operational assets of your organization using Product Instance Manage an asset throughout its life cycles in the Enterprise Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes.
Event Management	Team-based integrations in Event Management Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams. Automate the assignment of alerts based on integration ownership and configuration item (CI) ownership so alerts are routed to the appropriate team members responsible for the integrated systems. Event forwarding Forward events from one ServiceNow instance to other instances in non-production environments without having to change the production environment, thus accelerating the event processing testing life cycle.
Field Service Management	Schedule Optimization features Use Schedule Optimization to do the following tasks: • Schedule complex multi-territory assignments where an agent might be responsible for multiple territories over a longer batch processing period. • Assign tasks to agents regardless of whether they're primary or secondary members of a single or multiple territories. • Optimize task scheduling by defining the capacity of your agents or work type. • Provide smoother intra-day operations and efficient resource allocation when a single agent might need to handle multiple territories within the same day or across different shifts. • Use new objectives such as **Maximize Assignment to Earlier Shifts**, **Minimize Highest Priority Task Start Times**, and **Minimize SLA Violation** when you're creating a policy.

Application or feature	Details
	• Use the improved configuration process for batch and intra-day scheduling,which provides common settings for both types while maintaining specific configurations where needed. With this process, you can eliminate duplication and ensure an efficient setup. • Improve your schedule accuracy and adherence and also reduce scheduling changes when intra-day is running through two new system properties. Dispatcher Workspace features Use Dispatcher Workspace to perform the following tasks: • Enable dispatchers to run Schedule Optimization throughout the day as scheduling conditions change. • Create crews that are based on territory memberships. • View your contractor capacity by territory in the calendar view. • View agents on the calendar by their availability in the territory. • Create personal events for Field Service agents to show when they are unavailable for non-work order reasons like an appointment or a phone call they have scheduled. • Change the amount of time shown on the calendar to time intervals of 15, 30, 45, or 60 minutes. • Send messages to agents to discuss work order tasks. • Make bulk updates for your calendar events to save time. • Source one or more parts from a preferred stockroom or assignment group and then transfer them to your personal stockroom to ensure the prompt completion of work order tasks. Beans.ai map integration for travel estimates Use beans.ai, a new map provider, for travel time estimates for Dynamic Scheduling, Route Optimization, manual task assignment, and agent estimated time arrivals. Territory Planning features Use Territory Planning to do the following tasks:

Application or feature	Details
	• Create territory-specific crews to streamline territory management, task scheduling, and resource allocation. • Link multiple geographies to one territory by using a composite geography capability that simplifies the representation of complex areas and enables you to have more data management flexibility. • Manage the territories, customized hour ranges, tasks, and agent schedules for your internal agents and contractors so that you can allocate your resources accurately. Contractor Marketplace Enable Field Service dispatchers to post tasks on an exclusive contractor marketplace, where contractor companies with skilled workers can offer cost estimates and their availability. Your dispatchers can interact with qualified contractors and select the most suitable contractor for the task. Now Assist for Field Service Management (FSM) Use Now Assist for FSM to summarize work order tasks. • Create work order task summaries during any state of the work order task to track progress. • Create task closure summaries when completing tasks on the mobile application to provide notes for future reference. Start of week Appointment Booking Enable the system to start booking an appointment on the first day of a week or a day other than the default Sunday. Task initiator Role Enable work order initiators to qualify work orders in the draft state with the new task initiator role. Users with a task initiator role can perform the following actions on work orders or tasks that are in the draft state: • Apply a work order template • Add or modify work order tasks • Add or modify part requirements Enhanced mobile experience to reserve parts Choose whether to reserve a part in a personal stockroom or source it from another stockroom depending on the part's availability when fulfilling or sourcing part requests. Linear assets support

Application or feature	Details
	Enable the work order initiator or qualifier to perform the following actions: • View the linear asset geometry on the service location maps and pinpoint the work location. • View the linear asset geometry on the map interface and select the start and end locations on the linear assets so that you can create a service location. Enable agents to perform the following actions when working on linear asset inspection tasks: • Review the start and end location details of a linear asset. • Locate the asset start and end location on a map interface. The start date and work context should be highlighted on the linear asset. • Inspect the different linear asset segments that need to be worked on. • Create a work order task with an accurate point location on the linear asset or segment. Suggest parts with Predictive Intelligence Take advantage of automatic suggestions for required parts for work order tasks by using the Predictive Intelligence solution. Workforce features View the task and action descriptions of the work order tasks in the contextual side panel. Establish the default start and end times for new events directly on the **Event Management** tab.
Financial Services Card Operations	User experience enhancements in dispute agent workspace The enhanced workspace enables dispute agents to review detailed summaries of disputed transactions. The upgraded interface helps agents comprehend the case's progression and enables them to update forms on the same page without navigating to different sections. Additionally, it empowers agents to effectively multitask by opening details of various activities in different tabs.
Financial Services Operations Integration with Visa	Create a dispute case in the VROL system Execute the Create Case From Transaction subflow to generate a dispute case in the Visa Resolve Online (VROL) system. Initiate a dispute case from Transaction Inquiry (TI) or an existing case Execute the Initiate Dispute from Transaction or Case subflow to start creating a dispute case in the VROL

Application or feature	Details
	system, either from a Transaction Inquiry (TI) or an existing case. Allow VROL users to Submit or Save Dispute Questionnaires Execute the Submit Dispute Questionnaire subflow to submit or save dispute questionnaires for specific disputes in the VROL system.
Flow Designer	Annotations support in diagramming view Add and edit annotations in the diagramming view. Content filtering for flow execution details Restrict access to the sensitive content within the flow execution details with a content filtering rule. Create an action input from a step input Create an action input based on the data type of a step input. Map the step input value to the new action input. Exit Loop flow logic Exit from a flow logic loop when the conditions of an If flow logic are met. Continue running the flow from the next step after the flow logic loop. This flow logic is also known as break. FDIH Dashboard View the average and maximum run times of flows during the last 14 days. Use the trend data to identify the flows that are running unexpectedly. Flow generation Create multi-step flow outlines with generative AI. Flow outlines require configuration to add input values and data references. Go back to flow logic Return to a prior step in the flow to repeat a sequence of actions. Proactive Analytics trigger Use Performance Analytics indicators to start a flow. Define the flow start conditions as a set of Proactive Analytics KPI scores and KPI threshold values. Save flows automatically as you edit Flow Designer automatically saves flows as you work on them. Flow Designer no longer displays a **Save** button while you edit a flow. Skip Iteration flow logic Skip the current iteration of a flow logic loop when the conditions of an If flow logic are met. Continue running the flow logic loop with the next item in the list. This flow logic is also known as continue. Try support in diagramming view

Application or feature	Details
	Add and configure Try flow logic in the diagramming view. Undo and redo support Undo changes that you've made while editing a flow. Redo the changes that you've undone. Flow Designer only tracks changes while you're editing a flow. User preference for default Flow Designer view Set the flow diagramming view as the default Flow Designer view.
Generative AI Controller	Recursive summarization for large inputs Large language models (LLMs) have a maximum number of tokens per request. Recursive summarization breaks down large inputs into smaller pieces, summarizes those pieces, and then recombines them to make the original call. This process prevents important context from being lost when submitting requests to the LLM, which can result in more accurate responses with fewer hallucinations.
Hardware Asset Management 10.0.0	Measure the maturity of your Hardware Asset Management application through Success portal Measure the maturity and improve the value return of your Hardware Asset Management application within your organization through the Success portal view in Hardware Asset Workspace. You can visualize, identify, and report the capabilities or features you must focus on to use Hardware Asset Management efficiently. Understand and analyze your total cost of ownership of assets Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost and operation cost. Improved Hardware Asset Management (HAM) licensing method for custom model categories Access Hardware Asset Management features and workflows by associating your custom model category with a parent model category that is linked to a licensable and opted-in Resource Category. The ITAM License Report shows all custom model categories associated with licensable and opted-in Resource categories. A custom model category that isn't associated with a licensable parent model category can't access Hardware Asset Management workflows and features. View and track the asset warranty details received from Lenovo Manage your hardware assets based on the warranty information received from Lenovo. You can view the details of the warranties associated with a hardware

Application or feature	Details
	asset directly on the asset form. You can also view all the warranties from a central location using the Asset operations view of the Hardware Asset Workspace. You can also track the hardware assets that are approaching the warranty expiration date and take necessary action. Gain visibility into the TRM lifecycle phases of hardware products and manage unapproved products Manage hardware products within your organization efficiently by using the TRM lifecycle phase details. With these details, you can understand if any hardware product used in your organization isn't part of TRM or if it isn't approved to use. Manage the operational assets of your organization with Product Instance Manage an asset throughout its lifecycles in the Hardware Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes. A unique Product Instance Identifier (PID) links the pre-existing related asset, CI, and IBI classes. On the Product Instance, the status fields of Asset, CI, and IBI classes are synchronized.
Health Log Analytics	Scale Health Log Analytics to support increased log ingestion Stream log data to Health Log Analytics in a scalable, more stable way by using the advanced ServiceNow infrastructure. The new architecture leverages queueing technology in IT Operations Management Cloud Services for authentication and log ingestion. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization. You can switch to the new infrastructure by submitting a scaling request through the Now Support catalog or via your ServiceNow account manager.
Healthcare and Life Sciences Service Management Core	Case summarization using Now Assist Generate a summary from the fields that you select on a case record to quickly understand the case context by using case summarization within Workspace.
Hermes Messaging Service	Improved security setup Generate certificates for secure connections to Hermes Messaging Service, revoke certificates, and apply ACLs to certificates using the Hermes Messaging Service certificate generator. Manage topic namespaces

Application or feature	Details
	Create, update, and delete topic namespaces in the Hermes Kafka cluster using Hermes Messaging Service. Manage topics Create, update, and delete topics in the Hermes Kafka cluster using Hermes Messaging Service. Rescan topics Synchronize topic records in your instance with the topics that belong to you in the Hermes Kafka cluster.
ITOM Cloud Accelerate	**Cloud Services Catalog (CSC) Guided Setup** Use CSC Guided Setup to step through the initial configuration of Cloud Services Catalog. The process tracks what you have completed, so that you can stop and start again where you left off. **CSC app features** • Out of Box Catalogs: Use the various Out Of Box Catalogs for Cloud Service requests and automation from Cloud Services. In addition, you can publish your own catalog items for all supported cloud providers. You can also publish legacy and custom catalog items from CPG to Employee Center: ◦ AWS Out Of Box Catalogs ◦ Azure Out Of Box Catalogs • CSC Cloud Services Request process: Use the Request processes and pages for ordering Cloud Services. • Stacks Management: Use the My Stacks management page for viewing and operating on stacks. • Resources Management: Use the My Resources management page for viewing and operating on resources. • Integrations: Use Azure DevOps CICD Pipeline Integration or Ansible Integration. • Cloud Setup: Use Microsoft Azure or AWS for your Cloud Setup.
ITOM Health	Enhanced system properties Monitor the behavior of the Agent Client Collector with enhanced Policy Calculation and Framework Configuration system properties, including enhancements to agent Discovery, automatic MID Server selection, and error message logging. Configuration data files added to checks Provide enhanced data collection in the Agent Client Collector by communicating the instance data with

Application or feature	Details
	the agent. The configuration data files are also sent to the agent's associated MID Server. Continuously discovering resources in your Kubernetes clusters Continuously discover the resources in the Kubernetes clusters deployed in on-premises and cloud environments in near real-time without the need to enter any credentials in your ServiceNow instance. You can ensure that the changes in the resources are promptly reported to the instance and updated in the Configuration Management Database (CMDB). Scaling Health Log Analytics to support increased log ingestion Stream log data in a scalable, more stable way by using the advanced ServiceNow infrastructure. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.
ITOM Visibility	Discovery and Service Mapping Patterns Update your discovery capabilities through the following Discovery and Service Mapping Patterns: • IBM WebSEAL TD • Azure availability set • NetApp Server and Cluster • Generate Software Bill Of Material [SBOM] • Bring Your Own License (BYOL) for AWS, Azure, GCP • Database Administrator (DBA) report • Citrix NetScaler load balancer • Microsoft SQL Server Integration Services (SSIS) • SQL Server Analysis Services (SSAS) • SAP Sybase ASE DB Catalog ITOM Content Service Discover applications and devices not discovered using patterns through a framework updated weekly with new content to gain visibility into your growing and developing infrastructure. Discovery CLI commands Use a centralized interface and base system commands to execute Discovery. Executing discovery patterns with Agent Client Collector Run horizontal and top-down discovery using Agent Client Collector instead of a MID Server to access CIs on the client network. Network location and MID affinity in top-down Discovery

Application or feature	Details
	Use MID affinity to identify the appropriate MID Server to create application services for your network. Quick start tests for Service Mapping After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations.
ITSM Mobile Agent	Enable Override do not disturb to receive critical alerts Use ITSM Mobile Agent to enable and configure the list of critical alerts that you want to receive when your mobile device is in Do Not Disturb mode.
ITSM Success Dashboard	Create an operational success dashboard Access real-time monitoring, analysis, and decision-making through ITSM Success Dashboard to enhance the efficiency and effectiveness of your ITSM processes. ITSM Success Dashboard indicators KPI definitions and formulas Analyze the KPI metrics of Now Assist for IT Service Management on the Success Dashboard and take actions to improve the performance of the ITSM implementation.
Identity and Authentication	Access Analyzer Use the ServiceNow® Access Analyzer V2, a self-service tool designed for admins, developers, and support agents to compare user access and determine the right level of access for the users on the Now Platform. **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store. Identity and Access Audit Use the Identity and Access Audit to understand the changes made for a user, group, role, and ACL and understand the critical information about who has modified what, where and when in user accounts, groups, and roles. Session Validation Context Configure the session validation context into the adaptive authentication policy framework to evaluate authentication requests and then either deny or allow access based on IP address within a valid range as policy conditions. Session validation context provides an additional layer of protection against session or cookie hijacking. Zero Trust Access - Mobile

Application or feature	Details
	Use the Zero Trust access - Session Access policy within the Adaptive Authentication policy to reduce the roles or privileges of the particular session in mobile. API Key and HMAC token Support API key and HMAC token for inbound REST APIs to securely authenticate inbound webhook URLs. JWT Support for OAuth Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations. OAuth Client Credentials grant type for Inbound Integrations Support OAuth Client Credentials grant type for Inbound Integrations from a third party OAuth client to the ServiceNow® platform.
Incident Management	User role for read and write access to incident tasks Provide more read and write operation privileges in an incident task record to an agent with the sn_incident_task_assigned_user role. You must install and activate the ITSM Roles plugin (com.snc.itsm.roles) to use the base system ACLs related to this role.
Industrial Process Manager	Modifying the parent of an equipment model entity Update the parent in one or more equipment model entity records after creating an equipment model entity. Additional AMAZING roles to access and edit OT subnet-mapping records Control which users have access to and can edit OT subnet-mapping records by assigning the Amazing Reader (sn_ot_amazing_read), Amazing Writer (sn_ot_amazing_write), and Amazing Admin (sn_ot_amazing_admin) roles. Automatically assigns all OT control modules to equipment model entities based on the Owns::Owned by relationship (sn_otsm.subnet_mapping.auto_assign_ot_control_modules) system property Enable automatic assignments of OT control modules to equipment model entities based on the owns::owned by relationship the OT control module has with an OT control system (or extended class) device. User Criteria security model Create and assign user criteria to control the view and edit the user access to your sites and equipment model entities with the new User Criteria security model. If you want to migrate from the site user configuration to the User Criteria security model, the ISAEntitySiteUser script was updated to query the ISA User Criteria table and calls the User Criteria API for all existing public APIs.

Application or feature	Details
	Note: If your ISA Equipment Model application version is prior to 1.0.12, you can still use the site user configuration available for the ISA Equipment Model.
Integration Hub	Stream Connect for Apache Kafka Enhancements • Use Stream Connect Message Replication to replicate data between your local Apache Kafka environment and ServiceNow. With Stream Connect Message Replication, you no longer need a third-party replicator and can manage message replications from your ServiceNow instance. • Use Stream Connect Message Replication to enable a MID Server to create the access certificates required to connect to the Hermes Messaging Service. The MID Server can automatically generate the necessary certificates, so you don't need to configure them manually. • Send messages with an updated Kafka Producer step. Select a topic from a drop-down list and configure values for the message header. OAuth 2.0 credentials Connect with an on-premise third-party OAuth authorization server that resides behind a firewall through a MID Server that sends the request for an OAuth token on behalf of your ServiceNow instance. You can use this functionality when you create an application registry for a third-party OAuth provider and in the form, set the Grant type as Client Credentials. Increased security in code signing with multi-layer caller inspection The code signing feature has been enhanced with multi-layer caller inspection of records. Multiple layers can call each other before a record or entity can update the ECC queue table. Now, each layer must have a valid certificate and validated before the MID server accesses the record or entity. The ServiceNow platform provides a property that enables you to inspect three caller layers by default.
Intelligence for CSM	Task Intelligence for Customer Service - Document Classifier Quickly classify incoming documents as the appropriate document type by using the Document Classifier feature.
Journey designer	Manage Journey designer task updates in bulk Update similar tasks in similar journeys in a single action. Tasks must be of the same type and in journeys of the

Application or feature	Details
	same type. The current task types available for bulk updates are: • Submit catalog item [submit_catalog_item] • Submit order guide [submit_order_guide] • Mark when complete [mark_when_complete] • Approval [sysapproval.approver]
Localization Framework	New hub-spoke model for translation requests Configure your hub instance with the Localization Framework Hub plugin and your spoke instances with the Localization Framework Spoke plugin so that incoming translation requests are sent to a centralized resource. Translation fulfillers can complete translations on the hub instance and those translations are applied to the spoke instances as well, simplifying your translation workflows. For more information, see Localization Framework Hub and Spoke architecture. Create translations for scoped applications Translations no longer default to the global scope and can be used in scoped applications to tailor the user experience. Move translated text between instances with update sets With the support for scoped translations, translated content can now be moved between instances with update sets. For more information, see Localization Framework Properties: Update Set Strategies.
MID Server	Containerized MID Server support for OpenShift Use OpenShift on Linux for containerized MID Servers. The corresponding Linux docker recipe has been updated. The containerized MID Server can run rootless by using existing auto-scaling capabilities with persistent storage.
Manager Hub	Know your team's skills • View the team members with strong skills and those that need attention. • Get an overview of different skills that your team members possess along and the number of people with each skill, plus the skills by team member. • Help your employees use different tools provided by Employee Growth and Development such as learning, growth plans, mentoring to build new skills or to bridge existing skill gaps.
Mobile Platform	Overriding critical alerts

servicenow

Application or feature	Details
	Send your users critical alerts, even if they configure their mobile device to a Do Not Disturb or Silent mode setting. Dynamic pop-ups Display configurable pop-ups based on real-time conditions. These pop-ups can even be displayed at the login phase. For example, display a pop-up to the user stating that they have accepted a new task with an estimated three hours of work, but their work shift is due to end in an hour. Zero Trust Access support Limit end-user access to your ServiceNow instance by opting in to Zero Trust Access, which adjusts user roles and permissions according to security policies defined by the admin based on factors such as IP address, location, and identity provider attributes. Custom map screen support for additional entry points to launch Indoor Wayfinding Launch custom map screens from a mobile embedded web page or from a push notification. Mobile Resolution Notes Generation Use Now Assist on Mobile to generate a closure note that summarizes the associated work order task using information provided in the task record. Mobile SDK available in the ServiceNow Store Use the ServiceNow Mobile software development kit (SDK) to enable users to develop native iOS and Android mobile apps using an integrated development environment and give your mobile apps access to existing ServiceNow data and workflows. Mobile App Builder Use the following enhancements added to Mobile App Builder: • Support for all Mobile Platform Washington DC features. • Integration with Mobile Publishing so that admins can see their custom branded apps within the MAB UI. • A push notification management category has been added to show which notifications are used for each mobile app. • Automatic population of table fields in downstream records to streamline proper configuration. Data visualization user experience Use the upgraded data visualization user experience, which includes the following new features:

Application or feature	Details
	• Unified configuration experience for both web-UI and mobile platforms in a centralized# location. • Enhanced visualizations for charts and the introduction of a pie chart visualization. • Compatibility with many data sources including ServiceNow® User Experience Analytics, ServiceNow® Health Log Analytics, ServiceNow® Performance Analytics indicators, and customized data sources. • Ability to apply theming options, including the dark theme, by using variables to customize the look-and-feel of the# mobile dashboards. For more information, see the Accessibility information section found in these release notes. Arabic added to the support of right-to-left languages The display of right-to-left languages is supported in ServiceNow mobile apps. Arabic, in addition to Hebrew, are supported right-to-left languages. Texts as well as visual components are right-to-left aligned to mirror the more common left-to-right alignment. Offline support in Now Mobile apps and custom apps Configure offline support for all apps, including ServiceNow Mobile Agent, Now Mobile, and custom apps that you build by using Mobile Publishing. Now Assist in Virtual Agent for mobile Use Now Assist in Native Mobile Virtual Agent to deliver more direct, relevant, and conversational responses to questions using generative AI.
Natural Language Query	NLQ in global search With the Washington DC release, Natural Language Query can be integrated into global search for English-language searches. To take advantage of this feature, global search must be configured to use AI Search as the search engine, with NLQ Genius Results. Now LLM fallback NLQ has an included Now LLM fallback in all locations where NLQ can be used. The Now LLM is a secondary method of interpreting queries, used when the initial rules-based method fails. This enhancement helps improve the NLQ query success rate. English is the only supported language for the fallback feature. Output Source in NLQ logs NLQ logs contain the Output Source field to indicate how the results were generated. For more information, see View NLQ logs.
Next Experience	Keyboard shortcuts

Application or feature	Details
	Use new keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows. "No records to display" graphic can be suppressed A new system property called *glide.ui.polaris.style.hide_empty_list_image* enables the administrator to suppress the graphic that is displayed when no records are found. This feature applies to the Core UI only. What's New content added to Help Center The Help Center now includes two tabs: **Get help** and **What's new**. The **What's new** tab displays features that have been added or updated since the last release. The Help Center icon displays a blue dot when **What's new** content is available.
Next Experience Components	**Components** <table><tr><th>Component</th><th>Description</th></tr><tr><td>Color selector</td><td>A color library that can be used to search for, select, and save colors. Hexcodes, RGB, and HSL values are accepted, and custom colors can be used.</td></tr><tr><td>Related Items</td><td>Information related to a case record displayed with cards in the side panel and categorized in an expandable accordion. Optionally, the user can display the data as a full-featured list with sorting and filtering capabilities.</td></tr><tr><td>Relative date time picker</td><td>Form control that enables users to select a range of dates and times. Includes a section to customize the range of dates displayed on the calendar.</td></tr></table> **Page templates** <table><tr><th>Template</th><th>Description</th></tr><tr><td>Confirm Publish Modal</td><td>Modal used as a page template that enables Knowledge Management users to publish articles to the Knowledge Base.</td></tr><tr><td>Record page vertical</td><td>Page template used to manage related lists and UI pages on a record page within groups. This page template contains preset values that make the page work without requiring complex configuration.</td></tr></table>

Application or feature	Details
	Template: Retire Confirmation Modal — Modal used as a page template that enables Knowledge Management users to retire obsolete articles from the knowledge base and select replacement articles. Template: Standard List — Page template built with a record list bundle and a list menu contained in a resizable panes component, all with preset configuration values. Users can export records in different formats and share custom lists with other users. The List Controller used in this page template contains configurable properties. **Bundles** Bundle: Record list — The record list bundle is a combination of components that include a list header, list body, and pagination component. This new iteration of the list component includes preset configuration values and a list controller.
Notifications	Support for client credential flow in SMTP account Configure SMTP accounts for outbound email in ServiceNow instance using client credential flow. Email bounce management Link actions to content dynamically in provider notifications actionable content creation by using event params with the existing static actions.
Now Assist	Restrict Now Assist skills by user role in-product Specify the roles that apply to the users who can access Now Assist skills in-product, such as on forms and in workspaces. Users without the specified role can't use the skill. This security feature matches the implementation for skills in the Now Assist panel. Add conditions to skill availability Define when Now Assist skills are available, in-product and in the Now Assist panel. Conditions can be based on any field and value, such as Location or who opened the case, to help with compliance with any generative AI restrictions. Assign the data steward role

Application or feature	Details
	Select a dedicated user to determine data sharing preferences for your instance.
Now Assist for Customer Service Management (CSM)	Add conditions to skill availability Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the case record. Restrict skill availability by user role Specify the roles that can access the case summarization and resolution notes summarization skills.
Now Assist for HR Service Delivery (HRSD)	Generate the resolution notes • Generate and update the case resolution notes through generative AI. The resolution notes provide a summary of the steps that were taken to resolve the case. • Require your agents to write a minimum of 200 words on the case so that generative AI generates the resolution notes automatically. Summarize the chat history Pre-populate the information in the **Short Description** and **Description** fields through generative AI when your agent creates a case during a chat interaction. Summarize actions while transferring an HR case Transfer an HR case to another agent or assignment group by summarizing the actions until hand off. For example, your agent can transfer the case to another agent if the case is incorrectly assigned or needs troubleshooting by another agent or assignment group. Submit an HR request with Gen AI Virtual Agent Enable your requesters to have a streamlined, conversational experience that is based on generative AI as they submit a catalog item request in Virtual Agent. By offering this generative AI experience, your organization can increase self-service and reduce your operating costs.
On-Call Scheduling	Configure preferences for a user group Select a preferred start day of the week for a group, using the **First day of the week** field. Previously, this setting was available only system-wide. Enable users to subscribe to the On-Call calendar Use SSO credentials to log in and subscribe to an on-call calendar and get notified about the upcoming on-call rotation. Track the progress of an escalation

Application or feature	Details
	Use the info icon (ⓘ) on the Live escalation tracking page to view who has delegated the escalation.
Operational Resilience	Roles installed with Operational Resilience To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Business Continuity Management (BCM) Professional users. To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Integrated Risk Management (IRM) Professional users. Displaying reports in Operational Resilience Display reports according to the persona with different roles. Separate reports are displayed for the BCM Professional and IRM Professional users in the Operational Resilience application Home page. Fetching the dependencies from CMDB and business impact analysis Auto-populate the dependency mappings for the business services based on the source-data relationships in the CMDB and BIA.
Operational Technology Incident Management v2	Edit related devices and equipment model entities in an incident record Add or remove multiple OT devices and equipment model entities in an OT incident record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively. Create an assignment rule for OT incident records Create assignment rules for Operational Technology Incident Management v2 to automatically assign an OT incident to the right group or user as defined in the assignment rule. Compose an email from an OT incident record Compose an email directly from an OT incident record by selecting the Compose Email button that is available in the record. The subject field auto-populates with the incident number and the short description in the record.
Operational Technology Knowledge Management	Create an OT knowledge base Create an OT knowledge base to provide a self-service platform for OT knowledge users to store, share, and manage content that is about OT incidents. Create a knowledge article from an OT incident record

Application or feature	Details
	Create a knowledge article directly from an OT incident record to save the information about an OT incident and its resolution. Create a knowledge article in Industrial Workspace Create a knowledge article in the Industrial Workspace to help point an article's contents to the needs and solutions that aren't directly related to an OT incident. Report a knowledge gap from an OT incident record Report a knowledge gap from an OT incident if you can't find the relevant knowledge articles about the incident. Approve requests to publish or retire a knowledge article Approve requests to publish or retire a knowledge article, as a knowledge manager, to keep the knowledge base up to date. Assign feedback tasks that are related to a knowledge gap Assign feedback tasks, as a knowledge manager, to help ensure that the feedback task is addressed and the related knowledge article is updated. Find information in the related knowledge articles for an OT incident View the contextual knowledge articles to help you find information about the incident that you're working on and any previous resolutions that may be applicable.
Operational Technology Manager	OT Devices landing page tab Track your OT device data with multi-site and business unit filtering by using the **OT Devices landing page** tab that was added to the Industrial Workspace. This landing page tab now runs in Performance Analytics. Implementing multi-site and business unit filtering in the new OT Devices landing page tab Filter the data shown that is based on the specific business units and sites by using the business unit and site filters in the OT Devices landing page. Bulk Update Ruleset for Reassigning IT to OT feature Automatically convert IT hardware into OT devices by using the Bulk Update Ruleset for Reassigning IT to OT feature.
Operational Technology Vulnerability Response	OT Vulnerabilities landing page tab Track your OT vulnerability data with multi-site and business unit filtering by using the **OT Vulnerabilities landing page** tab in the Industrial Workspace. This landing page tab now runs in Performance Analytics.

Application or feature	Details
	Implementing multi-site and business unit filtering in the OT Vulnerabilities landing page Filter the data based on the specific business units and sites by using the business unit and site filters in the **OT Vulnerabilities landing page** tab. Operational Technology Vulnerability Response (PA) dashboard Track the volume, performance, and progress of the OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, for a VI by using the Operational Technology Vulnerability Response (PA) dashboard.
Order Management	Order timeline view View Gantt chart timelines that depict the status of domain orders and order tasks, showing dependencies between order tasks and and identifying tasks that are in jeopardy. Product catalog navigation and product configurator Explore the product catalog by SKU or product code to find product offers quickly. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing.
Password Reset	Experience improved expiration settings of Soft PIN Give your users the experience of secured Soft PIN enrollment. While enrolling for the Soft PIN verification, they can view the number of days in which the Soft PIN expires. While resetting the Soft PIN, users view the rules that their Soft PIN must comply with. Also, users get email and ServiceNow® Virtual Agent notifications when their passwords are about to expire. As a Password Reset administrator, you can configure the Soft PIN expiration settings such as setting the number of days when the passwords expire, the frequency of sending password expiration reminder emails, and history policies on Soft PIN. These settings are enabled by default even if you've upgraded Password Reset from the previous version. View the security score for your Password Reset processes View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes. While creating the Password Reset process, view security scores for the process. If you see any deviations between the maximum attainable and current scores, you get an email with an actionable list of

Application or feature	Details
	recommendations to improve the configuration. You get informative messages indicating whether the process configuration is ideal. Evaluate configurations for identification and verification steps. If your configurations are less secure, get process-wise actionable suggestions on how to improve the strength.
Platform Analytics Experience	Dashboard migration to Platform Analytics Experience Migrate either all your dashboards to new experiences or a subset of dashboards to the Platform Analytics Experience. This migration includes other Core UI analytics artifacts such as reports and Performance Analytics widgets. Platform Analytics in Unified Navigation Instead of accessing Platform Analytics only in a workspace, access it as normal functionality through the Unified Navigation Platform Analytics module. Menu item visibility depends on the roles assigned to the user. This feature takes effect only if you migrate all of your dashboards to the Platform Analytics Experience. Proactive Analytics Improve your decision making with automated insights and predictive alerts delivered in context via dashboard cards, which make it taking informed, timely actions easier. Both historical and predicted events are shown. Proactive Analytics workflow triggers In Flow Designer, create automated workflows that are triggered by proactive analytics events. Pareto visualization Show a bar chart with columns in descending order topped by a line showing the cumulative percentage contribution of each column. Use this visualization to analyze the frequency of problems or outcomes in a process and show the most important ones.
Playbooks	Workflow Studio Build and manage playbooks, flows, subflows, actions, and decisions from a shared access point. Restart Restart your entire playbook, or restart from a specific activity or stage. Role for canceling a process Admins can grant users a new role that allows them to cancel running playbooks without the pd_admin role or write access to the parent record.

Application or feature	Details
	Run activity as a specific user Use the Flow Designer **Run As** property to determine the role that runs an activity. Dynamic Inputs Use dynamic inputs to return variables in your activities for use cases such as submitting a catalog request. Automation assets Choose an action, subflow, or flow in the activity picker when adding an automation only activity, instead creating an activity definition. Form views enhancement View and modify form views with Form Builder in a new Workflow Studio tab. Vancouver 24.2 release See 24.2 features in the Vancouver Playbooks release notes: • Decision activities • Archive processes • Field picker
Policy and Compliance Management	Policy authoring using Google Drive Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Using Google Drive, your policy owners, reviewers, and approvers can author, modify, and maintain different versions of a policy text and thus retain its history. These users can also collaborate on the policy drafting and review processes. The policy text is updated automatically. The text can be copied from a document into the **Policy text** field in HTML, and then it can be converted to a PDF format later. Set up dynamic approval configuration on a policy record Set up the dynamic approval configuration on a policy record. Define the levels of approvals for dynamic conditions such as policy type, state, and owner in the approval configuration record. Create an approval rule for each approval level by selecting an approver type, source table, and filter condition. You can also set up dynamic approval configuration on a policy that has redlining enabled.
Portfolio Planning	Financial planning for Projects and Demands • Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), and a breakdown of planned costs and actuals to date by cost type.

Application or feature	Details
	• Export Costs or Baseline comparison information as Excel or CSV formats. Use these files to share the financial performance of your Projects or Demands to relevant business stakeholders, even if they don't have access to your ServiceNow instance. • Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs. • Delete de-scoped cost plans using the row context menu icon (⋮) to efficiently manage your financials. • Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on. Export data of portfolio plan items from the List view of Prioritization Export data of your portfolio plan items from the List view of the **Prioritization** tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported. Prioritization enhancements • Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon (⋮). • Delete planning items using the **Delete** option from the row context menu icon (⋮).
Privacy Management	Privacy Case Management Use the Privacy Case Management application that enables you to report and manage privacy violations and complaints. The solution allows for the efficient management of privacy breaches and complaints through collaboration with various teams which help in investigating the root cause and key details of the breach reported. Privacy Case Management integration for RadarFirst Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. Any data breach must be assessed by the privacy team to understand if there are any regulatory notification obligations and report the incident to the regulator within the prescribed time. RadarFirst helps to understand the regulatory notification obligations associated with the breach. Functional domain

Application or feature	Details
	Segregate, associate, and view data related to a Privacy functional domain by using the **Functional domain** field. The **Functional domain** field is available in the forms such as Entity, Control, Control Objective, Policy, Authority document, Citation, Entity type, Entity class, Issues and so on. By utilizing the **Functional domain** field capability, the need to specify content reference with Privacy on authority documents and policies has been removed.
Proactive Service Experience Workflows	Handling trouble ticket notifications A trouble ticket in the TMF ecosystem is an incident or case to track and resolve customer-reported issues, network outages, or other problems. A trouble ticket can be created either reactive or proactive way. You can inform the status of these incidents to the external systems through event-driven architectures such as Hermes Kafka or open message bus, depending on the messaging system preferred by the customers.
Process Mining	Introduced Project builder Create and view the project configuration through a comprehensive Project builder setup that divides the entire project configuration into well-defined sections and provides contextual information that acts as a guide. Create projects using templates similar to the goal or process you're analyzing to automatically add the basic details for you and make the process easier. New automated finding detectors introduced Note the following new automated finding detectors: • **Repeating patterns**: Detects unnecessary repeating sequence of steps. • **Extreme duration**: Identifies outliers to analyze records that fall outside the typical range of time to transition from one step to another. • **Extreme repetition**: Identifies outliers to analyze records that fall outside the typical range of repetitions within the same step. • **Slow duration**: Identifies situations where a cluster of records have similar durations and a higher average duration compared to other groups of records. This detector also offers a breakdown of the significance of the identified cluster, providing further insights into the root cause. Summary and Insights dashboard

Application or feature	Details
	• Ability to capture and share notes related to improvement opportunities directly. Notes have pre-filled contextual information including a tag referring to an improvement opportunity for quick sharing. • View all the actions taken on improvement opportunities, such as notes, CIMs, automation requests, and saved filter sets. • On a focused Project metrics dashboard, tracks a project's efficiency (average duration for completion) over time through a trend line and the distribution of records against the time taken for process completion through a histogram. Process Mining graph enhancements • From a particular node, view the statistics of all records arriving from a previous stage and all the records going to the next stage, which enables you to identify the immediate inflow and outflow of records without having to adjust the arc and node sliders in a huge graph. Process Mining dashboard View the analysis of the inflow and outflow of records (work) by transforming a graph into a node star diagram for a node either separately or in a combined view. You can follow the filters on the dashboard in which it is configured. Transition filters are enabled on the dashboard to further drill down into a specific bottleneck on the graph. Ability to set project status to Draft, Published, and Retired Manage your project's status for a better data clean-up strategy by tracking project states. Projects are automatically retired based on inactivity unless you choose otherwise. Mining summary introduced After mining, view a summary that serves as a valuable tool for analyzing and understanding mining failures, which could include the definitions that ended with errors, didn't match the rule criteria, or were out of the scope of the project. Dot.walk on activity definition introduced Increased the scope of process graph analysis by enabling dot-walked fields as an activity definition so you can analyze the status of a particular referenced field when a change occurs in the process . Introduced grouping multiple activities that changed Automatically update the values of dependent fields of a field that was changed in a project by setting the compound activity for the project. This capability

Application or feature	Details
	means you no longer have to update the fields manually. Ability to mine archived data Apply process mining on archived data tables that are often moved from the main (active) table to enable query performance for huge data.
Product Catalog Management and Pricing Management	Product catalogs Define simple and configurable product bundles that have product offer hierarchies and associated pricing in product catalogs, product attributes, and product images. Use product catalog categories to organize product offerings in catalogs. Product catalog interface Browse catalogs to find products by categories or search in catalogs for products by SKU, name, or industry product codes. Entitlement offerings Create entitlement offerings in addition to product offerings. Define various entitlement subtypes, such as Warranty, Extended Warranty, License, or Subscription. You can also set up entitlement offers that result in service contracts. Product configurator Configure sales quotes and orders by using the product configurator, which provides an intuitive interface for selecting customer-requested product attributes. It automatically calculates prices as agents select order options. Product catalog administrators can define rules that control the editing and visibility of configuration options displayed in the interface, depending on the configuration state of the product offer. Needs templates Create templates with questionnaires that agents use to determine customer product needs and get appropriate product recommendations for sales opportunities. Price list selection for quotes and orders Use a default price list based on currency, or set a default price list based on customer account to enable pre-negotiated prices for certain customers. Pricing extensions Override default price lists and use external price lists accessed through extension points. Pricing matrices

Application or feature	Details
	Enable pricing administrators to create attribute-based pricing strategies by using decision tables that control the attribute conditions applied.
Project Portfolio Management	Enhanced project planning and management Plan and manage projects using a new, interactive UI. Starting with the Vancouver release, you can create and manage cost plans by using the new Project Workspace. For more information, see the Project Workspace release notes. New experience to view and manage resource allocations Experience the next level of Resource Management in the ServiceNow® Resource Management Workspace application, which provides resource managers with an exclusive, centralized workspace to quickly view the allocated, approved, or pending work of your resources and manage the resource allocation requests. Filter the work requests to identify a priority. Migrate resource plans and operational resource plans to attribute-based resource assignments Migrate the resource plans of your projects and demands to attribute-based resource assignments and work on resource allocations using Project Workspace. Migrate cost plans to attribute-based costs plans Quickly migrate the cost plans of your projects and demands along with resource plans to attribute-based labor costs and work with Next Experience using Project Workspace. Generate labor costs for epics Generate labor costs based on the resource assignments for epics.
Project Workspace	Update the project details from Project Workspace Access and modify project details directly from the Details page and eliminate the need to navigate through multiple views. Update a resource assignment from Project Workspace Align state changes between group and child resource assignments using the roll-up and roll-down process and optimize your resource assignments workflow. Optimize navigation experience Access and manage Planning, Details, RIDAC, and Finacials using the list that appears when you select the Home icon. This list is also called as Level two (L2) menu and optimize your navigation experience from a single location. Financial planning for projects

Application or feature	Details
	• Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (difference between budget and EAC), breakdown of planned costs and actuals to-date by cost type. • Export Costs or Baseline comparison information of your projects as Excel or CSV formats. Use these files to share the financial performance of projects to relevant business stakeholders, even if they don't have access to your ServiceNow instance. • Create expense lines to capture any unplanned costs to meet project requirements without associating them to the planned costs. • Delete any de-scoped cost plans using the row-context menu (⋮) to efficiently manage your financials. • View, track, and link the purchase requests and their expenses for your projects with an integration solution of Financials with Sourcing and Procurement Operations. • Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.
Public Sector Digital Services	Submit a license and permit application on behalf of someone else Prepare license and permit applications on behalf of others with the application proxy feature. Constituents or business contacts can act as authorized representatives to look up beneficiaries or other related parties (registered users only) and link them to the application in progress. Agents can create and process applications that were initiated by authorized representatives and can also link other registered users to the case. Create a digital copy of a license and permit in License and Permit Playbook Create a digital copy of an issued license or permit directly in the License and Permit Playbook and attach it to an item received record so that it can be printed, emailed, and shared with the requester. Submit license and permit requests using Virtual Agent Enable constituents and business owners to submit license and permit requests by using a prebuilt Virtual Agent License or Permit Request conversation topic that runs in supported chat and messaging channels, including Engagement Messenger. Request additional inspections needed for a license or permit request in License and Permit Playbook

Application or feature	Details
	Enable agents to request additional inspections after reviewing the findings of an initial inspection so that the applicant can make any changes that are required to pass the inspection and receive a license or permit. Agents can record the findings for each round of inspections with a Record Findings activity in the License and Permit Playbook.
Quote Management	Quote creation Build sales quotes, which are formal offers for products or services that a customer wants to buy. While building a quote, sales agents can configure product options and adjust pricing using the product configurator. Quote revisions Generate and present multiple versions of a quote to reflect changes in customer requirements or preferences. Agents can review the revisions to track the quote history. Generating orders from quotes Convert active quotes to product orders after customer approval.
Regulatory Change Management	Create the regulatory event alerts manually Create the regulatory event alerts manually in the Workspace so that they can be routed to the correct subject matter experts for further analysis. Import the regulatory event alerts in bulk Populate the Workspace with your own regulatory event alerts. You can then import the alerts in bulk in the Regulatory Change Management application. Use the Excel-based import template that is formatted, organized, and populated with data values for importing the alerts.
Resource Management Workspace	Create resource card Create, navigate, and work on resource assignments among your custom persistent portfolios by creating resource cards. Filter unassigned tasks Efficiently work on resource assignments for priority items by filtering unassigned tasks. New iconography to view resource allocations and heatmap modals Get a high-level view of over-allocated resources using the resource allocation imbalance icon ( ). Identify the resources allocated within the available bandwidth with the resource allocations icon ( ).

Application or feature	Details
	View the list of assigned tasks and allocations details for a resource using the heatmap modal.
Robotic Process Automation (RPA) Hub	Embedded Task Automation in RPA Hub Trigger attended bot processes, also known as attended automations, from the ServiceNow forms, playbooks, workspaces, and so on. To trigger this bot process from the ServiceNow form, select the **Enable Embedded Task Automation** check box in the Access section of an attended Bot Process form. After enabling this check box, two additional tabs, Process Field Parameters and Attended Configuration, are available on the Bot Process form. For more information about the Bot Process form, see Bot Process form. On the Process Field Parameters tab, create dynamic parameters that are used in the bot process. Process field parameters are used for setting a value or getting the value of a field on a particular form. For more information about creating process field parameters, see Create a process field parameter in RPA Hub. You can also create a parameter from the Field Parameter Mappings tab by selecting the **Create parameter** button from the Attended Configurations menu. For more information, see Map a table field to a bot process field parameter in RPA Hub. In the RPA Hub workspace, create an attended configuration record. For more information about creating an attended configuration record, see Create an attended configuration record in RPA Hub. On the Field Parameter Mappings tab, map the form fields to the process field parameters that are used in the automations. This process enables an easy data flow during the execution of a bot process. For more information about mapping field parameters, see Map a table field to a bot process field parameter in RPA Hub. Activate the attended configuration record to trigger the attended bot process. For more information, see Activate an attended configuration record in RPA Hub. New components for Embedded Task Automation The following four new components are added to the new **Forms** section in RPA Desktop Design Studio. These components are available under the new ServiceNow category in the Toolbox pane.

Application or feature	Details
	• **AttendedConfigurations** component: Segregate the execution of the automations in a single automation project and call the respective logic according to the action invoked. For more information, see Use the AttendedConfigurations component. • **GetProcessFieldParameters** component: Fetch the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the GetProcessFieldParameters component. • **GetRecordContextID** component: Fetch the current record sys_id of the ServiceNow form, from where the automation is triggered. For more information, see Use the GetRecordContextID component. • **SetProcessFieldParameters** component: Update the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the SetProcessFieldParameters component. External credential vault in RPA Hub In RPA Hub, you can retrieve robot credentials, application credentials, or Time-based One-time Password (TOTP) seeds from the external credential vault. Create an external credential vault record in RPA Hub to register your external credential vault for further usage by the robot. For more information, see Create an external credential vault record in RPA Hub. A new **External Credential** check box is available in the credential set form, an application credential form, and a TOTP authenticator form. If this check box is selected, the credentials or TOTP seed is fetched from a configured external credential vault. If the check box is selected in the TOTP authenticator form, the seed is fetched from a configured external credential vault. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub. If the application credential record has the **External Credential** check box enabled, then the **SetApplicationCredential** component in RPA Desktop Design Studio doesn't set the credentials and displays an error. For more information about the **SetApplicationCredential** component, see Use the SetApplicationCredential component.

Application or feature	Details
	Use the steps listed in the Steps to configure an external credential vault in RPA Hub topic to guide you through all the tasks of configuring an external credential vault in RPA Hub. Storage of process execution data in flat files In RPA Hub, you can configure the output type as flat files for the execution logs that are generated on the robot machine. On the Bot Process form, select an output type of the execution log file from the **Output Type** field from the Log Settings section. This field appears when the **Track Execution Logs** option is selected and when the **Robot Machine** is selected from the **Storage** field. The location of the flat files is `Users\<Userprofile>\ServiceNow RPA Logs\.executionlogs\{InstanceName}\.archive\{ProcessJob number}` in the machine on which you have installed the attended or unattended robot. If the size of the flat file exceeds 10 MB, it splits into multiple flat files with the log sequence appended to the file names until it executes the automation. A flat file doesn't log the data of input or output ports in a component or method that you have selected as **Mark Data as Sensitive** in the RPA Desktop Design Studio. New Flow Designer Actions and Subflow Invoke the following new actions and subflow in Flow Designer: • **Change Life Cycle Stage Status of a Bot Process** Action to modify the life cycle stage status of a bot process that is not retired. • **Stop Process** Action and **Stop Process** subflow to stop a bot process. If the robot pool option is enabled for the bot process, it stops all the robots assigned to the pool. If Graceful Stop is enabled, it provides a capability for robots to exit the automation smoothly. Graceful Stop is not applicable for bot processes with the robot pool option enabled. Wait for any screen method at the Universal App Connector level In RPA Desktop Design Studio, the **WaitForAnyScreen** method appears in the **Object Explorer** pane when you double-click the **Universal App connector** object under the **Global Objects** pane. The **WaitForAnyScreen** method finds an application screen within a specified duration, and then you can enable it to pass the control to another method. You can set up multiple application screens that appear in

Application or feature	Details
	an order on the method, and the **WaitForAnyScreen** method tries to find a screen starting from the first application screen by matching the screen match rules. If the method doesn't find a screen, it tries to find the next screen in the order. However, if the method finds a screen, it completes execution and doesn't proceed to the screens next in the order. If the method doesn't find any screen within the specified duration, you may optionally enable it to pass the control to another component through the **ELSE** port. SetPassword Method In RPA Desktop Design Studio, the **SetPassword** method automates securely entering a password in the password field of a web-based, Java, or Windows application. It accepts the password as a **SECURE STRING** type and then enters it in the password field. SimulateMouseEvent Method In the RPA Desktop Design Studio, the **SimulateMouseEvent** method automates simulating a mouse event on an element on a web-based application. For example, automate the right-click mouse event on a button to open a context menu. The screen element on which the mouse event occurs must priorly have the mouse event defined in the HTML. The method supports a list of mouse events and mouse button types. IEnumerable data type port in connectors The **IEnumerable** input data type enables methods to accept arrays, array lists, and lists. This input data type port is available in multiple connectors. Universal App connector supports Shadow DOM elements The **XPath** and the **CssSelector** locators in the Universal App connector shows the full XPath and CSS path with the Shadow DOM elements, if a web application uses Shadow DOM.
Security Center	Critical Updates View timelines for when your critical updates are due so that you can plan and prioritize them accordingly. Implement steps for critical updates View clear step-by-step guidance on how to implement critical updates within your instance. View activity of Critical Updates View the activity to see all logs related to your updates: comments, instructions, and work notes for each step or update.
Security Incident Response	Major Security Incident Management

Application or feature	Details
	Collaborate with your customers and peer agents through a conference call to resolve customer issues through Microsoft Teams, Zoom, or Webex. You can also capture post-call chat, recordings, participant info. Flow-based Playbooks More easily transition from manual or undocumented playbooks to automated and repeatable playbooks using Flow Designer. Security Incident Response now supports the following new playbooks: • Playbook for Office 365 - Malicious File Detected • Playbook for Repeat Detection • Playbook for Spoofed Emails (using the same Display name) • Playbook for Endpoint Detection • Playbook for Possible Password Spray • Playbook for T1003 - Detect Credential Dumping Tools • Playbook for Email Domain Spoofing Detection • Playbook for Typo Squatted Domain • Playbook for Credential Sniffing • Playbook for T1070 - Windows Events Logs Cleared • Playbook for OSquery of External Address in /etc/hosts file • Playbook for User Deleting Bash History - Cloud • Playbook for Successful VPN Attempts from the Service Accounts - Corp/Cloud • Playbook for Attempted Access to Deactivated Accounts • Playbook for T1003 - Defense Evasion - Mimikatz DCShadow • Playbook for T1003 - Credential Dumping - Mimikatz DCSync • Playbook for Okta User Login Failures from Multiple IPs • Playbook for ModSec Brute force by IP Burst Security Incident Response now supports the following capabilities: • Usage and definition metrics for security incidents to capture MTTR (Mean time to repair). • Enable or disable the Post Incident Review (PIR) report generation for child security incidents.

Application or feature	Details
	Security Incident Response Workspace You can now perform the following tasks in the Security Incident Response Workspace: • Monitor scan requests • Report security incidents as a risk event, which will be tracked by the Risk Management team • Create a customer service case for the security incident, which will be tracked by the Customer Service Management (CSM) team Activate and configure the VirusTotal integration Send URLs as hashes for threat lookup to protect the users' privacy on the integration.
Security Posture Control	Policies Monitor your assets and cloud assets (AWS only) for missing endpoint protection agents, unmanaged devices, devices not scanned for vulnerabilities, and critical combinations with vulnerabilities with provided policies. • Define custom policies based on asset metadata, security tool configuration data, and vulnerabilities to monitor asset compliance with your internal security standards. • Chain policies together so you can monitor assets in hierarchical categories. • Filter assets by using custom fields in your CMDB CI classes in policies. • Exclude assets from your audits and monitoring that match other policies or assets with approved exceptions in Integrated Risk Management (IRM). Service Graph Connectors The application supports 31 Service Graph Connectors for various security and IT tools in the enterprise to import and consolidate asset data to provide you insights on your security posture. Key insights and custom insights Monitor critical metrics about your asset security posture and security tool coverage by creating custom insights.
Self-Service and Omnichannel engagement for CSM	Playbooks for Portals Provide your customers with Customer Service Management (CSM) playbooks on service portals to create new cases with a similar process-based experience as agents. Your customers can visualize the end-to-end case life cycle when viewing the case on

Application or feature	Details
	the service portal, and view and act on pending tasks in the context of the case process. Onboarding with Self-Service Enable customers to create self-service guided requests, submit cases at their own pace and continue working on them later, and track the progress of cases through a new Playbooks (PAD) process, Onboarding with Self-Service. Configure font size for chat Change the font size (regular, medium, large) for the chat header and chat body that customers see in a Virtual Agent chat. As an administrator, you can preview the font size in real-time in the preview section before applying a chat configuration for a Virtual Agent chat. Using Configurable Portal Widgets The following new widgets were added to the available Configurable Portal widgets: • Portal Object widget: Display quick actions and key information of a record in the widget, which displays the information based on the sys_id of a record. • Portal Taxonomy topics widget: Display the first level of taxonomy topics as cards in the widget. When users access these cards, they're redirected to a page that displays knowledge articles and catalog items related to a taxonomy topic. Set up Engagement Messenger Extend self-service capabilities such as case management, Knowledge, AI Search, Virtual Agent and Live Agent chat on your mobile applications. New tools in Tiny MCE editor The following new tools in the Tiny MCE editor provide enhanced support for rich content displayed in the case conversation view: • Undo • Redo • Font color • Text highlight • Indent • Outdent • Hyperlink • Unlink • Table

Application or feature	Details
	• Image • Code sample Advanced Work Assignment (AWA) Voice Routing for Amazon Connect Use Advanced Work Assignment to route any voice call made from Amazon Connect. Unified Consumer profile access to Consumer Service Portal menus A unified profile through the Unified Consumer feature, which includes both the external (snc_external) and internal (snc_internal) user roles, provides access to all menus on the Consumer Service Portal. Previously, access to specific menus depended on whether the user profile had the external or internal role.
Service Bridge	Error handling through Transport Diagnostics Track errors on recent transactions, provide the connection status, run the health checks, and provide recommendations. Support for variable sets for remote record producers Use variable sets and multi-row variable sets with remote record producers to create a collection of variables that can be reused across multiple catalog items.
Service Builder	Next Experience UI Use the Next Experience theme in Service Builder for updated colors, fonts, and navigation that matches other ServiceNow applications on the Now Platform. Service states and approval process in Service Builder Use the Cancel option while creating or editing a service or service offering to cancel any changes that you made to the record. When you select **Save** while editing or creating a service or offering, your edits to the draft file are saved. When you select **Cancel**, the following happens: • The draft service or offering record is deleted, including all edits made to the draft record. • The service or offering is checked back in and none of your changes are implemented. The Manage Offerings step shows the offering in the "Published" state. • The approval flow isn't triggered.
Service Catalog	Save catalog item forms as drafts

servicenow

Application or feature	Details
	Enable catalog item requesters to save the drafts of the catalog item forms on the portals, such as the ServiceNow® Employee Center and ServiceNow® Service Portal, and on the Now® Mobile app. Requesters can save the drafts when they come across situations, such as lengthy forms and requesters that don't have enough information to submit the record but don't want to discard the forms. They can save the draft and start editing from wherever they left off. Requesters can access the saved drafts from the My Request widget in a new **Drafts** tab. Set values for questions in catalog items Set values in Catalog UI Policy Actions for questions in a catalog item without the need to script. The value that you set for the question is displayed when the specified condition is met. You can set the values using Catalog UI Policy Actions in the Now Platform and using dynamic behavior in Catalog Builder. For example, on a catalog item to order a company phone, you might want to automatically set the color to black if the storage size selected is 1 TB because that's the only option available. You can now configure this behavior without the need to write any scripts. Set field message for questions in catalog items Set field messages for the questions in a catalog item without the need to script. Field messages appear below the question as helpful text when a specified condition is met. You can set the field messages using the Catalog UI Policy Actions in the Now Platform and using the dynamic behavior in Catalog Builder. For example, you can set a warning message to be displayed on the type of laptop question to read `Advanced laptop would need department head approval` when the type that you chose is **Advanced**.
Service Graph Connector Integration for Claroty CTD	Troubleshooting the Service Graph Connector Integration for Claroty CTD Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Claroty CTD section of the Guided Setup. Class/Type system property Import the records from Claroty CTD that are based on the class or type by using the Class/Type system property (*`filter.asset_type_code`*). Purdue Level system property

Application or feature	Details
	Use the Purdue Level system property (*filter.asset_purdue_level*) to import the records from Claroty CTD that are based on the Purdue Level. Turn off the classification that is based on the operating system (OS) Turn off the classification that is based on the OS for the network gear and Internet of Things (IoT) devices and their extended classes by modifying that choice in the available script.
Service Graph Connector for Microsoft Defender for IoT (Azure)	Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure) Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure) section of the Guided Setup. Converting sensor ID to lowercase during devices import system property Change the sensor ID value into lowercase letters to avoid issues with the import process by using the *Convert Sensor Names to lowercase during Devices Import (sn_msftd4iotazsgc.convert_sensor_names_to_lowercase)* system property. Filtering specific devices during import Control what type of devices get imported by using the Filter Configuration for Devices Import section in the system properties. Support for control module import Import devices with the control module class to the CMDB and use the additional class mappings for the control modules. Additional class mapping Use the following additional class mappings to support more devices: • Storage • Wireless access point • DB server • IP telephone • Multicast/broadcast • Terminal station • Door control panel • IP camera
Service Portal	Secure public widgets accessed by guest users

Application or feature	Details
	Secure public widgets that accept the table input parameter by specifying the tables from which the widget can access and return data for guest users. Close all portal notifications at once Close all notifications at once instead of having to close them individually by selecting **Clear All**. Portal administrators can use the *glide.service-portal.notification.threshold* system property to configure the number of notifications that must appear before displaying the **Clear All** option. The default value is five.
Sidebar	Participant suggestions Sidebar displays a list of participants who may be helpful in solving a customer's issue in the existing conversation.
Skills Intelligence	Skills Intelligence Guided Setup Set up Skills Intelligence and the Company Job Architecture efficiently through guided setup. For more information, see . Skills Intelligence landing page Note which parts of the Skills and Company Job Architecture need attention with the actionable insights on the Skills Intelligence landing page. For more information, see Skills Intelligence Workspace. Skills Intelligence Workspace Access Skills and Company Job Architecture related data like skills, jobs, and roles from a single location. You can view and modify skills and proficiencies in a role level of a role group quickly with the skills matrix. For more information, see Skills Intelligence Workspace. Custom Skills onboarding Identify unique skills to your organization and import them into the ServiceNow instance. Get suggestions on how to batch process skills such as removing duplicates, identifying related skills, and adding net new ones. For more information, see Import the custom skills through Skills onboarding.
Software Asset Management	Measure the maturity of your Software Asset Management application through Success Portal Measure the maturity and improve the value return of your Software Asset Management application within your organization through the Success Portal dashboard. You can visualize, identify, and report the capabilities or features you must focus on to use Software Asset Management efficiently.

Application or feature	Details
	Gain complete visibility into the usage of all SaaS applications Discover and manage all paid or free SaaS applications, which are accessed via a browser and configured within the ServiceNow® Digital End-User Experience (DEX) product. Manage your shadow IT spend more effectively by viewing all the users who access these applications in the Shadow SaaS analytics from browser activity report. This report also shows the usage of these applications and how long each application has been used. Manage licenses for all Okta users Manage Okta user licenses by creating subscriptions for Okta users. Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials and view the contact counts for email and SMS. Simplify the credential setup for Adobe integration using OAuth Server-to-Server credentials Simplify your credential setup process by integrating your Adobe Cloud services with a ServiceNow instance using OAuth credentials. Adobe is migrating from a Service Account (JWT) credential to an OAuth Server-to-Server credential. For more information, see the Adobe Migration guide. Improve the readability of the License usage view with a phase-wise implementation of Software Asset Management Carry out phase-wise Software Asset Management implementation by focusing only on a few software products that you want to manage initially. You can gradually ramp-up the implementation journey by assessing the progress. This approach enables you to reduce clutter on the License usage view and report only on the software products that are part of the current implementation phase. Manage Red Hat core-based licensed products and track their consumption with the Software Asset Management publisher pack for Red Hat Enterprise Linux (RHEL) Manage core-based license positions for the RHEL product and the Red Hat Enterprise Linux for Virtual Datacenters product. With the core-based license metric, you can track accurate measurement of rights consumption at the host level. Determine license compliance for Microsoft Windows Server on Azure according to the new licensing rules from Microsoft with BYOL support Leverage the improved BYOL support to assess license compliance and implement necessary remediation measures for Microsoft Windows Server and SQL Server

Application or feature	Details
	on Azure. This process enables you to confirm that the license compliance on Azure is in alignment with the most recent licensing rule changes by Microsoft. Discover software and their license types on Google Cloud Platform (GCP) using BYOL support Discover software and the software's license types on GCP by using the enhanced BYOL support for Microsoft Windows Server and SQL Server. With the added support for GCP, you can determine software compliance for Windows Server and SQL Server across your hybrid infrastructure that is on premise and cloud. You can also take remediation action when the software is out of compliance. Manage product licensability at the edition level by using the enhanced software licensing feature Address product licensability at the edition level by leveraging the weekly updates from the Software Asset Management Content Service Library. With the improved software licensing feature at the edition level, you can define your own exception rules for non-licensable products and update it to the content service library. Optimize Microsoft 365 subscriptions with reduced dependency on discovery solutions to track usage Manage Microsoft 365 subscriptions within ServiceNow with a detailed overview of active, inactive, and unassigned subscriptions based on their latest activity dates. The feature eliminates the need for configuring discovery solutions, such as Microsoft SCCM, to track usage and enables you to collect usage data for Microsoft 365 applications. You can retrieve individual Microsoft 365 subscriptions with optimized resource usage. Improve granularity via the enhanced license usage view Gain in-depth information of the factors leading to unlicensed software installations, software that has been ignored during reconciliation, and instances where a software installation requires user action. Receive guidance on the steps to take, acquire insights into the indicators contributing to Oracle options activation, and obtain a thorough understanding of reconciliation results. Manage Microsoft Windows Server licensing through Guided Setup Use Guided Setup for configuring Microsoft Windows Server and license management. The prerequisite checks and a step-by-step walk-through help you to set up the Software Asset Management application successfully. Enhanced coverage and visibility into product life cycles

Application or feature	Details
	Increase coverage for life-cycle reporting through the introduction of approximate life-cycle dates. Get better visibility into the process of selecting life-cycle dates. Transparent and comprehensive reporting enables for an effective and reliable End of Life (EOL) management of your products.
Strategic Planning	Enterprise Agile Planning in Strategic Planning • Support multiple agile teams and their scaling needs within a single instance using flexible work and team hierarchies. • Plan, visualize, and track work across teams with insights into dependencies using the new Planning Board. • Prioritize work items and schedule them into iterations such as Planning Intervals or Sprints using the new Backlog. • Confirm your alignment with the evolving needs of the organization by flexibly upgrading your Agile configuration. Feedback or Product idea list view enhancements • Use inline editing to allow real-time updates and modify feedback or product idea details. • Edit multiple rows at once and eliminate the need to modify each record individually. Track the number of votes received for feedback Understand the popularity of feedback using votes field and prioritize the feedback to make informed decisions. These votes are directly received from idea portal. Plan efficiently with additional pre-defined lens Using the Business Capability lens, enterprise architects can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the business capabilities and business applications by aligning with the strategy. Prioritization enhancements • Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon (⋮). • Delete planning items using the **Delete** option from the row context menu icon (⋮). Financial planning for planning items

Application or feature	Details
	• Customizable widgets to view the financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), breakdown of planned costs, and actuals to date by cost type. • Export Costs or Baseline comparison information as Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance. • Effortlessly create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs. • Delete any de-scoped cost plans using the row context menu icon (⋮) to efficiently manage your financials. • Enhanced experience to save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on. Filters in Scoring Apply filters on the Scoring page to view the required data set. These filters are saved as your preferences. This also helps you view the same data set and continue your planning when you log back in. Export data of portfolio plan items from Scoring or Prioritization Export data of your portfolio plan items from the Scoring page or List view of the Prioritization tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported.
Subscription Management	Proactively manage your subscriptions View a summary of your product subscriptions in a new user interface that prioritizes actionable data. View insights about your subscription allocations Maximize subscription usage by identifying when subscriptions are over-allocated and viewing subscriptions you can allocate. Allocate subscriptions using recommended groups Grant entitlement to the right users by allocating subscriptions using recommended groups. Address issues with your product subscriptions Stay in compliance by mapping custom tables and custom applications to your product subscriptions. Monitor Now Assist usage

Application or feature	Details
	View a summary of your Now Assist entitlements and track Now Assist usage on your instance. View users with access to applications in a subscription Determine which users have access to an application and what level of access they have. View application installation status Determine whether an application is available for install from the current product subscription or a separate product subscription.
Supplier Lifecycle Operations	Risk Assessments for Supplier Lifecycle Operations plugin introduced A new plugin, Risk Assessments for Supplier Lifecycle Operations (sn_supplier_tprm) has been added that provides an integration with third-party risk assessment application to conduct risk assessments when onboarding new suppliers using the Supplier onboarding playbook. For more information, see Using the supplier onboarding playbook to onboard suppliers Using the supplier onboarding playbook to onboard suppliers The Supplier onboarding playbook now includes a new Perform risk assessment playbook that triggers two different flows to conduct supplier risk assessments, depending on the plugins that you have installed: • If you have installed only the Risk Assessments Integration for Supplier Lifecycle Operations [sn_supplier_tprm] plugin, the Perform risk assessment playbook triggers the flow that includes activities to verify the eligibility of the supplier by creating risk assessments. • If you have installed both the Risk Assessments for Supplier Lifecycle Operations [sn_supplier_tprm] and GRC: Third-party Risk Due Diligence [sn_tprm_dd] plugins, the Perform risk assessment playbook triggers the flow that includes activities to create a due diligence request, complete Inherent Risk Questionnaire (IRQ) assessments, and conduct risk assessments for a third-party or an engagement. Create a case on behalf of a supplier from the Source-to-Pay Workspace The supplier manager can create cases on behalf of suppliers in the Source-to-Pay Workspace.
Table Builder	Standalone Form Builder access Access a streamlined and standalone version of Form Builder through the Additional actions menu on any

Application or feature	Details
	form on the platform without having to move through other applications to use it. Access to Form Builder in Related Links section Navigate directly to Form Builder from the Related Links section of any table. Form Builder is a streamlined form-building experience that combines the best features of Form Layout and Form Designer. Access Form Builder from UI Builder Access Form Builder and edit your forms directly from the UI Builder stage. View preferred reference tables when creating a table from a spreadsheet When you create a table from a spreadsheet in App Engine Studio, reference tables are listed in preferred order. You can see tables in your application and commonly used ServiceNow tables before a list of all other available reference tables. New features from Table Builder for App Engine Features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine are now available in the consolidated Table Builder application.
Telecommunications Network Inventory	Visualization of rack Visualize your rack details such as placement of equipment at the front or rear, available and occupied rack slots, occupied equipment or shelf details. Revision, operationalization, and decommission of a Configuration Item Revise a CI to make changes, including modifications to related tables like attributes, connections, and relations. Operationalization enables you to merge these changes with the original CI, while decommissioning lets you retire or remove the CI from operation. Visualization of network topology Use the network topology view to see nodes (equipment), edges (connections), and termination points (interfaces) in your network to understand how they are organized and connected. You can visualize multiple topologies simultaneously using the search option. Capacity management Use capacity management to calculate and report the capacity of your network assets. This involves calculating the maximum, occupied, and available resources like ports, slots, or racks in your

servicenow

Application or feature	Details
	telecommunication network using functions and metrics. Inventory management view Check the Inventory Management view to understand inventory details, including the total count of equipment grouped by model, manufacturer, and life cycle state. Additionally, you can see the availability of racks, ports, and slots within a network site. Define the cable details Define the following network inventory instances. • Cable - Optical fiber cables link sites with open endpoints, indicating that they don't terminate directly to equipment. • Strand - Strands are the individual wires within the cables. • Channel - Channelization involves sub-rating the available bandwidth into smaller bandwidths. Create a change request from Network Inventory Workspace Use Telecommunications Network Inventory (TNI) design assign to modify physical and logical connection endpoints details, as well as add or remove members of a Link Aggregation Group (LAG).
Theme Builder	Component editing Edit individual components to better suit your brand and to meet accessibility compliance standards. The theme hooks you can edit are specific to each type of component. For more information, see the **Accessibility Information** section that follows. New feature messaging Learn about new features via a what's new modal when you first launch the updated version of Theme Builder.
Third-party Risk Management	Event-driven management — automate external assessment processes Configure the rules that auto-generate and send questionnaires and document requests to engagements and third parties by using the event-driven management feature. For engagements and third parties that meet the criteria you define, you specify the schedule and the questionnaire and document request templates. You can automate all assessment types except onboarding. New user group: Due diligence request assigners Enable each member of the Due diligence request assigners group to receive an email notification of the

Application or feature	Details
	new requests for due diligence. For requests in the **New** or **Unassigned** state, the owner isn't yet specified. Any group member can assign the owner. New reports on the Due diligence management dashboard Use the Due diligence management reports, as a third-party risk manager or assessor, to track, prioritize, and manage your responsibilities. Tracking licensable activity View all billable activities, otherwise known as licensable activities, in the usage analytics activities table for tracking and verification purposes.
UI Builder	Custom images Upload custom images in the Icon and Image components. Modeless Dialogs Overlay information on a page so you can interact with both the main content and the window content through a UI Builder Modeless Dialog. Integration of UI Builder and Form Builder Access Form Builder directly from within the form component on the UI Builder stage.
Upgrade Center	Managing upgrade risk Get notified of the possible conflicts that might result due to several customizations on a skipped metadata file, with a new UI message on the form pages of the metadata files. Previous Resolutions related list View the resolutions from previous upgrades for the selected skipped records using the Previous Resolutions related list.
User Experience Analytics	Platform Analytics integration Improved query capabilities for Platform Analytics integration Funnels UIB component Enable users to view funnels created in the User Experience Analytics dashboard.
Virtual Agent	Now Assist in Virtual Agent • Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile channels. • Test and preview topics in either the mweb or nowassistpanel channel.

Application or feature	Details
	LLM topic discovery in Virtual Agent • Create topics that use LLM instead of Natural Language Understanding (NLU). • Associate LLM topics with the Now Assist in Virtual Agent LLM assistant. • Analyze Now LLM responses to utterances while testing LLM topics. • Get in-depth testing details for LLM topics using the new **Topic discovery** and **Edit variables** tabs. Virtual Agent Designer LLM input controls • Input Collector user input control: Use the new Input Collector control in LLM topics to gather data from users and create instructions with generative AI. • Secure Text user input control: Use the Secure Text control in LLM topics to gather and encrypt sensitive text, email, and other types of input from users. Dynamically pick Virtual Agent notification actions When authoring a Virtual Agent topic, you can pass one or more notification actions as parameters instead of a single, static action. All actions must be predefined for the notification. Hide or reveal the Show me everything button Set the *glide.cs.disable_show_me_everything* system property for NLU/Keyword topic discovery. Alternatively, update values found in the default Script Action Utility control in Virtual Agent greeting topics that use LLM topic discovery. System properties The following new system properties affect AI Search results in mid-topic discovery: • *com.glide.cs.gen_ai.enable_mid_topic_ai_search* • *sn_nowassist_va.enable_mid_topic_ai_search_catalog_result*
Visa Spoke	Spoke actions Use the Visa Spoke to manage all card disputes in the VROL (Visa Resolve Online) system. With Visa Spoke actions, you can search for transactions, collaborate with merchants, manage disputes, and perform other functions with enhanced security. You can also resolve disputes, access data, and utilize other features.
Vulnerability Response	Setting up questionnaire for exception requests based on condition Configure questionnaires based on conditions for exception requests.

Application or feature	Details
	Displaying records in workspaces upon clicking the links in email notifications When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. Analysing the vulnerability landscape in the Vulnerability Manager Workspace View an overall summary of active vulnerabilities through visual representation of risk ratings, remediation progress, assignment group workloads, and records in remediation tasks. Acquiring the summary of a set of vulnerabilities using filters Display a summary of a set of active vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. Associating compensating controls with a CVE and TPE for risk reduction in the Vulnerability Manager Workspace Associate relevant compensating controls with a Common Vulnerability Entry (CVE) and Third-party Entry (TPE), which can be used for reducing risk in the Vulnerability Manager Workspace. Disabling or enabling risk reduction requests for the vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace Enable or disable risk reduction requests for vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace. Using bulk edit in the Vulnerability Manager Workspace You can perform the following tasks on multiple host vulnerable items and remediation tasks simultaneously in the Vulnerability Manager Workspace: • Update the state of vulnerable items • Update preferred solution for vulnerable items • Assign records to a remediation owner or assignment group for remediation • Remove assignments for vulnerable items Receiving notifications on false positive and exception requests Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. Vulnerability Crisis Management View timestamps to see the last assessment of the events. The **Assessment** tab on the workspace is visible only when the new assessments are created. View

Application or feature	Details
	the link to major security incidents on the Vulnerability Manager Workspace for vulnerable items. CISA Known Exploit Vulnerability (KEV) Integration Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, API calls, or advisories, and map the solutions with the related vulnerabilities. Cybersecurity Executive Dashboard Access a unified view of your organization's security landscape through the Cybersecurity Executive Dashboard, which consolidates data from various products from within the ServiceNow Security Operations suite. Quick start tests for Vulnerability Response. After upgrades and deployments of new applications or integrations, run quick start tests to verify that Vulnerability Response still works. If you customized Vulnerability Response, copy the quick start tests and configure them for your customizations.
Vulnerability Response integrations	Leverage Exploit Prediction Scoring System (EPSS) score for vulnerability prioritization Enrich the NVD data in your instance to prioritize and remediate vulnerabilities by using the Exploit Prediction Scoring System (EPSS) integration to import the EPSS data that is related to common vulnerabilities and exposures (CVEs) from FIRST.org. Ingest Known To Be Used in Ransomware Campaigns Beginning with v21.0.5 of Vulnerability Response, a new field, **Known To Be Used in Ransomware Campaigns**, is ingested from the Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog.
Workflow Studio	Decision Builder Access Decision Builder from Workflow Studio. Use Decision Builder to create and maintain decision rules. Flow Designer Access Flow Designer from Workflow Studio. Use Flow Designer to build multi-step flows from reusable components without having to code. Integration Hub Connections dashboard Access the Integration Hub Connections dashboard from Workflow Studio. Use the Integration Hub Connections dashboard to view and configure your connection and credential aliases through a simplified interface. Playbooks

Application or feature	Details
	Access Playbooks from Workflow Studio. Use Playbooks to author cross-enterprise workflows and create a single, unified process.
Workforce Optimization for Customer Service	Performance metrics for voice channel Monitor and manage the health of voice queues. Integration of Amazon Connect with Workforce Optimization for Customer Service enables managers to monitor agent and queue performance of voice channel in real time. Performance metrics for conversational channels Monitor and manage the health of customer service on consumer messaging channels including WhatsApp, Facebook, LINE, and SMS. These performance metrics are visible in Channel Management. Integrating Microsoft Outlook with Workforce Optimization for Customer Service Synchronize the Workforce Optimization for Customer Service team calendar with Microsoft Outlook so managers and agents can view their schedules and events on Microsoft Outlook.
Workforce Optimization for ITSM	Integrate Coaching with Learning with Now Learning Gain ServiceNow skills using Now Learning after you integrate it with Coaching with Learning.
Workspace	Maximum file size allowed for attachments Setting the maximum file size provides storage space for attachments and documents in the workspace.
Zing text indexing and search engine	Enable indexing of text in multi-row variable sets Expand global search recall to include catalog items with content defined in your Service Catalog multi-row variable sets. Configure a system property to make Zing index content from multi-row variable sets for display in global search results.

Changes to Washington DC features and products

Cumulative release notes summary on changes to Washington DC features and products.

Existing products were updated and changed in Washington DC. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Search	Synonym matching and expansion retains terms defined as stop words

servicenow

Application or feature	Details
	When evaluating synonym matches and expansions, AI Search retains search query terms defined as stop words. This behavior helps ensure that synonym matches return consistent results no matter which version of a synonym a user searches for. Field changes on AI Search Genius Result Configuration form On the AI Search Genius Result Configuration form, the **Genius result answer type** choice field has been removed. The **Genius result logic** script field has been replaced with separate `AI Search` **request processor** and `AI Search` **response processor** script fields.
API	**Changed scoped classes** (see table below)

Changed scoped classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint
GlideRecord - Scoped	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed global classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint
GlideRecord - Global	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple()

<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td></td><td>methods to force chunk record deletions and updates above a threshold.</td></tr>
</table>

Changed client APIs

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>GlideForm - Client</td><td>The addFormMessage() method has a new parameter options to add buttons to a form message.</td></tr>
</table>

Changed REST APIs

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>System for Cross-domain Identity Management (SCIM) API</td><td>The SCIM - PATCH /scim/Groups/{group_id} endpoint returns a new 204 status message when the SCIM UI property, <code>Enable Group Patch API response with No Content</code>, is successful.</td></tr>
</table>
</td></tr>
<tr><td>Advanced Risk</td><td>
Risk identification configuration enhancement
In the Risk identification configuration, risk administrators can add multiple tables and map them to the respective RAMs.

Migration of content from GRC Workspace to the ARA Workspace
All risk assessment workspace content has been re-created in the new ARA Workspace. With this change, the risk assessment content can be referenced from the ARA workspace instead of the GRC Workspace. All customizations that were made in the GRC Workspace aren’t carried forward to the ARA Workspace. You must reapply those customizations to the available default pages in the ARA Workspace to see them during the risk assessment.
</td></tr>
<tr><td>Agent Client Collector</td><td>
Automatic MID Server selection

Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection.
Automatic MID Server selection is off by default.

Metric rules
Configure manual thresholds for generating metric alerts using the Metric Rules feature instead of the Static Thresholds UI.
</td></tr>
</table>

Application or feature	Details
	Retrieving the metrics for cloud resources Use Azure checks and policies to retrieve high-performance metrics for the virtual resources in the cloud. Monitoring Technology Dashboards • Filter metrics by the selected configuration item (CI) in the AWS and GCP Monitoring Technology Dashboards. • Use the updated Monitoring Technology Dashboard for Azure. The dashboard contains additional tabs which provide more information on your Azure infrastructure. • Viewing Monitoring Technology Dashboards requires the dashboard_admin role in addition to the existing agent_client_collector_admin role. Agent table cleaner Delete the agent records that have been disconnected or inactive for more than 30 days by using the agent table cleaner. SNMP checks SNMP checks work by default with v3.
Agent experience for CSM	CSM Configurable Workspace record pages The following record pages are the default pages for new customers: • CSM default record page • CSM Interaction record page The following record pages remain the default record pages for upgrade customers: • Record default • Interaction record page Dynamic Related Records for Configurable Workspace Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store. Any new enhancements to the dynamic related records feature are delivered through this store app. Keyboard shortcuts Use keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows. Reflow for Configurable Workspace

Application or feature	Details
	CSM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.
Cloud Cost Management	Updated default value of the system properties for spend analysis The default value of the following system properties has changed: • *sn_cld_spend_core.metricbase_transform_limit*: Default value: 20000 • *sn_cld_spend_core.spend_report_per_chunk_workload_size*: Default value: 500
Common Governance, Risk, and Compliance feature	Issue management privileges • For managing an issue, the same levels of privileges are assigned to the GRC manager and the GRC user. If you have the GRC manager role, the GRC user role, the Business User role, or the Business User Lite role, you can create an issue. • Create or update a remediation task if you're an Issue persona or if the remediation task is assigned to you.
Configuration Management Database (CMDB)	CMDB Workspace store app • Unified Map: ◦ Configure the CIs that appear on maps by filtering CIs according to their life-cycle stage. For example, you can filter all end-of-life CIs so that only operational CIs appear on maps. For more information, see Configure operational state of CIs. ◦ Limit the number of hierarchy levels shown for application service CIs by setting the map level. You can, for example, set the map level to a smaller number to reduce the overall size of a map to help improve performance. ◦ View both the source CI and the target CI on the detail cards when you select a group member connection element on a map. ◦ View all attributes for all Service Mapping endpoints, including the type of an endpoint. ◦ Highlight all the nodes associated with a card by selecting an application service or a related items card. ◦ Show the details card for each CI associated with a dynamic CI group in the Attributes pane.

Application or feature	Details
	◦ Configure the maximum number of levels from the home node to show on a map, by setting the system property *sn_cmdb_ws.unifiedmap.map_search_filter.max_levels* without having to add the property first. For more information, see Components installed with CMDB Workspace. • CMDB Data Manager integration into CMDB Workspace ◦ All of the features of CMDB Data Manager are now available in CMDB Workspace. Administer policies and manage tasks, manage retirement definitions and exclusion lists, and review and approve or reject assigned tasks. ◦ View analytics in various charts and counts for ongoing CMDB Data Manager processes. • Data Certification integration into CMDB Workspace Data Certification features are now fully supported in CMDB Workspace by using the Certification policy type in CMDB Data Manager. Review, certify, or edit field values for records in selected tables to ensure that those values are exactly as needed to support organizational tasks. View analytics in various charts and counts that also account for ongoing Data Certification processes. • De-duplication integration into CMDB Workspace ◦ Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates. ◦ Remediate de-duplication tasks in a central location, the De-duplication dashboard. Remediate multiple de-duplication tasks in a single operation by running one or more templates. Track progress as templates run and review the remediation results. ◦ See statistics and potential problem areas related to duplicate CIs in your CMDB by examining the De-duplication insights pane. • CMDB 360 experience in CMDB Workspace: Limit the scope of data in the Coverage tile in the CMDB 360 dashboard to only CMDB classes by using the *sn_cmdb_ws.ms.calculate_cmdb_only* system property. For more information, see Components related to CMDB 360. CMDB Health support of dot-walking when selecting a recommended field

Application or feature	Details
	Identify recommended fields that aren't populated in reference tables by selecting a field from a referenced table for the CMDB Health recommended metric by using dot-walking and directly interacting with the CMDB Recommended Fields [cmdb_recommended_fields] table. Capturing CMDB 360 data for non-CMDB classes Enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) by setting the value of the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true. CMDB support for Product Instance Prevent duplication when managing operational assets in your organization throughout their life cycles in the Hardware Asset Management application and workflows by using unique product instance identifiers (PID).
Continuous Authorization and Monitoring	Generating assessment procedure plans for a test plan The **Control test** section of the Test template form is updated with additional fields such as Examine, Interview, and Test that draw control test guidelines from NIST. Determine control effectiveness of a control test Additional new fields such as Examine, Interview, and Test are added to the Test plan and Control test forms to test the control effectiveness. Document implementation statement for a control The Control form now has a new field called Implementation statement, which is required before moving the control to the Assess state. Discussion field in the Control objective and Control forms Based on the 800-53 controls, the Discussion content provided by NIST for each control is shipped by the base system at the control objective level, which is also updated in the Control form when the control is created.
Core Now Platform	Warning when plugin upgrade or activation fails A warning message now appears if the alter or create table operation fails when upgrading or activating a plugin. System tables excluded from archive rules You can no longer create archive rules for certain tables. Link a destroy rule with an archive rule

Application or feature	Details
	You must now specify a related archive rule when creating an archive destroy rule. Linking an archive rule to the archive destroy rule improves performance when deleting archived records. Peripheral records deleted with archive destroy Peripheral records in the Journal Entry [sys_journal_field], Attachment [sys_attachment], and Sys Audit [sys_audit] tables are now automatically deleted when data is deleted during an archive destroy. Extended Capacity feature in remote tables Extended Capacity enables additional rows to be stored for a remote table if the retrieved data exceeds 1,000 rows. Non-cancellable audit records Reduce the chances of audit records not being written when a transaction is canceled with the new default setting. Notification and meeting invitation changes on Granular Delegate form The **All Notifications** and **Meeting invitations** options on the Granular Delegate form are now set to False by default, to avoid concerns around getting notifications that have security critical and sensitive data. You can select these options if you want the delegate to receive the delegation notification and meeting invitations. Enhanced logging security improvements Explore the new field in the node log lines to identify the script or component that generated the log message. Transaction start lines include a new field specifying what type of request was made.
Customer Service Management (CSM)	Dynamic Related Records for Configurable Workspace Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store Any new enhancements to the dynamic related records feature will be delivered via this store app. Case service selector enhancements Use a keyword search and category filters in the Product Service select version of the case service selector to search for available services. View the available services in a card view and easily browse multiple pages of services. Customer Contracts and Entitlements application

Application or feature	Details
	Activating the Customer Contracts and Entitlements plugin adds the Contracts and Entitlements module to the application navigator in CSM Configurable Workspace and removes the **New** UI action from the Contracts related list on the Account and Consumer forms.
Data Discovery	Default data patterns support modification and keywords You're able to modify default data patterns and add keywords. Edit active data patterns and target tables You may now edit active data patterns and target tables for a job.
Data management for CSM	Transfer related party configurations to sys_metadata Transfer the Related Party Configuration [sn_customerservice_related_party_configuration] table to the Application File [sys_metadata] table across customer instances by using the update sets. Associate an existing user to a consumer record Starting with the Washington DC release, only administrators can associate a user with the consumer record. Create users through the User lookup list on the Consumer form Starting with the Washington DC release, you can create sys_users directly from the User lookup list on the consumer form. This functionality applies to both internal (snc_internal) and external (snc_external) users. Integrate the Service Model Foundation with request management Monitor the case progress as a business location staff member directly from the Business Location Service Portal (BLSP) after you submit a catalog request. Support case creation for an external business location (EBL) staff Enable your internal business location (IBL) and external business location (EBL) staff to track issues. Your staff can track cases on behalf of a business location against sold products that are deployed at a business location or against installed base items that are deployed at a business location.
DevOps Change Velocity	Enhanced automated change creation Avoid issues that might occur in the automated change request creation guided procedure because of the tool connection state. New state transition flows for DevOps change model

Application or feature	Details
	Move and track changes through added transition flows for the Change - DevOps - New and Change - DevOps - Schedule states in the DevOps change model. Error handling for DevOps flows View errors corresponding to a change request in the work notes of a change request and console logs of the pipeline tool when a business rule or data policy causes an issue while updating a change in the DevOps Change Request Manual Approval, DevOps Change Request Minimal Automation Approval, or DevOps Change Request Advanced Automation Approval flows. DevOpsChangeRelationshipHelper script to retrieve change data Retrieve data associated with a change request based on the specified relation type using the `DevOpsChangeRelationshipHelper` script include. New property to specify retry limit Specify the maximum number of times the discover action will be automatically retried after it reaches the rate limit using the *`Maximum limit for the number of times the discover action that exceeds the rate limit will be retried`* property. Import request restart Restart an import request from the Import Request record that couldn't be completed due to an error. Automatically associate repositories Repositories are automatically associated to applications when a corresponding pipeline identifies commits of repositories that are not yet associated. Unit test type support for GitHub Automatically publish unit test results of types NUnit, pytest, jest, JUnit, and XUnit from GitHub Actions workflows without any custom Application Programming Interface (API) calls.
Document Intelligence	Increase to default limits The file size limit for attachments is increased to 10 MB. The maximum number of document tasks processed per instance per day is increased to 2,000. Improvements to AI quality for invoices Improve extraction outcomes by leveraging more powerful AI models, prebuilt use case configurations, and user-defined hints.
Document Services	Service Portal experience for external users

Application or feature	Details
	Extend document management experience to external users to create and manage documents in Service Portal. Microsoft SharePoint integration with Document Services Integrate with Microsoft SharePoint to create, update, and collaborate on documents within the platform.
EMR Help	EMR Help now in Healthcare and Life Sciences Service Management Core Starting with the Washington DC release, when you install Healthcare and Life Sciences Service Management Core, EMR Help is installed as well.
ESG Management	Roles updated in the ESG Management application Several roles such as ESG administrator, ESG data owner, and ESG program manager have been updated in the ESG Management. Material topic table updated The **State** field in the sn_esg_material_topic table has been updated to include states for risk assessment. The **Review** state of a material topic has also been renamed to **Approval**. Microsoft 365 for ServiceNow Reporting table updated The sn_esg_msoff_intg_o365_reporting_configuration table has been updated with the **track_configuration** field New tables added to the ESG Management application The following new tables are added to the ESG Management application: • sn_esg_disclosure_detail • sn_esg_disclosure_related_documents • sn_esg_disclosure_template • sn_esg_m2m_disclosure_metric_data_by_entity New table added to the GRC: Metrics application The sn_grc_metric_md_import table is added to the GRC: Metrics application. New table added to the sn_esg_msoff_intg application The sn_esg_msoff_intg_document_log table is added to the sn_esg_msoff_intg application. New tables added to the sn_esg_sustain application The following new tables are added to the sn_esg_sustain application • sn_esg_sustain_map_marker_configuration • sn_esg_sustain_map_data_range_configuration

Application or feature	Details
	New tables added to the sn_esg_risk_mgmt application The following new tables are added to the sn_esg_risk_mgmt application: • sn_esg_risk_mgmt_m2m_risk_goal • sn_esg_risk_mgmt_m2m_risk_statement_goal New tables added to the sn_rec_pg_vertical application The following new tables are added to the sn_rec_pg_vertical application • sn_rec_pg_vertical_view_config • sn_rec_pg_vertical_view_group_entry • sn_rec_pg_vertical_view_group • sn_rec_pg_vertical_view_table New table added to the sn-formula-builder-connected application The sn_fb_connected_config table is added to the sn-formula-builder-connected application. Attributes modified in the sn_grc_metric_base_definition table The mandatory attribute has been removed from the **Description** column in the sn_grc_metric_base_definition table. The formula_internal column has been made read-only. Changes made to the sn_grc_metric_composite_definition table In the sn_grc_metric_composite_definition table, the **formula_internal** field has been set to read-only.
Encryption Key Management	Web Service Consumer plugin tables reject access by default To improve security, default access to tables in the Web Service Consumer (com.glide.web_service_consumer) plugin are set to **Reject**. The following tables are affected. • sys_rest_message • sys_rest_message_fn • sys_auth_profile_basic • sys_auth_profile_oauth2 • sys_soap_message • sys_soap_message_function • ws_security_x509_profile_outbound • ws_security_username_profile_outbound

Application or feature	Details
	Default access to tables in the External App Authentication (com.glide.external.app) plugin are also set to **Reject**. The following tables are affected. • token_verification • hash_message_verification
Field Service Management	Migration of Field Service Management Core UI dashboards to Next Experience Dashboards The following Next Experience Field Service Management dashboards provide a more efficient streamlined way for you to work: • Field Service Management overview • Field Service Contractor • Field Service Planned Maintenance • Field Service Performance Analytics
Hardware Asset Management 10.0.0	System property to cache asset and CI mappings The *sn_itam_enable_cache_for_asset_ci_mapping* system property enables you to cache the following mappings: • Asset and CI fields • Asset state and CI install status • Asset state and CI hardware status
Health Log Analytics	Lucene used in Elasticsearch library Lucene may appear on vulnerability scans but is not exploitable. Lucene is included in the Health Log Analytics project for the Elasticsearch Data Input. The Elasticsearch library has a transitive dependency on Lucene. However, the Elasticsearch version used has its own safeguards and cannot be exploited in any way.
Healthcare and Life Sciences Service Management Core	EMR Help enhanced for HCLS case creation The EMR Help application has been enhanced to provide requesters with the capability to create additional HCLS cases. For more information on the EMR Help application, see Exploring EMR Help. Data model further aligned with Customer Service Management (CSM) The following updates have been made to the data model to take advantage of the core CSM install base item capabilities to track internal and external items:

Application or feature	Details
	• The following tables now extend Install Base Item instead of Healthcare sold product: ◦ Member Plan [sn_hcls_member_plan] ◦ Medication [sn_hcls_medication] ◦ Immunization [sn_hcls_immunization] ◦ Enrolled Program [sn_hcls_enrolled_program] ◦ Enrolled Program Service [sn_hcls_enrolled_program_service] • This update impacts the following columns: ◦ The hcls_state field under table Enrolled Program and Enrolled Program Service tables has been deprecated and the state field from the Install Base table is used going forward. Data is moved from hcls_state field to state field. ◦ The parent column now refers to the parent install base item to ensure that proper parent-child relation is maintained. ◦ The source_task column under the Enrolled Program and Enrolled Program Service tables is now tracked using the affected install base item m:m table. Healthcare locations and organizations realigned for multi-industry cases • The Healthcare Organization [sn_hcls_organization] table is now a standalone table and no longer extends Service Organization. ◦ In some cases, custom tables might have a reference to a Company/Service Organization that can contain the value of a healthcare organization. In scenarios where custom columns refer to Service Organization and have Healthcare Organization data, reach out to Now Support for the migration script. ◦ Parent field now refers to Healthcare organization. • Healthcare Location [sn_hcls_location] table is now a standalone table and no longer extends Service Organization. ◦ Healthcare Cases, Install Base records, and Sold Product records can no longer be created for Healthcare Locations. For existing records of these types, the Healthcare Location value is replaced by the service organization value of the associated Healthcare Organization as a Healthcare location is always associated with a Healthcare Organization.

Application or feature	Details
	◦ Service_organization_parent field data has been cloned to the parent location field. Parent location is used going forward. ◦ Parent field data has been cloned to the organization field. Organization is used going forward. • Practitioner Location [sn_hcls_practitioner_facility] table is a standalone table and no longer extends Service Organization Member. ◦ In instances where a mapping exists between a healthcare location and a practitioner, the mapping is updated to be between the healthcare organization (of the associated healthcare location) and that practitioner because Healthcare Location is now a standalone table and no longer extends the Business Location table. ◦ Service_organization field data has been cloned to location field. Location is used going forward.
ITOM Cloud Accelerate	ITOM Licensing ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.
ITOM Health	Retrieve metrics for cloud resources Use Azure policies to retrieve high-performance metrics for virtual resources in the cloud. Automatic MID Server selection • Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection. • Automatic MID Server selection is off by default. ITOM Licensing ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated

Application or feature	Details
	to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.
ITOM Optimization	Cloud Admin Portal link The Cloud Admin portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog plugin. If CSC is installed, admin and sn_cmp.cmp_root_admin roles can access this feature while switching to the Request portal. Cloud Services Catalog is now available as a part of ITOM Cloud Accelerate, which you can use to manage the life cycle of cloud resources. ITOM Licensing ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.
ITOM Visibility	Enhanced Discovery and Service Mapping Patterns Update your discovery capabilities through the following enhanced Discovery and Service Mapping Patterns: • Docker container identifier • Microsoft SQL Server and Cluster Service Mapping Unified Map support Access the centralized Unified Node Map from the Service Mapping workspace and view features of both the dependency view and the service map. Unmapped Servers with Candidates Use unmapped servers aligned with identified application service candidates to create new application services. Renamed ServiceNow® ITOM SU Licensing application Renamed ServiceNow® ITOM SU Licensing to ServiceNow® ITOM/OT SU Licensing.

Application or feature	Details

Industrial Process Manager	Manage the Equipment Model section in the Industrial Process Manager Guided Setup
	
	The Manage the equipment model section of the Industrial Process Manager Guided Setup has the following new enhancements:
	
	• The Assign Users task was removed.
	• The Create User Criteria for Site Users task was added.
	• The Assign Site Users - Can Read task was added.
	• The Assign Site Users - Can Edit task was added.
	
	ISA Equipment Model enhancements
	
	When you upgrade to version 1.0.12 of the ISA Equipment Model, the migration from site user access to user criteria and groups begins automatically and the following changes are made:
	
	• Improved site level access control to that uses user criteria to define read or write level user access to equipment model entity sites. With the additional assignment of OT viewer (cmdb_ot_viewer) or OT Editor (cmdb_ot_editor) roles, you can also have view or edit access to OT devices in the sites assigned accordingly.
	• When you upgrade to version 1.0.12 of ISA Equipment Model, existing site user records are migrated to an improved access control model using user criteria to preserve the same access permissions. For each site with ISA Entity Site User records, the following changes occur.
	  ◦ For users with viewer access:
	    ▪ A new user criteria record is created and named **Read User Criteria for <site name> Site#[System Generated]**
	    ▪ A new user group with all site users from this site is created and named **Read Group for <site name> Site [System Generated]**
	    ▪ A new record in the new Equipment Model Entity View Access table (isa_entity_m2m_user_criteria_can_view) is created with the new user criteria and user group.
	  ◦ For users with editor access:
	    ▪ A new user criteria record is created and named **Edit User Criteria for <site name> Site [System Generated]**
	    ▪ A new user group with all site users from this site is created and named **Edit Group for <site name> Site [System Generated]**

Application or feature	Details
	▪ A new record in the new Equipment Model Entity Edit Access table (isa_entity_m2m_user_criteria_can_edit) is created with the new user criteria and user group. • The Site User application menu and Site Users related list on the Equipment Model Entity record for a site is removed. • All site user (isa_entity_site_user) records are set to inactive. • The **Site User – Can Read** and **Site User – Can Edit** application menu items are added to the Now Platform. • The **Can Read Equipment Models** and **Can Edit Equipment Models** related lists are added to the Equipment Model Entity record for a site.
Instance Data Replication	Hermes-only replication Newly-created replication sets now use Hermes Messaging Service. You can no longer create legacy replication sets. Comparing replicated data between instances Compare data in replication sets with data transformations, bidirectional replication, and discrete replication.
Integration Hub	Open API step enhancements The OpenAPI step has several improvements. You can now: • Save the request response as an attachment record. • Configure a retry policy to retry a request if the previous one fails or encounters any issues. • Sync step inputs and step outputs with action inputs and action outputs. Edit step outputs if required. • Modify the resource path, HTTP methods, query parameters, and headers of a request. • Add or remove error mapping to an action while resetting action inputs and action outputs. • Use `oneOf` and `anyOf` schema object properties in the schema. Multi-layer caller inspection of records going to the ECC queue Previously, there would be a single layer inspection of records or entities entering the ECC queue. Now, multiple layers calling each other must have a valid certificate and be validated before the record enters

Application or feature	Details
	the ECC queue. By default, you can support the inspection of three layers.
Intelligence for CSM	Task Intelligence Admin Console enhancements Use the Task Intelligence Admin console to perform the following tasks: • View the model performance for the top three recommendations in addition to the top recommendation and decide between auto-fill and recommend mode as the prediction preference based on the data. • View the model performance by field on the Admin Console dashboard. • Filter out inactive choice predictions. Guided Decisions enhancements Use Guided Decisions to perform the following tasks: • Enable self-service for internal users by rendering decision trees in a Service Portal. • Link existing decision trees as children to your current decision tree. • Enable agents or customers to revisit or change previous responses in the decision tree run-time experience. • Control the appearance of the **Dismiss** button in the decision tree run-time experience. Recommended Actions enhancements Define the number of records or values to return for the Task Intelligence Classification resource generator through the Top N Results feature.
MID Server	MID Server Password2 global policy change Use the new "Reject" default behavior of the module access policies (MAPs) to help prevent any unauthorized access, unless explicitly declared in MAP records. All required MAPs for internal access are provided. Auto-generated MAPs are provided for external access. MID Server unique logged-in users Use unique logged in users for each MID Server. See (KB1552863) MID Server Unique Logged In User for more information. Improved wrapper configuration override Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the

Application or feature	Details
	configuration with **upgrade-wrapper-override.conf**. For example, the default timeout may not be long enough for certain JVM level commands. You can increase the timeout with **upgrade-wrapper-override.conf** for the dist-upgrade wrapper configuration.
Mobile Platform	Mobile Playbooks enhancements Navigate from mobile web screens to all native screens, including parametrized and scripted screens, custom map screens, and ServiceNow Virtual Agent chat. Mobile Publishing enhancements Use custom branded apps created with Mobile Publishing and use them on sub-production instances.
Next Experience	Impersonate user feature improved The **Impersonate user** option on the User menu now expands as you impersonate the user multiple times. Up to six impersonations are shown before a scroll bar appears.
Next Experience Components	**Components**

Components

Component	Enhancements
Activity Stream	• Hide the discard draft, pop-out button, create email, and view drafts buttons. • Change the send email button style from primary to secondary. • Display email subject when there are multiple modeless dialogs or when they are minimized. • Insert email template and insert KB link with modeless dialog.
Attachments	New property for defining the maximum allowable size for an attachment.
Date - Time	**Default time** [initialTime] property that sets the default start time for the component. If not set, the time defaults to midnight.
Email Composer	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts.

Application or feature	Details
	<table><tr><th>Component</th><th>Enhancements</th></tr><tr><td></td><td>• Improved page design density. • Added support for Modeless dialog experience.</td></tr><tr><td>Email Composer (mini)</td><td>• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Support for Modeless dialog experience.</td></tr><tr><td>Heading</td><td>• Font header sizes decreased in Workspace to increase data density. • Hero heading size alternative to primary for users who still prefer the original, larger heading size.</td></tr><tr><td>Icon</td><td>Use custom icons in any standard image format. Custom icons aren’t added to the library on the instance and aren’t cached.</td></tr><tr><td>Image</td><td>Use custom images in any standard image format. Custom icons aren't added to the library on the instance and aren't cached.</td></tr><tr><td>Input</td><td>AI Indicator signals to users when a form field uses AI recommendations and provides more information about AI functionality.</td></tr><tr><td>Kanban board</td><td>• Enable dependency lines to indicate relationships between cards on the board. • Show the swimlane header in the row.</td></tr><tr><td>List selector</td><td>• Popovers triggered from items in the Available items and Selected items lists display details of the current record. You can configure the content of the popovers and select the items that show the trigger icon. • Select how the component is displayed. The choices are as follows:</td></tr></table>

Application or feature	Details
	<table><tr><th>Component</th><th>Enhancements</th></tr><tr><td></td><td>◦ Compact ◦ 2 panels ◦ Dotwalk (default) • Prevent users from reordering items in the Selected Items list. • Reveal all hidden controls inside the component.</td></tr><tr><td>Modeless dialog</td><td>• Define the header text that wraps to 2 lines and truncates after the second line. • Replace the initial variant color type with a primary or secondary type that adds color to the heading. • Add a button icon that triggers an action in the optional button slot. • Change where the modeless dialog appears when triggered by a user. By default it appears in the center, but you can have the dialog appear in the top left or right, or bottom left or right. • Use keyboard shortcuts to move the dialog up, down, left, and right.</td></tr><tr><td>Recommended Actions</td><td>• Configurable panel title and tab headings. • Configurable tab order. • New Search tab that contains a search input field and cards for search results. • History moved from a tab to a new panel triggered from an iconic button. • Background color for hint text and an icon in the search results cards.</td></tr><tr><td>Resizable panes</td><td>Keyboard key combination to change the layout to only left pane, both panes, and only right pane.</td></tr><tr><td>Select</td><td>AI Indicator to signals to users when a form field uses AI recommendations and provides more information about AI functionality.</td></tr></table>

Application or feature	Details
	<table><tr><th>Component</th><th>Enhancements</th></tr><tr><td>Textarea</td><td>AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.</td></tr><tr><td>Typeahead</td><td>AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.</td></tr><tr><td>Typeahead-multi</td><td>AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.</td></tr></table> **Data visualization charts** <table><tr><th>Chart</th><th>Enhancement</th></tr><tr><td>Bar visualization</td><td>Pareto type of bar visualization. A Pareto chart is similar to the vertical bar chart, but it also includes a line graph. A Pareto chart displays vertical bars that represent individual values (frequency or cost) in descending order, and a line with data points that represent the cumulative total. The Pareto chart also marks the 80% point on the y-axis with a horizontal line, which the user can hide.</td></tr><tr><td>Indicator scorecard visualization</td><td> - Latest score bar that you can display for a graphical representation of the most recent indicator score. A blue bar for score of 1 or above, an orange bar for -1 and below, and no bar for 0 (zero) score. Score value displays upon hover. - Show all groups with no limit, or enable the user to display a value above 20. </td></tr><tr><td>Time series visualization</td><td>Date range picker that adds a date range drop-down that the user can use to change quickly the time range displayed to one of the predefined date ranges.</td></tr></table>
Next Experience Developer Tools	Auto-stop recording on page load Profiler can stop recording automatically after a page loads to test page performance. Component view for event table Analyze page performance with events grouped by components. Collapse all rows in compare table

Application or feature	Details
	Find differences more quickly in compare view by collapsing all rows and only view rows with differences.
Notifications	Dynamic actions linking for provider notifications Link actions to content dynamically by using event params and the existing static actions in provider notifications actionable content creation. Mandatory **Category** field in provider notifications The category field for provider notifications is a required field.
Notify	Enhanced security to access Notify Control who can view and select the **Start conference call** and **Send SMS** UI actions for a **Task** record through assigning the notify_view role. The notify_view is the minimum required role for accessing Notify.
Now Assist	Now Assist icon displays asynchronous notification The Now Assist icon () displays an increased badge count if the Now Assist panel is closed and a new message is available. Now Assist journey checklist On the Now Assist Admin console Overview page, you can view a journey checklist to help plan and execute your generative AI implementation. Detailed steps include how to install plugins, turn on the Now Assist panel, activate skills, review account settings, and monitor skill performance. New process for opting out of data sharing preferences A user must be in the Generative AI Controller application scope and have the data_steward role to opt out of data sharing for the instance.
Now Assist for Customer Service Management (CSM)	Minimum text requirement for case summarization Enable the case summarization skill for the cases that have the minimum amount of information in the case activity stream. AI icon support without a form reload View the AI icons for the predicted fields as soon as the predictions are available. Demo data for the case and interaction records Use improved demo data to demonstrate the case summarization and resolution notes generation skills.
Operational Technology Manager	New Industrial Workspace landing page experience

Application or feature	Details
	The Industrial Workspace landing page was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data: • **OT Devices landing page** tab • **OT Vulnerabilities landing page** tab Pre-import OT Worksheet Entry Review (POWER) tool Use the distributed Microsoft spreadsheets to import OT devices for better manageability: • Create custom validations with the SGOTAssetCustomValidationExtensionPoint extension point. • Use the **New** button in the SG OT Excel Stagings table to manually add OT devices to the Configuration Management Database (CMDB). • Use the OT Staging User (ot_staginguser) role to enable users to create, edit, view, and run validations against the records in the SG OT Excel Stagings table. • Use the *Equipment model entity path* attribute in the SG OT Excel Stagings table to map devices to equipment model entities. • The OT display name column was added to the SG OT Excel Stagings table. • Additional validations and validation messages were added for PLC devices both with and without the control modules. • Additional validations and validation messages for slot and rack attributes were added to the SG OT Excel Stagings table. • The *Operating system* attribute was added to the SG OT Excel Stagings table. • The *Rack* attribute was added to the SG OT Excel Stagings table. • Unclassified OT devices are given the ot_base device type. CMDB OT class model updates These updates to the Configuration Management Database (CMDB) OT class model enhance the OT user experience or enable you to make additional configurations: • **Rack** was added as an identifier for the OT Control Module (cmdb_ci_ot_control_module) CI class. • The OT Control Systems with Modules list was added to both the Industrial Workspace list view under the Operational Technology (OT) module and the Now Platform under the Operational Technology (OT)

Application or feature	Details
	module to show all available control systems and their control system modules. • The CMDB 360 Data related list was added to the OT parent class configuration item form and the OT Control Module class. • Class mappings were added for the Protocol Converter and Network Gear classes. • The **Show control modules in OT list views** system property was added.
Operational Technology Vulnerability Response	New Industrial Workspace landing page experience The Industrial Workspace landing page was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data: • **OT Devices landing page** tab • **OT Vulnerabilities landing page** tab
Order Management	Enhanced order capture experience with order enrichment steps After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items.
Platform Analytics Experience	Many-to-many filters Unified filters now support many-to-many relationships, where a value on the filter source table can match multiple values on the target table and vice versa. Pivot table improvements • Multiple columns are supported, with up to three group-by values selected as columns. • You can select different choice fields as group-by values with multiple data sources. This ability is also available in bar visualizations. • Header alignment now matches the alignment of content in the columns. Indicator scorecard improvements • The breakdown distribution can now be shown for an indicator. If you select only one indicator to show, you can show the distribution of scores across the elements of up to two breakdowns. You can also enable viewers to change the breakdowns that are shown.

Application or feature	Details
	• Metrics on list-type scorecards now include a latest score bar. • You can now add dividing lines between rows as well as columns on pivot-type scorecards. Customizable dashboard background colors The dashboard editor can set a background color for the whole dashboard or for individual dashboard tabs. Data visualizations can be added to a dashboard from the Visualization Designer A visualization editor with editing rights can add the visualization they're working on to a dashboard from inside the Visualization Designer. Manual and automatic dashboard refresh Any dashboard viewer can refresh the data on a dashboard. A dashboard administrator can schedule automated dashboard refreshes. Owner information You can add the owner and owner group to the details of dashboards, saved data visualizations, and saved filters. Customizable chart interaction In data visualizations, you can set the navigation when a viewer selects a segment of a chart. You can enable the viewer to drill down to data or to open an internal or external URL. Bar and pie visualizations support act as filter You can configure pie and bar visualizations (excluding Pareto) to act as filters. If a viewer then selects a pie segment or a bar column, all other visualizations on that dashboard tab are filtered for matching values. Metric formatting support for manual data in data visualizations Metric formatting is now available for manual JSON data sources. This feature was formerly available only for predefined data sources such as tables and indicators.
Policy and Compliance Management	Performance enhancements in processing indicator jobs To support parallel processing capabilities, two additional custom queues have been introduced. One is the Indicator Data Queue for processing indicators, and the other is the Supporting Data Queue for handling events related to control, risk, and issue updates. A new job is introduced to collect supporting data, which significantly aids in improving the data handling processes.

Application or feature	Details
	New fields have been introduced in the Indicator template form to support percentage sampling. To streamline data handling, the data storage system is updated with storing sample data in JSON format. This new approach enables a more structured and efficient storage, enhancing data retrieval process and analysis. The **Due date duration (days)** field is added in the Indicator template and Indicator forms to capture the due date of the indicator task. Based on this due date, the indicator task owners receive reminder emails.
Predictive Intelligence	Pre-trained models for similarity and clustering solutions With the new pre-trained models, you won't need your own word corpus when creating new solutions.
Project Workspace	Navigation changes The Planning drop-down is replaced with the level two (l2) menu to access Planning, Details, Financials, and RIDAC from a single view.
Robotic Process Automation (RPA) Hub	Manage plugins from a single location In the RPA Desktop Design Studio, install, view, update, or remove plugins from the **Plugin Manager** window or the **Plugins** node in the **Project Explorer** pane. New location for the Attachments and Flow Designer components in the Toolbox pane In RPA Desktop Design Studio, the Attachments and Flow Designer components are available under the new ServiceNow category in the Toolbox pane.
Security Center	New Hardening Settings Baseline v2.0. The new baseline is expanded with a number of new settings. The new baseline has changes to some existing hardening settings The short descriptions and descriptions of several hardening settings have been changed. The Empty ACLs scan check is added The scanner tool has been updated to include a new check, **Empty ACLs**. This check was added to the Auditor suite in Security Center v1.3.3. You can now run checks to detect ACLs that have no script, condition, or role.
Security Incident Response	Microsoft Azure Sentinel integration • Any new or updated changes made in Microsoft Azure Sentinel will automatically update the respective SIR incident data while mapping the

Application or feature	Details
	Microsoft Azure Sentinel fields. For more information, see . • Pull all open and closed Azure Sentinel incidents for the period up to 6 months. For more information, see .
Self-Service and Omnichannel engagement for CSM	Portal Mega Menu widget The Portal Mega Menu widget has the following enhancements: • Enables you to access and navigate through a wide range of menu items on your mobile device using the Portal Mega Menu widget. • Display a cart, wish list, guided tour, or scripted lists such as notification, approval, or survey on the header of your portal.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application name change The Service Graph Connector for Microsoft Defender for IoT (on-premises) was renamed to Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console).
Service Portal	Critical notifications aren't automatically dismissed Show critical notifications tagged with the `sn-sticky-notification` HTML class attribute until you specifically dismiss them even when automatic dismissal is enabled for non-critical notifications with the *glide.service-portal.notification_timeout.seconds* system property. Unified user consent for tracking user experience analytics Opt in to or out of tracking user experience analytics once for all platform interfaces. Previously, changes to your user consent selection to track user experience analytics in other platform interfaces weren't honored in portals and vice versa. This choice is now stored centrally with the user consent management (UCM) capability used by the rest of the platform so a change for one interface is honored for all interfaces. For more information about user consent management, see User privacy, tracking, and user consent management in User Experience Analytics in the User Experience Analytics documentation.
Skills Intelligence	Related role groups table Two new columns have been added to support lateral career progression. For more information, see Creating related role groups. Job level progression

Application or feature	Details
	Career progression between the same job levels is no longer possible.
Software Asset Management	Adobe and Microsoft 365 integration functionalities moved to Software Asset Management – SaaS License Management For quick turnaround of enhancements and fixes, the Adobe and Microsoft 365 integration functionalities have moved to the Software Asset Management – SaaS License Management store application.
Sourcing and Procurement Operations	Sourcing and Procurement Operations integration with Project Management Implemented content changes to the intake form that an employee or requester fills in with project details to be captured in the integration experience with the Strategic Portfolio Management (SPM) product. **Note:** These project questions are only available on the intake form if the employee or requester has access to SPM. There's no impact on existing customers. Complete sourcing checkout Implemented content changes within the sourcing checkout form for items without pricing in the Shopping Hub product catalog to align with the same intake questions in the off-catalog experience in Employee Center. Existing customers using both Shopping Hub and Employee Center see an alignment of questions in both experiences. As a requester, provide the contact details of a supplier that you're interested in working with during intake of catalog items where pricing is needed. A supplier contact record is stored and created for procurement fulfillers to use when reviewing sourcing or purchasing details. Both existing and new customers see these changes. Requesting for products or services that you don't see on ShoppingHub Modified the intake form experience for requesters or employees requesting for multiple goods or services, or both, from Employee Center. These include the "I need a good" and "I need a service" intake forms or record producers. Additionally, there's a new summary page within Employee Center to confirm the submission and item details. If existing customers take this new feature, they must apply the modified record producer payload to capture multiple goods or services, or both.

Application or feature	Details
	Changes were made to the default intake form to enable each good or service, or both, to have the same or different delivery or service address, and dates. Existing customers can apply this experience to their own intake forms with their own questions. Sourcing and Procurement Operations integration with third-party sourcing solutions Implemented an additional ability within the integration framework for third-party sourcing tools to know when to close bids now, before the bids end date. In addition, if a supplier award has been made in a third-party sourcing tool, the award response would return to ServiceNow. **Note:** Currently, only a single supplier response can be returned to ServiceNow. Default email content and in-product alert messages are implemented to inform the employee or requester and the sourcing manager or fulfiller when a Request for Quote (RFQ) has been created in the third-party sourcing tool, and when a supplier award can be made in ServiceNow. Existing customers are additionally impacted by a consolidation of decision tables used to trigger the third-party sourcing tool integration. While one is deprecated, another is active and in use. Existing customers must ensure that they use the active decision table only. Landing page for Sourcing and Procurement Operations in Source-to-Pay Workspace Customers with the entire Source-to-Pay (S2P) product suite, or any of the individual products within the S2P suite, now share the same workspace, where content within the workspace is role-based. Fulfillers see multiple or single landing pages, and have access to different lists based on their roles. Existing customers who built their own workspace landing pages for SPO, SLO, or APO will see their landing pages within the single workspace. Create a procurement task As fulfillers, you can create procurement tasks with specific actions types from the Source-to-Pay workspace pages, and assign them to employees or shoppers. The supported action types are Submit a form, Sign a document, and Upload a document. This helps shoppers understand what is expected of them to complete the tasks. There's no impact on existing customers for tasks that are already created, and these new changes are effected with the upgrade. Shopper to-dos

Application or feature	Details
	As shoppers, you can see tasks such as Submit a form, Sign a document, and Upload a document in your to-do list in the Shopping Hub. Sourcing and Procurement Operations integration with Employee Center As employees, you can see tasks such as Submit a form, Sign a document, and Upload a document in your task page in the Employee Center. You can also view the completed tasks in the **Completed** tab in your task page in the Employee Center. Order a product with quick checkout As requesters or employees, you can submit a request to purchase a good or service with a past date within the intake form experience. These requests continue to be marked as after-the-fact purchases. Existing customers see the past date validation removed from the intake forms, so past dates are captured and passed to the database as valid responses. Use ShoppingHub Implemented additional user experience analytics for Shopping Hub to track user sessions, page activity, and navigation within My Purchases, to better understand product usage and user experience. Existing and new customers with the user experience application can see this event tracking to understand their users' Shopping Hub usage. Sourcing and Purchasing Automation Addressed a workflow compliance issue where the state within the sourcing and purchasing workflows could be changed manually, bypassing automation, thus causing downstream workflow and usability issues. The **State** field is made read-only, so that the state flow can adhere to the designed workflow and automation. Existing customers can no longer change the state manually for sourcing request, purchase lines, negotiation event, negotiation, and purchase requisition tables. Spendint API Enhanced the common integration framework to include: • Inbound tables for purchase order, receipt, and cost allocations, which when populated create purchase orders, receipts, and cost allocations in the Sourcing and Procurement Operations tables. • Scheduled jobs primary flow, which can be used by partners to develop jobs to fetch the data from ERP systems. • Common error handling framework, which can be used as a standard framework for integrating with any ERPs.

Application or feature	Details
	Note: There's no impact on existing customers and these changes come in effect only with this upgrade. As fulfillers, view the integration error tasks that are being generated as part of the new integration framework structure. Components installed with Sourcing and Procurement Operations Provide alignment between all Source-to-Pay (S2P) products and expose more commonly used data points to the end user by rescoping the **Supplier** field to the Service Task (sn_spend_sdc_service_task) table. With this, all tables extending the Service Task table can pull in the **Supplier** field for a better task experience. If you're an existing customer, you can see the **Supplier** field deprecated from the Supplier Task table and made available in the Service Task table through a fixed script.
Strategic Planning	Enable or disable scoring frameworks Enable or disable the base system scoring frameworks as needed. Enabling or disabling the scoring frameworks can be done only by administrators.
Subscription Management	New Subscription Management experience The legacy Subscription Management experience was replaced in this release by a more efficient and streamlined interface.
Supplier Lifecycle Operations	Source-to-Pay Workspace Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality. Case playbook for specific supplier case types The Case playbook has been updated to no longer include approval activities for completing the following supplier case types: • Supplier support request • General inquiry Playbook for updating the supplier primary data The Review supplier primary data playbook has been updated to no longer include approval activities for completing the following supplier case types:

Application or feature	Details
	• Banking information change request • Supplier information change request • Supplier location change request
Third-party Risk Management	Terminated third parties are now available for new DD requests for onboarding You can now reactivate a third party that is in the **Terminated** status. You can select a terminated third party when you are creating due diligence requests for onboarding new engagements. If such a request is accepted and closed, the third party's status is changed to **Active**. New [sn_svdp.allow_assessor_edit] property of Third-Party Risk Assessor role The default setting for the [sn_svdp.allow_assessor_edit] property enables Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] to answer questions or modify responses in third-party questionnaires. For instructions on setting this property, see Configure TPRM properties.
UI Builder	Column layout improvements Reorder, delete, add, and rename columns in column layouts from the content tree and the stage. Controller component configuration improvements Use the simplified component configuration for controller properties to more easily connect to data and scripts from UI Builder pages. Simplified data binding Bind data visually using a simplified process for specifying tables, variables, and formulas. Data resource configuration improvements Browse, locate, add, and configure data resources using the new data drawer. Simplified addition of tabs Add tabs in UI Builder pages right from the stage. Improved image selection process More easily browse available platform icons to use in the Icon component. New theme for UI Builder The ServiceNow® Tools and Admin theme is now applied to UI Builder to provide a consistent look and feel across builder applications.

Application or feature	Details
User Experience Analytics	Basic tracking Basic tracking is disabled when the user opts out.
Virtual Agent	Now Assist in Virtual Agent changes Improved flow for the Now Assist in Virtual Agent guided setup. Web client public page default change Changed the public page defaults for new customers from **Active** is **True** to **Active** is **False** for the following pages: • $sn-va-web-client-app • sn_va_web_client_app_embed If desired, enable **Public access** in **Conversational Interfaces** > **Settings** > **General** for web client on portals only.
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application name change The Vulnerability Response Integration with Microsoft Defender for IoT (on-premises) application was renamed to the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application.
Workspace	Record preview in Configurable Workspace Select the information icon (ⓘ) within a field to preview a record before opening it. Record preview available by using the Form bundle component within the Form component or using the standard record page template. Encrypt attachments added to a form Select module encryption when adding attachments within a form to maintain which roles have access to view the attachments. Save email drafts The manual **Save** button is no longer available on the email client. Email drafts save automatically after a number of seconds. Create a new email draft and view email drafts while saving the current email draft automatically.

Application or feature	Details
	System admins disable auto-save or change the time between auto-save refreshes with property *glide.email_client.auto_save_enable*. Add email addresses into recipient fields Copy and paste email addresses into the recipient fields in the email client. Insert link to knowledge article in email Use Agent Assist to add a link to a knowledge article in an email to requesters. Pop-up dialog for Compose panel Interact with the Compose panel from a pop-up dialog to work with other areas of your workspace form simultaneously. Email composer in UIB Properties added in UIB for Email Composer to configure the **Send Email** button, insert links in emails, control the **Create New Email**, **Discard**, and **View drafts** buttons, and adjust the column layout. Event added in UIB for Email Composer to maintain the email subject after it's changed. Supported field types for forms Workspace supports the following field types in forms: Integer_date, XML, Script, Script_plain, Condition_string, Slushbucket. Declarative actions configuration improvements Collection of improvements to address declarative actions configuration experience including automatic creation of UXF Form Action and UX Form Action Layout Item records to reduce the number of manual disparate steps required to set up declarative actions, updates to navigation access to declarative actions, and support for icons and more button colors. Translations via payload for UXF Client Actions Translate text defined in your declarative actions payload by wrapping the value in a translate() call with single or double quotes. Unify actions in form layout Any existing layout displays an alert message with a button to unify actions which consolidates form actions into a single list for simplified display adjustments. New layouts are consolidated automatically.

Removed features and products in Washington DC

Cumulative release notes summary on features that were removed from Washington DC features and products.

Some features were removed as part of Washington DC product updates.

Application or feature	Details
Advanced Risk	• The **Save** button on the risk assessment form has been removed. The risk assessment form is automatically saved. • The stepper component was removed from the **Approvals** tab in the risk assessment form when there's no approval configured within the assessment scope. This removal simplifies the user experience and declutters the interface, making it more intuitive.
Clone Admin Console	The requirement to have at least one custom preserver in any custom clone profile for a clone request to be placed has been removed. You can now have a custom clone profile with only base system preservers to place a clone request.
Compliance Case Management	• The **New** button in the Impacted and Related areas on the Compliance case form has been removed and replaced by the **Add** button.
DevOps Change Velocity	• The Default Change Handler subflow has been removed for new and upgrading customers.
Generative AI Controller	• The QnA capability has been removed and the action has been removed from Virtual Agent Designer and Flow Designer.
Healthcare and Life Sciences Service Management Core	• The Consumable Model [cmdb_consumable_product_model] table has been removed from the data model.
Industrial Process Manager	• The Site Users menu item that contained the ISA Entity Site Users [isa_entity_site_user] table was removed from the Equipment Model - ISA module on the Now Platform.
Mobile Platform	Mobile Studio used for mobile app configuration has been removed from the Washington DC release. Mobile configuration is performed using the following tools: a web-based UI, Mobile App Builder, and Mobile Card Builder.
Operational Technology Manager	• The following system properties were removed from the Service Graph Connector for Operational Technology (Excel): ◦ `sn_otsm_sgc.excel.nested.columns.max.level` ◦ `sn_otsm_sgc.excel.nested.column.delimitter` • The name validations for the OT devices that are classed as control modules in the SG OT Excel Stagings [sg_ot_excel_staging] table was removed. • The *Name* attribute was removed from the OT Control Module identification rules.

Application or feature	Details
	• The ability to manually create Network Intrusion Detection System (NIDS) class records was removed. • Control modules are no longer shown in any list view except under **OT Control Systems with Modules**.
Playbooks	• The trigger license requirement has been removed, allowing you to use any entitled table to trigger a playbook.
Security Center	• The `Enable Code Signing for Application Configuration Data and Scripts` hardening setting has been removed. • The `Enable Glide KMF encrypter` hardening setting has been removed. • The `Disable the Use of Instance Level Encrypter` hardening setting has been removed. • The `Log All Outbound HTTP Request Fields` hardening setting has been removed. • The `Auto Set Content Type Options` hardening setting has been removed.
Subscription Management	• The Subscribed Users related list has been removed from the subscription form. • The Subscribed Users related list and the Role Subscription Attributes related list have been removed from the role form. • The Manage Subscriptions related list has been removed from the group form. • The Custom Application Inventory module has been removed. • The App Engine Usage dashboard has been removed. You can access details about your App Engine custom table entitlements by viewing your App Engine subscription details. • The Domain Compliance Overview dashboard has been removed. Subscription Management no longer supports domain separation.
User Experience Analytics	User Experience Analytics API version 2.1.4 has been withdrawn from store.

Deprecation information for all Washington DC features and products

Cumulative release notes summary on deprecation information for Washington DC features and products.

For more information about plugins in Washington DC, refer to List of plugins (Utah) and Changes to plugins in the Utah release.

Application or feature	Details
Agent experience for CSM	CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Benchmarks	Starting with the Washington DC release, the Benchmarks legacy dashboard and recommendations on the KPI details page are being prepared for future deprecation. The legacy dashboard is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Cloud Cost Management	The Cloud Cost Management Core UI interface and Cloud Spend dashboard are planned for future deprecation.
Configuration Management Database (CMDB)	• Starting with the Washington DC release, CMDB Data Manager that is built on Core UI (UI 16) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. CMDB Workspace provides the latest experience for this functionality.
Core Now Platform	• Starting with the Washington DC release, Internet Explorer and Internet Explorer mode in Edge are no longer supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Customer Service Management (CSM)	Starting with the Washington DC release, the Product Model and Catalog Items Relationship plugin is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. For more information, see Product Model and Catalog Items Relationship plugin deprecation. CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Dynamic Translation	• IBM has announced the deprecation of the IBM Watson Translator Service for IBM Cloud in all regions. As of June 10, 2023, the Language Translator tile will be removed from the IBM Cloud Platform for new customers; only existing customers will be able to access the product. As of June 10, 2024, the service will reach its End of Support date. As of December 10, 2024, the service will be withdrawn entirely and will no longer be available to any

Application or feature	Details
	customers. For more information, see [https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes].
ESG Management	• The metric_status field has been removed from the sn_grc_metric_base_definition table. • The metric_status field has been removed from the sn_grc_metric_metric table. • The rollup_formula field has been deprecated from the sn_grc_metric_composite_definition table. • The following tables are deprecated: ◦ sn_esg_m2m_risk_goal ◦ sn_esg_m2m_risk_statement_goal
Encryption Key Management	Starting with the Washington DC release, Database Encryption is being prepared for future deprecation. Cloud Encryption is the replacement solution for data at rest encryption. For details, see Encryption and Key Management.
Hardware Asset Management 10.0.0	The Hardware Asset Management Core UI deprecation is planned for future releases. Beginning with the Washington DC release, limited support is provided for the Hardware Asset Management Core UI interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, the best approach is to move to the Workspace experience. For more information, see Hardware Asset Workspace.
Healthcare and Life Sciences Service Management Core	• The Healthcare Sold Product [sn_hcls_sold_product] table has been deprecated. • The Payer Plan [sn_hcls_payer_plan] table has been deprecated. Where this table was previously used, the Medical Insurance Model table [sn_ent_medical_insurance_model] is used going forward. • The Medication Product Model [sn_hcls_medication_product] table has been deprecated. Where this table was previously used, the Medication Model [sn_ent_medication_model] table is used going forward. • The Vaccine Product [sn_hcls_vaccine_product] table has been deprecated. Where this table was previously used, the Vaccination Model [sn_ent_vaccination_model] table is used going forward. For all deprecated tables, existing customer data is moved to the new tables when the upgrade occurs. Codeset records of type

servicenow

Application or feature	Details
	Medication code and **Form code** will be copied from the HCLS codeset to ENT model classification. Records in the new tables refer to codeset type records in the ENT model classification table.
ITOM Optimization	Deprecation of CAPI and Cloud Spend and Usage dashboards Starting with the Washington DC release: The Cloud API dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Services Catalog application provides this functionality now. The Cloud Spend and Usage Dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Insights Billing application provides this functionality now. Both the applications are being prepared for future deprecation. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
ITOM Visibility	Deprecation of CAPI Starting with the Washington DC release, Cloud API Discovery is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Pattern-based Discovery provides the latest experience for the CAPI functionality. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
Identity and Authentication	• The MultiSSO v1 is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1. For more information, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base. • The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must install the MultiSSO and configure your identity provider. • The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must install the MultiSSO and configure your OIDC-based identity provider.

Application or feature	Details
Integration Hub	Starting with Washington DC release, OpenAPI support in the REST step is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Knowledge Management	• Starting with the Washington DC release, the Knowledge Management v3 homepage (com.snc.knowledge3) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but it will continue to be supported. The Knowledge Management Service Portal provides the latest experience for this functionality. • For more information, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
MID Server	• Containerized Windows MID Servers are no longer supported. The download link for the Windows MID Server docker recipe is removed. You can still use the old Windows MID Server docker recipe, but there's no official support. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information. • Auto-deployment and auto-deletion through a dedicated deployment MID Server are no longer supported. Deployment templates are no longer supported and new deployment templates can't be used or created. However, existing deployment requests with existing templates still work. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.
Order Management	Starting with the Vancouver release, Order Management for Customer Service Management is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Predictive Intelligence	• Support for creating new regression solutions was removed. You will still be able to train and edit existing solutions, but you won't be able to create new ones.
Security Incident Response	ServiceNow® Security Incident Response no longer supports the following integrations: • Recorded Future • Trusted Security Circles

Application or feature	Details
	For more information about these deprecations, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Software Asset Management	• Cisco Webex Meetings integration is no longer deployed or enhanced. Instead, use the Cisco Webex integration profile to integrate with Webex Meetings and other Webex applications. • Starting with the Washington DC release, the following two quick start tests are deprecated: ◦ SAM - Validate Reconciliation for Custom Product ◦ SAM - Pin and Unpin Publishers on License Workbench • The Microsoft 365 user activity according to the subscription report on the Optimization and savings dashboard in the Asset analytics view is deprecated. This report has been replaced by the new Microsoft 365 subscription details report.
System Clone	Starting with the Washington DC release, the legacy System Clone Request page (clone_instance.do) is being prepared for future deprecation. Starting in the Y release, you're redirected to the Clone Admin Console when accessing the System Clone Request page (clone_instance.do). For details regarding the deprecation process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Table Builder for App Engine	The Table Builder for App Engine application has been combined with the Table Builder application. For more information, see Table Builder release notes.

Activation information for all Washington DC features and products

Cumulative release notes summary on activation information for Washington DC features and products.

Some products and features require specific subscriptions, roles, or licenses. Other features are part of the and are active by default.

Application or feature	Details
AI Search	AI Search is a Now Platform feature that is active by default.
API	The following APIs are available by default: • *DecisionTableAPI* • *DuplicateTemplate* • *GlideAggregate* • *GlideForm* • *GlideRecord*

Application or feature	Details
	• `ProductInstance` • `SPWidgetAccessControl` • `XMLDocument2` • `XMLNode` The following APIs require plugin activation: • The `OnCallContactPrefTemplate` and `OnCallEscalationTemplateSNC` APIs require the On-Call Scheduling (com.snc.on_call_rotation) plugin to be activated. • The `ProcessMiningForExternalData` API requires the Process Mining for external data (sn_po_extdata) plugin to be activated.
Accounts Payable Operations	Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Adoption Services	Adoption Services is a Now Platform feature that is active by default.
Advanced Risk	Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Work Assignment	Advanced Work Assignment is a Now Platform feature that is available with activation of the Glide Advanced work Assignment plugin (com.glide.awa). For details, see Get started with Advanced Work Assignment.
Agent Chat	Agent Chat is a Now Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.
Agent Client Collector	Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.
Agent Workspace for HR Case Management	Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for

Application or feature	Details
	all released apps, see the ServiceNow Store version history release notes.
Agent experience for CSM	Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Studio	Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Application Manager	Application Manager is a Now Platform feature that is active by default.
Application Portfolio Management	Application Portfolio Management is available with activation of the Application Portfolio Management (com.snc.apm) plugin. For details, see Application Portfolio Management.
Application Vulnerability Response	Install Application Vulnerability Response by requesting Vulnerability Response from the ServiceNow Store. Application Vulnerability Response is included as part of the Vulnerability Response application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Audit Management	Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Automated Test Framework	Automated Test Framework is a Now Platform feature that is active by default. **Note:** By default, the system property that is used to run automated tests is turned off to prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests. To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature.

Application or feature	Details
	Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.
Benchmarks	Benchmarks is a Now Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Washington DC and is available from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For more information, see Enable Benchmarks.
Business Continuity Management	Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Clone Admin Console	Clone Admin Console is a Now Platform feature that is active by default.
Cloud Cost Management	Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Beginning with the Washington DC release, limited support is provided for the Cloud Cost Management Core UI interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, the best approach is to move to the Workspace experience.
Coaching	Coaching is available with activation of the Coaching (com.sn_coaching) plugin, which requires a separate subscription. For details, see Request Coaching.
Common Governance, Risk, and Compliance feature	Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Compliance Case Management	Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Application or feature	Details
Configuration Compliance	Install Configuration Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Configuration Management Database (CMDB)	CMDB is a Now Platform feature that is active by default.
Container Vulnerability Response	Install Container Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Continuous Authorization and Monitoring	Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Core Now Platform	Core Now Platform is a Now Platform feature that is active by default.
Customer Contracts and Entitlements	Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements. **Note:** With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing.
Customer Service Management (CSM)	Customer Service Management is a Now Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Application or feature	Details
	Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.
Data management for CSM	Customer Service Management is a Now Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. Sales and Order Management is a Order Management feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core).
Decision Builder	Decision Builder is available with activation of the Decision Builder plugin (sn_decision_design). For details, see Update to the latest version of Decision Builder.
Delegated Development	Delegated Development is a Now Platform feature that is active by default. Delegated Development is a Now Platform feature that is active by default.
DevOps Change Velocity	Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Digital Portfolio Management	Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Document Intelligence	Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), Predictive Intelligence (com.glide.platform_ml), and Document Intelligence UIB Component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.

Application or feature	Details
Document Services	Document Services is a Now Platform feature that is active by default. Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management. Multi Provider Document Services Framework. Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Document Templates	Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dynamic Translation	Dynamic Translation is a Now Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.
EMR Help	Install EMR Help by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ESG Management	Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Center	Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Growth and Development	Install Employee Growth and Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the ServiceNow Store. For cumulative release notes information for

Application or feature	Details
	all released apps, see the ServiceNow Store version history release notes.
Encryption Key Management	The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption. Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.
Enterprise Asset Management	Install Enterprise Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Event Management	Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.
Field Service Management	Field Service Management is a Now Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management. Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management.
Flow Designer	Flow Designer is a Now Platform feature that is active by default.
Generative AI Controller	Generative AI Controller is a Now Platform feature that is available with activation of any Now Assist application. For details, see Installing Generative AI Controller.
Hardware Asset Management 10.0.0	Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Health Log Analytics	Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Application or feature	Details
Healthcare and Life Sciences Service Management Core	Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hermes Messaging Service	Hermes Messaging Service is a Now Platform feature that is available with activation of the Stream Connect for Apache Kafka plugins (com.glide.hub.flow_trigger.kafka or com.glide.hub.action_step.kafka) or installation of the Log Export Service application. For details, see Hermes Messaging Service activation.
ITOM Cloud Accelerate	The Cloud Service Catalog application is available with ITOM Cloud Accelerate entitlements. The ITOM Cloud Accelerate features are available as separate applications in the Cloud Accelerate store. Install the ITOM Cloud Accelerate features by requesting them from the ServiceNow store. To use the ITOM Cloud Accelerate features, you must have a valid Cloud Accelerate entitlement. Contact your ServiceNow sales representative to procure the Cloud Accelerate entitlement.
ITOM Health	ITOM Health is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM Health package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.
ITOM Optimization	The Cloud Provisioning and Governance application is available with activation of the CPG (com.snc.cloud.mgmt) plugin, and it requires a separate subscription. For details, see Cloud Provisioning and Governance Application.
ITOM Visibility	ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require the ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.
ITSM Mobile Agent	Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ITSM Success Dashboard	Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Identity and Authentication	Identity and Authentication is a Now Platform feature that is active by default.
Incident Management	Incident Management is active by default with the Incident plugin (com.snc.incident).
Industrial Process Manager	Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Instance Data Replication	Instance Data Replication is a Now Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.
Integration Hub	Integration Hub is included in Automation Engine and is available with activation of an Automation Engine subscription package. For details, see https://www.servicenow.com/products/automation-engine.html.
Intelligence for CSM	Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Journey designer	Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Knowledge Management	Knowledge Management is a Now Platform feature that is active by default. The Knowledge Management Service Portal is available with its plugin (com.snc.knowledge_serviceportal) that is active by default.

Application or feature	Details
	Activate the Knowledge Management Advanced plugin (com.snc.knowledge_advanced) to enable advanced features for Knowledge Management. For more information, see Activate the Knowledge Management Advanced plugin Additional plugins that enable various Knowledge Management features are available. For more information, see Additional plugins for Knowledge Management. Activate the Sitemap Generator plugin (sn_ux_seo_sitemap) to define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages. You must also activate the Sitemap configuration record (sitemap_config_KB) and the sitemap configuration definition. For more information, see Configure Sitemap Generator record.
MID Server	MID Server is a Now Platform feature that is active by default.
Manager Hub	Install Manager Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Mentoring	Mentoring can be installed with the activation of the Employee Connections plugin, which is part of ServiceNow® Employee Growth and Development Core. For more information, see Employee Growth and Development.
Mobile Platform	ServiceNow Mobile Platform is a Now Platform® feature that is active by default.
Natural Language Query	Natural Language Query is a Now Platform feature that is active by default.
Next Experience	Next Experience is a Now Platform feature that is active by default when the user loads or upgrades to the Washington DC release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.
Next Experience Components	Next Experience Components is a Now Platform feature that is active by default.
Next Experience Developer Tools	Download Next Experience Developer Tools from the Google Chrome Web Store.
Notifications	Notifications is a Now Platform feature that is active by default.

Application or feature	Details
Notify	Notify is a Now Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify.
Now Assist	Now Assist features are available with activation of any Now Assist plugin. The following plugins are available: • Now Assist for Customer Service Management (CSM) • Now Assist for IT Service Management (ITSM) • Now Assist for HR Service Delivery (HRSD) • Now Assist for Field Service Management (FSM) • Now Assist for Creator **Note:** The generative AI features that are available with Now Assist plugins may vary. For more information, see Install Now Assist plugins.
Now Assist for Customer Service Management (CSM)	Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.
Now Assist for HR Service Delivery (HRSD)	Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
On-Call Scheduling	On-Call Scheduling is available with activation of the Now Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries: • FullCalendar library • DHTMLX scheduler **Note:** The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.
Operational Resilience	Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Incident Management v2	Install Operational Technology Incident Management v2 by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes

Application or feature	Details
	information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Knowledge Management	Operational Technology Knowledge Management is included with the Operational Technology Incident Management application. You must have the Operational Technology Incident Management application (version 2.0.2) installed and configured, so that you can configure Operational Technology Knowledge Management. No additional plugins are needed. Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Manager	Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Vulnerability Response	Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Order Management	Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Password Reset	Password Reset is a Now Platform feature that is active by default.
Performance Analytics	Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application. The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.
Platform Analytics Experience	Platform Analytics Experience is a Now Platform feature that is active by default. This version includes all updates to the Platform Analytics components that have been released on the ServiceNow® Store since the Vancouver release. Any updates after

servicenow

Application or feature	Details
	the Washington DC release will be available on the ServiceNow Store.
Playbooks	While the interface lives in Workflow Studio, they are separate ServiceNow Store apps. Workflow Studio is part of the Now Platform® and available by default. Get the latest playbooks functionality by downloading the app in the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Policy and Compliance Management	Install GRC: Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Portfolio Planning	Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Privacy Management	Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Proactive Service Experience Workflows	The telecommunications trouble ticket notification feature is available in the Proactive Service Experience Workflows with activation of the API Notification Management (sn_notif_api_mgmt) plugin. Install Proactive Service Experience Workflows by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Process Mining	Process Mining is available with activation of the sn_po plugin.
Product Catalog Management and Pricing Management	The Product Catalog Management and Pricing Management features are included with each Sales and Order Management store application and don't need activation.

Application or feature	Details
Project Portfolio Management	Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management) .
Project Workspace	Install Project Workspace by requesting it from the ServiceNow Store.
Public Sector Digital Services	Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services . Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes .
Quote Management	Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes .
Regulatory Change Management	Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes .
Resource Management Workspace	Resource Management Workspace is a Now Platform feature that is active by default.
Robotic Process Automation (RPA) Hub	Install RPA Hub by requesting it from the ServiceNow Store. For cumulative release notes information on RPA Hub, see RPA Hub release notes . For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes . For cumulative release notes information on RPA sample templates, see RPA sample template release notes . If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your Now Platform instance at **All** > **System Applications** > **All Available Applications**.

Application or feature	Details
Security Center	Security Center is a Now Platform feature that is active by default.
Security Incident Response	Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Security Posture Control	Install the Security Posture Control Core and Asset Security Posture Management (ASPM) applications for Security Posture Control by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Self-Service and Omnichannel engagement for CSM	Install the Engagement Messenger, playbook for CSM, and Omnichannel applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Bridge	Install Service Bridge by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Builder	Install Service Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Catalog	Service Catalog is a Now Platform feature that is active by default.
Service Graph Connector Integration for Claroty CTD	Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Graph Connector for	Install ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

Application or feature	Details
Microsoft Defender for IoT (Azure)	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Install Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Operations Workspace for IT Service Management	Service Operations Workspace for ITSM is active by default and its default version is 2.1 in Washington DC. When you upgrade from any previous release to Washington DC from ServiceNow Store, Service Operations Workspace for ITSM 2.1 is automatically installed.
Service Portal	Service Portal is a Now Platform feature that is active by default.
Sidebar	Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Skills Intelligence	Install Skills Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Software Asset Management	Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management. In the Now Platform® Washington DC release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new Now Platform® release, you can move to the new workspace for an intuitive and personalized experience. For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic

Application or feature	Details
	user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins. To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true. Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • Software Asset Management - SaaS License Management • Data Collection for Oracle Global Licensing and Advisory Services • IBM License Compliance for Software Asset Management • ITAM Health Check • Software Asset Management Playbooks and Guided Setup
Sourcing and Procurement Operations	Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Strategic Planning	Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Subscription Management	Subscription Management is a Now Platform feature that is active by default.
Supplier Lifecycle Operations	Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
System Clone	System Clone is a Now Platform feature that is active by default.
Table Builder	Table Builder is a Now Platform feature that is active by default when you install App Engine Studio.
Telecommunications Network Inventory	The Telecommunications Network Inventory application is a Now Platform feature that is available with activation of the Network

Application or feature	Details
	Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory.
Theme Builder	Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Third-party Risk Management	Install TPRM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations.
UI Builder	UI Builder is active by default.
Upgrade Center	Upgrade Center is a Now Platform feature that is active by default.
User Experience Analytics	User Experience Analytics is a Now Platform feature that is active by default.
Virtual Agent	Virtual Agent is a Now Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent. **Note:** The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store. ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.
Vulnerability Response	Install Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Application or feature	Details
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Install Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Vulnerability Response integrations	Install supported third-party integration applications for Vulnerability Response by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Walk-up Experience	Walk-up Experience is a Now Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.
Workflow Studio	Workflow Studio is a Now Platform feature that is active by default. Each application within Workflow Studio has its own activation information and requirements. See the documentation for each component for more information about activation and subscription requirements.
Workforce Optimization for ITSM	Install the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Workspace	Workspace is a Now Platform® feature that is active by default.
Zing text indexing and search engine	Zing text indexing and search engine is a Now Platform feature that is active by default.

Additional requirements for all Washington DC features and products

Cumulative release notes summary on additional requirements for Washington DC features and products.

To use certain products, specific setups or third-party requirements are required.

Application or feature	Details
Instance Data Replication	The consumer and producer must both be running at least the San Diego release to support the custom coalesce feature.

Application or feature	Details
	This release requirement also applies to support for concurrent job execution.
Now Assist	The Next Experience UI Framework must be enabled to use the Now Assist panel.
Now Assist for Customer Service Management (CSM)	The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license. Now Assist for CSM is supported on Vancouver Patch 4 and later releases.
Robotic Process Automation (RPA) Hub	To use the Unattended Robot application, the minimum requirements are as follows: • Intel Processor (1vCPU). • 4-GB RAM. • Minimum 20-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. To use the Unattended Robot application, the recommended requirements are: • Intel Processor (4vCPU). • 8-GB RAM. • Minimum 50-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. An unattended robot is mapped to only one machine. Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on. To use the Attended Robot application, the minimum requirements are as follows: • Intel Processor (1vCPU). • 4-GB RAM. • Minimum 20-GB free disk space after installing OS, patches, and base software.

Application or feature	Details
	• Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. To use the Attended Robot application, the recommended requirements are as follows: • Intel Processor (4vCPU). • 8-GB RAM. • Minimum 50-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. An attended robot is mapped to only one user. To use the RPA Desktop Design Studio application, the minimum requirements are as follows: • Intel Processor (Core i5 or later) • 4-GB RAM. • 20-GB free disk space. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • Monitor with 1920x1080p resolution. • DPI scaling setting must be deactivated. To use the RPA Desktop Design Studio application, the recommended requirements are as follows: • Intel Processor (Core i7). • 8-GB RAM. • 50-GB free disk space. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • Monitor with 1920x1080p resolution. • DPI scaling setting must be deactivated.
Self-Service and Omnichannel engagement for CSM	Starting with the Vancouver release, the chat client was enabled by default only for authenticated users. To enable the chat client for unauthenticated users to be able to access Virtual Agent chat and Live Agent chat, you must enable the *$sn-va-web-client-*

Application or feature	Details
	`app` and `sn_va_web_client_app_embed` pages for public access. For more information, see Make UI pages public or private.
Skills Intelligence	Note the following requirements for additional functionality: • The Skills Intelligence Workspace plugin (sn_skills_int_ws) must be installed for the workspace experience. • Skills Industry data plugin (sn_skills_data) is required to access the industry skills data.
Virtual Agent	Now Assist in Virtual Agent requires a license for at least one Now Assist product: • Now Assist for Customer Service Management (CSM) • Now Assist for HR Service Delivery (HRSD) • Now Assist for IT Service Management (ITSM) • Now Assist for Creator Now Assist is not required to author Virtual Agent topics that use LLM topic discovery.

Browser requirements for all Washington DC features and products

Cumulative release notes summary on browser requirements for Washington DC features and products.

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

Application or feature	Details
AI Search	AI Search does not support Internet Explorer.
Advanced Work Assignment	Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge-Chromium or one of the other supported browsers that are listed in Browser support.
Agent experience for CSM	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Automated Test Framework	Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional configuration. For more information, see Browser recommendations for Automated Test Framework. Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets

Application or feature	Details
	because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.
Customer Service Management (CSM)	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Data management for CSM	Starting with the Washington DC release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
ESG Management	The new formula builder feature is supported on all browsers except Safari.
Next Experience	The Washington DC release no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported.
Next Experience Developer Tools	Download Next Experience Developer Tools from the Google Chrome Web Store.
Now Assist	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer
Order Management	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Policy and Compliance Management	GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • Microsoft Edge Chromium • Safari 12.0 and later versions
Quote Management	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Robotic Process Automation (RPA) Hub	ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

Application or feature	Details
Self-Service and Omnichannel engagement for CSM	Internet Explorer is not supported.
Service Portal	The Washington DC release doesn't support Internet Explorer 11. The iOS version of Firefox doesn't support Service Portal pages.
Table Builder	Internet Explorer isn't supported.
UI Builder	Internet Explorer isn't supported.
User Experience Analytics	To optimize your User Experience Analytics, use either a Google Chrome or Apple Safari browser.
Virtual Agent	Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.
Walk-up Experience	Access Walk-up Experience through the ServiceNow® Workspace. ServiceNow workspaces don't support mobile devices. Starting with the Orlando release, ServiceNow workspaces don't support Internet Explorer or Microsoft Edge. Instead, use Microsoft Edge Chromium or one of the other supported browsers listed in Browser support. If you're on New York or an earlier release and using Internet Explorer 11 or Microsoft Edge with any workspace, such as ServiceNow® CSM Agent Workspace or ServiceNow® Vendor Management Workspace, you must first migrate to a newer browser. After you upgrade to a new browser, you can upgrade to at least the Orlando release. For more information, see the Internet Explorer 11 Performance [KB0683275] article in the Now Support Knowledge Base.

Accessibility information for all Washington DC features and products

Cumulative release notes summary on accessibility information for Washington DC features and products. Some products have specific accessibility information or exceptions.

Important:

To find documentation about accessibility features in ServiceNow products, see Product documentation for accessibility.

To view accessibility conformance reports (ACRs) for currently supported releases, see Accessibility conformance reports.

Application or feature	Details
Agent experience for CSM	Accessibility improvements Comprehensive accessibility improvements were completed to create a highly conformant configurable workspace. Reflow The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. Keyboard shortcuts Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse. Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks. Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.
Document Intelligence	General accessibility enhancements

Application or feature	Details
	Various Document Intelligence features were updated to create a more accessible user experience. • Updated controls and messages to provide correct labels and other relevant information to Assistive Technology users (for example, screen reader users). • Provided alternative text for informative images and icons so that the purpose of those images is conveyed to Assistive Technology users. • Improved color contrast for text and images to meet minimum standard guidelines: ◦ Regular sized text has a minimum contrast ratio of at least 4.5:1. ◦ Graphics and user-interface components have a minimum contrast ratio of at least 3:1. • Standardized design patterns for components to improve screen reader detection. • Updated Call to actions (CTAs) and tooltips so they can be dismissed via a keyboard, without moving a mouse or pointer. For example, using the Escape key. • Corrected focus order issue with **Auto-fill mode** check box controls. • Corrected focus order issue with the Auto-fill mode thumbnail sidebar. • Updated **Auto-fill mode – Custom Select** to provide additional visual cues to convey selected state info, instead of using color only to convey the information. • Updated **Auto-fill mode – Custom Select** to programmatically indicate the ABC toggle control's selected state. • Updated so that text size can be increased to 200% through your browser settings without loss of content or functionality. • Updated to allow changes to text spacing without loss of content or functionality. For example, some users apply custom text spacing styles to browser content to improve readability.
Document Services	• Updated Document Viewer to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers). • Updated to programmatically inform Assistive Technology users when an invalid page number is entered in the Page Number input field. • Added a tooltip for the Page Number input field in Document Viewer. Both a visual label and programmatic label are provided to users.

Application or feature	Details
Intelligence for CSM	Support for reflow The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Version 28.0.0 of Recommended Actions: • sn-template-modal-worknotes • sn-component-attach-article-guidance • sn-next-best-action-list-connected • sn-guidance-experience-list-connected Version 25.1.0 of Guided Decisions: • sn-guided-decision-card • sn-guided-decision-playbook-card This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
Knowledge Management	Dark Theme Enable the Next Experience Dark Theme in the Now Mobile app and Agent Mobile applications. This option is commonly used to alleviate eye strain and improve readability. Support for Reflow The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. • sn-knowledge-content • sn-related-content • sn-star-rating • sn-comparator • sn-attach-article-guidance • sn-nested-comments

Application or feature	Details
	• sn-knowledge-detail • sn-knowledge-socialqa-answer • sn-knowledge-socialqa-detail • sn-knowledge-discussion-wrapper • sn-timeago In addition, the following pages were updated to support reflow: • Knowledge View (kb_view) • Knowledge Article Template Selector Modal • Knowledge Category Picker (kb_category_picker) • Translation compare • Request translation • Version compare This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
Mobile Platform	Data visualization Accessibility improvements for the data visualization feature include the following updates: • Enhanced support for screen readers, with a specific focus on the VoiceOver functionality. This improvement ensures that users relying on screen readers can seamlessly navigate and comprehend the content within data visualization charts. • Text within data visualization charts can now be resized, accommodating users who may need larger text for better readability. This support enables text to be increased significantly without any loss of content or functionality. • Enable a dark theme or mode in Mobile Platform. This option is commonly used to alleviate eye strain and improve readability.
Next Experience	The following features have been added to improve overall accessibility in the Next Experience. Next Experience keyboard shortcuts Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse.

Application or feature	Details
	Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks. Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information. Reflow The Next Experience supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
Next Experience Components	The following accessibility enhancements were made to the Next Experience Components in the Washington DC release. Support for magnification software and screen readers The following Next Experience Components were updated to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers). This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform.

Application or feature	Details
	• Agent chat [sn-agent-chat] • Agent inbox [sn-agent-inbox] • Canvas tabs [sn-canvas-tabs] • Chat input [sn-chat-input] • Chat mention suggestion [sn-chat-mention-suggestion] • Checklist [now-checklist] • Date time calendar [now-date-time-calendar] • Document viewer [sn-document-viewer] • Drag and drop [sn-drag-and-drop] • Field select [sn-record-field-list-reorder-list] • List selector [sn-list-selector] • Notification setting popover content [notification-setting-popover-content] • Presence popover content [sn-presence-popover-content] Support for reflow The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. • Action bar [now-record-common-uiactionbar] • Agent chat [sn-agent-chat] • Appointment calendar [now-appointment-calendar] • Bar chart [now-vis-bar] • Bubble visualization [now-vis-bubble-wrapper] • Calendar [now-calendar] • Carousel [sn-carousel] • Checklist [now-checklist] • Contact card [sn-contact-card] • Content tree [now-content-tree] • Contextual sidebar [now-contectual-sidebar]

Application or feature	Details
	• Customer activity [sn-customer-activity] • Date range picker [now-date-range-picker] • Dial chart [now-vis-dial] • Document display [sn-document-display] • Document intelligence [sn-docintel-iframe] • Express list [sn-itom-aiops-list] • Filter [now-filter] • Form [now-record-form-selection-column-layout] • Gauge chart [now-vis-gauge] • Geomap visualization [now-vis-geomap-wrapper] • Heatmap visualization [now-vis-heatmap-wrapper] • ITOM Metric Explorer [sn-itom-metric-explorer] • Kanban board [now-visual-board] • Knowledge blocks [sn-knowledge-blocks-connected-uib] • Knowledge content [sn-knowledge-content] • List selector [sn-list-selector] • Pagination control [now-pagination] • Pie/donut visualization [now-vis-pie-wrapper] • Pivot table visualization [sn-multipivot] • Playbook activity viewer [now-playbook-activity-viewer] • Playbook experience [now-playbook-experience-connected] • Playbook modals [now-playbook-modals] • Playbook stage picker [now-playbook-stage-picker] • Service Health Dashboard New [sn-itom-service-dashboard] • Single score [now-score-advanced] • Timeseries visualization [now-vis-timeseries-wrapper] Support for speech-to-text The following Next Experience Components were updated to match visual labels to their accessible labels. If the accessible label is different from the visual label, speech-to-text software can't identify and activate the interactive element. Matched visual and accessible labels enable speech-to-text software, such as Dragon Naturally Speaking, to identify these components in the user interface rather than doing a slow grid-based navigation offered by the speech-to-text assistant technologies.

Application or feature	Details
	• Dropdown [now-dropdown] • Input [now-input] • Record list [now-record-list] • Record number [now-record-number] • Text link [now-text-link] • Toggle [now-toggle] • Typeahead [now-typeahead] • Typeahead multi [now-typeahead-multi] General accessibility enhancements The following components were updated to meet internationally recognized accessibility standards. • Appointment calendar [now-appointment-calendar] • Calendar [now-calendar] • Checklist [now-checklist] • Contact card [sn-contact-card] • Content tree [now-content-tree] • Kanban [now-visual-board] • Playbook activity picker [now-playbook-activity-picker] • Radio group [now-radio-group]
Platform Analytics Experience	Keyboard navigation changed in dashboards The keyboard navigation button has been removed from dashboard widgets that have focus. You can press the Spacebar on widgets that have focus to enable moving the widget with the arrow keys. Color contrast in time series data visualizations Contrast in time series visualizations has been improved.
Portfolio Planning	Support for truncation The following views of the Portfolio Planning Workspace were updated to show the truncated text for non-interactive elements when the “Enable keyboard focus on truncated text” accessibility user preference is turned on. • List and Hierarchy views of Prioritization • Timeline view of portfolio plan and free-form roadmaps • Capacity Planning This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform.

Application or feature	Details
	For more information, see Configure Next Experience accessibility preferences. Invisible Controls The following views of the Portfolio Planning Workspace were updated to automatically display controls that aren't normally visible when the "Show all buttons without the need to hover" accessibility user preference is turned on. • List and Hierarchy views of Prioritization • Timeline view of portfolio plan and free-form roadmaps • Capacity Planning This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.
Strategic Planning	Support for truncation The following views of the Strategic Planning Workspace were updated to show the truncated text for non-interactive elements when the "Enable keyboard focus on truncated text" accessibility user preference is turned on. • List and Hierarchy views of Prioritization and Goals • Timeline view of portfolio plan and free-form roadmaps • Scoring • Capacity Planning This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences. Invisible Controls The following views of the Strategic Planning Workspace were updated to automatically display controls that aren't normally visible when the "Show all buttons without the need to hover" accessibility user preference is turned on. • List and Hierarchy views of Prioritization and Goals • Timeline view of portfolio plan and free-form roadmaps • Scoring • Capacity Planning

Application or feature	Details
	This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.
Theme Builder	Adjust components to meet accessibility standards Use new Accessibility checker capabilities to ensure you're meeting conformant color contrast levels as you apply your own brand and colors to your web or mobile instance. See Adjust components to meet accessibility standards for details.
Workspace	Keyboard shortcuts Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse device. Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks. Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Product localization information in Washington DC

Cumulative release notes summary on new Washington DC features and products.

Some products may have specific localization requirements or behavior in Washington DC.

Application or feature	Details
AI Search	AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

Application or feature	Details
Decision Builder	The Localization Framework is integrated in Decision Builder. However, because the Edit in Excel feature doesn't support localization, you cannot use this feature in any instance that doesn't use English.
Health Log Analytics	The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.
Now Assist	Now Assist is currently available for English only.
Robotic Process Automation (RPA) Hub	RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.
Virtual Agent	The ServiceNow® Localization Framework is integrated in Virtual Agent.

Changes to plugins in the Washington DC release

This table lists the existing plugins that were deprecated, planned for deprecation, renamed, or changed in some way.

- Planned for deprecation: In preparation for the future deprecation. The application is being prepared for future deprecation. The plugin will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Deprecated: The application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Maintenance mode: The application will have no new enhancements or activations but will have continued support.

Deprecated plugins

This table lists the existing plugins that were deprecated in Washington DC and Vancouver.

Plugin	Status	Description	Details
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for Visibility documentation.

Plugin	Status	Description	Details
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.cat
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_work
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey

servicenow

Plugin	Status	Description	Details
		and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Accelerator v5.0+ which is the supported version with Journey designer.
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
CMDB Search	Deprecated in Vancouver.	Provides enhanced	Transition to CMDB Workspace.

Plugin	Status	Description	Details
[com.snc.cmdb_search]		capabilities for searching the CMDB.	
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational Integration with Google Assistant' store application also is end.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to

Plugin	Status	Description	Details
			Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_work
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the

Plugin	Status	Description	Details
			SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content	Install the Task Intelligence for ITSM application from the

Plugin	Status	Description	Details
		to provide implementation guidance for use cases created through Predictive Intelligence Workbench	ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier)	Order Management provides the ability to create, manage, and track orders.	Install the new Order Management application from the ServiceNow Store and review the Install and configure Order Management documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft.

servicenow

Plugin	Status	Description	Details
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceporta using the guidance in Configuring Knowledge Management, and set the system property sn_km_portal.glide.knowman.servic to true to activate

Plugin	Status	Description	Details
			redirection from the v3 homepage to the Portal.
Central Dispatch [com.snc.central_dispatch]	Planned for deprecation in the W release.	Provides both a list and calendar view of unassigned tasks.	Migrate to FSM Dispatcher Workspace [com.snc.uib.fsm_dispatcher_work
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw)	Transition to Workplace Service Delivery.

servicenow

Plugin	Status	Description	Details
		plugin is also installed. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and	Install the ESG Content Accelerator application from the ServiceNow

Plugin	Status	Description	Details
		provides the related metric definitions. This enables the customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	Store. For guidance, see ESG content accelerator.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.

Plugin	Status	Description	Details
		security settings all from within the Instance Security Center.	
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for MaestroRS application.		Activate the four Business Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate	

Plugin	Status	Description	Details
		license. Contact ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Planned for deprecation on contract end date or March 2028 (whichever is earlier).	Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting	Install the ESG Content Accelerator application from the ServiceNow Store. For

Plugin	Status	Description	Details
		application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	guidance, see ESG content accelerator
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

Renamed and changed plugins

This table lists the existing plugins that were renamed or changed in Vancouver or Washington DC.

Plugin	Status	Description	Details
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners	Renamed to Process Mining Conent Pack for FSM.

Plugin	Status	Description	Details
		to perform in-depth analysis and discover process insights to improve business outcomes.	
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ plugin is now a dependency.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service	

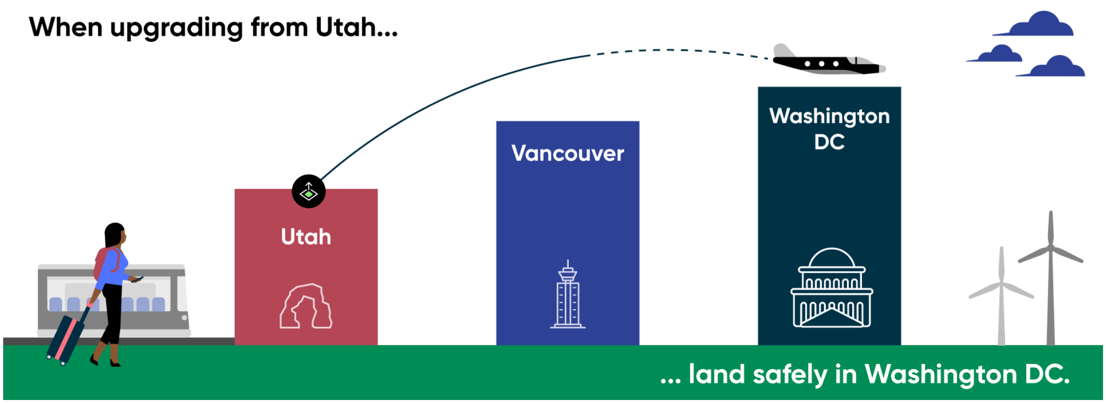
Plugin	Status	Description	Details
		Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. You must request the Content Management System (CMS) application from ServiceNow personnel. Instead of activating CMS, use Service Portal for new development. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. See Service Portal and Content Management and Service Portal.	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace - Components	Maintenance mode only.		

Plugin	Status	Description	Details
[com.csm_workspace_components]			
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

Release notes for upgrading from Utah

When you upgrade from the Utah release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Utah to Washington DC



Combined product release notes

Detailed information on new products and features from Utah to Washington DC

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Utah to Washington DC

List of new, changed, renamed, and deprecated plugins

Accessibility and conformance

Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Available patches and hotfixes

Release notes for fixed issues

Browser support

Supported browser versions and additional requirements for specific products

Combined product release notes for upgrades from Utah to Washington DC

To help you upgrade from Utah to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

servicenow

Select your products to view release notes from Utah to Washington DC

The table below has a list of all products available between Utah and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Goal Framework	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Agent Chat	Link
Agent Chat and Sidebar	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Search	Link
Alignment Planner Workspace	Link
API	Link
App Engine Studio	Link

Product	Combined release notes
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Usage Overview dashboard	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link
Career Assessment	Link
Case and Knowledge Management	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Cloud Insights	Link
Cloud Provisioning and Governance	Link
Coaching	Link

Product	Combined release notes
Commercial Lines Claims	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Conversational Interfaces	Link
Conversational Interfaces Home	Link
Core Now Platform	Link
Customer Contracts and Entitlements	Link
Customer Service Management	Link
Customer Service Management (CSM)	Link
Dashboards	Link
Data Discovery	Link
Data management for CSM	Link
Data Privacy	Link

Product	Combined release notes
Data Separation	Link
Decision Builder	Link
Default admin landing page	Link
Delegated Development	Link
DevOps	Link
DevOps Change Velocity	Link
DevOps Config	Link
Digital Portfolio Management	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Dynamic Translation	Link
Employee Center	Link
Employee Document Management	Link
Employee Growth and Development	Link
Employee Growth and Development Activities	Link
Employee Growth and Development Core	Link
Employee Journey Management	Link

Product	Combined release notes
Employee Relations	Link
EMR Help	Link
Encryption and Key Management	Link
Encryption Key Management	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ESG Management	Link
Event Management	Link
Export to PowerPoint for Strategic Portfolio Management	Link
Field Service Management	Link
Financial Management	Link
Financial Services Business Deposit Operations	Link
Financial Services Business Lifecycle	Link
Financial Services Business Loan Operations	Link
Financial Services Card Operations	Link
Financial Services Client Lifecycle	Link

Product	Combined release notes
Financial Services Complaint Management	Link
Financial Services Credit Operations	Link
Financial Services Customer Lifecycle Operations	Link
Financial Services Deposit Operations	Link
Financial Services Insurance Policy Operations	Link
Financial Services integration with Jack Henry Associates jXchange	Link
Financial Services integration with Socure	Link
Financial Services Loan Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with FRISS	Link
Financial Services Operations Integration with Guidewire	Link
Financial Services Operations Integration with Jack Henry jXchange	Link
Financial Services Operations Integration with Visa	Link
Financial Services Payment Operations	Link
Financial Services Personal Deposit Operations	Link
Financial Services Personal Loan Operations	Link
Financial Services Treasury Operations	Link
Flow Designer	Link
Generative AI Controller	Link

Product	Combined release notes
Goal Framework	Link
Goal Framework for SPM	Link
Governance, Risk, and Compliance	Link
Granular Delegation	Link
GRC: integrations with third-party content	Link
Group Life Servicing	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 4.0	Link
Hardware Asset Management 5.0	Link
Hardware Asset Management 7.0.0	Link
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Health Log Analytics	Link
Help Center	Link
Hermes Messaging Service	Link
HR Service Delivery	Link
HR Service Delivery Case and Knowledge Management	Link
HR Service Delivery Enterprise Onboarding and Transitions	Link
HR Service Delivery Integration with Magnit	Link

Product	Combined release notes
HR Service Delivery Integration with Workday Learning	Link
Identity and Authentication	Link
Import and Export	Link
Incident Management	Link
Individual Life Servicing	Link
Industrial Process Manager	Link
Industry products	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent Service Delivery	Link
Intelligent Servicing for Fraud	Link
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Optimization ITOM Optimization	Link
ITOM Visibility	Link

Product	Combined release notes
ITSM Agent Workspace	Link
ITSM Mobile	Link
ITSM Mobile Agent	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link
Journey designer	Link
Journey designer 2.0	Link
Knowledge Management	Link
Learning	Link
Legal Service Delivery	Link
Localization Framework	Link
Manager Hub	Link
Manufacturing Process Manager	Link
Mentoring	Link
MetricBase	Link
MID Server	Link
Mobile	Link
Mobile Platform	Link
Natural Language Query	Link

Product	Combined release notes
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer Tools	Link
Next Experience UI	Link
Next Experience user interface	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Mobile app	Link
Omnichannel Callback	Link
Onboarding Experience	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link

Product	Combined release notes
Operational Technology Manager	Link
Operational Technology Service Management	Link
Operational Technology Vulnerability Response	Link
Order Management	Link
Order Management for CSM	Link
Order Management for Customer Service Management	Link
Order Management for Telecommunications, Media, and Technology	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Personal Lines Claims	Link
Platform Analytics Experience	Link
Platform Analytics Workspace	Link
Platform Security	Link
Playbooks	Link
Policy and Compliance integrator	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link

Product	Combined release notes
Pre-Visit Management	Link
Privacy Management	Link
Proactive Prompts	Link
Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Process Optimization	Link
Procurement Service Management	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link
Recommendation Framework	Link
Redox Inbound Integration	Link

Product	Combined release notes
Regulatory Change Management	Link
Reporting	Link
Resource Management Workspace	Link
Responsive dashboards	Link
Robotic Process Automation (RPA) Hub	Link
Scaled Agile Framework (SAFe)	Link
Scripting	Link
Search administration	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link
Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link
Service Desk	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link

Product	Combined release notes
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Performance dashboard	Link
ServiceNow Studio	Link
ServiceNow Voice	Link
Service Operations Workspace for ITOM	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Sidebar	Link
Sitemap Generator	Link
Skills Intelligence	Link
Skills Management	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link
SPM Benchmarks	Link
Store Usage Overview dashboard	Link

Product	Combined release notes
Strategic Planning	Link
Studio	Link
Subscription Management	Link
Supplier Lifecycle Management	Link
Supplier Lifecycle Operations	Link
System Administration dashboard	Link
System Clone	Link
System Diagnostics homepage	Link
Table Builder	Link
Table Builder for App Engine	Link
Task Intelligence for ITSM	Link
Technology Provider Service Management	Link
Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Theme Builder	Link
Third-party Risk Management	Link
UI Builder	Link
Universal Request	Link

Product	Combined release notes
Upgrade Center	Link
User Experience Analytics	Link
Vaccine Administration Management	Link
Vendor Management Workspace	Link
Vendor Risk Management	Link
Virtual Agent	Link
Visa Spoke	Link
Visual Task Boards	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT	Link
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link

Product	Combined release notes
Zing text indexing and search engine	Link

Changes to plugins from Utah to Washington DC

Before you upgrade from Utah to Washington DC, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Utah and Vancouver plugin changes

See Utah plugin changes for more information.

See Vancouver plugin changes for more information.

Deprecated plugins from Utah to Washington DC

This table lists the existing plugins that were deprecated in Vancouver or Utah.

Plugin	Status	Description	Details
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_work
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for Visibility documentation.
Cloud Provisioning and Governance - Terraform Connector for IBM Cloud	Deprecated in Utah.		
CMDB: IT Fundamentals	Deprecated in Utah.		Transition to CMDB Data Workspace/

Plugin	Status	Description	Details
[com.sn_apphealth]			Insights and Data Foundation Dashboard.
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.
Connect Support [com.glide.connect.support]	Deprecated in Utah.	Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues.	Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the ‘Conversational Integration with Google Assistant’ store application also is end.
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.

Plugin	Status	Description	Details
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
IBM Connector [com.sn.cmp.ibm]	Deprecated in Utah.		Select and activate alternative capability, Integrations Hub

Plugin	Status	Description	Details
			or Integrations with Anisble.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.cat
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_prem com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.

Plugin	Status	Description	Details
Legal Service Management [com.snc.legal_service_automation, com.snc.marketing_service_automation, com.snc.finance_service_automation]	Deprecated in Utah.	Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Customer should find a replacement technology.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_work
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
OpenID Single Sign-On [com.snc.integrations.sso.openid]	Deprecated in Utah.		Transition to “Integration - Multiple Provider Single Sign-On Installer “ plugin (com.snc.integration.sso.multi.insta and configure IDP to use the SSO feature.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships between product	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.

Plugin	Status	Description	Details
		models and catalog items.	
SAML 1.1 Single Sign-on - Update 1 [com.snc.sso.saml11.update1] SAML 1.1 Single Sign-On [com.snc.sso.saml11] Integration - OpenID SSO [com.snc.integration.sso.openid]	Deprecated in Utah.	Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services.	Transition to the “Integration - Multiple Provider Single Sign-On Installer” plugin (com.snc.integration.sso.multi.insta and configure IDP to use OIDC-based SSO feature.
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Software Asset Management Classic UI	Deprecated in Utah.	Classic user interface for Software Asset Management (com.snc.software_asset_management).	Migrate to Software Asset Workspace (com.sn_sam_workspace) to use the new user interface.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations

Plugin	Status	Description	Details
			released by Tanium on the ServiceNow Store.
Vendor Manager Workspace (Legacy) [com.snc.vlm.vmw]	Deprecated in Utah.	Access to the Vendor Manager Workspace.	Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content	Install the Task Intelligence for ITSM application from the

Plugin	Status	Description	Details
		to provide implementation guidance for use cases created through Predictive Intelligence Workbench	ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier)	Order Management provides the ability to create, manage, and track orders.	Install the new Order Management application from the ServiceNow Store and review the Install and configure Order Management documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft.

Plugin	Status	Description	Details
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceporta using the guidance in Configuring Knowledge Management, and set the system property sn_km_portal.glide.knowman.servi to true to activate

servicenow

Plugin	Status	Description	Details
			redirection from the v3 homepage to the Portal.
Central Dispatch [com.snc.central_dispatch]	Planned for deprecation in the W release.	Provides both a list and calendar view of unassigned tasks.	Migrate to FSM Dispatcher Workspace [com.snc.uib.fsm_dispatcher_work
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw)	Transition to Workplace Service Delivery.

Plugin	Status	Description	Details
		plugin is also installed. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and	Install the ESG Content Accelerator application from the ServiceNow

Plugin	Status	Description	Details
		provides the related metric definitions. This enables the customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	Store. For guidance, see ESG content accelerator.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.

Plugin	Status	Description	Details
		security settings all from within the Instance Security Center.	
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for MaestroRS application.		Activate the four Business Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate	

Plugin	Status	Description	Details
		license. Contact ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Planned for deprecation on contract end date or March 2028 (whichever is earlier).	Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting	Install the ESG Content Accelerator application from the ServiceNow Store. For

Plugin	Status	Description	Details
		application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	guidance, see ESG content accelerator
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

Renamed and changed plugins from Utah to Washington DC

This table lists the existing plugins that were renamed or changed in Utah, Vancouver, or Washington DC.

Plugin	Status	Description	Details
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ plugin is now a dependency.
Advanced Goal Framework [sn_gfa]	Renamed in Utah.	Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the Now Platform.	Renamed to Goal Framework for SPM.
Alignment Planner Workspace [sn_align_ws]	Renamed in Utah.	Prioritize, roadmap, and track work for traditional waterfall	Renamed to Portfolio Planning.

Plugin	Status	Description	Details
		approaches and enhance your project and demand management.	
Cloud Insights [sn_clin]	Renamed in Utah.	Enables to analyze the full range of costs associated with your cloud assets so you can identify and take action on opportunities to optimize operations and save money.	Renamed to Cloud Cost Management.
Lenses for Alignment Planner Workspace [sn_apw_advanced]	Renamed in Utah.	Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches.	Renamed to Strategic Planning.
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.

Plugin	Status	Description	Details
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. You must request the Content Management	

Plugin	Status	Description	Details
		System (CMS) application from ServiceNow personnel. Instead of activating CMS, use Service Portal for new development. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. See Service Portal and Content Management and Service Portal.	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		

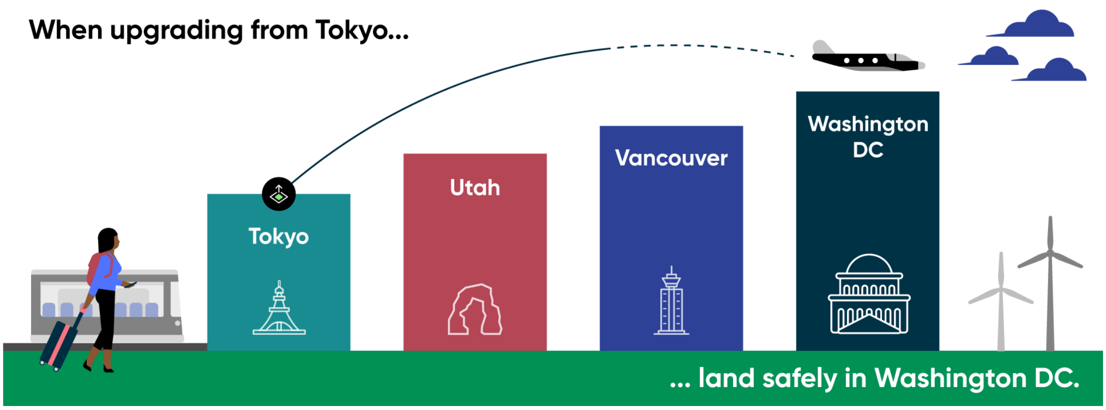
Plugin	Status	Description	Details
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

Release notes for upgrading from Tokyo

When you upgrade from the Tokyo release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Tokyo to Washington DC

When upgrading from Tokyo...



Combined product release notes

Detailed information on new products and features from Tokyo to Washington DC

Personalized PRB release

notes Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Tokyo to Washington DC

List of new, changed, renamed, and deprecated plugins

Accessibility and conformance

Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Available patches and hotfixes

Release notes for fixed issues

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Browser support

Supported browser versions and additional requirements for specific products

Combined product release notes for upgrades from Tokyo to Washington DC

To help you upgrade from Tokyo to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Tokyo to Washington DC

The table below has a list of all products available between Tokyo and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Goal Framework	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Agent Chat	Link
Agent Chat and Sidebar	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Search	Link
Alignment Planner Workspace	Link

Product	Combined release notes
API	Link
App Engine Studio	Link
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Usage Overview dashboard	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link
Career Assessment	Link
Case and Knowledge Management	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Cloud Insights	Link

Product	Combined release notes
Cloud Provisioning and Governance	Link
Coaching	Link
Commercial Lines Claims	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Conversational Interfaces	Link
Conversational Interfaces Home	Link
Core Now Platform	Link
Customer Contracts and Entitlements	Link
Customer Service Management	Link
Customer Service Management (CSM)	Link
Dashboards	Link
Data Discovery	Link

Product	Combined release notes
Data management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Default admin landing page	Link
Delegated Development	Link
DevOps	Link
DevOps Change Velocity	Link
DevOps Config	Link
Digital Portfolio Management	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Dynamic Translation	Link
Employee Center	Link
Employee Document Management	Link
Employee Growth and Development	Link
Employee Growth and Development Activities	Link

Product	Combined release notes
Employee Growth and Development Core	Link
Employee Journey Management	Link
Employee Relations	Link
EMR Help	Link
Encryption and Key Management	Link
Encryption Key Management	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ESG Management	Link
Event Management	Link
Export to PowerPoint for Strategic Portfolio Management	Link
Field Service Management	Link
Financial Management	Link
Financial Services Business Deposit Operations	Link
Financial Services Business Lifecycle	Link
Financial Services Business Loan Operations	Link

Product	Combined release notes
Financial Services Card Operations	Link
Financial Services Client Lifecycle	Link
Financial Services Complaint Management	Link
Financial Services Credit Operations	Link
Financial Services Customer Lifecycle Operations	Link
Financial Services Deposit Operations	Link
Financial Services Insurance Policy Operations	Link
Financial Services integration with Jack Henry Associates jXchange	Link
Financial Services integration with Socure	Link
Financial Services Loan Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with FRISS	Link
Financial Services Operations Integration with Guidewire	Link
Financial Services Operations Integration with Jack Henry jXchange	Link
Financial Services Operations Integration with Visa	Link
Financial Services Payment Operations	Link
Financial Services Personal Deposit Operations	Link
Financial Services Personal Loan Operations	Link
Financial Services Treasury Operations	Link

Product	Combined release notes
Flow Designer	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Governance, Risk, and Compliance	Link
Granular Delegation	Link
GRC: integrations with third-party content	Link
Group Life Servicing	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 4.0	Link
Hardware Asset Management 5.0	Link
Hardware Asset Management 7.0.0	Link
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Health Log Analytics	Link
Help Center	Link
Hermes Messaging Service	Link
HR Service Delivery	Link
HR Service Delivery Case and Knowledge Management	Link

Product	Combined release notes
HR Service Delivery Enterprise Onboarding and Transitions	Link
HR Service Delivery Integration with Magnit	Link
HR Service Delivery Integration with Workday Learning	Link
Identity and Authentication	Link
Import and Export	Link
Incident Management	Link
Individual Life Servicing	Link
Industrial Process Manager	Link
Industry products	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent Service Delivery	Link
Intelligent Servicing for Fraud	Link
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link

Product	Combined release notes
ITOM Optimization ITOM Optimization	Link
ITOM Visibility	Link
ITSM Agent Workspace	Link
ITSM Mobile	Link
ITSM Mobile Agent	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link
Journey designer	Link
Journey designer 2.0	Link
Knowledge Management	Link
Learning	Link
Legal Service Delivery	Link
Localization Framework	Link
Manager Hub	Link
Manufacturing Process Manager	Link
Mentoring	Link
MetricBase	Link
MID Server	Link
Mobile	Link

Product	Combined release notes
Mobile Platform	Link
Natural Language Query	Link
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer Tools	Link
Next Experience UI	Link
Next Experience user interface	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Mobile app	Link
Omnichannel Callback	Link
Onboarding Experience	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link

Product	Combined release notes
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Service Management	Link
Operational Technology Vulnerability Response	Link
Order Management	Link
Order Management for CSM	Link
Order Management for Customer Service Management	Link
Order Management for Telecommunications, Media, and Technology	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Personal Lines Claims	Link
Platform Analytics Experience	Link
Platform Analytics Workspace	Link
Platform Security	Link
Playbooks	Link
Policy and Compliance integrator	Link
Policy and Compliance Management	Link

Product	Combined release notes
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Prompts	Link
Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Process Optimization	Link
Procurement Service Management	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link

Product	Combined release notes
Recommendation Framework	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Reporting	Link
Resource Management Workspace	Link
Responsive dashboards	Link
Robotic Process Automation (RPA) Hub	Link
Scaled Agile Framework (SAFe)	Link
Scripting	Link
Search administration	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link
Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link

Product	Combined release notes
Service Desk	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Performance dashboard	Link
ServiceNow Studio	Link
ServiceNow Voice	Link
Service Operations Workspace for ITOM	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Sidebar	Link
Sitemap Generator	Link
Skills Intelligence	Link
Skills Management	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link

Product	Combined release notes
SPM Benchmarks	Link
Store Usage Overview dashboard	Link
Strategic Planning	Link
Studio	Link
Subscription Management	Link
Supplier Lifecycle Management	Link
Supplier Lifecycle Operations	Link
System Administration dashboard	Link
System Clone	Link
System Diagnostics homepage	Link
Table Builder	Link
Table Builder for App Engine	Link
Task Intelligence for ITSM	Link
Technology Provider Service Management	Link
Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Theme Builder	Link
Third-party Risk Management	Link

Product	Combined release notes
UI Builder	Link
Universal Request	Link
Upgrade Center	Link
User Experience Analytics	Link
Vaccine Administration Management	Link
Vendor Management Workspace	Link
Vendor Risk Management	Link
Virtual Agent	Link
Visa Spoke	Link
Visual Task Boards	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT	Link
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for HR	Link

Product	Combined release notes
Workforce Optimization for ITSM	Link
Workspace	Link
Zing text indexing and search engine	Link

Changes to plugins from Tokyo to Washington DC

Before you upgrade from Tokyo to Washington DC, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Tokyo, Utah, and Vancouver plugin changes

See Tokyo plugin changes for more information.

See Utah plugin changes for more information.

See Vancouver plugin changes for more information.

Deprecated plugins

This table lists the existing plugins that were deprecated in Vancouver, Utah, or Tokyo.

Plugin	Status	Description	Details
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for Visibility documentation.
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.cat

Plugin	Status	Description	Details
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_work
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and	Transition to replacement

Plugin	Status	Description	Details
		modify mobile components for use in any of the ServiceNow mobile apps.	Mobile App Builder.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_prem com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
Cloud Provisioning and Governance - Terraform Connector for IBM Cloud	Deprecated in Utah.		
CMDB: IT Fundamentals [com.sn_apphealth]	Deprecated in Utah.		Transition to CMDB Data Workspace/ Insights and Data Foundation Dashboard.
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.

Plugin	Status	Description	Details
Connect Support [com.glide.connect.support]	Deprecated in Utah.	Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues.	Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the ‘Conversational Integration with Google Assistant’ store application also is end.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and

Plugin	Status	Description	Details
			better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
GRC: GDPR DPIA Accelerator [com.sn_irm_gdpr_dpia]	Deprecated in Tokyo.	Allows you to perform data protection impact assessments (DPIA) to protect the personal data of individuals within and outside of the European Union (EU).	Migrate to Privacy Management.
IBM Connector [com.sn.cmp.ibm]	Deprecated in Utah.		Select and activate alternative capability, Integrations Hub or Integrations with Anisble.
Investment Funding [com.snc.investment_planning], [com.snc.investment_planning_pmo]	Deprecated in Tokyo.	Enables continuous and flexible investment funding for the funding entities based on their priorities and strategic objectives. It provides the options of top-down and bottom-up funding and defunding an entity.	Activate Investment Funding on the ServiceNow Store (to be released on Store in September 2021).

Plugin	Status	Description	Details
iText5 PDF generator [com.snc.pdf_generator]	Deprecated in Tokyo.	Tool to generate PDF documents.	This is replaced by iText7 PDF generator.
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Legal Service Management [com.snc.legal_service_automation, com.snc.marketing_service_automation, com.snc.finance_service_automation]	Deprecated in Utah.	Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Customer should find a replacement technology.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_work
Mobile Classic	Deprecated in Tokyo.	User interface for mobile devices running iOS 6+ or Android 4+ with the Chrome browser.	Migrate to ServiceNow Mobile. For guidance on migration, see Migration Guide.
Multi SSO (v1) [com.snc.integration.sso.multi.installer]	Deprecated in Tokyo.		Migrate to the Multi SSO (v2) plugin.
Onboarding Mobile [com.sn_hr_onboarding]	Deprecated in Tokyo.		Migrate to the HR Mobile plugin on the NOW Mobile application.
OpenID Single Sign-On [com.snc.integrations.sso.openid]	Deprecated in Utah.		Transition to "Integration - Multiple Provider Single Sign-On Installer " plugin (com.snc.integration.sso.multi.insta and configure IDP

Plugin	Status	Description	Details
			to use the SSO feature.
Performance Analytics Premium for Service Watch Insight [com.snc.pa.premium.swi]	Deprecated in Tokyo.	Enables the Performance Analytics functionality that you're entitled to with a subscription that includes Service Watch Insight and Performance Analytics.	
Recorded Future Integration for Security Operations [com.snc.threat.recordedfuture]	Deprecated in Tokyo.		Migrate to Recorded Future for Security Incident Response and Threat Intelligence on the ServiceNow Store.
SAML 1.1 Single Sign-on - Update 1 [com.snc.sso.saml11.update1] SAML 1.1 Single Sign-On [com.snc.sso.saml11] Integration - OpenID SSO [com.snc.integration.sso.openid]	Deprecated in Utah.	Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services.	Transition to the "Integration - Multiple Provider Single Sign-On Installer" plugin (com.snc.integration.sso.multi.insta and configure IDP to use OIDC-based SSO feature.
SCCM Plugins [com.snc.integration.sccm2007], [com.snc.integration.sccm2012v2], [com.snc.integration.sccm2016]	Deprecated in Tokyo.		Activate replacement plugin, Service Graph Connector for SCCM on the ServiceNow Store.
Service Management Application Designer [com.snc.service_management.core]	Deprecated in Tokyo.	Allows you to create custom applications that use a similar service management workflow.	The feature can be enabled using App Engine Studio (com.snc.app-engine-studio).
Software Asset Management Classic UI	Deprecated in Utah.	Classic user interface for Software Asset Management (com.snc.software_asset_management).	Migrate to Software Asset Workspace (com.sn_sam_workspace) to use the new user interface.

Plugin	Status	Description	Details
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store.
Vaccine Administration Management (VAM) 5.0 for CSM [sn_vaccine_sm]	Deprecated in Tokyo.	Provides capabilities to manage vaccinations for infectious diseases from start to finish.	Transition to Healthcare and Life Sciences Service Management.
Vendor Manager Workspace (Legacy) [com.snc.vlm.vmw]	Deprecated in Utah.	Access to the Vendor Manager Workspace.	Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store.
Virtual Agent Analytics Dashboard [com.glide.cs.pa]	Deprecated in Tokyo.	Virtual Agent out-of-the-box analytics dashboard	Migrate to replacement technology, Conversational

Plugin	Status	Description	Details
		for reviewing chatbot.	Analytics v1.0 on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content to provide implementation	Install the Task Intelligence for ITSM application from the ServiceNow Store and use the

Plugin	Status	Description	Details
		guidance for use cases created through Predictive Intelligence Workbench	Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier)	Order Management provides the ability to create, manage, and track orders.	Install the new Order Management application from the ServiceNow Store and review the Install and configure Order Management documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft.
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the	Install the Service Reliability Management application from

Plugin	Status	Description	Details
		Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	the ServiceNow Store and review the launch blog to learn more about the application and features.
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceporta using the guidance in Configuring Knowledge Management, and set the system property sn_km_portal.glide.knowman.servic to true to activate redirection from the v3 homepage to the Portal.

Plugin	Status	Description	Details
Central Dispatch [com.snc.central_dispatch]	Planned for deprecation in the W release.	Provides both a list and calendar view of unassigned tasks.	Migrate to FSM Dispatcher Workspace [com.snc.uib.fsm_dispatcher_work
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is also installed.	Transition to Workplace Service Delivery.

Plugin	Status	Description	Details
		Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and provides the related metric	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see

Plugin	Status	Description	Details
		definitions. This enables the customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	ESG content accelerator.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.

Plugin	Status	Description	Details
		Instance Security Center.	
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for MaestroRS application.		Activate the four Business Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact	

Plugin	Status	Description	Details
		ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Planned for deprecation on contract end date or March 2028 (whichever is earlier).	Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting application	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see

Plugin	Status	Description	Details
		to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	ESG content accelerator
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

Renamed and changed plugins from Tokyo to Washington DC

This table lists the existing plugins that were renamed or changed in Tokyo, Utah, Vancouver, or Washington DC.

Plugin	Status	Description	Details
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ plugin is now a dependency.
Advanced Goal Framework [sn_gfa]	Renamed in Utah.	Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the Now Platform.	Renamed to Goal Framework for SPM.
Alignment Planner Workspace [sn_align_ws]	Renamed in Utah.	Prioritize, roadmap, and track work for traditional waterfall approaches	Renamed to Portfolio Planning.

Plugin	Status	Description	Details
		and enhance your project and demand management.	
Cloud Insights [sn_clin]	Renamed in Utah.	Enables to analyze the full range of costs associated with your cloud assets so you can identify and take action on opportunities to optimize operations and save money.	Renamed to Cloud Cost Management.
Lenses for Alignment Planner Workspace [sn_apw_advanced]	Renamed in Utah.	Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches.	Renamed to Strategic Planning.
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.

Plugin	Status	Description	Details
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. You must request the Content Management	

Plugin	Status	Description	Details
		System (CMS) application from ServiceNow personnel. Instead of activating CMS, use Service Portal for new development. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. See Service Portal and Content Management and Service Portal.	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		

Plugin	Status	Description	Details
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

Available patches and hotfixes

The Washington DC family includes patches and hotfixes.

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

Q1 2024 Patching Program Targets

Targets are subject to change prior to patching. Target versions change only if absolutely necessary.

Releases	Patch target option	Release notes
Vancouver	Vancouver Patch 4 Hotfix 1a	Vancouver
Utah	Utah Patch 9 Hotfix 1a	Utah
Tokyo	Tokyo Patch 10 Hotfix 2b	Tokyo

Available versions

To view security patch and security hotfix release notes, log into support.servicenow.com (formerly HI).

Release version	Release type	Released on	Availability
Washington DC security and notable fixes All other Washington DC fixes	Feature Early Availability	2024/02/01	Available

- Available: Any user can upgrade to the version. "Available" versions will appear on the .

  ServiceNow Patching Program targets and patches are immediately available. Users do not need to request an entitlement to schedule an upgrade to these versions.
- Available by request: Contact Customer Service and Support for approval to upgrade to the version.
- Unavailable: The release version is not available.

MetricBase releases

For the latest MetricBase on-premise release notes, refer to KB0748185.

Ancillary software releases

For information about latest Password Reset Windows Application, ODBC driver, and all other ancillary software available for download from the ServiceNow Store, see ServiceNow Store release notes.

Washington DC security and notable fixes

The Washington DC release contains important problem fixes.

Washington DC was released on February 1, 2024.

- Build date: 01-25-2024_1625
- Build tag: glide-washingtondc-12-20-2023__patch0-01-17-2024

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here.

Security-related fixes

Washington DC includes fixes for security-related problems that affected certain ServiceNow® applications and the Now Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC, refer to KB1584420.

Notable fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1628950	In the configurable Agent Workspace, the email records are duplicated without the body		
Activity Stream PRB1673239 KB1430596	The cursor flickers, bounces, and has placement issues when typing in string fields	This affects the following fields in any Agent Workspace: **Description**, **Additional Comments**, **Work Notes**, and more.	Refer to the listed KB article for details.
Activity Stream PRB1675128	In the workspace activity stream, the email **From** field shows the sysID	The sysID appears in the workspace in the **From** field when an email is attached to an interaction and is displayed in the activity stream.	**1.** Open an incident in any workspace. **2.** Create and send an email. **3.** Open the sys_email table, find the e-mail just sent, and edit the user field to contain the sys ID of the sender. **4.** Edit the state of the email and change it from 'Send-ready' to 'Sent'. Expected behavior: When viewed in the activity stream of the original incident, the **From** field in the email details should contain the user's email address. Actual behavior: When viewed in the activity stream of the original incident, the **From** field in the email details contains the user's sysID from the **User** field in sys_email.

servicenow

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1694062 KB1573051	Records with large amounts of related sys_activity records don't load in configurable workspaces	CI records get stuck loading. There are statements in the log file about handling a large result set.	Refer to the listed KB article for details.
Activity Stream PRB1694286	Updating any field on an 'Incident' form replaces the requester name in activity streams		**1.** Navigate to any workspace. **2.** Create an incident as any user. The first field changes the record. It's created by the user. **3.** Log in as or impersonate another user. **4.** Change any field on the incident (short_description for example). The first field change has been changed to the current user. **5.** Refresh the page. The first field is still changed.
Activity Stream PRB1711517 KB1578730	The **Assigned to** field changes display incorrectly in Workspace	The field **Assigned to** changes are shown to be done by the user who previously changed the assignment group.	Refer to the listed KB article for details.
Agent Chat PRB1666831	AWA chat date/time formatting issues	The chat window shows the 12 hour format, but the form shows a 24 hour format.	**1.** Log in to any Tokyo instance. **2.** In session one, impersonate an agent and make the agent available. **3.** In session two, impersonate an end user and navigate to Service Portal. **4.** In session one, start Agent Workspace and navigate to 'chat online'. **5.** In session two, start a new chat session from Service Portal. **6.** Converse back and forth over chat. Expected behavior: The same date format should be show in both the chat timestamp and the form.

Problem	Short description	Description	Steps to reproduce
			Actual behavior: The chat window date time shows the 12 hour format, but the form shows the 24 hour format.
Agent Chat PRB1707170	There's slow performance in an Agent Chat when typing in the chat input with emojis enabled	When emojis are enabled in Agent Chat, the EMOJI_INPUT_LISTENER is called for every character input and is matched to see if it's a space or ':' to see if the input contains emoticons so that it can convert it to an emoji. If the agent is typing fast, this causes performance slowness due to the listener being invoked several times in the same millisecond.	
Agent Workspace PRB1662150 KB1553280	There's misalignment when creating a case in the default mode		Refer to the listed KB article for details.
Agent Workspace PRB1677964	The 'Customer 360' ribbon component isn't displaying dot fields on HR Agent Workspace	When the user adds the ribbon 'Customer 360' to HR Agent Workspace, it doesn't display dot fields.	1. Log in to a Tokyo instance. 2. Navigate to HR Agent Workspace. 3. Open sn_hr_core_case. 4. Observe a ribbon. 5. Add dot fields in the 'Ribbon' setting under 'Primary' fields. Notice that dot fields aren't visible on the ribbon.
Agent Workspace PRB1682768	UI policies are not applied to the workspaces forms		1. Log in to any Utah instance. 2. Create a UI policy on the incident table such that when the state is canceled, mark the resolution notes field as mandatory. 3. Test the same configuration on a normal form in Native UI. Expected behavior: The UI policy should make the resolution notes field mandatory when state is canceled.

Problem	Short description	Description	Steps to reproduce
			Actual behavior: The UI policy doesn't apply on the Workspace UI.
Agent Workspace PRB1706356 KB1565692	A 'Mandatory field' warning message continues to display even after a user populates the required fields in Agent Workspace	The legacy workspace and custom workspaces are also impacted.	Refer to the listed KB article for details.
AI Search PRB1677163 KB1549264	AI Search's suggestion box can't deal with a catalog item with an external content type	When clicking a catalog item with content_type = 'external content' in the AI Search suggestion box, it incorrectly directs to the 'kb_article' page instead of the 'sc_cat_item' page.	Refer to the listed KB article for details.
AI Search PRB1678571 KB1445778	The first search for a record either doesn't do anything or gets stuck on loading with glide.ui.polaris.ais_ready set to true	When enabling glide.ui.polaris.ais_ready in an instance, when a user first searches for the record, the URL changes but nothing else happens. If a user refreshes the page, the record appears.	Refer to the listed KB article for details.
AI Search PRB1696149 KB1552472	Admins no longer have read-access to ais_publish_history, which causes an unpublished profile banner and an icon to appear unexpectedly	Even though a profile is already published (state=published), there's an icon (triangle) and a banner message displaying that the profile was never published.	Refer to the listed KB article for details.
AI Search PRB1705847 KB1584581	'Exact match' in Portal isn't turned off after upgrading to Vancouver	Users with access to Portal should be able to toggle 'Exact match' suggestions on or off according to the configuration set in the sys_search_context_config table. However, 'Exact match' is	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
		automatically enabled.	
AI Search PRB1707587 KB1557015	AI Search 'Suggestion' and 'Recently viewed' navigation isn't working on the ESC portal after upgrading the Employee Center app	For the 'Recently viewed' navigation issue, 'sys_id=undefined' is appended to the URL and it doesn't navigate to the record. For the 'Search Suggestion' navigation issue, it opens the record in the form page.	Issue 1: 'Recently viewed' navigation **1.** Open the ESC portal. **2.** Enter some search input. **3.** Email. **4.** Select an entry from the 'Recently Viewed' items. Issue 2: 'Search Suggestion' navigation **1.** Open the EVAM definition for the ESC portal. **2.** Ensure that there are more than 1 EVAM view configurations for a table with a different order. Each view configuration should have a different declarative action assigned to it. **3.** Create only 1 AI Search result action for the table with the declarative action of the EVAM view configuration from step 2 with the least order. **4.** Open the ESC portal. **5.** Enter a search input. **6.** Select a KB or catalog search suggestion result.
Analytics Hub PRB1666661 KB1336388	An incorrect score is displayed in Analytics Hub for a Performance Analytics benchmark indicator		Refer to the listed KB article for details.
Application Install Engine PRB1719784	Customized application without sys_app_customization records doesn't update		
Application Manager	Users are unable to install an app from the	Users are unable to install the base app if it has app-customizations versions	**1.** Navigate to plugins. **2.** Install Service Builder.

Problem	Short description	Description	Steps to reproduce
PRB1685456	'Application Manager' view	from the 'Application Manager' view.	An error displays. If a user changes the view to 'Classic', it's working as expected.
Application Portfolio Management PRB1709920 KB1567820	The com.snc.sams (SAM Foundation) plugin is auto-activated by the com.snc.apm (APM) plugin on an upgrade	The issue can cause problems for a company table across an instance.	Refer to the listed KB article for details.
Approvals PRB1714382	A group approval should set to 'Approved' in the case of a common user	Currently, in non-common user scenarios, the group approval record is set to approved. Because of existing business rules, the group approval record cannot be set to approved as it will change the approval state of the remaining member of group as 'No Longer Required'.	
ATG - Glide Interfaces PRB1709048 KB1574610	The PI plugin causes a distributed denial-of-service (DDoS) to AI Scheduler	The PI plugin causes a DDoS to AI Scheduler by running scheduled jobs of all user instances at the same time. There's also a tendency to create jobs at the beginning of the hour, leading to a peak of requests throughout the day, overwhelming the AI Scheduler.	
Authentication PRB1664966	Users are unable to turn off multi-factor authentication (MFA) logging messages with Adaptive Authentication	Users would like to turn off the MFA logging that is captured after every single sign-on (SSO) log in of the user. The message reads: 'Is MFA Setup required as per policy : false?'. Users have turned on Adaptive Authentication.	1. Turn on Adaptive Authentication. 2. In the MFA context record, don't activate the policy, ensure that the 'Step Up' policy is inactive. 3. With an SSO log in of a test user account, try to log in. 4. Navigate to syslog.list. 5. Add the filter 'Created Today' to see the most recent logs.

Problem	Short description	Description	Steps to reproduce
			Observe the message 'Is MFA setup required as per policy : false' appearing with the source as 'AuthPolicy'.
Authentication PRB1725399	The 'getHeader()' call in the BasicAuth and BearerAuth scripts is not working as expected	This is due to the API Key and Hmac plugins being enabled out of the box.	**1.** Open an instance with the Washington DC release. **2.** In the basicAuth script, add a line var header = this.request.getHeader ('Authorization'). Expected behavior: BasicAuth using correct credentials should work. Actual behavior: BasicAuth using correct credentials fails.
Benchmarks PRB1705193 KB1556638	Benchmarks dashboard doesn't work after upgrading to Vancouver	The Benchmarks dashboard doesn't work properly after upgrading from a lower version to Vancouver. Even though a production instance was opted in to use Benchmarks earlier, after upgrading to Vancouver, the 'opt_in_status' property of 'sn_bm_client _configuration' table is changed to 'not_opted_in'. Thus, Benchmarks dashboard is affected.	Refer to the listed KB article for details.
Cache PRB1683372 KB1506244	SegmentedPathCache can grow to excessive size causing memory contention on application nodes	The upper size of the SegmentedPathCache should be limited to a smaller value than it is today regardless of the size/complexity of the import sets being transformed.	Refer to the listed KB article for details.
CMDB Data Manager PRB1673154 KB1367296	The sys_trigger record for the CMDB Data Manager policy 'Dependent CI Deletion' is missing	When the sys_trigger record 'Dependent CI Deletion' doesn't work, even if it's active on the base system.	Refer to the listed KB article for details.

servicenow

Problem	Short description	Description	Steps to reproduce
	in some instances		
CMDB Query Builder PRB1703575 KB1543414	A nested service-mapping query is creating too many query status and query results	For every run of the 'Update Query Based Services' job (10 mins), it creates 5 times the nested query, resulting in a replication lag. The query result cleanup isn't able to catch up with this much data, so it results in too much data in the query result table. There's performance issues.	Refer to the listed KB article for details.
CMDB Query Builder PRB1715869 KB1575252	The CMDB Query Builder 'Create Report' UI button is not selectable after the Vancouver upgrade	The **Create Report** button remains disabled after the Vancouver upgrade.	Refer to the listed KB article for details.
Common Service Data Model (CSDM) PRB1669965 KB1433675	Enabling CSDM Life Cycle can change the 'State' value of hardware assets to 'Consumed'	After enabling the CSDM Life Cycle plugin, the 'State' value is updated to 'Consumed' for a number of records in the 'Asset Hardware' [alm_hardware] table.	**1.** Activate life-cycle mappings. **2.** Navigate to the 'alm_hardware' list. **3.** Verify that the install_status is 'Consumed', contradicting the 'Life-cycle Stage/Status' that is correctly displayed in 'Operational/In use'.
Condition Builder PRB1678395	The report condition builder operator 'is one of' doesn't let a user enter vertical lists of string values	It doesn't let users enter multiple values using the Enter key. This works at the list level, but isn't working on the report builder.	**1.** Create a report on the sys_user table. **2.** In the filter, try to add the condition as 'is one of'.
Condition Builder PRB1710575	When using condition builder to create a vulnerability assignment rule, a dot-walk reference	When trying to build a condition for a vulnerability assignment rule, if the condition is built such that it references a table with a list type field, it will show the sys_id briefly and then	**1.** Navigate to the sys_report_source table. **2.** Set the table to 'Change Request [change_request]'. **3.** In the field selector, select a 'List' type field (such as **Watch list**).

Problem	Short description	Description	Steps to reproduce
	to a table with a field of type=list shows the sys_id and then is blank	the field will go blank when the condition is attempted to be saved.	**4.** Leave the operator as 'Contains', and set the value to 'Abel Tuter'. **5.** Save the record. Expected behavior: The value portion of the 'Conditions' type field shows 'Abel Tuter'. Actual behavior: The value portion of the 'Conditions' type field briefly flashes the sys_id for the sys_user record of Abel Tuter, before displaying as empty.
Configuration Management Database (CMDB) PRB1513486	A CMDB Query Builder query execution fails from another scope	Executing the CMDB Query Builder query fails with a 'Syntax or access rule violation detected' error.	**1.** Log in to the instance as a system admin. **2.** Change the scope of the instance to anything other than global. **3.** Impersonate a user with a cmdb_query_builder role. **4.** Open CMDB Query Builder. **5.** Create a query. **6.** Save the query. **7.** Execute it. The execution fails with an error.
Configuration Management Database (CMDB) PRB1655549 KB1448793	A high volume of relationships (at each level) causes performance issues with CMDBUtil.getRelatedServices	There's high memory usage when the breadth levels are wide, such as when a CI has 500–1000+ relationships at each level.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1667748	Affected CI notifications may cause excessive load on the scheduler and prevent flows	The business rule (BR) 'Affected CI notifications' creates sysevents for 'Affected CI Notifications'. This calculates through multiple levels of relations. The default is 5 levels. Each run of the BR performs at least 5 CMDB queries and may collect potentially a large number of CIs	**1.** Select a CI with lots of relationships (expectation is that it should have hundreds of relationships when counting through 5 levels). **2.** Link a CI to a task.

servicenow

Problem	Short description	Description	Steps to reproduce
		for which to create notifications.	
Configuration Management Database (CMDB) PRB1671037	Improve a task_ci.swapped_ci slow query for a related item count	Fixing slow queries for duplicate remediator by adding a restricted mode to remediate tasks.	1. Have ~1M records or more in the task_ci table. 2. Install the Incident Service Management plugin/app so that the swapped_ci column is added to the task_ci table. 3. Navigate to a de-duplication task. 4. Click **Remediate**. Expected behavior: There should be no slow queries related to the /merge_duplicate//task/cis REST call. Actual behavior: There's slow queries related to the /merge_duplicate//task/cis REST call.
Configuration Management Database (CMDB) PRB1671906 KB1362321	A CMDB Data Management task requires approval, even when the 'Retire policy' **Needs review** field is set to false	Some of the rows in cmdb_policy_type have a 'NULL' value stored in the has_manual_process column instead of 'False'.	1. Create a data management policy of the type 'Retire' (or of any type). 2. Ensure that when this policy is created, the 'Needs Review' flag is turned off. 3. Run the scheduled job 'CMDB Data Manager Retire Policy Processor'. Expected behavior: As the 'Needs Review' flag was set to false, the task should be created with the state 'Work In Progress'. Actual behavior: The new task is created in an 'Open' state with approval=requested.
Configuration Management Database (CMDB) PRB1682098 KB1444123	Scheduling work in the async queue from scheduled jobs facilitates multiple instances of code	Scheduling work in the async queue from scheduled jobs facilitates multiple instances of code and causes delay in the execution of other async jobs.	Refer to the listed KB article for details.
Core Platform PRB1603521	When there's many user preference records, it results in slow	Having a high number (over 1000) of individual user preferences can cause slowness for that user. When the	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
KB1273125	load times on forms and lists	slowness is seen, there's normally a high amount of SQL time, which can be attributed to querying the sys_user_preference table for a specific preference over and over again. This may not reproduce consistently because of different caches within the platform. The issue isn't directly related to the Next Experience UI.	
Core Platform PRB1701867 KB1532483	A node log file browser module causes frequent garbage collection	The transaction '/ui_page_process.do' can't be killed. This happens to different versions and datacenters.	Refer to the listed KB article for details.
Core Platform PRB1717962 KB1582715	Credential authentication issues with new instances after upgrading in Vancouver or Utah	401 errors display when trying to access the instance.	Refer to the listed KB article for details.
Core Platform PRB729853	When a row is updated, current.work_notes.changes() returns true for all the rows after the updated row that are queried in a script	When looping through problem_task records in a script include and when updating the work_notes, the problem_task.worknoted event is triggered for all the records. Current.work_notes.changes() returns true for all the following records, even when there was no actual worknote update for those subsequent records. As a result, emails are sent out to users saying that the problem tasks were updated when they weren't. The same thing happens	

servicenow

Problem	Short description	Description	Steps to reproduce
		with the **Comments** field. Both are **Journal** fields.	
Customer Self-service and Omnichannel Engagement PRB1686180 KB1445219	Customizations to the 'csp_registration' portal page are reverted on an upgrade	When a user typically customizes the "csp_registration' page, they change the layout, or widgets in it. This only changes the child table records of the sp_page, but not the main sp_page record. The DELETE record is applied and is deleted, and the subsequent child layout table records are deleted due to the cascade rule. As a result, the whole page is deleted and reapplied from the / if folder, which is the new location of the page.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1649391	Database views using TPC with **Function** fields generate errors		
Database Persistence - Data Management PRB1663018	GlideRecord.insertOrUpdate() doesn't update existing records in sys_physical_table_stats in com.glide.stats.physical _tableStatsGathererJob	The rows are inserted correctly, but can't be updated.	
Database Persistence - Data Management PRB1685705	TableSizer causes cache flushes on user instances	The overall impact is minor, but a targeted solution is needed to help prevent cache flushing for affected components while maintaining an accurate size class.	1. Force the tablesizer job on an instance. 2. Observe sys_cache_flush.
Database Persistence	The sn_clone.CloneDataHelper.getPreserveStatements	Additionally, getMetadata API returns logical columns	

Problem	Short description	Description	Steps to reproduce
- Data Management PRB1690633	API returns items that don't physically exist	that don't exist physically.	
Database Persistence PRB1389598	There's silent skipping of an online alter due to a large table size during an upgrade	Normally, if a table exceeds a certain row count number, the table online alter is skipped. However, it's silent skipping. This results in missing fields for users who are unaware of this skipping process.	
Database Persistence PRB1593961	Contention on sys_mutex leads to delayed Data Manipulation Language (DML) operations and causes instance instability	There can be delays in the granting of index locks on sys_mutex. This leads to contention on the sys_mutex table related to DML operations and downstream impact, resulting in the instance instability.	
Database Persistence PRB1638779 KB1442165	getRowCount() on GlideRecord returns an incorrect value when querying using addEncodedQuery	getRowCount() on GlideRecord returns an incorrect value when querying using addEncodedQuery with a filter and a sys_ids with a comma that separates 160+ sys_ids.	Refer to the listed KB article for details.
Database Persistence PRB1684737	The current logic of extending a task in 'Hybrid' mode after 1 million records unnecessarily creates systemically slow JOIN queries	The task table is stored by default in 'Table-Per-Hierarchy' (TPH) mode. All extensions of a task are stored in a single physical table in the database. TPH is the best for performance because it doesn't require a JOIN operation when querying child table records. However, after there are 1 million records in a task, the default behavior of the platform is to create any extension of the task in 'Hybrid'	

Problem	Short description	Description	Steps to reproduce
		mode. This means that each child of the task is stored in a separate physical table. It creates a suboptimal performance situation. To retrieve records from the separate physical database tables, JOIN queries must be used.	
Database Persistence PRB1696243	Inconsistent behavior when the TableDesciptor (TD) cache load is interrupted during TableDescriptorProvider #createSchema0 execution	When a TD cache build is canceled, it could lead to inconsistent behavior for the table until the cache is rebuilt or the node has been restarted.	
Database Persistence PRB1706695	Getting null display values for dot-walk fields when routing to read replica		
Data Certification PRB1554470	Clicking **All** in the certification task elements filter loads unrelated records	This issue has been reproduced in Rome and Quebec versions.	
Data Certification PRB1569210 KB1564607	Two green check boxes (instead of one) display for each element when a data certification record is fully certified	Users only see this issue when the frame is with the navigation bar. If the record is opened without the navigation bar, it works fine.	1. Install the 'Data certification' plugin. 2. Navigate to **Data Certification** > **Tasks** > **All Tasks**. 3. Select any record where the state is one of 'Open', 'Pending', or 'Work in Progress'. 4. Select all open check boxes for each element on the record. 5. Select 'Certify checked elements'. 6. Select the 'Show all records' menu. Expected behavior: Only one check box checked should be displayed.

Problem	Short description	Description	Steps to reproduce
			Actual behavior: There's two green check boxes for each element on the record.
Discovery and Service Mapping Patterns PRB1691159 KB1516840	Azure change processing events are failing with an IRE exception when changes are from different service accounts but they have the same logical datacenter (LDC) regions	The field on the sn_cmp_event_trail table doesn't provide any helpful information for the event failures.	Refer to the listed KB article for details.
Discovery PRB1575724 KB1581197	Virtual machine's (VM) install states' are flip flopping when updating VMs in multiple datacenters with different schedules		Refer to the listed KB article for details.
Discovery PRB1651345	Improve performance of L3 mapping		1. Open an instance with a large CMDB. 2. Discover a server. Observe the event processing time for discovery.device.complete.
Discovery PRB1671260 KB1500117	A duplicate CI with the same sys_id displays in the itom_lu_licensable_ci table	When **Show Licensable CIs** is clicked and a filter is added for the **Configuration Item** field, multiple rows with the same sys_id are repeated.	Refer to the listed KB article for details.
Discovery PRB1677364	There's an 'IP Address in payload is null' error on stack switches	On the horizontal discovery sensor, new SncCredentiallessDeviceDiscovery().reconcile(apiPayload) is called. The message is logged in CredentiallessDeviceDiscovery.reconcile().	1. Run a discovery of a stacked Cisco network switch. 2. Review the discovery log for the discovery status.
Discovery	The Discovery 'SNMP - APC UPS' probe	The probe 'SNMP - APC UPS' includes **SNMP** fields. The sensor	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
PRB1684730 KB1446113	fetches the model from the upsIdentModel object identifiers (OID), but the sensor doesn't do anything with it	is missing any code to do anything with those values, meaning the CI Model isn't updated accurately.	
Discovery Schedule PRB1639913 KB1263232	'Discover Now' on the cloud schedule leads to 'Could not redirect to Discovery status'	When users try to execute the cloud schedule using 'Discover Now', an error message displays. The discovery status is created in the backend.	Refer to the listed KB article for details.
Dynamic Translation API PRB1621716 KB1550490	Dynamic Translation doesn't check for a plugin installation, which causes 400 network errors for anyone using it	On the runtime, there's a 400 error for the is_enabled rest end point. In UI Builder, the appshell may also display the error in a modal.	Refer to the listed KB article for details.
Email Notifications PRB1682145 KB1434765	Event processing is taking a long time when a complex regular expression is configured in the sys_email_reply_stop table	Intermittently, an email.read event may have a long processing time, possibly as long as 30 minutes. When users check the email log for the received email associated with the long-processing email.read event, 2–3 inbound actions are evaluated. That's followed by a 1–6 minute time gap, then another 2–3 inbound actions are evaluated, followed by another 1–6 minute time gap. This repeats until all inbound actions are evaluated or a stop processing has been set. The node logs display these	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
		errors at the time of the inbound email processing.	
Email Notifications PRB1705462 KB1556696	After upgrading to Vancouver, emails are sent but remain in the outbox	After a user upgrades to Vancouver, outbound emails are sent and their type is set to 'Sent', but they remain in the outbox and the activity stream isn't updated with email details. This issue only occurs when the sys_email table is sharded.	Refer to the listed KB article for details.
Event Management PRB1683396	Add protection for processing events with large additional information	There's cases where the **Additional Info** field is large, about 600,000 characters. When the event is loaded into the memory, the EventData object takes 2.3M of memory. During a single run, the event processing job is loading into the memory up to 500 events. That's more than 1G of memory used, in the worst case.	**1.** Send more than 500 events with an 'Additional information' size of 600,000 characters. **2.** Observe a peak in java memory consumption.
Flow Designer PRB1523909 KB0996540	Flow Designer (FD) actions with complex object array outputs will erroneously output an array with one object when they're assigned an empty array	FD actions with complex object array outputs erroneously output an array with one object when they're assigned an empty array	Refer to the listed KB article for details.
Flow Designer PRB1683738 KB1449357	A flow that goes to MID gets stuck in a 'For Each' loop	A MID step isn't run as the flow sticks in the first iteration.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
Flow Designer PRB1689243 KB1503771	Flow Designer throws the error 'Your flow cannot be found. Flow sys_id:An'	'Complex objects' aren't captured when moving flows via an update set by republishing the flow/ action.	Refer to the listed KB article for details.
Flow Designer PRB1696950 KB1533141	Flow Designer's script editor's auto-completion/ suggestions no longer work in the flow design scripting Flow Designer script editor (fd_data, dot-walking)		Refer to the listed KB article for details.
Flow Designer PRB1697732	The 'ExecutionStatsCollector.open() log warning message should be changed to a debug message	The message 'ExecutionStatsCollector.open() called but there is already an IExecutionStats available, will be reset now' is found in the logs.	
Flow Designer PRB1698257 KB1552354	Users can't expand any flow action in Flow Designer due to an error: 'An Error occurred while trying to load this flow'	When the user tries to open any flow action, an error occurs. Due to this issue, the user can't edit any flow actions.	Refer to the listed KB article for details.
Flow Designer PRB1702792 KB1540179	Loading sc_req_item.list with the 'Stage' column is slow when the stage is linked to a flow	In the Vancouver release, the loading speed of the 'Requested Items' table [sc_req_item_list] may be adversely affected. This occurs when the list view of sc_req_item.list includes the 'Stage' column, which is connected to a flow. This can lead to severe performance issues for individual users.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
		When several users are loading the list with the **Stage** field, this might also cause an overall performance impact on accessing the instance.	
Form Templates PRB1653898	There's different behavior on an ACL evaluation template between 'Workspaces' and 'UI16 forms (native)' in relation to the current object	In workspaces, scripts inside ACLs on the field level are evaluated differently on Workspaces' and 'UI16 forms (native)', specifically when the current object is included.	**1.** Deactivate the ACL on the field **incident.urgency**. **2.** Create a write ACL for the field **incident.urgency**. **3.** Add the same roles and conditions. **4.** Add a script that includes 'current.isNewRecord()'': answer = current.isNewRecord();'. **5.** Create a template [sys_template] on the 'Incident' table for the user that updates the **Urgency** field to '2 - Medium'. **6.** Impersonate the user. **7.** Open Service Operations Workspace. **8.** Click **+** > **New Incident**. **9.** Click **Templates** on the right sidebar. **10.** Select the template created in step 5. Expected behavior: The template is applied successfully. Actual behavior: There's an error message: 'Template Not Applied, Set Fields: Unable to update field Urgency'.
Guided Tour Designer PRB1678853	Guided tours on pages with iFrames that have the same origin as the parent origin are ending as 'Element not found'	As multiple iFrames have the same origin, guided tours aren't able to finalize the right iFrame to search for the step.	**1.** Create a guided tour on Service Portal. **2.** Open any form where Tiny MCE or rich text is present. **3.** Create a step on an element where the iFrame has the same origin as the page origin. **4.** Preview the tour. **5.** Verify the player in a new tab. Expected behavior: The tour works as created.

Problem	Short description	Description	Steps to reproduce
			Actual behavior: The tour ends when the first step in that page starts.
HR Service Delivery PRB1689640 KB1564044	Since a Utah upgrade, HR case descriptions contain HTML tags for special characters	In Utah, some HR Case descriptions contain HTML tags. The hr_servicesUTIL calls the hr_caseUTILS script include, which causes the **rich_description** field to populate the questions and triggers the business rule to synchronize the two fields, exposing the HTML tags.	Refer to the listed KB article for details.
HTML Editor PRB1609720 KB1281445	Unable to right-click and paste in TinyMCE fields in Tokyo without holding down the CTRL key	Since an upgrade to Tokyo, it isn't possible to paste into HTML fields in an email sent from the email client, such as from an incident or a change. The same behavior occurs in other HTML/ TinyMCE fields, such as the article body of a kb_knowledge record.	**1.** Open an existing change_request or incident record. **2.** Click the 3 dots (more options) at the top of page. **3.** Select 'Email' to open the email client. **4.** The body of the email is an HTML field. **5.** Cut/Copy to capture some random text to paste into the field. **6.** Attempt to right click in a field to paste some content into this field. There's no option to Cut/Copy/Paste from this field. It is possible to use CTRL +V to paste the content into this field.
HTML Editor PRB1663740 KB1515234	If an HTML field has a table element and the user pressed the Enter key after the formatting the table, a second tag is added	The new tag is removed through the script editor.	Refer to the listed KB article for details.
Import Set API PRB717095 KB0598407	Japanese Kana (Japanese syllabary) is added when importing Excel files	Japanese Kana (Japanese syllabary) is added when importing Excel (xlsx) files that include Japanese. The Japanese Kana, which is the Japanese	**1.** Download an Excel file with the Japanese language in it. **2.** Open the Excel file. **3.** Log in to an instance. **4.** Navigate to **System Import Sets** > **Load Data**.

servicenow

Problem	Short description	Description	Steps to reproduce
	that include Japanese	Katakana character of the Kanji imported, shouldn't be added.	**5.** Click **Create table**. **6.** Type in a label. **7.** Select 'File'. **8.** Click **Chose File.** **9.** Navigate to the Excel file downloaded in step 1. **10.** Click **Submit**. **11.** Click **Load data**. **12.** Click one of the numbers in the 'Row' column. **13.** Confirm that Japanese Kana is added to the **Organization name** field.
Inbound Email PRB1698243 KB1527779	Email attachments are discarded when the attachment limit is set to 10 GB through a system property (com.glide.attachment.max_size)	An issue introduced in Vancouver prevents EmailReader from saving email attachments. It occurs when the system property system property com.glide.attachment .max_size's value is more than 2048 or not a proper integer value. Inbound email attachments are represented as sys_email_attachment records and the column of those records is set to 'discarded' when attachments are discarded. However, attachments uploaded through the UI or Table API are saved to the database.	**1.** Add/update the system property com.glide.attachment.max_size to 10240/10 GB. **2.** Verify that the instance doesn't process inbound emails with attachments. Expected behavior: Attachments with less than 10 GB should be processed. Actual behavior: All attachments are discarded regardless of size.
Incident Communications Management PRB1712935 KB1573295	In the 'Communications' tab on email templates, the **To**, **CC**, and **BCC** fields are broken	In Major Incident Workbench, the **To**, **CC**, and **BCC** fields are broken in Vancouver.	Refer to the listed KB article for details.
Instance Data	An app node is throwing a	The node is unresponsive or	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
Replication (IDR) PRB1721309 KB1584953	java.io.IOException: 'Too many open files due to IDR/Kafka issues'	from odd behavior, such as the sidedoor displaying an empty page and intermittent xmlstats.do outputs.	
Instance Security Center PRB1685173 KB1499709	In the weekly digest, the number of virus types section displays an incorrect count	It displays 1 count for virus types, even though there's no infected virus present on the instance.	Refer to the listed KB article for details.
Interactive Filters PRB1701903	Breakdown source values are missing in dashboards after upgrading to Vancouver	Interactive filter values are missing in dashboards after the upgrade to Vancouver. Users can see only check boxes.	1. Log in to a Utah instance. 2. Create a Self-Service Dashboard and set it up to include a couple of breakdown sources (for example, Reports.Type and Reports.Source Type). 3. Select a few values from the breakdown sources filter that are now available in the dashboard, and click **Apply**. 4. Upgrade to Vancouver or any later release. 5. Open the dashboard again with the same browser and without clearing any data. 6. Try to use the breakdown source filters. Observe only check boxes and no values.
Key Management Framework (KMF) PRB1676054	'Check KMF services' takes an excessive amount of time to run	'Check KMF services' should time out quickly (5 seconds) if any service being checked doesn't respond in time. It appears like some code paths may not have any timeout at all.	Observe the 'Check KMF services' run time.
Key Management Framework (KMF) PRB1717975	When Context.getCurrentContext() is null, it causes a NullPointerException during MAP		1. Log in to any Vancouver instance. 2. Navigate to **System Applications** > **Studio**. 3. Click **Import** from Source Control.

Problem	Short description	Description	Steps to reproduce
	evaluation in Studio		**4.** Use github.com for the URL and any credentials (may need to create a new SSH credential outside of Studio). **5.** Stash stash changes. Expected behavior: Studio successfully decrypts credential and connects. Actual behavior: Studio fails to decrypt credential with null pointer exception.
Knowledge Management PRB1705456	When checking out a published Knowledge-Centered Service (KCS) article, the word 'null' is added to any empty fields	For example, if a user keeps kb_issue empty when publishing the article, then post checkout, the **kb_issue** field is populated with 'null'.	**1.** Activate the 'Knowledge Management Advanced Installer' plugin. **2.** Activate 'Knowledge Blocks' [com.snc.knowledge_blocks] plugin. **3.** Create a KCS Article [kb_template_kcs_article]. **4.** Save it while populating only the required fields. **5.** Publish the article. **6.** Confirm that the **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields are empty. **7.** Check out the article. Expected behavior: The **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields should still be empty. Actual behavior: The **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields are populated with 'null'.
Language and Translations PRB1644613	Boolean fields aren't translated when using the instance in a language other than English	This is an intermittent issue affecting Spanish and French language users.	**1.** Open an instance. **2.** Install the Spanish/French language plugin. **3.** Open incident.list. **4.** Add the 'Active' column to the list layout. **5.** Switch the instance language to Spanish/French.

Problem	Short description	Description	Steps to reproduce
			Expected behavior: The values in the 'Active' column should be translated to Spanish/French. Actual behavior: The values as 'true' / 'false' instead.
List Administration PRB1652417	The list layout is broken for certain scenarios	Lists' **Select all** in a workspace renders all rows as empty.	**1.** Impersonate a user. **2.** Create a 'My list' where the priority is either critical or moderate. **3.** Save. **4.** Click **Copy URL** to share. **5.** On a different browser, log in as an admin. **6.** Paste the URL from step 4. **7.** Click the 'Filter' icon. **8.** Click **Restore defaults**. Expected behavior: The list layout should render correctly. Actual behavior: The list layout is broken.
List Administration PRB1667673	Post a Utah upgrade, the user is unable to use the 'Preview' pane efficiently in Agent Workspace or HR Workspace	When the user selects all the incidents from the list in Agent Workspace, the 'Preview' pane displays as empty after clicking **Edit**.	
List Administration PRB1673541 KB1519513	Service Operations Workspace (SOW) shared filter links don't let users change the page to view more entries	After clicking the next page, the list displays as empty.	Refer to the listed KB article for details.
List Administration PRB1683844 KB1517240	The **Next/ Previous** button isn't working when switching records that are opened from a list view	It should load the next record, but loads the same record.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
	of the 'Trend' report		
List Administration PRB1688076	In Vancouver, changing the rows per page in UI Builder results in security restraint messages	When a user changes the rows per page on Tokyo or Utah and refreshes, it resets to 20 per page and this error doesn't appear.	1. In UI Builder, change the rows per page to either 50 or 100. 2. Verify that all the rows display as expected. 3. Refresh the page. Notice an error message '21 rows removed from this list by security constraints'. 4. Change the rows per page again to 50 or 100. All the rows appear as expected again and the error message disappears.
List Administration PRB1692410	The user isn't able to edit multiple columns from a list	When the user tries to select multiple columns and the first selected column isn't in the view port, the box for entering the value isn't displaying on the screen to edit.	1. Log in. 2. Open any list. 3. Ensure that the list has more than 20 records per page. 4. Select multiple columns. 5. Ensure that the first selected column isn't in the view port. 6. Press **Enter**. Expected behavior: The box for updating the columns should appear for editing. Actual behavior: The box doesn't appear on the view port to edit the columns.
List Administration PRB1694488	Personalizing a list isn't working in Configurable Workspace		
List Administration PRB627852 KB0717350	There's unexpected results for a numeric field (integer, decimal) using a list header column search		1. Navigate to the task list view. 2. Add the **Order** field to the list view. 3. Click the magnifying glass next to the list mechanic to display the column search box. 4. Enter '100'. No results are returned.

Problem	Short description	Description	Steps to reproduce
			5. Repeat steps 3 and 4 with '*100'. No results are returned. **6.** Try '=100'. The correct records are returned.
List Editor PRB1689003	Inline editing input on the dashboard list appears in the incorrect place outside the widget and sometimes offscreen		**1.** Access either a Utah or Vancouver instance. **2.** Open the 'Incident Overview' dashboard. **3.** Select the **+** icon, which represents 'Add Widgets.' **4.** Scroll down and edit the 'Incidents per week' widget. **5.** In the sidebar, select **Type**. **6.** Scroll down to the 'Other' section and select the 'List' type. **7.** Save your changes. **8.** On the dashboard, drag and drop the 'Incidents per week' widget to the top position. **9.** Scroll down within the widget to ensure the first 5-10 incidents are not visible. **10.** List-edit the first cell in the list. Notice that the list editor does not appear on the visible page, making it impossible to change the field.
Memory: Heap Space PRB1685101	'java.lang.OutOfMemoryError: Java heap space' errors while initiating .iix transactions	Users observe out of memory heap errors when performing the .iix transactions: '2023-07-07 12:59:45 (599) http-19 SYSTEM SEVERE *** ERROR *** Uncaught exception in GlideTransactionProcessor.doRequest(): java.lang.OutOfMemoryError: Java heap space'.	
MetricBase PRB1593907	A Clotho XMLStats request never returns if Clotho becomes	If Clotho becomes unresponsive after the client has connected but before the connect endpoint's response is sent, then	

Problem	Short description	Description	Steps to reproduce
	unresponsive, leading to semaphores exhaustion on Glide	XML stats stalls when waiting for it to send a response back. The request is retried every minute, which leads to the exhaustion of the semaphores on the Glide side, rendering the Glide unresponsive.	
MetricBase PRB1634353 KB1290495	An exception is repeatedly logged when Hermes isn't installed		Refer to the listed KB article for details.
Microsoft Reconciliation PRB1712246 KB1570200	Microsoft reconciliation fails or stalls after upgrading to Vancouver	Users have observed the errors when running reconciliation for Microsoft publisher.	Refer to the listed KB article for details.
MID Server PRB1707499	There's a false error stating that a user 'user id' has a mid_server role not associated with a MID Server	If the upper/lowercase of the user name of the MID Server's login user isn't identical in the sys_user record and config.xml file, then incorrect MID Server issue records are created. User names aren't case-sensitive, so this shouldn't cause an issue, and the MID Server otherwise is working fine.	
Mobile Platform PRB1713100	Internal server error when opening a screen that includes a workflow cell on a stage field which uses the Flow Designer stage renderer		**1.** Configure a screen (for example a FormScreen) to use an ItemView, where one of the cells in the item view is a stage field (for example, use the sc_req_item table as the table for the DataItem). The stage field should be configured to use the Flow Designer renderer instead of the Workflow renderer. **2.** Try to open the screen from the mobile app (Agent app or Now Mobile app).

Problem	Short description	Description	Steps to reproduce
			Expected behavior: The screen should open without any errors. Actual behavior: An 'Internal Server Error' is shown.
Next Experience UI16 Theming PRB1667498 KB1365000	'Sum list calculation' is offset from the correct column in a list when 'group by' is applied on a field in the Next Experience UI	When Next Experience is turned on, if a 'sum list calculation' is applied as well as a 'group by', the sum doesn't display under the correct column for each group.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1560621	The horizontal scrollbar is only visible on the bottom of the 'Report' widget	Occurs in the Next Experience UI.	
Next Experience Unified Navigation PRB1609636 KB1501269	An API call takes a long time to execute on the first load if the 'All' menu is pinned and several application menus are expanded	The expanded menus are stored as a sys_user_preference, in the format of 'menu.<sysID_of_sys_app_application>.expanded'. If these are deleted, it results in a quicker load time after the initial load is completed. The presence of expanded menus results in a higher SQL count and CPU time for the transaction.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1634712	Translations UX Banner announcements aren't translated	Creating a translation in the sys_translated_text table for a banner announcement isn't working when changing the system language.	**1.** Create a banner announcement in sys_us_banner_announcement in English. **2.** Add 'Unified Navigation' to the announcement configuration related list. **3.** Create translations in the sys_translated_text table with the value as French. **4.** Log in to the instance again. **5.** Change the language to French.

Problem	Short description	Description	Steps to reproduce
			Expected behavior: The announcement should be translated to French. Actual behavior: The announcement is displayed in English and debug i18 doesn't recognize the announcement.
Next Experience Unified Navigation PRB1644299	'Favorites' on the list editor overflows out of its container	This is a side-effect of the scrollbar theming effort. More specifically, the use of 'display: inline-grid' on the 'menu-upper' class.	**1.** Add multiple favorites. **2.** Ensure that a few favorites have longer labels. **3.** Open the editor. The 'X' is cut off. The content should be within the boundary.
Next Experience Unified Navigation PRB1681051	The homepage scrollbar doesn't display		
Next Experience Unified Navigation PRB1686416	The 'Navigating from' menu opens 'about:blank' when the 'Multiple experiences' flag is off and opening from a workspace		**1.** Unset the 'Multiple Experiences' flag on the unified navigation parent application record. **2.** Open a workspace. **3.** Open the All menu and click a module such as **Self-Service** > **Dashboards (standard url)** or **Self-Service** > **Employee Center**(external link url). Expected behavior: A new tab is opened with the appropriate link loaded within unified navigation. Actual behavior: A new tab with 'about:blank' is opened.
Next Experience Unified Navigation PRB1688044	The 'current start page' property isn't working in Next Experience's UI and is overridden by the last opened dashboard	The 'current start page' user preference isn't working as expected. It's overridden by the last opened dashboard. The URL continues to display the page that's set as the user preference, but the dashboard that's opened is	**1.** Open an instance in two windows, with one in incognito mode. **2.** In the window that's not in incognito mode, impersonate any user from the sys_user table. **3.** Once impersonated, click **Dashboards** from the landing page. **4.** Open any of the dashboards. **5.** Click the avatar on the top-right.

Problem	Short description	Description	Steps to reproduce
		different from the one on the URL.	6. Click **Preferences**. 7. Click **Display**. 8. Navigate to the preference 'Current start page'. 9. Set it to 'Use the page I'm on now'. 10. Navigate to the sys_user_preference.list. The three preferences associated to this are modified as expected. 11. Change the dashboard from 'Change Overview' to another dashboard. 12. Close the browser tabs or the session. 13. Navigate to the incognito window. 14. Impersonate the same user. Given that this is a new session/ incognito session, it should technically open the home page on impersonation. Instead, it opens the last opened dashboard as the first page for this user. The URL correctly displays the one mentioned in the user preference, but the dashboard that's opened is the last opened one.
Next Experience Unified Navigation PRB1691934	Duplicate info messages are generated by a business rule when using Next Experience in Utah/Tokyo instances	This issue happens only when the list/ form is open within the banner frame.	
Next Experience Unified Navigation PRB1698258 KB1531357	When URLs are opened in a new tab for requests in the Core UI with Next Experience turned on, pages are hanging	Users can't open URLs when they're copy/pasted from the 'task.list' table.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
Notification Preferences PRB1688687	Notification preference filters aren't honored after saving a form	When the user opens the 'Schedule' modal, makes some changes without adding a **Schedule** field, and saves the form, the instance is persisting the changes to the cmn_notif_message record. However, if the user refreshes the page and opens the same modal for editing the schedule, the changes don't display due to an issue in the UI.	1. Navigate to **Preferences** > **Notification** > **System Notification** > **New Window** > **Under System Notification**. 2. Look for any notifications. 3. Click **Schedule** on a notification. 4. Navigate to the 'Advanced Filter'. 5. Add the condition (without choosing the value under Schedule (None)). 6. Save the record. 7. Reload the page. 8. Navigate to the notification. Filter information isn't captured.
Now Code Editor PRB1665513 KB1319600	The **Script Action** script field displays 'event' as a deprecated	The event property (which mainly refers to an instance of GlideRecord for sysevent being processed) is seen marked as deprecated or crossed-out when a user tries to use the property in any of the script field editors.	1. Navigate to any script editor. 2. Type 'event'. It displays the event property as deprecated or crossed-out.
Now Experience Component Library PRB1670953	The text under the **Time Worked** field flickers/ is seen as momentarily empty in Workspace	The issue seems to occur more frequently in Windows machines.	1. Log in to an instance from a Windows computer. 2. Add the **Time Worked** field to a table's workspace form layout. 3. Navigate to a record that has the field included in Workspace. 4. Monitor the **Time Worked** field and the text under it. Expected behavior: No flickering is seen. Actual behavior: The text clears momentarily, causing a flickering in the layout.
Now Experience Component Library	The focus isn't trapped when an iFrame is slotted inside the modal	An extra **Close** button appears on pop-ups when using g_modal.showFrame.	1. Create an empty UI page. 2. Create a UI action. 3. Set the following fields to true:

Problem	Short description	Description	Steps to reproduce
PRB1680115			◦ Active ◦ Show insert ◦ Show update ◦ Client ◦ List v2 Compatible ◦ Form button **4.** Under the related list 'Workspace', set 'Workspace Form Button' to true. **5.** Add 'Workspace Client Script' to open the UI page from step 1. **6.** Trigger the new UI action. **7.** Verify the UI action. Expected behavior: There shouldn't be any **Close** button under the iFrame. Actual behavior: There's a **Close** button that appears on instances of version Tokyo and onwards.
Now Experience Component Library PRB1682900	The 'Entities' list isn't loading	When creating or editing a portfolio plan, the 'Entities' list isn't loading in the select entities step in the Portfolio Planning/Strategic Planning Workspace in Vancouver.	
Performance Analytics Dashboards PRB1568913 KB1117278	Interactive filters don't provide results when searched within another language	An interactive filter, as well as breakdowns that act as an interactive filter, return 'No elements match your search' when searching for translated text.	**1.** Navigate to sys_dictionary. **2.** Modify the **Name** field of the sys_user_group table. **3.** Change the field type from 'String' to 'Translated Text'. **4.** Within a dashboard/homepage, add the interactive filter 'Change Group'. **5.** For a record within the filter, create a 'sys_translated_text' record with the following values: ◦ Table name: sys_user_group ◦ Document: Group: Analytics Settings Managers (sys_id: 019ad92ec723001 0393d265c95c260dd) ◦ Field Name: Name

Problem	Short description	Description	Steps to reproduce
			◦ Value: test translation fr ◦ Language: FR (any other language suffices). 6. Within the dashboard/homepage used in step 4, search for the term 'App Service Assignment groups' The result is present. 7. Change the language to FR (or any other language selected). 8. Search for the term 'test translation fr' within the interactive filter. 9. Verify that no results are returned. 10. While still in French, search for the term 'App Service Assignment groups'. 11. Verify that the result is present.
Performance Analytics Dashboards PRB1708674	If there's additional 'Group By's and the 'Group By' selected value is 'None', list report widgets on dashboards don't render column headers	In Vancouver, if there's additional 'Group by's selected for the report and the selected group by is 'None' on the widget, the column headers for list report widgets don't render. If the 'group by' is changed to an actual field, then the list report widget refreshes and the column headers appear.	1. In Vancouver, create a report of type 'List' on any table that returns data. 2. Add a few fields to the 'Additional Group By'. 3. Save the report. 4. Add the newly created report to any dashboard. 5. Select 'None' as the group by on the list report widget on the dashboard. 6. Observe that the column headers of the report don't render. 7. Change the 'Group By' value to any of the selected fields in the dropdown. 8. Observe that the column headers of the report render on refresh. Expected behavior: The column headers should render regardless of the 'Group By' value. Actual behavior: Column headers don't render when the 'Group By' value selected is 'None'.
Performance Analytics	Report Columns are	The issue occurs in Utah.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
PRB1658715 KB1507189	misaligned when scrolling		
Performance Analytics PRB1681209 KB1436544	A breakdown source with a large number of elements consumes a large amount of memory, causing memory and performance issues	This results in memory issues and possible node restarts.	Refer to the listed KB article for details.
Platform Runtime PRB1541236 KB1124245	Frequent property changes to piwb.instance_eligible_auto_index results in cache flushing	The changing of this property results in an instance-wide cache flush. That can lead to performance issues. In some instances, this property is changing almost daily.	Refer to the listed KB article for details.
Project Management PRB1599847	The 'Project task' and 'Planning console' views are broken and the button disappears		**1.** Create a project with an 'Approved start date' of 'July 2022'. **2.** Create a project task with a 'Start no earlier than' of 'Time Constraint' and a 'Planned start date' of 'August 2022'. The project itself has a constraint date set in July and the planned dates are in August. **3.** Navigate to the planning console. **4.** Switch the gantt chart time scale to 'Day' so that no dates in July can be seen on the gantt chart. **5.** Try to add a project task (client-side planning enabled). It isn't displayed. This works if a user sets the time scale to 'Year' or 'Quarterly' because the gantt renders 'July'.
Reporting PRB1657330	Single score reports with the default color set as black in the style don't display values correctly	The symptom occurs only in the dashboard, and only when the user switches the theme after having loaded the dashboard page.	

Problem	Short description	Description	Steps to reproduce
	in the dark theme		
Reporting PRB1659173 KB1429987	In Utah, an export of a PDF of a multi-level pivot report causes the dashboard to have an overlapping header with an 'Enable Analytics' message	The same issue can be seen when exporting the dashboard to PDF.	1. Open an instance. 2. Impersonate an admin. 3. **Multi-level Pivot report** > **View Report** > **Run**. 4. Click **Sharing** > **Export to PDF** > **Generate** > **Now** > **Export** > **Download**. 5. Open the downloaded report. The report PDF displays the report header overlapping with an 'Enable Analytics' message.
Reporting PRB1686288	The list view title is missing in the drill down from the classic report in the dashboard		1. Create a classic report. 2. Set the 'Datasource' as 'Table'. 3. Select 'Task'. 4. Set the 'Type' as 'Vertical Bar'. 5. Select a title. 6. Set it to 'Display always' in the 'Style' configuration. 7. Add a list breakdown to the report. 8. Set a title on the list breakdown. 9. Set it to 'Display always' in the style configuration. 10. Save the list breakdown. 11. Save the report. 12. Create a dashboard. 13. Add the created report as a widget.
Schedules PRB1673996	Metrics Timeline doesn't display any content for itil users	GlideRecordSecure blocks access to the metric tables since there isn't an ACL role for itil. Based on the existing ACLs, the Metrics Timeline feature prior to Utah was bypassing the admin-only ACLs on these tables.	1. Impersonate a user with an itil role and without admin, itil_admin or metric_admin roles. 2. Open any incident record. 3. Click the context menu. 4. Select 'Metrics Timeline'. Observe that the metrics timeline window pops up but doesn't display the expected data.

Problem	Short description	Description	Steps to reproduce
Service Mapping PRB1690152	Checkpoint Reaper's memory utilization is too high	The 'Checkpoint Reaper' job uses a lot of memory and can cause 'High memory usage' warnings on large instances.	1. Create an application service and populate it. 2. Make changes on top of the service to create checkpoints. 3. Set the com.snc.sw.mapping.reaper.month_inertval property to 0. 4. Execute the Checkpoint Reaper job. Observe the 'High memory usage' warning.
ServiceNow for Teams - Core (Family) PRB1711515	Post-authentication, users are unable to open a Word add-in on the web	An error is thrown.	1. Sideload the O365 add-in on Word online. 2. Launch the ESG add-in. 3. Try to log in. Users can't see the ESG add-in pages.
Service Portal PRB1681349 KB1553151	Hashtags within the 'Link Button' widget cause an incorrect redirect to a different page	The issue occurs in Utah.	Refer to the listed KB article for details.
Service Portal PRB1703032 KB1547736	An error message is seen when loading the change_calendar report on a portal in a Vancouver instance	There's an error message reading: 'There is a JavaScript on the browser console' when loading the change_calendar report on a portal in a Vancouver instance.	Refer to the listed KB article for details.
Service Portal PRB1710576	Unread messages display in the Virtual Agent upon a page refresh	If the user refreshes their page after ending a conversation with the Virtual Agent, the Virtual Agent will start a new conversation automatically. This leaves unread messages in the chat.	1. In any Vancouver instance, navigate to Service Portal. 2. Start a chat with the Virtual Agent. 3. End the chat and minimize the chat window. 4. Refresh the browser page. Notice that the Virtual Agent shows new messages though a new conversation that was not started by the user.

Problem	Short description	Description	Steps to reproduce
Service Portal PRB1714519	On the Service Porta, the catalog variable 'Simple Line Text' throws an error	This issue is observed in Vancouver instances.	**1.** Create a catalog item. **2.** Create a simple line text catalog variable. **3.** Open the catalog item on the Service Portal Check the system logs and observe the errors.
Sidebar (Family Release) PRB1686838	A user is logged out when @mentioning a user in the activity stream	This occurs when there's a large number of users.	**1.** Navigate to any task record. **2.** Click the **Discuss** button. **3.** If the **Discuss** button isn't visible, then: **a.** Click the form context menu. **b.** Select 'Copy URL'. **c.** Navigate to that URL. **4.** Add at least one participant to the discussion. **5.** Click **Start Discussion**. **6.** In the sidebar discussion pop-up that opens, start an @mention for the participant added by typing the @ symbol followed by their first and last name. **7.** Don't submit the message. **8.** Confirm that no list of user results appears based on the first/last name entered. **9.** Wait about 20 seconds. Expected behavior: The record loads the expected users. Actual behavior: The session times out after several seconds with a 'Your session has expired' or 'Session Expired (401)' pop-up message.
SOAP Web Service PRB1680193 KB1515233	There's a SOAP NullPointerExceptions (NPE) error in the logs	There should be a check to stop NPEs from being thrown and logged in some situations, such as when the SOAP request was unauthenticated or otherwise failed.	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
Software Asset Management PRB1455478	The tool to submit and process customer requests to add or update content is missing in Content Data Services (CDS)	Currently, a user submits these requests and a task is created to the CDS team. The processing of this request takes a long time with much back and forth between the user and support. Cases stay open for weeks until resolved. Tech support shouldn't need to be part of the process.	
Software Asset Management PRB1671151	An invalid reference for a column on a table causes a list not to load in Software Asset Management (SAM) workspace	There's an empty reference for the 'Processor mapping' column on the cmdb_sam_sw_install table, which leads to the page not displaying in the SAM workspace view.	
Software Asset Overview PRB1681356	There's incorrect logic to identify a true SaaS publisher on Software Asset Management Workspace's License Workbench	On License Workbench (workspace view), the true SaaS publisher is determined by traversing through all the products available in the product result for that publisher. If any one of the products is true SaaS, then the publisher is considered as true SaaS. However, it should be the other way around. Further, if a user drills down to product level on the License Workbench, it still tries to determine if the publisher is true SaaS or not using that logic.	
Software Asset Value Builder	There's issues with content for Software Asset Management	Some records in the software value builder task content's table (samp_sp_value_builder) are incorrect, which is causing the scheduled	

Problem	Short description	Description	Steps to reproduce
PRB1676345	(SAM)'s value builder	job 'SAM - Update Value Builder Usage' to fail.	
Survey Management PRB1584846 KB1277522	Dependencies for surveys and questions aren't working in San Diego for Service Portal and Employee Center	Testing the survey inside the backend UI works as expected.	Refer to the listed KB article for details.
System Events PRB1683928	The 'events process 0' job runs for days and the stack displays the execution of the 'system.upgraded' event	The 'events process 0' job runs for days, and the stack keeps displaying the 'system.upgraded' event as stuck despite displaying that the upgrade was successfully completed.	
System Export Sets PRB1685206 KB1449172	URL export (CSV) runs slower in Utah than Tokyo	com.glide.generators.AbstractGridExporter#isDiskBufferedStream() is called from two methods, one that should have a default setting of true and another that should have a default setting of false.	Refer to the listed KB article for details.
Table Administration and Data Management PRB1603647	Phase copy in OnlineAlter could lead to memory exhaustion if the TableChunkCopier runs long	OnlineAlter logging shouldn't rely on the transaction.max_logs property of 200k lines. Instead, it should allowExcessiveLogging.	
Table Cleaner PRB1678154 KB1441282	Table cleaners on internal system tables can have a severe impact	Table cleaners shouldn't be allowed on any sys_flow_*_chunk tables.	Refer to the listed KB article for details.
Table Cleaner PRB1687769	In Utah, Table Cleaner is skipping many tables if they have queries	This could lead to unnecessary data build up, as the data never is cleaned unless the query	Refer to the listed KB article for details.

Problem	Short description	Description	Steps to reproduce
KB1496723	greater than 30 seconds	is tuned/tunable. Users may not know that something is happening in their instance unless the table is too large and not being cleaned up.	
UI Field Administration PRB1673906	**Table Name** fields load slowly when there are many records in sys_documentation, sys_db_object, sys_security_acl, sys_security_acl_role, and sys_user_role		**1.** Install many languages on a base instance. **2.** Create several thousand tables. **3.** Create 20,000 ACLs and 20,000 sys_security_acl_role records for those ACLs. **4.** Load item_option_new.do. Expected behavior: The page loads as any other page does, in approximately 5 seconds. Actual behavior: The page takes up to a minute to load, due to the **Table name** field having to load every table label and run ACLs.
UI Field Administration PRB1706249 KB1550638	The reference field search results list blocks the field if Next Experience is disabled		**1.** Access any Vancouver instance and disable Next Experience. **2.** Navigate to Agent Workspace and open any incident. **3.** Click a configuration item field and type any letter. Expected behavior: The list with searching text and search result should start at the end of the field. Actual behavior: The list with searching/showing text covers the field.
UI Field Administration PRB1709330	A read-only Boolean field is barely visible		**1.** Navigate to the incident.list. **2.** Open a record. **3.** Configure a form's layout. **4.** Add a **True/False** field to the form. **5.** Configure the form dictionary. **6.** Change the field to read-only. The field is barely visible.

Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1672711 KB1539784	There's 'Copy permalink' notification issues	The 'Copy permalink' pop-up window doesn't display in Utah unless the user scrolls all the way up.	Refer to the listed KB article for details.
UI Form Administration PRB1699456	Modifications to attachment_entry don't work as expected	If a user changes the UI macro 'attachment_entry', it doesn't work anymore, and generates the 'about _ref_ variable inaccessible error' in the system logs.	**1.** Open the attachment_entry UI macro. **2.** Update line number 40, so that the jvar_is_state_closed variable is evaluated based on the active field of the record From and To. **3.** Open any active problem or change the record and attach a file to it. **4.** Close the record. Expected behavior: The macro hides the 'rename' option. Actual behavior: The rename option still displays.
Upgrade Center PRB1651743 KB1367203	Users observe multiple errors in the logs		Refer to the listed KB article for details.
Upgrade Center PRB1694520 KB1516821	Demo data removal failure causes the automation to fail to bring an instance out of a paused state	This leads to an issue with the event queue being paused on the target instance.	Refer to the listed KB article for details.
Upgrade Plans PRB1672398	An upgrade plan isn't used when generating the upgrade preview	The upgrade preview identifies the installed upgrade plan using the targeted version. The targeted version of the upgrade plan ends with .zip, while that of the upgrade preview (in the upgrade_preview_version table) ends with .war. Due to the extension mismatch, the	

Problem	Short description	Description	Steps to reproduce
		upgrade preview can't find the installed upgrade plan and the preview is generated without considering the upgrade plan.	
UX Framework PRB1644981 KB1580637	Switching languages on Service Operations Workspace (SOW) from 'Preferences' results in a mixed-language environment	This is a caching issue.	Refer to the listed KB article for details.
UX Framework PRB1673498	Tabs jump back and forth after quickly clicking between them for a tab set configured as 'Dynamic tabs'	After clicking the tabs on an open record in a workspace quickly, the tabs jump back and forth with no interaction.	**1.** Install Customer Service Management demo data (com.snc.customerservice.demo). **2.** Install Customer Central (com.sn_csm_customer_central) with demo data. **3.** Open the CSM/FSM Workspace case record with a contact. **4.** Switch through the tabs using the arrow keys quickly to reproduce the infinite tabs switching.
UX Framework PRB1679691	In Agent Workspace, the contextual side panel translations are inconsistent	The contextual sidepanel icon tooltips translate unpredictably in some Tokyo and Utah instances.	**1.** Navigate to an instance with CSM Workspace and multiple languages installed. **2.** Open the CSM/FSM Configurable Workspace. **3.** Open a case. **4.** Point the mouse device over the icons on the right of the screen within the contextual sidepanel. **5.** Change the session language via the menu in the top-right within the header bar. **6.** After the page refreshes, check the tooltip language. They're translated. **7.** Change the language of the session again.

Problem	Short description	Description	Steps to reproduce
			8. After the page refreshes, check the tooltips again. They aren't translated back. Expected behavior: The tooltips should change every time the session language is changed. Actual behavior: The tooltips get stuck in a language. The only way to change them afterwards is a cache.do.
UX Framework PRB1681503	BucketStats errors appear in the logs from /xmlstats.do when the user opens a workspace		**1.** Open any workspace. **2.** Open /xmlstats.do. **3.** Repeat step 2 as necessary, as the issue is intermittent. **4.** Observe an error in the log.
UX Framework PRB1683588	There's issues with the layout and styling in a UI Builder page, such as 'SOW Incident Overview'	The 'SOW Incident Overview' page's layout and styling isn't working correctly on Vancouver. Containers' content seems to be overflowing and the whole page is disturbed.	
UX Framework PRB1685563 KB1517574	A canvas error pop-up comes on the record and the loading speed of the form becomes slow	All parent macro component properties are taken in because a scripted route condition payload is too large.	Refer to the listed KB article for details.
UX Framework PRB1686283	There's multiple SnFormDataConnected calls from inactive tabs when opening a new tab	When the user opens a record in a new tab (be it an L1 or a child tab), only one SnFormDataConnected call should be made to fetch data for that record. However, multiple SnFormDataConnected calls are made simultaneously, slowing the application down.	

Problem	Short description	Description	Steps to reproduce
UX Framework PRB1696803 KB1575391	The 'Details' tab of a record doesn't load on a user-created custom workspace after upgrading	Intermittently, the workspace 'Details' page displays as empty and no fields are populated.	Refer to the listed KB article for details.
Virtual Agent PRB1673994 KB1370199	In Utah, the Virtual Agent icon is overwritten when the com.glide.cs.advanced chat pop-over is set to true	The icon should display an uploaded image, but it displays the default icon instead.	Refer to the listed KB article for details.
Virtual Agent PRB1689593 KB1521548	Pre-compile errors when logging for va_language_detection_subflow	On newly created Vancouver instances, a 'Pre-Compiled flow global.va_language_detection_subflow failed to compile' error is thrown periodically.	Refer to the listed KB article for details.
Virtual Agent Web Client PRB1676768 KB1580320	In Web Client, the 'Show me everything' and 'New messages above' buttons are overlapped		Refer to the listed KB article for details.
Visual Task Boards PRB1659764	Record's pop-up windows aren't displaying buttons or breadcrumbs properly, and the short description is wrapped if it's lengthy	The issue is related to Visual Task Boards (VTB). When opening the 'Show Visual Task Board' context menu, the VTB displays. Clicking the CSTSK link opens a pop-up form. This form isn't displaying correctly. The buttons are overlapped/partially displaying from the edge of the box. The breadcrumbs are overlapping each other.	
Visual Task	In guided boards, if the	When the owner of a board is removed	

Problem	Short description	Description	Steps to reproduce
Guided Boards PRB1696462	owner of the board is no longer in the system, some cards don't display to members of the board	from the system, some of the cards no longer appear for other members of the board. This issue doesn't happen in the Tokyo version, where all cards are visible even if the owner no longer exists.	
Walk-Up Experience PRB1689071	Inconsistent time zone behavior in the Utah base instance	The date format in the walk-up base instance widget doesn't work correctly for the 'dd/mm/yyyy' format while using the GlideDateTime API.	

All Other Fixes

To view a list of all other PRBs fixed in Washington DC, refer to All other Washington DC fixes.

All other Washington DC fixes

The Washington DC release contains important problem fixes.

Washington DC was released on February 1, 2024.

- Build date: 01-25-2024_1625
- Build tag: glide-washingtondc-12-20-2023__patch0-01-17-2024

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here

All other fixes

Problem category	Problem	Short description
Access Control	PRB1684884	Field value isn't visible on the list even if it's visible on the form
Access Control	PRB1554832	Excessive ACL checks slow down opening sc_cat_item_producer and item_option_new records

Problem category	Problem	Short description
Access Control	PRB1666896	The 'Data condition' section appears twice in the ACL form
Access Control	PRB1680060	Data filtration isn't honored when using a group in the subject criteria
Access Control	PRB1681837	List Edit doesn't work for some fields in Agent Workspace
Access Control	PRB1690950	Adding a filter for 'Table Knowledge' isn't possible on a dashboard in a workspace
Access Control	PRB1665562	An inherited role is removed from a user group while another role still contains the inherited role
Access Control	PRB1699381	The snc_internal role is incorrectly assigned to inactive users
Access Control List (ACL) Rules	PRB1683744	Records aren't created within sys_ux_lib_component_attr when a data filtration system property is turned on
Access Control List (ACL) Rules	PRB1708039	There was a simple list widget misconfiguration, as noted in KB1553688
Activity Stream	PRB1704891	The activity stream flickers when typing in the 'Compose' section of a configurable workspace
Activity Stream	PRB1690236	Activity Stream incorrectly displays System updates as System Administrator
Activity Stream	PRB1669417	CLE doesn't encrype in-line for Rich Text Editor in Agent Workspace (HTML-type fields)
Activity Stream	PRB1687498	The @mention pop-up doesn't have scroll bars if it's configured to have 10+ users displayed via the system property glide.ui.mentions.default_limit

Problem category	Problem	Short description
Activity Stream	PRB1703685	Changing a non-audited field can cause an infinite loop in the browser
Activity Stream	PRB1671185	Pre-formatted text in the Journal field is poorly rendered on Workspace when viewed on Mac Chrome
Activity Stream	PRB1675461	Work notes aren't added in the Activity stream after creating an incident
Activity Stream	PRB1680020	Email contents aren't visible in Activity Stream if the live form is disabled and dark theme is enabled
Activity Stream	PRB1688395	The clickable area for a filter function of an activity stream is too small
Activity Stream	PRB1633747	Problem link redirects to the back end instead of to Workspace
Activity Stream	PRB1635413	
Activity Stream	PRB1668203	Image attachments don't show their actual preview in the workspace activity stream when their MIME types are in caps
Activity Stream	PRB1671855	The 'timeago' preference isn't respected in Configurable Workspace
Activity Stream	PRB1678530	The **Post** button in the Compose/ Activity section is enlarged to the half width of pane
Activity Stream	PRB1691632	After updating to Vancouver, the 'Compose' field in the 'Details' tab of the workspace is too small
Activity Stream	PRB1700282	Clicking **Overview** opens a new tab every time in the 'Success' admin console
Adaptive Authentication	PRB1701019	Location header redaction causing IH flows to fail

Problem category	Problem	Short description
Advanced Work Assignment	PRB1679606	isLiveAgentAvailable isn't working for domain-separated instances where the requestor and the agent are in different domains
Advanced Work Assignment	PRB1669604	There's impersonation logs in the system logs when transferring the interaction from one agent to another agent
Advanced Work Assignment	PRB1692554	There's duplicate 'Agent has joined' messages when they're auto-accepted by the agent in a transferred queue
Advanced Work Assignment	PRB1665222	When creating a new interaction, an unexpected record is created in the interaction_related_record table
Advanced Work Assignment	PRB1687719	Advanced Work Assignment queue trigger for max wait time doesn't actually trigger when the defined max time passes
Advanced Work Assignment	PRB1687760	The 'awa_document_size' record isn't updated when the record matches different channels
Advanced Work Assignment	PRB1707250	Slow query from the AWA work Item repository 'getWorkItemsForAgent'
Advanced Work Assignment	PRB1699640	Advanced Work Assignment (AWA) logger is contributing to memory allocations
Agent Assist	PRB1694369	On Service Operations Workspace (SOW), 'Unattach knowledge' isn't working on Agent Assist for users with admin privileges
Agent Assist	PRB1700049	Agent Assist's search isn't working when searching for text in 'Search for predictive intelligence' type search resources
Agent Assist	PRB1699556	In Service Operations Workspace, there's an incorrect French Canadian translation for Agent Assist's 'Flag' article

Problem category	Problem	Short description
Agent Assist	PRB1708691	HTML fields aren't supported when copying a resolution in Agent Assist
Agent Calendar [Legacy]	PRB1690207	On-call Schedule isn't working as a result of the 'restrict agent schedule user on create' business rule
Agent Chat	PRB1662258	Error in logs when an agent saves a new interaction on Workspace (/ GlideInteraction_Mutation/exit_chat - Interaction -1 not found)
Agent Chat	PRB1683331	In the 'Workspace' view, avatars on Agent Chat aren't displayed correctly when viewed from a tertiary user
Agent Chat	PRB1692841	Error seen in console when a link is sent in a message, leading to a break in the conversation processing
Agent Chat	PRB1612416	In Virtual Agent Chat, pasting links that contina a '0' results in broken links
Agent Chat	PRB1664303	The use observes a 'Component not configured' message in CSM Workspace
Agent Chat	PRB1692876	An agent's name isn't changing in Mobile after a transfer
Agent Chat	PRB1698155	The 'Search KB' quick action displays the article preview in the requesters' language and not the agents'
Agent Chat	PRB1699486	In a pre-chat survey, the response summary is misaligned on the agent's side
Agent Chat	PRB1700232	Agent-initiated messaging should support async messaging (mweb=messaging) for tables that extend sys_user
Agent Chat	PRB1719479	There is a blank space at the bottom of Workspace after accepting the chat as an agent and maximizing the browser window

Problem category	Problem	Short description
Agent Chat	PRB1717322	If the 'com.glide.awa.client _logging.enabled' property is turned on, the auto-assignment 'card_and_tab' option doesn't open a tab
Agent Chat	PRB1541718	Properties aren't passed down to an inbox macroponent, resulting in an interaction being assigned to an agent even when the maximum tab limit hits
Agent Workspace	PRB1655580	In the Problem records related list 'Affected CIs', when the user clicks **Add** it shows a loading screen with the message '0 item selected' before results are displayed
Agent Workspace	PRB1685827	There are differences in the autocomplete sorting for reference fields in Agent Workspace versus Platform view
Agent Workspace	PRB1687303	Workspace views for 'Compose' and 'Activity' sections keep switching in the Microsoft EDGE Browser
Agent Workspace	PRB1686037	In platform-analytics-workspace, the dashboard shows state choices as numbers
Agent Workspace	PRB1688116	In Utah, the **Show form in full screen** toggle button isn't working on the first click in the Agent Workspace view
Agent Workspace	PRB1701171	'Click to dial' in an Agent Workspace case doesn't add a taskID with a reference to the case
Agent Workspace	PRB1710214	There's an issue with the wrapping of multi-select fields in HR Agent Workspace
Agent Workspace	PRB1721347	Section headers and/or fields under a section are missing when applying a UI policy to reveal sections
Agent Workspace	PRB1715584	Info message does not appear when a user is redirected to Agent Workspace

Problem category	Problem	Short description
Agent Workspace	PRB1664989	In Workspace, the setLimit in the 'before query' business rule doesn't reflect in list record counts and pagination for reference field lookups
Agile Board	PRB1684677	Clicking a newly created sprint returns the user to an empty page
Agile Development	PRB1684682	The Safe board team value text doesn't wrap
Agile Development	PRB1675608	SAFe ART Sprint has a SAFe Sprints related list that references the Parent field
Agile Development	PRB1701283	'Percentage complete' is changing to 0 when the defect moves to 'Testing/QA' from 'Work in progress'
AI Search	PRB1676568	Frequent updates to the sys_user table results in a huge influx on ais_index events
AI Search	PRB1658914	Error in syslogs after upgrading to Utah, 'ERR011: Dataset for table ml_trainer_glide _ais_search_signals should have minimum of 10000 records'
AI Search	PRB1706747	In EC portal, the AIS topic search widget has unrelated search results
AI Search	PRB1625004	Performance issues on searches on the KB and sc_cat_item tables when there are many scripted UCs unrelated to the tables
AI Search	PRB1689009	App nodes go down when ais_connection write equals zero on a Vancouver instance
AI Search	PRB1657278	For global search exact match clicks and GR clicks, the record doesn't open until the user refreshes the page
AI Search	PRB1681635	In Next Experience global search, selecting the search suggestions for an

Problem category	Problem	Short description
		order guide takes a user to a catalog's page
AI Search	PRB1683618	URL Field Mapping on Indexed Source doesn't work
AI Search	PRB1687717	Indexing process gets stuck when the index condition is updated on/after three months
AI Search	PRB1693120	Extra-long answers in Q&A Genius results are truncated with 'show more'
AI Search	PRB1672756	The word 'for' in the Genius result tooltip isn't translated when the language is set to German or French
AI Search	PRB1676047	Additional indexing datasources or full table index datasource events should be blocked when one's already in progress
AI Search	PRB1677989	When two tables have the same prefix and number, global search only pulls up one record instead of two
AI Search	PRB1685095	'Skip cascade update by query' calls to AI Search (AIS) when a new record is inserted
AI Search	PRB1688120	Records aren't matching the datasource filter, triggering unnecessary 'updateByQuery' operations
AI Search	PRB1663151	In Global Search, search results and 'Recently Viewed' items are shown in another language
AI Search	PRB1663905	Search Event should be logged asynchronously on the server-side to reduce response size
AI Search	PRB1676535	Global Search icon is incorrectly colored when a dark banner is used

Problem category	Problem	Short description
AI Search	PRB1686636	Errors occur because the child tables of an AI Search Indexed source use the 'map_to_raw' attribute for field settings and mapping records
AI Search	PRB1690789	AI Search Glide isn't issuing deleteByQuery to remove old indexed documents when all the documents are in a non-English language
AI Search	PRB1691379	When logging clicks for custom tables, ais_search_teaser_title is used for the label and it has encoded characters
AI Search	PRB1693595	AI Search search events aren't logged when a user isn't logged in
AI Search	PRB1694456	Forced colors aren't applied properly for search result cards
AI Search	PRB1696318	In AI Search, users can't theme the tertiary buttons on Genius results
AI Search	PRB1698373	The AI Search data broker call is executed even when the global search is zing
AI Search	PRB1704173	A topic page's search resources aren't working for any language other than English
AI Search	PRB1711447	AI Search's 'Suggestion' and 'Recently viewed' navigation doesn't work as expected after an upgrade
AI Search	PRB1716626	Toggling 'glide.ais.enabled' doesn't re-create the 'AisQueryExtender CacheLoadWorker' and 'PartitionHealth StatusProcessor' thread
AI Search	PRB1692136	'ListConditionConverter' skips dynamic filters

Problem category	Problem	Short description
AI Search	PRB1730209	An entire article's body displays when hovering over an article in the search results on Employee Center
AI Search	PRB1717120	In the Portal app shell, the previous value of searchContextConfigId is empty, so the exact match configuration isn't called
AI Search	PRB1722030	Facets are encoded incorrectly when there are multiple sources
AI Search	PRB1685337	Missing ACLs on Signals tables
AI Search Assist	PRB1687550	AI Search Assist widget doesn't show the updated date even after setting the property glide.knowman.search.show_published to 'true'
AI Search for Service Portal	PRB1673799	If the image isn't square, search result images are compressed
AI Search Glide	PRB1653832	Interrupted failover during an app node restart/upgrade can leave glide.ais.server_writable as false
AI Search Glide	PRB1588410	First AIS query is timing out on the case flow
Analytics Hub	PRB1685560	Analytics HUB calendar doesn't show the week number correctly
Application Collaboration	PRB1690602	Delegated developer roles can be granted to global scoped apps, which isn't expected
Application Install Engine	PRB1708406	Auto-install fails to install conditional contents
Application Install Engine	PRB1716980	UI form sections in app packages delete the default view instead deleting of the targeted view

Problem category	Problem	Short description
Application Install Engine	PRB1714586	Issues installing apps when the queue property 'sn_appclient.use_queued_installation' is set to true
Application Manager	PRB1709260	The custom App 'Vocus Service Order Management' has issue an in the My Company Application on vocuscommunicationstest
Application Manager	PRB1694876	Apps without updates appear in the 'Updates' tab
Application Manager	PRB1686321	When a plugin is queued for installation and the node restarts, it remains locked which prevents installation of other plugins
Application Manager	PRB1695699	Admin Center wrongly displays applications as recommended
Application Manager	PRB1687065	Pagination isn't working properly on 'Installed Tab'
Application Manager	PRB1695342	The sys_metadata_link.tablename field has a maximum length of 40, while sys_db_object.name has a max_length of 80, causing the value to be truncated on the 'Creating Application' file
Application Manager	PRB1685012	Issues with the hardcoded string 'Installed version {0}' in Application Manager
Application Navigator	PRB1683254	A pinned menu header menu item (label) briefly displays as 'Undefined'
Application Portfolio Management	PRB1682705	Business Services don't how up on the APM Capability Map
Application Portfolio Management	PRB1683307	References to software products aren't included when Software Asset Management (SAM) Foundations and then Application Portfolio Management (APM) are installed, in that order, on an instance

Problem category	Problem	Short description
Application Portfolio Management	PRB1641084	An error is thrown if the application category is empty when creating new a business application record
Application Portfolio Management	PRB1652997	The user cannot generate APM indicator scores for fiscal periods
Application Portfolio Management	PRB1683294	The report_view ACL of a Business Application (cmdb_ci_ business_app) is not necessary
Application Scoping	PRB1687716	The user can edit metadata in private scopes since the sys_store_app license change
Appointment Booking	PRB1683239	The Appointment Booking selection window appears when hitting Enter on other variables
Appointment Booking	PRB1685007	Appointment booking with territory doesn't work for a scripted availability method
Appointment Booking	PRB1686530	Moment version needs an upgrade for walkup portal
Appointment Booking	PRB1696311	An appointment record isn't created when a multi-row variable set (MRVS) is present on a record producer
Appointment Booking	PRB1709073	In Portal, the 'Advanced Calendar' view doesn't translate the week and month
Approvals	PRB1662479	ApproverUtils throws an error when calling the record watcher (via Read ACL)
Approvals	PRB1693263	In the 'Approval Events (Task)' business rule, an empty sysapproval value could cause unwanted approval.rejected.by.other events

Problem category	Problem	Short description
Approvals	PRB1700744	'Work Notes' and 'State' are updated twice for an escalation record when an approval is declined
App Template Framework	PRB1680801	The user is unable to save a template when metadata contains a sys_kmf_crypto_caller_policy file
App Template Framework	PRB1703068	sys_ui_form scan payloads give an error when creating an app from a template
Archive Rules	PRB1693969	Glide.db.archiving.max_consumer_workers is not immediately honored when it decreases
Archive Rules	PRB1669506	Archive Destroy rule isn't working and always shows 0 records
Archive Rules	PRB1673868	Retain references flag can be pulled from the wrong archive-related record
Archive Rules	PRB1683971	sys_archive_run records are left in Active state when archived from the UI list view list menu
Archive Rules	PRB1687706	An Archive Record link shouldn't be created for a dictionary entity if there is no archive rule setup for this entity
Archive Rules	PRB1705332	Related records for rotated tables aren't deleted when the main record is archived
Assessments	PRB1690951	The base instance 'Sync Assessments to Test Management' business rule runs and triggers a large table handling on the asmt_assessable_record table
Assessments	PRB1698857	Vendor Risk Management TPCRM scoring issue
Assessments	PRB1708119	There's issues with printable assessments

Problem category	Problem	Short description
Asset Management	PRB1682604	Activity stream field properties on Asset/ Hardware Asset can't be modified after installing Hardware Asset Management
Asset Management	PRB1657495	Base instance tables have multiple fields with 'display=true'
Asset Management	PRB1650760	A consumable asset is assigned to a user when the parent has no user assigned
Asset Management	PRB1686040	The 'Reserved For' field on an asset is not empty if Transfer order / TOL is canceled
Asset Management	PRB1690480	In Asset Workspace's 'Asset Operations', a stock order menu isn't working
Asset Management	PRB1690937	A bulk update on a transfer order line (TOL) takes too long, and it performs updates in batches, unlike the selected records
Asset Management	PRB1700035	If an asset isn't linked to a transfer order, the 'Reserved For' field isn't empty
Asset Management	PRB1704734	On fixed assets, 'Total Cost', 'Residual Value' and 'Total Depreciation of Fixed Asset' display the incorrect currency when 'Sum Residual Value' is used
Asset Management	PRB1709605	The 'DepreciationUtils' script include is updating CIs due to an orphan reference for the 'Depreciation' column on the alm_asset table
Asynchronous Message Bus (AMB)	PRB1696132	AMBSessionMessageQueues grows too large and then rejects outbound messages
Asynchronous Message Bus (AMB)	PRB1685886	Initialization error of AMBPublishedCacheManager is caused by an integer overflow when getting the maximum message number from sys_amb_message

Problem category	Problem	Short description
ATG - Glide Interfaces	PRB1717972	Prediction results are persisted in the ml_predictor_results table instead of the ml_predictor_results_task table
Attachments to Records	PRB1668669	Retrieving an attachment from a public table displays a security exception instead of redirecting to login page
Attachments to Records	PRB1700242	When user clicks the URL of a deleted attachment file, '?????????????????' displays
Attachments to Records	PRB1687437	The table scope doesn't match the session scope with scope-level attachment file types
Attachments to Records	PRB1718623	When trying to update a PDF file by renaming the extension from .pdf to .PDF, attaching it to the incident record, and downloading the attachment, users see a PDF.pdf extension
Audit History	PRB1587381	A sys_audit_delete entry isn't recorded when a record is deleted and the pending transaction is cancelled
Audit History	PRB1620927	If set to a language other than English, the new SNC.SeismicEmbeddedHelp ContentDownloader().downloadSeismic Contents(gs.getProperty ('glide.sys.language')); doesn't work
Audit History	PRB1689518	Additional SQL queries on tables with an array type value
Audit History	PRB1714316	Audits aren't created for array type fields with 'Audit' set to true
Authentication	PRB1685451	The MFA screen comes back up in Next Experience when an invalid image is referenced in glide.product .image.light, stopping users from validating their MFA code as part of login

Problem category	Problem	Short description
Authentication	PRB1705828	The information link for 'Rest API Access Policy Prioritization' redirects to an incorrect documentation site
Authentication	PRB1685577	OAuth token fails to get an access token when ACR is enabled on the instance
Authentication	PRB1689313	Generated barcode for MFA gets a 'Cannot interpret QR code' error on Google Authenticator
Authentication	PRB1622442	MFA Setup Page doesn't display properly in the Next Experience UI on Now Mobile
Authentication	PRB1687990	URL encoding of OAuth authorization codes isn't working for client IDs that contain the special character ' | '
Authentication	PRB1692654	A token throws an error during the first usage: 'Oauth 2.0 provisioning against ServiceNow SCIM API'
Authentication	PRB1697762	The WWW-Authenticate header is incorrect
Automated Test Framework (ATF)	PRB1669047	The 'Testing in progress' banner is visible in the client test runner when testing a page that loads in the Next Experience app shell
Automated Test Framework (ATF)	PRB1673916	ATF Page Inspector/test fails when the user sets a value for a 'Reference' data type question on a survey form
Automated Test Framework (ATF)	PRB1679608	ATF screenshots are not taken when a test impersonates a read-only user (snc_read_only)
Automated Test Framework (ATF)	PRB1687511	ATF 'Assert Text on Page' step takes an unepectedly long time to notify user when it fails

Problem category	Problem	Short description
Automated Test Framework (ATF)	PRB1690443	Automated Test Framework (ATF) tests with impersonation in Agent Workspace fail with an error
Automated Test Framework (ATF)	PRB1692861	In Automated Test Framework (ATF), a locked out user impersonation crashes the runner
Automated Test Framework (ATF)	PRB1692974	There's an 'Access denied' message on the Automated Test Framework (ATF) progress bar
Automated Test Framework (ATF)	PRB1697997	Automated Test Framework (ATF) .nil() testing returns unexpected results
Automated Test Framework (ATF)	PRB1700270	After executing 'Add row to multi-row variable set (SP)', the whole page can't be captured
Benchmarks	PRB1686559	Error is thrown during JavaScript evaluation, 'JavaScript evaluation returned: NaN in script'
Bring Your Own License (BYOL) - Microsoft	PRB1694277	Windows servers in Amazon Web Services (AWS) are marked as 'Bring Your Own License' (BYOL), though they aren't BYOL
Cache	PRB1650345	Tagged based Mapping doesn't load
Cache	PRB1667793	Failing to cache the module access policies due to the large amount
Cache	PRB1709933	Cache synchronization is not working on restarted nodes for catalogs that get updated after the node restart timestamp
Cache	PRB1688294	ActionLayoutProvider caches GlideRecords, resulting in unnecessary memory usage
Capacity and Reservations Management	PRB1685237	When the capacity type is Agent schedule and assignment starts before the DST date and ends after, the

Problem category	Problem	Short description
		assignment doesn't work and says capacity is full for all agents
Case and Knowledge Management for HR Service Delivery	PRB1714187	The short description of the delegation rule isn't translated in the 'Granular Delegation List' widget
Case API	PRB1655776	Sort by number does not work in REST API for sn_customerservice case
Case Management	PRB1684221	The sn_customerservice.case_viewer role assigned to a user hinders the ability to perform specific actions on the case
Case Management	PRB1685638	A major case cancellation sets the wrong value
Case Management	PRB1687905	The Performance Analytics (PA) indicator source 'Cases.Open' doesn't include reopened cases
Case Management	PRB1715605	The extension point 'sn_cs_sm_request .CSMRequestIntegrations' is missing functions from out of the box implementation
Case Management	PRB1717695	Post-Vancouver upgrade, when the user service case is resolved, an action button isn't visible
Change Advisory Board (CAB) Workbench	PRB1705727	Attendance status for CAB Meeting attendees don't update via inbound email
Change Advisory Board (CAB) Workbench	PRB1710186	In Change Advisory Board (CAB) Workbench on a reject model, a required icon isn't an asterisk
Change Management	PRB1714904	The **Completed Change Risk Assessment** UI action is not visible if the Change Risk Assessment definition no longer matches the Change Request

Problem category	Problem	Short description
Change Management	PRB1683525	Adding affected CIs in change request does not show the scrollbar when the configuration class's table name does not start with 'cmdb_'
Change Management	PRB1696980	Opening a change (CHG) record can cause slowness or an unresponsive node
Change Management	PRB1676190	Unauthorize Change Properties 'CI class inclusion' slushbucket list needs clean-up
Change Management	PRB1688208	The **Create Standard Change Request** action in Flow Designer is creating a normal type change request instead of a standard change request
Change Management	PRB1671604	gs.getMessage() displays a backslash, or escape character, before an apostrophe
Change Management	PRB1686593	'Actual end date' isn't populated when a change task is closed
Change Management	PRB1690943	Unpacking a dynamic group on a CHG form is only retrieving primary CIs, unlike all CIs in a dynamic CI group query
Change Management	PRB1692419	ChangeRiskDetailsHelper doesn't accept non-global calls
Change Management	PRB1696126	The Change Advisory Board (CAB) calendar retrieves related schedules for the incorrect day when in the 'Calendar' view and switching to a different agenda item
Change Management	PRB1697868	Creating a change with a change model isn't working and says '414 Request-URI Too Large'
Change Management	PRB1699111	A change risk assessment doesn't copy any attachments

Problem category	Problem	Short description
Change Management	PRB1704265	Some objects still use the itil role instead of the ITSM fine-grained role 'Change Management'
Change Management	PRB1704268	Some objects still use the itil role instead of the ITSM fine-grained role 'task.approval_set'
Change Management	PRB1712494	Filter fields are partially hidden on 'Standard change template' related lists
Change Management	PRB1716432	Base instance object inbound email actions 'Update Change' and 'Update Change task' are still using the 'itil' role instead of the ITSM/CMDB fine-grained roles or using a combined condition
Change Management Collision Detector	PRB1700503	The 'Clear Conflicts' business rule can perform a null query for conflict records
Classic HR Service Delivery Agent Workspace	PRB1689816	In employee relations cases, if an involved party with the type 'Subject of Allegation' is removed, the change isn't reflected on the 'Allegation' record
Client Scripts	PRB1700827	Client Scripts' 'rewrite endpoint link' displays in the HealthScan results because it uses the console.log() statement
Client Scripts	PRB1685901	A scripted event handler on a controller causes a page to not display
Cloud Provisioning and Governance	PRB1670143	CPG Day2 operation on AWS doesn't work with Cyberark
Cloud Provisioning and Governance	PRB1675504	The route_result column is not populated with the CAPI reponse in Utah
Cloud Provisioning and Governance	PRB1511493	Cloud User Portal catalog variable UI duplication across tabs
Cloud Provisioning and Governance	PRB1641341	MID Server Selection is supported for CPG

Problem category	Problem	Short description
Cloud Provisioning and Governance	PRB1658891	A load balancer in AWS that was created through events and response mappings gets its name set as object_id, but it should get ARN as the object_id
Cloud Provisioning and Governance	PRB1690795	In Cloud Provisioning and Governance, secure shell (SSH) private keys aren't downloadable
Cloud Provisioning and Governance	PRB1706665	Cascade retiring of CIs in the cloud also retires hardware-type records
CMDB 360	PRB1715750	Class switch does not work in CMDB 360 data
CMDB CI Class Manager	PRB1675347	New reconciliation rule is created when the user tries to update the existing one on class manager
CMDB Data Manager	PRB1678210	Dependent CI retirement issue when retirement are defined
CMDB Data Manager	PRB1693549	CMDB Data Manager policy executions are stuck in Vancouver and 'cmdb_data_management_task' table has no 'has_manual_process' column
CMDB Data Manager	PRB1706339	Attestation policy creation and execution fails when it's created by a non-admin user
CMDB Query Builder	PRB1679946	An out of memory (OOM) error is caused by the script include 'QBStatusRecordsToDelete using by Table Cleaner' on the rule for qb_query_status
CMDB to CSDM Data Synchronization	PRB1683245	A record is inactive for a configuration item with 'End of Life' and 'Retired'
Code Signing	PRB1666452	A Mass Signing Job has ambiguous entries in the table list

Problem category	Problem	Short description
Column Level Encryption Enterprise	PRB1699051	Unable to upload user-supplied keys when the 'glide.attachment.extensions' property is turned on and allows certain extensions
Communities	PRB1675757	On the CSM Community page, the user observes the error, 'Incompatible units found in: '$csm-primary-text-size': no thrown error'
Communities	PRB1699520	In Communities, an events' 'Download Guest List' isn't downloading the guest list
Communities	PRB1700381	Clicking **Edit profile** under the community portal displays an empty page
Communities	PRB1718840	Search results are not showing the URL in the left bottom of the window in the Community portal
Condition Builder	PRB1705187	In Vancouver, the Dynamic filter condition doesn't convert to a label and remains in code form in the filter input box
Condition Builder	PRB1679541	Filter operands don't align with other glide_list fields
Condition Builder	PRB1684887	'Excludes' and 'Does not have' operators don't display values
Condition Builder	PRB1694603	The **Indicator Source Preview** button throws a console error when saving certain filter conditions
Condition Builder	PRB1685048	In SOW for the Catalog Tasks table, filtering on dot walking for variable values doesn't return any results
Condition Builder	PRB1568097	Some fields don't have numeric operators in Condition Builder (for example, sys_query_pattern.count and cmdb_ci_host_ cluster.totalmemory)

servicenow

Problem category	Problem	Short description
Condition Builder	PRB1596573	Template Type field doesn't give the option to show/hide fields from child tables
Condition Builder	PRB1665743	Filter Widgets on dashboard displaying javascript in condition builder
Condition Builder	PRB1671262	The 'OR' condition doesn't remember the previous 'OR' selection
Condition Builder	PRB1686623	The user is unable to search a reference field that contains ** as a prefix in the reference variable in the portal
Condition Builder	PRB1688018	A field's list arrow is misaligned when the text area value editor is expanded
Condition Builder	PRB1688860	Fields encrypted via encrypted field configurations (EFC) can be filtered using all search operators within a workspace
Condition Builder	PRB1689206	Users should be informed to press the right arrow to open a dot-walk expanded list
Condition Builder	PRB1697333	In Platform Analytics Workspace, the 'Is less than/more than' operator doesn't return results
Condition Builder	PRB1700651	The filter on a reference field with a non-sys_id reference key can't be configured in a workspace, such as 'Life-cycle Stage' or 'Life-cycle Stage Status' in the 'Business Application' list
Condition Builder	PRB1715042	The scripted filters script shows in filters for modules with a link type URL (from Arguments:)
Configuration Management Database (CMDB)	PRB1662657	Nodes are restarting frequently or there is no guardrail in CiModelClassHierarchy, resulting in OOM when 970k services are pulled

Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1706975	CI Relationship Formatter links cmdb_rel_person and cmdb_rel_group relationships to non-existent cmdb_rel_ci records
Configuration Management Database (CMDB)	PRB1651705	The query-based service 'Dynamic CI Group' isn't identified as an impacted service when 'refresh impacted services' is run in an incident
Configuration Management Database (CMDB)	PRB1664488	Outdated CSDM class labels aren't updated during upgrade
Configuration Management Database (CMDB)	PRB1666504	When an attachment is added to any CI, the CI clears the Life Cycle Stage and Life Cycle Stage Status values
Configuration Management Database (CMDB)	PRB1669248	Number of virtual links in the Dependency View is missing when Next Experience is enabled
Configuration Management Database (CMDB)	PRB1688309	Multisource updates causes a unique key violation exception
Configuration Management Database (CMDB)	PRB1666821	The CI Dashboard widget doesn't load data when the page is loaded
Configuration Management Database (CMDB)	PRB1671222	De-duplication task **Remediate** button is enabled for a Closed Complete Task
Configuration Management Database (CMDB)	PRB1686435	IRE is blocking updates to attributes even when there aren't any reconciliation rules defined for those attributes
Configuration Management Database (CMDB)	PRB1688328	If there are 0 failures, CMDB Health scorecard widgets display the wrong time
Configuration Management Database (CMDB)	PRB1692085	Adding a new record to cmdb_recommended_fields doesn't work in the non-global application scope

Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1700177	In the Related items section, the header doesn't display
Configuration Management Database (CMDB)	PRB1708364	The form that edits CMDB retirement definitions lets users insert an invalid filter condition
Configuration Management Database (CMDB)	PRB1544268	Error, 'Identity Rule for table [cmdb_ci_hardware] missing Lookup Rule for class [cmdb_serial_number' doesn't provide enough information to resolve the error
Configuration Management Database (CMDB)	PRB1625832	CMDB Data Manager's $ci_lifecycle.do isn't translating text
Configuration Management Database (CMDB)	PRB1648312	Updating a CI Lifecycle Stage does not cause a synchronisation onto the Asset Status
Configuration Management Database (CMDB)	PRB1676488	Robust import set transformers OnBefore / OnAfter log statement are not printed when invoked via Insert Multiple API
Configuration Management Database (CMDB)	PRB1687756	(GET) Query attributes and relationship information returns different links if the instance contains CMDB
Configuration Management Database (CMDB)	PRB1689097	There's a color contrast failure for a selected item under the 'ciModel.do' page
Configuration Management Database (CMDB)	PRB1692782	CmdbHealthScore Util .getIncidentsForCI doesn't return incidents linked via the task_ci table
Configuration Management Database (CMDB)	PRB1696703	The 'Life-cycle Control' ACL's table contains 2 roles when it should only be a user with elevated privileges
Configuration Management Database (CMDB)	PRB1703647	The 'CMDB Retirement Definition' table doesn't have ACLs

Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1682626	Duplicate CSDM inactive lifecycle mapping records are created
Configuration Management Database (CMDB)	PRB1715377	The 'CMDB Sys Object Source Cleanup' job does not clean up all orphaned records on sys_object_source
Configuration Management Database (CMDB)	PRB1718567	CMDB query builder, related items disappear if users refresh the query builder page
Configuration Management Database (CMDB)	PRB1670737	Updating the condition on a cmdb_group_contains _encoded_query associated with a 'Health' group causes an error to be thrown in the instance logs
Connect Chat	PRB1692098	Missing indexes on live_group_member(member,state) and live_group_profile(type) cause inefficient queries and a high CPU load on the DB server
Content Management System	PRB1719952	Content Management System page rendering breaks if the page title has an ampersand
Content Publishing	PRB1715677	The **View info** and **Read more** buttons on the homepage enlarge when selected
Contextual Search	PRB1680585	Contextual Search results on UI16 returns a null
Contextual Search	PRB1669458	Setting incomplete HTML tags as a search source breaks the 'Attach' functionality
Contextual Search	PRB1670948	The Contextual Search iFrame is doesn't display Catalog Items content
Contextual Search	PRB1694595	Expandable sections in knowledge base articles aren't displayed when viewed in the AI Search Assist widget

Problem category	Problem	Short description
Continual Improvement Management	PRB1680302	The scroll bar is not visible on the score card in the improvement initiative record
Core Platform	PRB1670224	A signed document isn't attaching to an employment verification case
Core Platform	PRB1668254	CollisionDetector with 400+ MB of records causes memory issues and application installation failure
Core Platform	PRB1668655	The initialize function of a client-callable Script Include is evaluated when the Script Include is shown on the form
Core Platform	PRB1710538	The NowMQ changeStuckEvents method runs 1.6-K slow queries per hour, which block other sessions
Core Platform	PRB1625721	After setting the glide.system.locale property to a non-EN value, any state updates that update to a negative state value fails
Core Platform	PRB1708747	Exporting sys_dictionary table causes the TableDescriptorCache to grow because of var__ tables (GlideVars)
Core Platform	PRB1693008	Unable to edit or create records using the list item configs Table(sys_sg_master_item) in some instances
Core Platform	PRB1559233	Issue with number maintenance when the counter reaches the integer limit of 2,147,483,647
Core Platform	PRB1595168	GlideRecord.get API may set fValid flag to false and not return it back to true, which can trigger a Unique Key Violation error on update
Core Platform	PRB1632821	Sandbox supported APIs are incorrectly mentioned in Product Documentation (EXCLUDE FROM RN?)

Problem category	Problem	Short description
Core Platform	PRB1662307	User preferences with 'system' selected and a valid user still apply to all users
Core Platform	PRB1674748	Table choice list in AES to Create Standard Catalog Item - Create Question is slow due to large number of tables
Core Platform	PRB1677954	An image preview attached to a record is not displayed on portal
Core Platform	PRB1685146	Log messages can't be sorted in the correct order within a one second frame
Core Platform	PRB1685207	The encoded query display value is incorrect for GlideDate when the format is dd/MM/yyyy
Core Platform	PRB1686244	In Process Automation Designer, the Activity Run condition fails if the field contains a line break
Core Platform	PRB1691282	A business rule isn't stopping users from creating a user with the name 'system'
Core Platform	PRB1692271	If the field's previous value doesn't match an existing sys_attachment record, adding a file to the 'File Attachment' field can generate a log error
CSM Engagement Center API	PRB1710265	Scroll bars for an OpenFrame window don't disappear when the window is resized back to fullscreen
Customer Service Management	PRB1609935	'workspace_admin' inherits a CSM role that is putting users out of compliance
Customer Service Management	PRB1676538	CSM portal search is very slow
Customer Service Management	PRB1685491	The value of the system property 'com.snc.cs_base.last.generated.code.tree.path' reverts back to '!!!!' unexpectedly when many accounts are created

Problem category	Problem	Short description
Customer Service Management	PRB1683017	The business rule on the table sn_customer service_related_party 'Avoid duplicate record creation' can't accept two records with different user sys_ids and the same name
Customer Service Management	PRB1699440	The auto-number check box of customer_account is false due to sys_db_object.number_ref being empty
Customer Service Management	PRB1717674	Notifications when publishing a new publication in a targeted communication are not working without CSM
Customer Service Management for Field Service Management	PRB1665882	An Agent Workspace ribbon gets the wrong title
Customer Service Management Workspace	PRB1713862	A UI policy action on sn_customerservice_escalation .de_escalation_justification where mandatory=true isn't enforced on the 'De-escalate Case' modal
Data Archiving	PRB1652439	When re-archiving a restored record, the rows from original table (example hr_case) are not deleted
Data Archiving	PRB1684880	Slow queries from Archiver jobs due to ArchiveProducerJob .queryArchiveTargets and ArchiveStatus. getRecordCount
Database Indexes	PRB1642852	A slow running query during the com.snc.cmdb plugin load time and task_ci table alter affects upgrade times and causes delays for Tokyo upgrade
Database Persistence	PRB1653946	Unique key violation detected by the database
Database Persistence	PRB1707102	Multi-threaded access to DBI should be detected
Database Persistence	PRB1676639	QueryUnionizer generates inner queries with order-by/limit clauses

Problem category	Problem	Short description
Database Persistence	PRB1703666	RLQuery join conditions are appended to the last join and can produce an incorrect results set
Database Persistence	PRB1704688	A failed rollback or auto-commit call can leave transactions in an open state
Database Persistence	PRB1636262	Glide shouldn't start until critical gatewayed tables are accessible
Database Persistence	PRB1676739	Checkpoints are populated due to dynamic category on sys_db_table_checkpoint even if no secondary DB Pools exist
Database Persistence	PRB1605677	Adding 'Tags' in the column view for a table on the gateway database throws an error
Database Persistence	PRB1621491	Incident.caller's dictionary default value is overwritten automatically
Database Persistence	PRB1637946	Installing an app with a unique index for multiple fields creates a duplicate index for those fields
Database Persistence	PRB1645421	Single SQL statements are wrapping in a transaction
Database Persistence	PRB1670286	A query does not direct the user to the gateway database for tables with long table names
Database Persistence	PRB1670751	There's a stack overflow on Glide startup when sys_metadata has formulas on its fields
Database Persistence	PRB1671343	TSConnectionPool may enter an invalid state when it never gets recycled
Database Persistence	PRB1708491	MessageSyntax error or access rule violation is detected by database when the parent incident has an alias and user tries to access grandchild of incident

Problem category	Problem	Short description
Database Persistence	PRB1672320	Users can't use instant alter
Database Persistence - Data Access	PRB1682093	One-pass list optimization is broken when the IN clause contains non-existent sys_ids and the LIMIT clause is present
Database Persistence - Data Access	PRB1682827	BatchStatementRewriter produces an invalid SQL when rewriting 'Insert on Duplicate Key Update' statements
Database Persistence - Data Access	PRB1675015	Dynamic routing checkpoints compromise an update record count of the hosting statements
Database Persistence - Data Access	PRB1648025	Translated text joins should be enabled for Oracle
Database Persistence - Data Management	PRB1664635	Invalid table name saved to the sys_archive_log.to_table causes a NullPointerException when the dataset contains a reference to an archived record
Database Persistence - Data Management	PRB1726689	Destroyer is removing attachments and archive logs from restored incidents, even though the incidents remain
Database Persistence - Data Scale	PRB1706194	There is a lag in standby for replication
Database Persistence - Data Scale	PRB1718003	UNION statement changes in Utah for Oracle instances impact execution times
Database Rotation	PRB1710555	Repairing the 'Database Rotation' plugin reverts a syslog_cancellation to a base instance setting, overwriting customizations
Data Certification	PRB1695994	A certification task isn't created for sys_template table records

Problem category	Problem	Short description
Date Picker	PRB1693518	DateTime field doesn't display value in instance time-zone
Declarative Actions	PRB1686862	In the form action layout, 'name' is overlapping with the DA 'action name'
Declarative Actions	PRB1712112	There is an empty area on the right side of the interaction in the Configurable Workspace only when the work item is accepted
Delegated Development and Deployment	PRB1671566	Delegated Developer permissions that are assigned to a group change the permissions on other groups
Deleted Records Module	PRB1691877	Audits are duplicated when a problem is deleted and restored from the 'List' view and when glide.sys.audit_inserts is true
Demand Management	PRB1673510	Can't change the 'assigned to' field when converting to an Action
Demand Management	PRB1667667	Several fields are not saved when updating the start and due date on a demand form
Demand Management	PRB1669360	The **Submit Demand** UI Action action name is incorrectly specified as sysverb_insert, but it should have been sysverb_update
Demand Management	PRB1700160	Users are unable to make custom 'Assessment' types for demands
Discovery	PRB1651938	Cloud discovery deletion strategy doesn't work for AWS, GCP, and Azure
Discovery	PRB1670415	VMRemovedEvent marks the state as empty while Discovery for the removed VM marks the state as 'Terminated'
Discovery	PRB1576239	The glide.discovery.enforce_ip_sync property and its associated logic is

Problem category	Problem	Short description
		redundant and no longer affects the discovery results
Discovery	PRB1611097	Race condition on updates to 'discovery_multi_page_optimistic_lock' causes bad updates and discovery to hang
Discovery	PRB1669053	A pattern launch fails intermittently with the error, 'Error while execution pattern PATTERN_NAME'
Discovery	PRB1671626	Deadlock in CloudServiceAccountInfo (caused by cloud discovery)
Discovery	PRB1675309	OSQuery returns an empty value and overrides the old 'last_used' date with an empty value
Discovery	PRB1690380	The $discovery_result_homepage.do dashboard takes an unexpectedly long time to load
Discovery	PRB1599071	Device [discovery_device_history] records split for a stacked IP Switch
Discovery	PRB1658049	discovery_active_error table cleanup for records created by non-IP based discoveries
Discovery	PRB1666598	Invalid signature in the PS script in Windows File Based Discovery (FBD)
Discovery	PRB1668938	Vcenter discovery goes through IRE identification process instead of a custom script logic
Discovery	PRB1675942	When creating a cloud discovery schedule using the wizard, if a specific MID Server cluster isn't specified when refreshing the sub accounts, discovery fails

Problem category	Problem	Short description
Discovery	PRB1679212	In AIX - Active connections, there's a large difference in Netstat's raw output vs the ECC queue payload
Discovery	PRB1681149	The Storage Server (SMIStorageServer) probe causes a MID server OutOfMemoryError
Discovery	PRB1682792	In tracked files for unix, if the permissions contain last dot or username contains dot, the file won't get the last modified value
Discovery	PRB1698492	SNMP Discovery attempts to use V3 credentials before moving on to V1/V2, despite a credential affinity to a V2 device
Discovery	PRB1647808	Prevent CIM Identity sensor from setting an incorrect IP address and location for remote devices
Discovery	PRB1657407	Post sensor fails to acquire mutex and subnet discovery is cancelled
Discovery	PRB1658804	A read operation against 'discovery_log' from scope 'sn_cloud_ops_ws' is refused due to the table's cross-scope access policy
Discovery	PRB1662848	Pattern loading takes a long time after the Kubernetes MID Server restarts causing pattern execution to fail
Discovery	PRB1665919	'DeviceL3Mapping' creates an invalid 'IP Connection: :IP Connection' relationships between routers / switches and servers
Discovery	PRB1666035	AWS discovery creates duplicate resources due to a misconfiguration permitted by UI to configure a service account
Discovery	PRB1676183	SNC.IPAddressV4 no longer supports isPrivateAddress()

Problem category	Problem	Short description
Discovery	PRB1679310	The Active Connections probe doesn't use Netstat when the AIX server doesn't have LSOF
Discovery	PRB1681108	File Based Discovery is not working on AIX Installs
Discovery	PRB1684175	Cloud discovery schedule created to run with a MID-cluster doesn't pause when the MID cluster is down
Discovery	PRB1684981	When discovering Linux Servers which host a SAP DI Application Server, the relationships created are not as expected
Discovery	PRB1685097	For event-driven cloud discovery, the MID server from the domain where the event is created is not being picked up
Discovery	PRB1686881	When getting tracked Config files (in Windows), a result (stdout) may get returned that is invalid but still getes processed as a valid Config file name
Discovery	PRB1687759	File Discovery probe parameter script.sh can't identify Swidtags on AIX Servers due to the filename format
Discovery	PRB1692810	Incorrect device history record counts can occur in some situations where the 'Location' field is set in the discovery schedule
Discovery	PRB1701888	vCenter discovery fails when the 9443 port isn't open and the 443 port is open
Discovery	PRB1703354	'Running Processes' is missing 'connecting to' on Linux 6.x
Discovery	PRB1707696	A credential tag isn't passed correctly when creating powershell sessions, causing all Windows' credentials to be tried

Problem category	Problem	Short description
Discovery	PRB1715250	An undocumented sys_auto_flush record is added to the instance in Vancouver, resulting in the loss of cmdb_ci_storage_volume records
Discovery	PRB1719271	A CIM probe doesn't launch on Vancouver
Discovery	PRB1723194	In Vancouver, a discovery schedule running periodically creates a version every time the discovery schedule runs
Discovery Probes and Sensors	PRB1670947	The 'Discovery - File Discovery Whitelist Update Notification' scheduled job rebuilds 'script.sh' only when a new record is created in the Custom File Name [samp_file_name] table
Document Intelligence Unified Backend	PRB1697937	During DE PDF results processing, images are attached with the content type image/JPEG
Document Intelligence Unified Backend	PRB1700456	Documents aren't processed after upgrading APO 1.0 with DI 2.4 to APO 3.0 with DI 3.1
Document Management	PRB1690681	Vancouver upgrade breaks functionality across the instance when fix script 'sys_script_fix_ 2aa8cfafa3c621104da a21be36fcdada' is run as part of upgrade
Document Management	PRB1614162	A custom font isn't picked up in the rendered PDF file when using the HTML-to-PDF conversion API
Document Management	PRB1686469	Files that contain Japanese fonts cause improper display of the Contextual Sidebar of Configurable Workspace
Document Management	PRB1683025	The 'Download' icon in Document Viewer downloads zero-byte files in Safari on MacOS

Problem category	Problem	Short description
Document Management Services	PRB1620999	When exporting an HTML field to PDF, some characters are excluded
Document Management Services	PRB1694507	In HR Agent Workspace, when the user moves attachments, the Document Type list takes a long time to load, and then says 'No results found' while searching
Document Management Services	PRB1671472	HR document templates are missing logo images after Utah upgrade
Document Management Services	PRB1686988	Separate fonts folders for iText5 APIs
Domain Separation	PRB1685950	Business Rule aren't triggered on a new domain
Dynamic Translation	PRB1659930	Dynamic Translation does not work on Read Only HTML fields
Dynamic Translation	PRB1688806	Translated text is overflowing out of the text area box
Edge Encryption	PRB1676078	AskaQuestion rule causes issues the servicenow2 signing key
Edge Encryption	PRB1676611	wrapper.conf should allow non sequential numbers via the property wrapper.ignore _sequence_gaps=true
Edge Encryption	PRB1680574	90%+ CPU utilization is seen on all Edge proxies
Email Notifications	PRB1688710	The regex in the sys_email_reply_separator table should be reverted
Email Notifications	PRB1683658	A Sys ID being populated along with an email address when a user clicks **Reply all** to a received email within an Activity stream

Problem category	Problem	Short description
Email Notifications	PRB1708962	MultilingualSMTPSenderJob doesn't deliver emails when sys_email is enabled for rotations
Email Notifications	PRB1644212	Unsupported character encoding when the email received in charset = iso-8859-8-i
Email Notifications	PRB1658441	System notifications are not translated
Email Notifications	PRB1705668	Connections aren't released after use, causing them to be locked
Email Notifications	PRB1711335	In Agent Workspace, the **Reply/Forward** buttons aren't visible when a user opens an email without any subject
Email Notifications	PRB1646258	Translation support is not available with mail_to token
Email Notifications	PRB1661547	Attachments that get discarded because of com.glide.attachment.max_size is not recorded in the email attachments
Email Notifications	PRB1679409	The button size on the workspace mail form changes when the subject size is large
Email Notifications	PRB1680561	A valid email address is not accepted in the email field in Workspace
Email Notifications	PRB1681210	The reply_to field in the sys_email table is blank even though the MIME content of an incoming email contains a reply-to address
Email Notifications	PRB1681359	The email validation message 'No an allowed domain' is not translated in Agent Workspace
Email Notifications	PRB1683312	Email Client Templates using Javascript calls that send multiple parameters to a function fail due to a Javascript compiler exception

Problem category	Problem	Short description
Email Notifications	PRB1700735	Clicking the **Back** button on a sys_email form doesn't return to the sys_email list
Email Notifications	PRB1705239	An 'Email' object isn't available in the 'Condition' field of the 'Reply Email' inbound action
Email Notifications	PRB1709604	The email client template is distorted in Vancouver
Embedded Help	PRB1405274	Embedded help message doesn't translate, 'There is no help article associated with this view. The user can add an article to this view by clicking the **Add Help Article** button'
Employee Service Center	PRB1690610	Active single-record delegations may not be correctly delegated due to checks against the approving record
Employee Service Center	PRB1692620	In a portal, users are unable to end impersonations
Employee Taxonomy Framework	PRB1663804	Native UI Action is not translated
Encryption Support	PRB1598297	Issue when a non-admin user searches a ticket in the Task table list and the encryption field with data is present
Enterprise CMDB	PRB1666726	An ITIL user can't remove a relationship created between Incident Records
Entity View Action Mapper (EVAM)	PRB1688972	A Genius Results (GR) configuration is missing the URL field after upgrading to the latest Glide version, resulting in a GR card not displaying
Event Management	PRB1687096	Metrics from Zabbix are missing
Event Management	PRB1624349	The System Center Operations Manager (SCOM) 2019 connector is attempting to

Problem category	Problem	Short description
		close SCOM alerts, which is causing false alarms on the SCOM console
Event Management	PRB1664508	Orphaned em_connector_ instance_value records are included in update sets, even though the parent em_connector_instance records have been excluded
Event Management	PRB1653896	If the virtual alert prototype is reopened, the state value is copied to the parent
Event Management	PRB1668354	There should be a limit to the number of records to load in em_alert_history
Event Management	PRB1669148	An event is erroneously created when the 'edge_encryption' and 'no_text_index=true' attributes are set simultaneously
Event Management	PRB1680120	When opening a service map from service dashboard, a map display setting's modal doesn't open
Event Management	PRB1688635	System Center Operations Manager (SCOM) cuts the value of 'Context' to the first 540 characters
Event Management	PRB1689377	Some alert worknotes for business rules aren't translatable
Event Management	PRB1699131	There's an out of memory error due to the 'ASYNC: Event rule grouping calculation' job
Event Management	PRB1705724	In Event Management, the Impact Tree Builder creates a query that's unbounded when it only needs a single row
Event Registration	PRB1721551	Transferred events are unable to be processed and set to 'error' state if the 'Table' field is longer than 40 characters in Vancouver, due to new events transfer process

Problem category	Problem	Short description
Field Service Contractor Portal	PRB1708999	Two **Assign To Me** buttons are visible on a work order task (WOT) when certain views are set
Field Service Integrations	PRB1718784	The state flow frame work security rule check should check on row level access instead of table level access
Filter Conditions	PRB1650880	Creating a new Dynamic Filter option on sys_user updates the default value on 45 dictionary entries
Financial Management	PRB1670002	When the user runs the workbench for a cost model, some records are created incorrectly in the 'Groomed General Ledger Data' table
Flow Designer	PRB1705741	The transform picker doesn't work in flow logic in Vancouver
Flow Designer	PRB1697156	Error Handler doesn't work correctly with some subflows
Flow Designer	PRB1707643	Error occurs when activating a subflow inside the Studio
Flow Designer	PRB1708834	The sys_flow_context column in Design Source throws errors after upgrading to Vancouver
Flow Designer	PRB1705888	The **Ask for Approval** action sys property should generate approval records for inactive users
Flow Designer	PRB1707077	Error message occurs, 'Couldn't find event in DB'
Flow Designer	PRB1674554	When toggling to diagram in Subflow Designer, the **Publish** button changes to Activate
Flow Designer	PRB1692524	Val Listener incorrectly translating the name on upgrading from Tokyo to Utah

Problem category	Problem	Short description
Flow Designer	PRB1701804	Pages erroring out with the following error message after upgrading to Utah
Flow Designer	PRB1682045	global.WorkflowApprovalUtils().reset doesn't validate parameters
Flow Designer	PRB1688871	High memory usage and memory contention due to 'com.glide.flow_design .helpers.ComplexObjectHelper'
Flow Designer	PRB1691078	High volume of sys_audit records for deleted sys_flow_plan_context_binding creates bloated sys_audit table/shards
Flow Designer	PRB1694241	Inline script references to fd_data objects don't increment when the action renumbers
Flow Designer	PRB1631006	When using Date fields in flows/ subflows as condition of comparison, an 'Unparseable date' error in is logged
Flow Designer	PRB1634583	The Flow Designer Month/Day/Hour transform evaluates the 'Run Start Date/ Time' in PST timezone incorrectly
Flow Designer	PRB1640673	When errors occur in an action input, the action status isn't set
Flow Designer	PRB1657150	Flow action input field for 'String UTF-8' isn't long enough
Flow Designer	PRB1663864	Flow Designer Logic takes 40 seconds to load via AES
Flow Designer	PRB1666223	Complex Object is not available in Script Step
Flow Designer	PRB1671602	A flow designer warning reads, 'Unable to find record watcher ids val for op'
Flow Designer	PRB1674573	Issues with recommendations and flow logic

Problem category	Problem	Short description
Flow Designer	PRB1677453	Need a retention/clean up policy for the sys_flow_ plan_context_binding table
Flow Designer	PRB1677725	The '+' sign doesn't appear in the correct location on a 'do the following until' loop
Flow Designer	PRB1679184	Flow Stages are marked as skipped after flow cancellation
Flow Designer	PRB1680409	Subflow inputs disappear
Flow Designer	PRB1681362	Adding a set of action / subflow buttons into a flow causes the flow to not be saved and opened
Flow Designer	PRB1684382	The 'More Actions menu' on a newly created Action in Flow Designer doesn't work in Safari
Flow Designer	PRB1686209	Flow execution items are showing the first four records as numbers and then remaining with Sys Id's
Flow Designer	PRB1686788	The numbering on the script of a subflow is not updated
Flow Designer	PRB1686876	Flow reports are showing incorrect runtimes for data stream actions
Flow Designer	PRB1690350	IntegrationHub displays as installed when users try to add an action to Flow Designer
Flow Designer	PRB1690579	An optional input on a list of records on a Flow Designer action isn't treated as optional when using the **Test** button
Flow Designer	PRB1691666	Using a transform function on a flow variable and adding more flow variables causes the flow variable to be emptied
Flow Designer	PRB1693363	Modifying the condition pill in the flow is giving an error in Vancouver

Problem category	Problem	Short description
Flow Designer	PRB1706247	The **Convert to Subflow**action can't handle subflow inputs in scripts
Flow Designer	PRB1711327	Some flows are broken in Flow Designer
Flow Designer	PRB1686755	Flow iterations are shown incorrectly in the ops view
Flow Designer	PRB1716186	The name field type in the sys_hub_flow table is 'translated text' instead of 'string' when upgraded from Tokyo to Utah
Flow Designer	PRB1684483	Table cleaners should be blocked on flow system records because it has severe impact on flow performance
Flow Designer	PRB1679612	The 'Operation' view 'Stages-status' UI ribbon doesn't display the image for a 'Canceled stage' state
Flow Designer	PRB1710881	If the name between an input technical name and flow variable technical name matches, the flow variable embedded in a subflow fails to output the fields from the data pill
Flow Designer	PRB1696143	Autocomplete isn't working on subflow inputs
Flow Engine	PRB1725467	Flow Operation view times out due to orphaned sys_flow_report_doc records
Flow Engine	PRB1714675	Deleting of report docs slows down the deletion of sys_flow_context records
Flow Engine	PRB1717152	A race condition can cause flow jobs to get deleted and not inserted
Form Designer	PRB1714202	'Jump to section navigator' doesn't work on a form component that's inside a roadmap component
Form Designer	PRB1700070	In Automated Test Framework, the topic_ID isn't changing in the test step

Problem category	Problem	Short description
		although it's changed on the Virtual Agent test
Form Templates	PRB1694516	Code tags display in the HTML Comments and Work Notes section when templates are used in Workspace
Form Templates	PRB1665622	The 'Table Name' field value is not translated in Workspace
Form Templates	PRB1648299	Saving a Template form record in Firefox with a certain configuration creates duplicate template fields
Form Templates	PRB1653776	Getting checklist templates while loading a record with checklist on it could cause performance issue
GlideRecord	PRB1665822	When opening flow context in operation view, an error appears reading, 'Exception while executing request: null'
GlideRecord	PRB1685224	Incorrect and misleading logging messages in ScopedGlideRecord #setWorkflow
GlideRecord	PRB1695610	In a loop, incorrect changes() return a value for 'Journal' fields
Google Maps OOB integration	PRB1630997	Google Map Geocoding fails for addresses with Japanese characters and throws the error, 'Invalid request. One of the input parameters contains a non-UTF-8 string'
GraphQL API	PRB1689955	GraphQLDynamicSchema.Builder is called with populated caches
GRC Platform Plugins	PRB1670472	Sections of an assessment lose questions when collapsed and re-expanded
GRC Platform Plugins	PRB1689205	Vendor Risk Assessment Designer has a window resize issue that throws console errors

Problem category	Problem	Short description
GRC Platform Plugins	PRB1698233	When the glide.knowman.versioning.enabled property is set to true, the policy doesn't update the knowledge category
Guided Tour Designer	PRB1685731	The Guided Tour Auto Launch card text is not visible in Dark Theme
Guided Tour Designer	PRB1691242	On guided tours, clicking the banner image to navigate to the home page to restart a tour isn't working
Guided Tours	PRB1682323	Error 'Tour not found. Verify the tour ID.' when the user previews / plays a guided tour in designer
Health Log Analytics (Family)	PRB1687551	For Elastic DI, pulling logs from the indexes that succeed should continue
Health Log Analytics (Family)	PRB1690187	After a Hermes configuration, a 'too many open files' error is thrown
Horizontal Portal Capabilities for Customer Service	PRB1680657	Guests are unable to reschedule their walkup appointments
HR Service Delivery	PRB1673673	Granular Delegation Approvals don't show under My Approvals when the delegator and delegated are in different time zones
HR Service Delivery	PRB1680871	'Page not found' on accessing a dashboard from analytics center
HR Service Delivery	PRB1688745	In Granular Delegation, notifications for tasks other than the specified task in a delegation are sent to the user
HR Service Delivery	PRB1618612	The 'Show to subject person' flag doesn't work as expected for an employee relation case

Problem category	Problem	Short description
HR Service Delivery	PRB1671909	HR Service 'Severance approval request' cases do not automatically close post Tokyo
HR Service Delivery	PRB1677991	System caller communication issue
HR Service Delivery	PRB1678566	The sysapproval_approver ACL is unable to dot walk and retrieve sys_class_name
HR Service Delivery	PRB1683102	An ACL mentions that it grants access to snc_internal users but it doesn't
HR Service Delivery	PRB1683642	Error when evaluating ACL access to History records for relations and variables
HR Service Delivery	PRB1684447	The fields (Expiry date, Effective date) in the 'Create new document' UI page are auto-populated
HR Service Delivery	PRB1685498	A field from the 'Service table fields' is not displayed on a HR Service definition
HR Service Delivery	PRB1687195	Adding an opened or opened_at field to the Case Creation Service configuration fields of HR service causes an incorrect timestamp to be applied to the record
HR Service Delivery	PRB1687779	The 'Reset invoking task status' business rule shouldn't update the state of inactive HR tasks
HR Service Delivery	PRB1692199	In a bulk case import, the **Show Details** button redirects to a home page and the URL is missing the '.do' suffix
HR Service Delivery	PRB1692575	The 'Historic Data Collection' job throws an error
HR Service Delivery	PRB1708383	There's an issue with the base instance of the 'Account Notification' workflow

Problem category	Problem	Short description
HR Service Delivery	PRB1687302	AI Search indexed sources in com.sn_hr_core should be turned off and made active only if com.sn_hr_agent_ws or com.sn_hr_wfo is installed
HR Service Delivery Case Management for Lifecycle Events	PRB1689962	The **Follow** button doesn't show notification on the bell icon for HR cases
HR Service Delivery Case Management for Lifecycle Events	PRB1686434	End users are unable to read the comments field in an HR task
HR Service Delivery Case Management for Lifecycle Events	PRB1712418	If it contains a list field with no set value, a response template displays as empty
HTML Editor	PRB1686259	Insert/Edit Link and Remove Link icons aren't visible on the toolbar in the sn_lf_comparison_ui page
HTML Editor	PRB1696322	Images attached with HTML editor in Workspace generate links to sys_attachment with the full domain URL
HTML Editor	PRB1649126	A mouse click inside the 'HTML' field updates the record for the first time
HTML Editor	PRB1705260	In HTML type fields, the XML is malformed
HTML Sanitizer	PRB1699810	Valid custom CSS styles aren't preserved
HTML Sanitizer	PRB1576544	HTMLSanitizer triggers logs when it shouldn't
Identification and Reconciliation API	PRB1653235	CMDB IRE exception message 'Invalid GlideRecord to prioritize' does not help provide user with important information
Identity	PRB1714336	A report_view ACL analysis results in a pass, even if there's no access

Problem category	Problem	Short description
Identity	PRB1714118	The Login history table's privilege flag is set incorrectly
Import Set API	PRB1678633	The user can't import a zipped file from the SFTP server
Import Set API	PRB1690319	Java Database Connectivity (JDBC) error retry logic is retrying SQL Definitive Media Library (DML) statements
Inbound Email	PRB1691195	Some 'REPLY' emails with a valid watermark are classified as 'NEW'
Incident Communications Management	PRB1694097	After upgrading from Tokyo to Utah, the 'Communication Tasks' panel and the 'Communicate' tab on the Major Incident Workbench (MIB) don't load the communication plan tasks
Incident Management	PRB1698276	When an incident is promoted to a major incident, the incident is assigned but the 'State' value stays 'New'
Incident Management	PRB1707692	A query business rule can block inputs to reference.incident on the 'Update child incidents worknotes/comments' flow action, causing all incidents to be updated
Incident Management	PRB1687883	Read-only cells aren't aligned properly for reading right to left in Hebrew
Incident Management	PRB1701345	It takes 11+ seconds to open the child incident pop-up
Incident Management	PRB1704908	The 'incident.state/write' ACL produces an error when the transaction is null
Inline Editing	PRB1633578	The inline editor dashboard throws an error even when changes are saved: 'Your dashboard could not be saved'
Innovation Management	PRB1673323	Idea portal line breaks are not retained for close note field

Problem category	Problem	Short description
Innovation Management	PRB1688450	Grouping isn't available for ideas that are provided in 'Top Voted Ideas/Related Ideas'
Instance Data Replication (IDR)	PRB1670529	Parent-child table entries in replication sets break replication
Instance Data Replication (IDR)	PRB1684673	IDR remote jobs cause errors when no replication sets are remote
Integration Hub	PRB1679969	There is a limit for the max value for the property 'com.snc.process_flow .reporting.serialized.val_size_limit'
Integration Hub	PRB1667801	Race condition created for OAuth provider Boomi
Integration Hub	PRB1692445	There is a problem opening a handle to remote file
Integration Hub	PRB1621471	Data pill picker for query params and headers doesn't work when an input value is provided by script
Integration Hub	PRB1702214	The 'Attachment' API returns an 'http 500' error when uploading a json file
Integration Hub	PRB1589241	There's unwanted validations when checking certificate revocation
Interaction Management	PRB1655345	Calls in the network tab for the user's task related list takes excessive time to load for users with a high number of task records
Interactive Analysis	PRB1703020	Interactive Analysis creates report.view events with an empty instance value that isn't being processed
Interactive Filters	PRB1677936	Dashboard interactive filter issue with inactive record

Problem category	Problem	Short description
Interactive Filters	PRB1691250	Removing or resetting an interactive filter value from a dashboard doesn't reset the drill down report
ITOM SU Licensing	PRB1688452	ITOM Licensing needs true up for the Store app
JVM at Scale	PRB1698028	XMLStats with include zipfile_metrics throws an exception
Key Management Framework (KMF)	PRB1660387	Oracle instances are not being recognised as DATACENTER instances during automation causes KMF workflows to fail
Key Management Framework (KMF)	PRB1659199	There's an issue with an all or none key exchange between a source and a target
Key Management Framework (KMF)	PRB1668571	KMF certificate validation may not be able to process RSASSA-PSS signatures
Knowledge Base Self-service Portal	PRB1693991	On a base instance, the user's sort preference isn't persisting after a page reloads
Knowledge Management	PRB1697252	'x% found this helpful' is greater than 100%
Knowledge Management	PRB1680507	The KB article count is inconsistent and incorrect for knowledge articles
Knowledge Management	PRB1688200	ITIL users can view retired articles in Utah instances that they can't view in San Diego instances
Knowledge Management	PRB1690558	'Scheduled Publish Date' validation issue persists after recalling a knowledge article
Knowledge Management	PRB1690655	AI Search doesn't work with Manager Hub

Problem category	Problem	Short description
Knowledge Management	PRB1697857	Validate Schedule's 'Published Date' behavior isn't working as expected
Knowledge Management	PRB1680224	A knowledge article's language tag is incorrect
Knowledge Management	PRB1693839	The latest AQI is copied when the 'Insert and stay' operation is performed in knowledge articles
Knowledge Management	PRB1694490	EXCLUDE FROM RN
Knowledge Management	PRB1667578	The word 'Attachments' is not translatable in Mobile view
Knowledge Management	PRB1672587	A blank page appears when the user clicks the 'View knowledge bases accessible to unauthenticated users' related link
Knowledge Management	PRB1675472	Multiple activities are recorded when the knowledge base value is changed in the Review state
Knowledge Management	PRB1677632	Some fields are populated with incorrect values during KB version translation
Knowledge Management	PRB1684099	Document URL in Word add-in is not filled in automatically
Knowledge Management	PRB1686634	AWS Translation functionality fails
Knowledge Management	PRB1695208	In a knowledge article, the **Delete** UI action displays a confirmation message with the word 'block'
Knowledge Management	PRB1695247	Users are unable to submit dynamic sitemaps to the Google search console

Problem category	Problem	Short description
Knowledge Management	PRB1695391	A knowledge base search panel filter isn't marked up to reflect an expanded or collapsed state
Knowledge Management	PRB1696201	Screen reader users aren't able to identify the selected page in the 'Pagination' widget
Knowledge Management	PRB1697223	The 'Add blocks' side panel is loading as empty white space in Next Experience's Hebrew UI
Knowledge Management	PRB1702939	The screen reader JAWS doesn't explicitly specify 'Sort by' after retrieving results on a knowledge base search
Knowledge Management	PRB1714027	In a portal, a quick action with a knowledge article URL doesn't display attachments
Language and Translations	PRB1618473	About Time format translation is incorrect for German
Language and Translations	PRB1615848	There are bugs in the Finnish translation after the Tokyo upgrade
Language and Translations	PRB1622532	%d ago is incorrectly translated in Norwegian
Language and Translations	PRB1657482	Incorrect Japanese translation of 'Purchased' in the sys_documentation table
Language and Translations	PRB1687679	Activating a language plugin doesn't populate the 'Class' field for languages in the Field Labels(sys_documentation) table
Language and Translations	PRB1620902	Japanese label of the cmdb_ci_ship table is incorrectly translated
Language and Translations	PRB1622319	In HR to-do's resolution case acceptance, translations are truncated when there's an apostrophe in the text

Problem category	Problem	Short description
Language and Translations	PRB1623669	Japanese label of cmdb_ci_train table is incorrectly translated
Language and Translations	PRB1632416	Swedish breadcrumb is incorrectly translated
Language and Translations	PRB1633133	Incorrect German translation of the **Request** button on search page
Language and Translations	PRB1633499	Base instance components aren't translated for Canadian French
Language and Translations	PRB1660415	The label of KB category for single category causes the user to see two different labels, in English and Japanese
Language and Translations	PRB1675927	The Dutch Translation for the 'Short Description' field label is incorrect/ truncated since Tokyo
Language and Translations	PRB1686697	Japanese translations display the 'greater than' sign incorrectly
Language and Translations	PRB1693661	The Japanese translation of 'Report style options > Show chart title > Never' doesn't match between the UI and the product documentation
Language and Translations	PRB1715030	Mobile translation issue with Arabic characters
Language and Translations	PRB1715779	The default value of the breakdown on dashboards is not changed when users change the system language
Language and Translations	PRB1719394	The Virtual Agent Dashboard left menu bar is not translated to Japanese after the 'Conversational Analytic' plugin version 6.0.2
LDAP integration	PRB1341018	SoapProcessor thread processing LDAP Listener via MID Server gets stuck during upgrade and doesn't time out

Problem category	Problem	Short description
Legacy - Vendor Score Metric Model	PRB1692243	If there's millions of records in the core_company table, the vendor score indicator doesn't have conditions set for the core_company table, causing memory contention
License Usage	PRB1662288	The user can't click widgets
Lifecycle Events	PRB1678573	LifecycleNotificationUtils.getEvent query can take longer than expected
Lifecycle Events	PRB1698966	In life-cycle events, there's an error when the 'Template' field is empty on future to dos: 'error 'TypeError: Cannot find function indexOf in object'
Lifecycle Events	PRB1700595	canRead is removed when using templates in lifecycle events
Lifecycle Events	PRB1684646	The base instance flow 'change start date' produces an error
Lifecycle Events	PRB1696210	LE Builder doesn't work when a custom angular version is globally available
Lifecycle Events	PRB1703254	A report doesn't load for the sn_hr_core.manager role
Lifecycle Events	PRB1709564	One of the activities under 'Life-cycle event' isn't triggering in order
List Administration	PRB1721133	The view of sys_ux_list is not honored in the configurable workspace while in a child domain
List Administration	PRB1660533	Personal preferences for setting the time and date format aren't working as expected
List Administration	PRB1681585	In the 'sys_popup' view, multi-line read-only text fields' height is too small and shows fewer than three lines of text

Problem category	Problem	Short description
List Administration	PRB660645	Word wrap isn't working with embedded lists
List Administration	PRB1618694	Report uses the list layout as the Default view (instead of the Workspace view) if a user personalizes the list layout in the report
List Administration	PRB1644034	The List preview record modal window does not display correctly
List Administration	PRB1685839	True/False type fields return incorrect results when filtered in a non-english language in workspace (both legacy and configurable)
List Administration	PRB1686692	Shift + ↓ key doesn't select multiple values (as expected) on the sys_m2m_template
List Administration	PRB1704160	The 'Warranty expiration' field can't be filled out from the 'List' view when using the calendar
List Administration	PRB1622567	In Agent Workspace, the Lists page title is ambigious when 'All' is selected
List Administration	PRB1633777	Column names for DB View tables in the UI Builder list are difficult to differentiate from each other
List Administration	PRB1653752	The **Refresh** button on the 'List' type component on Next Experience pages increments when the updated record doesn't match the filter
List Administration	PRB1661614	Screen reader reads cell data information twice
List Administration	PRB1664197	RTL alignment issues on a list
List Administration	PRB1668627	Reference list lookup is inconsistent when using a reference and additional qualifier

Problem category	Problem	Short description
List Administration	PRB1670550	The 'Update All' confirmation message has an incorrect record count when Remove pagination count = true
List Administration	PRB1672117	The screen reader (NVDA) doesn't announce the state as 'Expanded/ Collapsed' after invoking the column headers more options list
List Administration	PRB1674339	NVDA announces incorrect information about Column names under the Consumables Tab while creating a new record
List Administration	PRB1675390	Overridden Choice fields don't reflect the correct value when a user uses inline editing on Workspace
List Administration	PRB1675696	Unable to add more than 100 child incidents to a parent incident in Agent Workspace
List Administration	PRB1682600	Highlighted / selected / hover pages are indistinguishable in list pagination
List Administration	PRB1683077	List view misaligns when switching the language to Hebrew
List Administration	PRB1685160	The default filter set for the **Edit** button in list controls does not produce any results for 'is one of'
List Administration	PRB1685720	Unable to open an entry rendered by the Simple List component using the Enter key
List Administration	PRB1687517	Page per page setting doesn't apply to child related lists in custom workspace
List Administration	PRB1687953	Filtering for the '%' symbol in Next Experience's UI list view generates links that redirect to an empty page
List Administration	PRB1689078	Multiple selection isn't working for highlighted fields on a list

Problem category	Problem	Short description
List Administration	PRB1689221	On ITSM Workspace, sometimes users aren't able to view all the actions in the 'Personal List' view
List Administration	PRB1690949	In Hardware Asset Workspace, screen readers don't narrate filter list items when they're expanded
List Administration	PRB1697784	Opening cases and case tasks from the dashboard loads records with the 'Task' table in the URL
List Administration	PRB1698199	When pressing CTRL/Command and clicking multiple records in a list to open them in a new tab, an empty page briefly displays
List Administration	PRB1700133	In Customer Service Management's workspace, the field height differs based on how the record is opened
List Administration	PRB1713002	The 'Before query' business rule runs twice for a grouped list when in the UI16/Next Experience frameset
List Administration	PRB1694117	Language translation for the sys_highlighted _value_condition list doesn't work until the cache is cleared
List Administration	PRB1705780	With a list grouped on a Boolean, there can be an additional group of 'false' for the null group, which displays as 'false'
List Administration	PRB1662462	SlushBucketViewRules.js doesn't correctly handle a list view layout for scoped views/tables for delegated developers correctly
List Administration	PRB1699721	Navframe doesn't work on UI16 when logging in via Internet Explorer (IE)
List Administration	PRB1683377	Highlighted fields once edited on a list do not reflect the new updated value

Problem category	Problem	Short description
List Administration	PRB1644901	In Workspace, there's an issue in 'Edit List' within the 'Personalize List' view
List Administration	PRB1661521	A keyboard's focus moves outside the filter dialog when using the tab and shift-tab keys
List Administration	PRB1664309	When navigating through list items, a screen reader isn't announcing the count or the indexing of list items
List Administration	PRB1696761	In Agent Workspace, a grouped list of records selects unwanted records when using shift-select
List Administration	PRB1715014	The list breadcrumb doesn't show proper labels for the field task type when the type is changed from 'System Class Name' (sys_class_name) to 'Choice'
List Editor	PRB1693862	A multi-select record count persists across lists in a workspace when they use the same tab
List Filters	PRB1672171	When creating an advanced filter on the Task Type, the list list always returns all results
List Filters	PRB1689579	The filter condition 'filter out' in a workspace list isn't working for dot-walked fields
List Filters	PRB1706587	A filter in a related list in Configurable Workspace behaves differently than those in the Core UI
Machine Learning APIs	PRB1653604	The Machine Learning API predictions for Service Operations Workspace recommendations framework times out intermittently
Major Incident Management	PRB1681905	Problem with Major Incidents trigger rule

Problem category	Problem	Short description
Major Incident Management	PRB1683228	Communications tasks are not visible on a major Incident workbench when the language is not set to English
Managed Documents	PRB1667189	Th relationship record 'Approvers' queries fields that do not exist for the table [approval_sequence]
Managed Documents	PRB1667232	The base instance relationship record 'Revision approvals' queries using a field 'table' which is not a valid field in the 'sysapproval_approver' table
Memory: Heap Space	PRB1673604	Memory exhaustion due to the 'GlideUxComponentDefProvider.java' component
Microsoft Reconciliation	PRB1671385	MarkInstallsAfterAssignmentForCluster only marks the installs for entitlement with greater than ReconciliationConstants.BATCHSIZE and this causes some installs to go unlicensed
MID Server	PRB1708634	MID Server script files are skipped in instance/app upgrades after Checksum values are added by the fix script/ business rule
MID Server	PRB1671317	When a MID Server runs discovery on itself, the user's credentials cannot be used for local connections
MID Server	PRB1674231	Semaphore exhaustion due to flooding of GetMidInfo affects instance performance
MID Server	PRB1682726	ECC Queue inputs aren't marked as 'Processing' or 'Processed' if the upper/ lower case of the MID Server name in the 'Agent' field isn't exactly the same as in the input
MID Server	PRB1702682	MID Server Windows MSI installer fails Test Your Connection when instance and user are set up for WS-Security

Problem category	Problem	Short description
MID Server	PRB1678911	MID Server threads can get stuck in an infinite loop due to SNMPProviderImpl's extendShortPassword function
MID Server	PRB1700537	In a base instance's Secure File Transfer Protocol (SFTP), 'Get File List' fails with an error: 'Cannot create task...'
MID Server	PRB1705773	vCenter Event Collectors stall out when deleting, restarting, starting, or stopping
MID Server	PRB1707308	The MID server installer .msi file throws an error that it's unable to connect to an instance due to the proxy settings in Internet Explorer
MID Server	PRB1713816	The 'Reset query window' command doesn't change the query window
MID Server	PRB1629502	MID startup sequencer thread throws an exception but doesn't stop the MID Server from starting, and logs to the wrapper log instead of the agent log
MID Server	PRB1670586	The 'Get All MID logs' business rule error causes the MID server to attempt to send a save log multiple times
MID Server	PRB1672698	The MID service state start_pending starts after some time
MID Server	PRB1675589	MID Server property changes aren't broadcasted to all MID Servers
MID Server	PRB1695543	Even if MID File Cleaner is turned off, the log still logs information
MID Server	PRB1696516	MID Server can try to rename the .tmp file to .xml in the ECCSender folder before it's visible in the file system, and there's no retry for this when it fails
MID Server	PRB1698599	ECC Queue's output record isn't updated to 'Processed'

Problem category	Problem	Short description
MID Server	PRB1700534	A startup error message should include duplicate sys_ids
MID Server	PRB1702502	If an instance is too slow to mark the MID Server record as 'Down' during an upgrade, the MID upgrade fails
MID Server	PRB1706762	Queries to the label_entry table during an execution of the 'ECC Queue - process config file' business rule may exhaust semaphores
MID Server	PRB1711976	Discovery configured with a Load Balanced MID cluster fails due to the new business rule 'Restrict record creation for other MIDs
MID Server	PRB1712052	'Add Account for Master with Accessor' fails to generate a temporary credential
MID Server	PRB1712191	ECC Queue messages aren't set to 'processing', resulting in the messages being picked up and run again
Mobile Platform	PRB1687416	Action Item script editor isn't working
Mobile Platform	PRB1696904	When hierarchical tables don't contain the 'sys_sg_class_name' field, an offline cache isn't working as expected in Agent Mobile
Mobile Platform	PRB1636326	Mobile offline payload includes extra metadata/data from screens that the user cant see from the top-level screen
Mobile Platform	PRB1666119	A sys_sg_ui_parameter field_name column is not big enough to contain column names greater than 40 characters
Mobile Platform	PRB1678361	The code to get a record count in the mobile app via RecordsManager. java:getRowCount0() is not optimal and causes performance issues

Problem category	Problem	Short description
Mobile Platform	PRB1682866	The Function condition can't be refreshed automatically on the Details Screen when going back from a List Screen
Mobile Platform	PRB1711983	The 'Mobile Colors Default' UX style is created in the global scope and is thus editable
Mobile Platform	PRB1717693	The 'Unassigned Incidents' list applet is not loading in the Agent Mobile app
Mobile Platform	PRB1629288	Sorting items is inconsistent in the list screen on offline vs. online
Mobile Platform	PRB1711719	In the Agent Mobile app, the 'Saved view' list only loads the first 20 records
Multi-provider Single Sign-on (SSO)	PRB1689720	During Upgrade to Vancouver, the Multi-SSO installation exits temporarily and becomes inactive
Next Experience UI16 Theming	PRB1688513	sys_gauge widgets aren't fully compliant with the Dark Mode theme
Next Experience UI16 Theming	PRB1683427	Fields overlap each other under the Schema Map
Next Experience UI16 Theming	PRB1673275	The process flow formatter is truncated when Next Experience is Active
Next Experience UI16 Theming	PRB1684209	Some users get unexpected content on the list view
Next Experience UI16 Theming	PRB1624304	Time Zone selection isn't visible in Dark Mode
Next Experience UI16 Theming	PRB1666025	French text in the login page is shown outside of the card
Next Experience UI16 Theming	PRB1670272	In Next Experience, when a user selects dark theme a clock component cannot be seen on a dashboard

Problem category	Problem	Short description
Next Experience UI16 Theming	PRB1680171	The 'Group by' list on 'List report' is not visible, resulting in a permanent scrollbar
Next Experience UI16 Theming	PRB1723262	Users are unable to highlight text in forms using Google Chrome v121.0.6167.8
Next Experience UI16 Theming	PRB1649140	Due to multiple Ajax calls, the page timing UI has l10n gaps and performance issues
Next Experience UI16 Theming	PRB1688276	Users are unable to select a WCAG 2.1 AA compliant theme for UI16 pages rendered in Next Experience
Next Experience Unified Navigation	PRB1670549	Pinned menu performance is slow
Next Experience Unified Navigation	PRB1702118	The directory structure of com.glide.polaris .admin.configuration isn't correct
Next Experience Unified Navigation	PRB1683691	Domain picker doesn't display properly
Next Experience Unified Navigation	PRB1703111	The 'Utility overflow' menu doesn't navigate when users have concourse pickers turned off
Next Experience Unified Navigation	PRB1673090	Impersonation failure message is doesn't provide helpful description
Next Experience Unified Navigation	PRB1687188	Menu displays in Hebrew on Safari even if English is selected
Next Experience Unified Navigation	PRB1669358	The UI doesn't resize properly when the brower window is maximized
Next Experience Unified Navigation	PRB1670838	HR Agent Workspace says no record is found when **Edit Module** is clicked
Next Experience Unified Navigation	PRB1675452	When Next Experience is enabled and users edit their favorites, the order and

Problem category	Problem	Short description
		nesting of favorites is unexpectedly rearranged
Next Experience Unified Navigation	PRB1682476	The Identity 'Center Profile' link is broken in Utah when Next UI Experience is on
Next Experience Unified Navigation	PRB1683469	With Next Experience enabled, the tab key to navigate columns and rows in Related Lists doesn't navigate to/focus on the last column
Next Experience Unified Navigation	PRB1685438	In Next Experience, expanding 'ALL RESULTS' after filtering on keyword doesn't work
Next Experience Unified Navigation	PRB1687216	In Utah's Next Experience, the 'Impersonate' functionality's response time is increased
Next Experience Unified Navigation	PRB1672489	The glide.product.name value is not getting reflected on the initial load of the homepage title on the navigation header
Next Experience Unified Navigation	PRB1674875	Capital letters in a value in the glide.ui.can_search property can cause the 'Global' search input to not appear for an authorized user
Next Experience Unified Navigation	PRB1676045	Navigation Header list menus and menu items are not dictated accurately by screen readers
Next Experience Unified Navigation	PRB1679939	Menu items in the Next Experience header can go stale and require a refresh action
Next Experience Unified Navigation	PRB1683894	When internet connection goes off, the 'Connection Restored' message appears
Next Experience Unified Navigation	PRB1686540	Keyboard shortcut for impersonation
Next Experience Unified Navigation	PRB1687318	'Use the page I'm on now' for the start page isn't including the full Workspace URL

Problem category	Problem	Short description
Next Experience Unified Navigation	PRB1690263	In Next Experience, push notifications within 'Notification' preferences can be toggled
Next Experience Unified Navigation	PRB1693152	Bootstrap navigation pills don't have a focus indicator
Next Experience Unified Navigation	PRB1694100	When switching a dashboard tab, a browser tab's display changes from a dashboard name to 'Unified Navigation App | ServiceNow'
Next Experience Unified Navigation	PRB1694566	A custom URL with 'navigator.do' as a referrer causes issues
Next Experience Unified Navigation	PRB1697117	Next Experience's UI's width cuts off words of system messages
Next Experience Unified Navigation	PRB1704769	When using Next Experience, it isn't possible to impersonate an admin user while impersonating a non-admin user
Next Experience Unified Navigation	PRB1706986	A keyboard's focus moves twice on an avatar's **Menu** button
Next Experience Unified Navigation	PRB1707839	On a dirty form, there's a pop-up warning that doesn't fully display a name when it has a hyphen
Next Experience Unified Navigation	PRB1729720	The URL parameter sysparm_notification is causing the system to open a new tab with the notification preferences page
Next Experience Unified Navigation	PRB1716406	Multi-select Or for cross-table facet filters isn't working as expected
Next Experience Unified Navigation	PRB1715288	Turning on high contrast mode on a Windows machine does not properly display checkboxes when Next Experience is turned on
Next Experience Unified Navigation	PRB1690199	No information displays when users hover over the 'i' info icon in any category of User Preferences

Problem category	Problem	Short description
Next Experience Unified Navigation	PRB1605772	The embedded help content number/ indicator isn't displayed after landing on a page
Next Experience Unified Navigation	PRB1671320	An OpenFrame window should be draggable over pinned menus
Next Experience Unified Navigation	PRB1708696	When pinning and unpinning, a contextual menu incorrectly positions when resizing
NLU Service - Glide	PRB1712500	Increase the delay between the retries in case of a connection reset by a peer exception from the ML prediction server
NLU Workbench	PRB1693001	There is only one NLU model (Setup Topics Model) as an option to be selected and all others are 'Uncategorized'
Normalization Data Services	PRB1657385	There's a CMDB manufacturer normalization and domain separation problem
Normalization Data Services	PRB1697805	The com.glide.data_services _canonicalization.client plugin and related fix script add_hash_to_ core_company.xml are taking a long time to upgrade, around 17 minutes
Normalization Data Services	PRB1714526	The 'Make Canonical Company' business rule's default logging is excessive, fragmented, and not useful, except when debugging
Notification Preferences	PRB1694894	Users without admin-level privileges are unable to add new devices
Notification Preferences	PRB1689661	There's unsorted data in the 'Schedule' field for 'Advanced Notification' preferences
Notification Preferences	PRB1690794	Under 'Notification Preferences', 'Create New SMS Channel' displays deactivated service providers

Problem category	Problem	Short description
Notification Preferences	PRB1704100	In the 'Notification Preferences' widget (notify_pref), users are unable to locate the option for turning on or off the SMS channel for individual notifications
Notification Preferences	PRB1718633	Next generation preferences UI for notifications are limited to 5 notifications due to missing scroll bar when selecting a notification category
Notification Preferences	PRB1718627	The advanced filter is not populated when a schedule is not selected
Notify	PRB1688800	'Cleanup Active Conference Calls' should be made as Async
Notify	PRB1715306	Ensure inputs to flow actions are in the string format
Now Code Editor	PRB1626711	Processor script editor doesn't auto-complete ScriptedProcessor globals
Now Code Editor	PRB1631011	Script editor highlights incorrect closing parenthesis after formatting the code
Now Code Editor	PRB1684216	The cursor moves erratically in UI Builder client scripts
Now Experience Component Library	PRB1703860	After upgrading to Vancouver, a check box is faded and not clearly visible on an 'Incident', or any other, form
Now Experience Component Library	PRB1671275	Focus moves away from search if there is an alert present on the form
Now Experience Component Library	PRB1682133	The VA toggle hover effect within the chat menu is no longer available in Utah
Now Experience Component Library	PRB1682953	Theme builder generates CSS that makes the text of the current selected item in Edit Your Favorites unreadable

Problem category	Problem	Short description
Now Experience Component Library	PRB1691645	If the string within the brackets has a space, a profile avatar's initials aren't populating correctly
Now Experience Component Library	PRB1717509	Screen readers do not read more information on Vendor Management Workspace forms
Now Experience Component Library	PRB1718359	Tooltip information is not read by screen reader when invoked
Now Experience Component Library	PRB1688868	An input in the TypeAheadMulti component is overflowing
Now Platform Security	PRB1586923	Table API is seeing poor ACL performance with large tables that have multiple columns
Now Platform Security	PRB1578304	Excessive flushing of the syscache_sys_certificate cache
Now User Experience	PRB1688494	Language translation on the 'Preference' option on the homepage menu is not working correctly
Now User Experience	PRB1672107	Screen Reader (NVDA) doesn't announce the name of the dialog box after it's open
Now User Experience	PRB1683668	Navigation isn't working from a utility UI loaded by a Next Experience header
On-Call Scheduling	PRB1702806	The 'On-call gaps and conflicts' report isn't sending to all the assignment group managers in the report
On-Call Scheduling	PRB1677343	The On-call gaps conflicts report stops working after upgrading to Utah
On-Call Scheduling	PRB1689939	In the On-call Scheduling module, a new step can't be added in an escalation policy

Problem category	Problem	Short description
On-Call Scheduling	PRB1692713	The 'Assign by Acknowledgment per Rota' workflow fails with an error
On-Call Scheduling	PRB1698256	The on-call calendar displays employees on time-off as a part of an escalation plan
On-Call Scheduling	PRB1710430	The on-call landing page breaks when extra time is provided to any group
Orchestration	PRB1667547	The **Test Credentials** UI Action on a JDBC Credential doesn't log the causes of a test credential failure
Password Reset	PRB1709661	Password Change form doesn't show up when the user language is French (but does when user language is English or Spanish)
Password Reset	PRB1669917	The vent description for system events 'sys_user.insert' and 'sys_user.delete' is misleading
Password Reset	PRB1683051	The password reset application for some users prompts different questions than what the user had selected at the time of enrollment
Password Reset	PRB1685517	Password rule check visualization doesn't work
Password Reset	PRB1710481	The **Password Reset** button is grayed out when the language is French, but works when it's set to English
Password Reset	PRB1714465	Password reset doesn't work on a Windows app when the 'Password policy' is turned off
Password Reset	PRB1686397	On Password Reset, fields on the 'Change Password' page aren't read as required by a screen reader

Problem category	Problem	Short description
Performance Analytics	PRB1665235	Sorting of an X axis is incorrect in a migrated dashboard
Performance Analytics	PRB1688646	In the Platform Analytics workspace, for non-admins, the Task table isn't available as a data source for visualizations
Performance Analytics	PRB1684177	In the Performance Analytics dashboard widget, the values aren't properly aligned under the column
Performance Analytics	PRB1681667	'Widget Category' is not translated in the dashboard view
Performance Analytics	PRB1685606	Label on dial and speedometer is large even when the widget size is small with Next Experience is enabled
Performance Analytics	PRB1685951	'Deflection Metric.Channel' script doesn't have a case for sp_log and throws an error
Performance Analytics	PRB1670330	Titles for reports on a dashboard move when hovered over
Performance Analytics	PRB1674873	The filter shows the wrong number of selected values after record deletion
Performance Analytics	PRB1677470	View Report doesn't load within ten minutes because sys_quota does not kill the transaction request
Performance Analytics	PRB1678961	The 'Show Empty values as one' option in configure dashboard data does not work
Performance Analytics	PRB1681921	The 'Date range' selector shows the current month for all months on the monthly frequency indicator
Performance Analytics	PRB1687988	An exception displays when executing a request: 'Unknown time-zone ID: EAT. Unknown time-zone ID'

Problem category	Problem	Short description
Performance Analytics	PRB1692342	Dashboards with duplicate names can cause translation issues in tabs
Performance Analytics	PRB1697943	With Next Experience turned on, the **Execute All** UI action on the pa_diagnostic table doesn't work as expected and breaks the page
Performance Analytics	PRB1705451	When attempting to add a breakdown from a global domain with a filter to get elements from a non-global domain, creating a formula indicator from a global domain errors out
Performance Analytics	PRB1716316	If useres add two text widgets on the same dashboard, both will show the same indicator name even when they are created on different indicators
Performance Analytics	PRB1679715	In Analytics Center, a user is unable to bookmark KPIs
Performance Analytics API	PRB1692290	Data visualization component in UIB behaves differently for different languages
Performance Analytics Dashboards	PRB1615708	Headers aren't rendering for widgets with no data in dashboards, when Show Header is disabled
Performance Analytics Dashboards	PRB1680436	Dashboard tabs are rendering incorrectly after upgrading to Utah
Performance Analytics Dashboards	PRB1679738	Users are unable to see widget icons in Next Experience theme in Utah
Performance Analytics Dashboards	PRB1680300	When Next Experience is enabled and a widget doesn't load, the error message isn't clearly visible
Performance Analytics Dashboards	PRB1688858	The Field Service Management (FSM) performance analytics dashboard isn't loading for the dispatcher in a workspace

Problem category	Problem	Short description
Performance Analytics Dashboards	PRB1691853	Performance Analytics' pivot heatmap widgets don't load on a dashboard and result in a NullPointerException (NPE) on users' UX styles
Performance Analytics Dashboards	PRB1702417	There's excessive logging of informational messages for the 'Dashboard Communication Channel' in Platform Analytics Workspace
Performance Analytics Widgets	PRB1684180	Breakdown Line widget dates are not translated
Performance Analytics Widgets	PRB1677783	Browsers' timezone (the system timezone for the computer in use) is effecting the visibility of the first date label when YTD date range is selected
Performance Dashboards	PRB1687740	Widget text is unreadable in base instance performance dashboards when using Dark Mode theme
Performance Dashboards	PRB1703658	Slow patterns' time-series graphs display incorrect data or have no data
Platform Licensing	PRB1693403	There is reduced logging for GlideEntitlement.entitlementExists and GlideEntitlement.has LicenseEntitlementForApp
Portal App Shell	PRB1694619	The menu on ShoppingHub doesn't show up on a user's first login
Portal App Shell	PRB1678326	The contextual side pane is expanded by default in risk workspace, but the same is not seen in the risk portal
Portal App Shell	PRB1718428	The 'Skip to main content' link is not provided in the application to skip the repetitive elements in the header section
Predictive Intelligence	PRB1686877	Large table handling of ml_cluster_sol_update increases the runtime of the ClusteringService class

Problem category	Problem	Short description
Predictive Intelligence	PRB1579574	Glide throws a NullPointerException when the trainer is updating the status of the solution
Predictive Intelligence	PRB1615019	Training fails when one of the input fields is the same as the output field
Predictive Intelligence	PRB1686525	Predictive Intelligence is unable to Predict from Case form because dot-walking is not supported by the base instance client script 'Predict Case Values'
Predictive Intelligence	PRB1688335	A similarity solution returns a lower than expected confidence score for an exact match
Predictive Intelligence	PRB1694556	When calling a predictor service, it fails with an error: 'Illegal access to outbound http in human resources: core. use an async business rule to perform outbound http request'
Predictive Intelligence	PRB1694969	Orphaned sys_attachment records with the table_name ml_update_set should be deleted
Predictive Intelligence	PRB1702892	Predictive Intelligence is unable to predict from a case form supported by the 'Predict Case Values' script when certain trainers are used
Predictive Intelligence Workbench	PRB1692201	The 'PIWBMigrator' script include does not account for all use case templates
Problem Management	PRB1687268	Known error knowledgebase shows data policy that doesn't exists
Process Automation Designer (Family Channel)	PRB1699994	CI binding isn't working as expected with domain separation
Process Automation	PRB1677912	PAD validation fails on a domain separated action

Problem category	Problem	Short description
Designer (Family Channel)		
Process Automation Designer (Family Channel)	PRB1685532	Reference to the old Sys ID breaks the process duplication
Process Automation Designer (Family Channel)	PRB1697879	An upgraded process can't be activated
Process Automation Designer (Family Channel)	PRB1674927	The sys_pd_license_trigger table is being used to control trigger table choices
Process Automation Designer (Family Channel)	PRB1705201	A 'Transaction cancelled' exception error is displayed when creating a template pop-up modal
Process Automation Designer (Family Channel)	PRB1689339	Process Automation Designer transactions are not using the scope of the process
Process Automation Designer (Family Channel)	PRB1686055	A canceled process doesn't display activities as canceled in the playbook/ activity context
Process Mining	PRB1683761	'Process project' fails to load due to a large amount of data being loaded for displaying the project summary
Process Mining	PRB1685992	All projects are locked after an upgrade
Process Mining	PRB1691980	Applying the last bin of a repetition histogram triggers an incorrect validation
Procurement	PRB1700597	There is a defective checkbox in the Return items popup

Problem category	Problem	Short description
Procurement	PRB1673041	Users with lower level of permissions are unable to save or update SC TASK/RITM forms
Procurement	PRB1686574	The stock rule threshold is reached but no purchase order is created
Procurement	PRB1713678	The SAMPVirutalAgentCatalogUtil script include triggers a large table handling on the cmdb_ci_computer table
Project Management	PRB1704962	Clicking the **Back** button on the costPlan UI changes it back to UI16
Project Management	PRB1685357	Error when opening the Financials tab
Project Management	PRB1667201	Portfolio field isn't auto-populated on the dmn_stakeholder_register.do form when creating a stakeholder on the project
Project Management	PRB1668343	Changing the Portfolio or Program in an existing project causes the system to either take several minutes to update or time out
Project Management	PRB1675997	Unable to add a new task in the New Project Workspace
Project Management	PRB1679473	Using a New Condition 'OR' Query on Classic Project Workspace doesn't filter out unmatched results during a search
Project Management	PRB1680910	On the new Project Workspace, the **+** and **arrow** button next to the project task isn't working consistently
Project Management	PRB1672190	When the project template is applied, the constraint date is not empty for the time constraint 'Start ASAP' on project tasks
Project Management	PRB1675005	Cost plans incorrectly calculate the value of 'Total actual cost' in project currency

Problem category	Problem	Short description
Project Management	PRB1675243	In the rate_model_line table, there are multiple rate lines with the same number
Project Management	PRB1676485	Portfolio target floating point / rounding issue
Project Management	PRB1684220	'Cannot convert null to an object' message is thrown when the user tries to select an assignment group for project tasks
Project Management	PRB1684620	Updating the planned duration of a WIP task generates the error, 'Project task duration exceeds the maximum duration defined in the property. Invalid Update.'
Project Management	PRB1684974	The multi-currency fields 'Planned cost in project currency' and 'Confirmed/ Allocated cost in project currency' fields are set to zero when a project is created through Workspace
Project Management	PRB1685487	There is a planned hours rounding issue when calculated by FTE
Project Management	PRB1692931	If the 'Allow dates outside schedule' flag is set to true, a project task reverts to a 1-day duration
Project Management	PRB1693329	When the state of a program task is moved from 'Closed complete' to 'Open/ work in progress', the 'Actual date' and 'State' fields change values
Project Management	PRB1703501	The 'Key milestone' map from Microsoft Project to IT Business Management isn't working
Project Management	PRB1706936	After a Vancouver upgrade, there's an issue with a gantt chart timeline's display when using auto-fit
Project Portfolio Management	PRB1689836	Invalid relations can be created from the planning console when a predecessor or successor is directly removed

Problem category	Problem	Short description
Related Lists	PRB1653682	A related list condition on a simple-list in workspaces is throwing a syntax error
Related Lists	PRB1710266	The entire screen shifts when adding 'OR' or 'AND' to a filter in a related list
Release Management	PRB1689647	The 'Set Actual Work Start Value' business rule has an error: 'Objects aren't defined'
Remote Process Synchronization	PRB1650969	The **Request Attachments from Remote System** action doesn't send content-type request headers
Remote Process Synchronization	PRB1688982	CaptureDefinitionSet may have 0 records if it's populated by a domain user, resulting in no records captured
Remote Process Synchronization	PRB1686465	Process Sync doesn't ignore non-interactive changes to records
Remote Tables	PRB1684901	Javascript calls do not work with remote tables
Report Designer	PRB1646266	Keyboard focus moves to the URL address field after the Description edit field
Report Designer	PRB1696150	When a single score report is reloaded after the 'Aggregate' field is deleted, the report doesn't load properly
Reporting	PRB1648051	Multilevel Pivot Reports save incorrect field values
Reporting	PRB1683499	Script include DeCustomizeRVAUtil contains package calls that can't be addressed by the user
Reporting	PRB1579304	When using related list conditions on a report using the 'OR' operator on two reference fields referencing the same table, dot-walking the fields yields no results and a 'not unique table/alias' error in the logs

Problem category	Problem	Short description
Reporting	PRB1683552	Data doesn't populate in the function field on pivot report in Utah
Reporting	PRB1686047	List reports on sc_cat_item don't work with the base instance business rule 'Hide items for admin homepage'
Reporting	PRB1688575	Dot-walked rows and columns of 'choice' type on a multilevel pivot report are sorted alphabetically by label instead of choice
Reporting	PRB1665383	A dashboard with breakdown elements does not load
Reporting	PRB1682044	Issue with email subject language when sending list exports
Reporting	PRB1687358	Report does not render when changing the group by value when the URL contains 'sysparm_filter_only=true' parameter
Reporting	PRB1692687	Multi-level pivot reports' expand and collapse arrows are displayed as a check box
Reporting	PRB1694805	The 'Leave' calendar isn't displaying data accurately
Reporting	PRB1703703	Bar/pie/timeseries report queries don't go to the read replica when the 'group by' or 'stack by' is changed
Reporting	PRB1705310	Users must scroll to the end of reports to find the horizontal scroll bar
Reporting	PRB1706800	Condition Builder version 2 is missing the 'is empty' operator for the 'Table Name' field, which inconsistently renders it as a choice field
Resource Management	PRB1689856	glide.sys.time_format - hh:mm:ss causes a resource availability to be short by 8 hours

Problem category	Problem	Short description
		in December for the last week in 'Future Years'
Resource Management	PRB1693272	Resource allocations daily records 'name' gets set to 'undefined' if the operational resource plan is updated after allocation
Resource Management	PRB1701162	The **Replace user** action in Allocation Workbench results in a resource plan with an empty resource group
Resource Management	PRB1708156	When selecting a role from the resource finder in Resource Allocation Workbench, the list for a resource group displays 'No matches found'
Restricted Caller Access (RCA)	PRB1684008	Restricted Caller Access (RCA) doesn't recognize script calls from 'Related Lists (Relationships)' as a source
Rollback and Recovery	PRB1543140	ATF tests don't roll back records if logged-in users' domains don't match the selection in the domain picker
Scheduled Jobs	PRB1662397	A 'data management update' job doesn't clear or set null fields
SCIM Provider	PRB1699455	If an ACL blocks some user records, the 'System for Cross-domain Identity Management (SCIM) User List' API returns the totalResult as '0'
Script Actions	PRB1686355	Unable to save script that contains optional chaining
Search Administration	PRB1496054	VoiceOver users aren't able to see the state of the parent elements
Search Administration	PRB1644986	Some sentences in the results section given by Global search are hardcoded
Search Sources	PRB1658829	The 'Create Text Index' business rule is creating undesirable updates

Problem category	Problem	Short description
Secondary Database Management	PRB1642197	Tablechunkcopier leaves behind triggers and TMP tables if interrupted or cancelled
Secrets Management	PRB1618071	Password2 Data Migration job attempts to encrypt or decrypt variable inputs (of Password2 type) as associated with workflows
Seismic Framework	PRB1634186	Loading a large amount of data on a list view causes an error
Seismic Framework	PRB1702323	Rerunning a failed payload doesn't check if the payload is already compressed
Seismic Framework	PRB1719128	Sn-http-request shouldStringify does not consider file types
Server-side scripts	PRB1684040	A script editor hangs the UI when it tries to load completions for all the tables and columns on a user's focus
Server-side scripts	PRB1692959	Number.prototype .toLocaleString fails, as it treats the first argument as the base
Server-side scripts	PRB1715580	GlideRecord API improperly passing integer addOrCondition() value as a decimal
Service Catalog	PRB1663971	When the 'Do not select the first choice' variable is set to ON, it populates when it interacts with other fields in Workspace View
Service Catalog	PRB1682907	Auto-populate isn't working for on-load for Order Guide
Service Catalog	PRB1692587	Users with external roles can't use the 'Auto population of the variable' feature in the Service Catalog
Service Catalog	PRB1682822	There's a formatting issue with the List Collector variable

Problem category	Problem	Short description
Service Catalog	PRB1685838	Workflow stages for request item don't translate
Service Catalog	PRB1675661	Undefined is being returned as per the base instance logic when an update is made by 'system' - RequestNotificationUtilSNC
Service Catalog	PRB1692024	Contextual Search widget isn't applying the filter configuration to the Record Producer form in the portal
Service Catalog	PRB1702615	On portals, a workflow with the stage renderer type 'Workflow driven' isn't displaying the expected label of 'Stage'
Service Catalog	PRB1708103	Insert and stay function ignores the base instance business rule, 'Check for same name variables'
Service Catalog	PRB1672187	canView check behaves differently between the Criteria Diagnostics tool and Service Portal which contaminates the user criteria cache
Service Catalog	PRB1673180	Lookup Select Box reference qualifier doesn't work when a Reference field is populated from the Order Guide
Service Catalog	PRB1677977	The symbol next to some catalog items is not visible when Dark theme is enabled
Service Catalog	PRB1681272	Changing the Display Value of the item_option _new_set table's Name field is not reflected on the Slush Buckets
Service Catalog	PRB1685310	In service catalog, for translated text reference fields, the reference pop-up list does not show records
Service Catalog	PRB1686787	GlideChoiceListGenerator / WorkflowIcons doesn't work as expected when using 'getSelected'

Problem category	Problem	Short description
Service Catalog	PRB1687562	Saving item as a draft throws an exception
Service Catalog	PRB1689608	In Catalog Builder, inserting a question's text validation with email verification is broken
Service Catalog	PRB1694982	Certain date formats cause a UI policy issue
Service Catalog	PRB1696102	In Employee Center, after a record producer submission, users are redirected to a page where they see the message 'You do not have permission to see this category'
Service Catalog	PRB1698760	The search history isn't related to an underlying record
Service Catalog	PRB1700057	An 'Add/Update' entry isn't encrypted when using a non-admin user in a multi-row variable set that has a masked type variable
Service Catalog	PRB1702204	In Order Guide, requesters, or users with only the snc_internal role, are unable to see the 'Show/Hide' options for a masked field prior to submitting the request
Service Catalog	PRB1707481	If a record producer is submitted through an order guide and a user raises 3–4 requests at a time using the **Add to Cart** button, an undefined record is created
Service Catalog	PRB1709552	A photo/picture of a category doesn't resize when in the 'Platform' view
Service Catalog	PRB1721032	Versions are captured for variable sets
Service Catalog	PRB1716003	The attachment variable attribute is not evaluated in the catalog wizard
Service Catalog	PRB1712462	There should be a feature to turn off the 'Edit in Catalog builder' UI action

Problem category	Problem	Short description
Service Catalog Builder	PRB1679746	System property glide.sc.builder.preview_portal_id no longer works in Utah
Service Catalog Builder	PRB1701062	For variable sets, the 'SORT' option on a variable 'Order' field isn't applied
Service Catalog Builder	PRB1678939	An Updateset generated for a catalog item with a topic from CB generates two catalog items in the target instance
Service Catalog Builder	PRB1716672	Unexpected behavior with service fulfillment step in Catalog Builder
Service Catalog Builder	PRB1716203	When the catalog item created from the catalog builder using a template is edited, it shows 'updated by' as a system, which breaks a flow
Service Catalog Portal Widgets	PRB1609965	Parent case field on a case task list view on CSM portal is empty, even when it's displayed on the form view
Service Catalog Portal Widgets	PRB1689212	Incorrect use of aria-live='assertive' in catalog items
Service Catalog Portal Widgets	PRB1698618	On the 'My Request' page, filters have incorrect ARIA labels
Service Catalog Portal Widgets	PRB1699802	The base instance 'archive and destroy' rule on the catalog_channel_analytics table is read-only for users
Service Catalog Variables	PRB1690213	There's a performance issue with multiple List Collector variables on catalog items
Service Level Management	PRB1665958	Some SLA debug logs appear in the syslog table when node-only logging is requested
Service Level Management	PRB1690062	A contract service level agreement isn't applied when a user creates a case

Problem category	Problem	Short description
Service Mapping	PRB1685333	Checkpoint reaper doesn't update the checkpoint in the memory, causing error log messages
Service Mapping	PRB1689002	ServiceTreeData is triggered before the map data call, which causes a delay in the map loading time
Service Mapping	PRB1700067	In Service Mapping, there's a system log error: 'java.lang.ArithmeticException'
Service Mapping	PRB1710174	On a history map, the 'Last event time' on an alert card in a side panel is displayed incorrectly in the UTC timezone
Service Mapping	PRB1720679	Null pointer exception when approving or sending an application service to review
Service Mapping with CMDB Groups	PRB1673576	Tag-based Service Mapping remove's field values from Application Services
Service Model Foundation	PRB1674356	The 'Case Viewer' role combined with the 'Self Contributor' role gives the user write access to all cases
Service Portal	PRB1700754	No search results appear in the 'Catalogs' section on a portal search after upgrading to Vancouver
Service Portal	PRB1675479	In a Standard ticket header, the info fields get cached when Global application and scoped application tables are used at same time
Service Portal	PRB1681748	The search bar results don't show on the taxonomy topic page
Service Portal	PRB1668690	Tooltips on list collector variable is sticking when the value is removed in a mobile browser
Service Portal	PRB1688387	In the Standard Ticket Conversations widget, the comment field's tooltip overlaps with the actual text being typed

servicenow

Problem category	Problem	Short description
Service Portal	PRB1701214	There should be alternative methods for sanitizing HTML content
Service Portal	PRB1634130	NVDA screen reader doesn't read the read only checkboxes and email field in the portal
Service Portal	PRB1642090	Incorrect role as 'menu item' is defined for My Tasks, My Requests, My Favorites, User profile, and Tours controls
Service Portal	PRB1686445	There is incorrect markup in the Employee Center banner message which causes screen readers to misinform users
Service Portal	PRB1686541	New Catalogs are created as homepage on instance with system property (com.glideapp.home .deprecate_homepages: true) and reported to the user
Service Portal	PRB1693137	A regular expression works in Platform but not in Service Portal
Service Portal	PRB1704296	In Vancouver, Now Agent reference fields aren't working
Service Portal	PRB1575599	Attachment link opens for Service Portal user without authentication and displays, 'Form view not supported for requested table'
Service Portal	PRB1631668	For US Region users, the user_preference value of the user is false even though analytics is enabled by default
Service Portal	PRB1634151	Error messages don't display in the user-selected language when the instance gets disconnected
Service Portal	PRB1659476	Offline comment on portal RITM 'Ticket Conversations' widget is spammed after going online and an additional attachment is posted

Problem category	Problem	Short description
Service Portal	PRB1668078	The type ahead search widget doesn't follow cursor type movements in iOS
Service Portal	PRB1671258	'Catalog Item' under the Recently viewed AI Search results popover in portal typeahead is not tagged for translation
Service Portal	PRB1672706	A long URL in the help text of a label variable appears outside of the container when there is a check box variable under it
Service Portal	PRB1680137	The glyph icon for the 'Approvals' widget has more space between the glyph and the text than other base instance widgets in Service Portal
Service Portal	PRB1681495	Duplicate item names are observed when deleting an item from quick links
Service Portal	PRB1684222	The Tooltip and Title hint are doubling up information in Service Portal
Service Portal	PRB1685730	CSM and CSP Customer Registration Alert is not read by screen-reader on input
Service Portal	PRB1687526	In Service Portal, an additional comment saying, 'deleted an attachment' is added, even when the attachment hasn't been deleted
Service Portal	PRB1688313	When a radio button group is set to 'Required' with no default selection, screen readers read out unnecessary extra words: 'required, required field'
Service Portal	PRB1688537	The 'Service Catalog Categories' widget displays the button **Show More Categories** even though there are no further categories to display
Service Portal	PRB1690107	The g_form.addErrorMessage() is adding '%20' to links on Service Portal

Problem category	Problem	Short description
Service Portal	PRB1692325	Logo padding in the brand editor isn't working
Service Portal	PRB1692714	In Idea Portal, a 'Reload Site' pop-up appears on clicking the UI action **Create Task**
Service Portal	PRB1694098	A widget can cause a loop when opening a knowledge base article with an internal href link
Service Portal	PRB1697460	The 'Date' field within the 'sp-editable' field doesn't save correctly
Service Portal	PRB1697893	There's a compilation error in a base instance of the 'import_template_preview' UI page
Service Portal	PRB1698123	On Service Portal, the display style on the tooltip for the variable type 'Request For' doesn't match the other tooltips or the platform's display style
Service Portal	PRB1698352	In Service Portal, NVDA announces unnecessary success messages even after selecting an invalid attachment
Service Portal	PRB1699201	In the 'Announcements' panel, an ARIA label is used for elements that don't have an associated role
Service Portal	PRB1700933	In Service Portal, an ID attribute value is used in ARIA, and the labels aren't unique
Service Portal	PRB1704204	A user is unable to click a reference field or a reference variable with a mobile browser on the portal
Service Portal	PRB1708431	Service Catalog items with the variable type 'List Collector' are created with aria-hidden=true, which hides the form element from screen readers' form control navigation

Problem category	Problem	Short description
Service Portal	PRB1717316	The attachment pop-up hides the text in the modal
Service Portal	PRB1715883	The **Turn on Accessibility** button is not visible in Windows high contrast mode
Service Portal	PRB1719087	Catalog item annotations do not expand when at a certain length
Service Portal	PRB1717783	In Vancouver, the catalog UI policy action does not hide the container label when it contains a mandatory variable
Service Portal	PRB1611478	On Service Portal, success messages using flush messages in a scoped app should be hideable
Service Portal Announcements	PRB1690377	When announcements have a collapsed feature, screen readers don't read out the collapsed section without the user expanding the announcement
Service Portal Core Widgets	PRB1480852	Table API ACL is blocking the ESS users (no-role) from selecting different users during checkout
Service Portfolio Management	PRB1673235	Outages aren't getting transformed for more than 8 hours
Service Portfolio Management	PRB1676997	Utah_Available for Subscribers Related list is not working in the Catalog item and Record producer
Service Portfolio Management	PRB1672501	SLAResultCalculator takes longer than expected to run due to changes to include Impacted Services and Affected CIs
Service Portfolio Management	PRB1681057	The Business Rule 'Enforce Portfolio Taxonomy - Service' is overridden
Service Portfolio Management	PRB1688927	A misconfiguration on a table's schema is observed for sc_cat_item_service

Problem category	Problem	Short description
Service Portfolio Management	PRB1713565	A Vancouver upgrade is running for 16+ hours
Service Portfolio Management	PRB1717785	There is a spelling error in the system created item, where the word 'Manages' within the hint for the 'Delegate' label on the sys_documentation table is spelled incorrectly
Session Activity Timeout	PRB1676222	For SSO users, the session expiration modal appears despite the system properties settings being set to disable modal
Session Management	PRB1650883	Guest sessions are not invalidated even though the session has been destroyed
Session Management	PRB1704076	XML stats can throw 'Attempt to use GlideSession owned by another thread' error while retrieving stats related to sessions
Session Management	PRB1656096	Extend session UX model should handle absolute session timeout
Sidebar (Family Release)	PRB1719256	Sidebar notification events process job must be disabled, even when the queue is not enabled
Sidebar (Family Release)	PRB1719893	In the workspace 'Discuss Sidebar' chat, the size of the chat text entry window is smaller after an upgrade to Vancouver
Software asset analytics	PRB1714466	The 'Actual savings to date' widget in Software Asset Analytics displays '0'
Software Asset Core Company	PRB1661205	Remapping the core company on the publisher table doesn't delete old data
Software Asset Data Import	PRB1698571	MLS-imported contracts are stuck in the 'Awaiting approval' substate
Software Asset Data Import	PRB1666767	When changing languages, a column label is translated resulting in an MLS import failure with the error 'Import

Problem category	Problem	Short description
		template customized resulting in one or many fields being invalid'
Software Asset Management	PRB1665316	Previous fix does not create system fields on samp_sw_usage for upgrading users
Software Asset Management	PRB1707143	Reconciliation fails with a TypeError: 'Cannot read property null from undefined'
Software Asset Management	PRB1663147	'SAM - Normalize discovery models using machine learning' job fails for unavailable or mismatched content, even though the other models normalized properly
Software Asset Management	PRB1695600	Assigned Monthly subscription widget stops showing data after upgrading to Utah
Software Asset Management	PRB1606658	PurchaseRights generated with RN 0 when CPU core count is missng
Software Asset Management	PRB1629115	Software Asset Connections job fails
Software Asset Management	PRB1630930	When submiting a Receive Purchase Order, the undefined (reading 'name') properties can't be read and the license_metric is empty
Software Asset Management	PRB1643083	'Removal candidates' in the License usage page of SAM workspace is slow
Software Asset Management	PRB1645452	In Software Asset Workspace, 'Total Actual Cost Savings YTD' and 'Cumulative actual savings' is calculated using reclamation records that aren't in the 'Closed Complete' state
Software Asset Management	PRB1671061	samp_recon_task_queue cannot handle more than 31 publishers or more than 31 products under one publisher, causing recon to get stuck

Problem category	Problem	Short description
Software Asset Management	PRB1677313	There is a Renewal Calendar display currency issue
Software Asset Management	PRB1680186	The checkProductResultForELA() method in the SamsProductCalculator script include should check for unlicensed subscriptions and CALs
Software Asset Management	PRB1684206	Post Outage to News Business Rule does not contain the correct logic to update the most recent version article
Software Asset Management	PRB1685634	An incorrect string comparison of 'true' and '1' is causing Software Asset Management (SAM) licensing issues
Software Asset Management	PRB1711044	Adjusting installs for excluded CIs causes many updates on the 'Software Installations' table
Software Asset Management	PRB1695877	The Software Asset Management (SAM) renewal calendar's date format isn't following the sys property
Software Asset Management Publisher Pack for IBM	PRB1689887	ILMT Peak Usage table With Subcap and Fullcap usage as 0 is incorrectly marked as unlicensed
Software Asset Management Publisher Pack for IBM	PRB1686975	Reconciliation Job for IBM takes an unexpectedly long time to complete
Software Asset Management Publisher Pack for IBM	PRB1693238	The IBM License Metric Tool (ILMT) computer identity V1 transform map has an issue when the Identification and Reconciliation Engine (IRE) isn't turned on
Software Asset Management Publisher Pack for Microsoft	PRB1546052	SQL Server install discovered through SCCM is normalized to a child component

Problem category	Problem	Short description
Software Asset Management Publisher Pack for Microsoft	PRB1677556	RUB are not created for invalid allocations in SamPerCoreFor MicrosoftLicenseCalculator SD
Software Asset Management Publisher Pack for Microsoft	PRB1718039	Reclamation candidates are not created for an optimisation case for M365 in some cases
Software Asset Management Publisher Pack for Oracle	PRB1688398	Discovery creates duplicate software installations
Software Asset Management Workspace	PRB1670537	Dynamic route mapping for a classic UI action is broken
Software Asset Reconciliation	PRB1691268	In Utah, users who have sn_sam_saas and not sn_sam_saas_int have a reconciliation failure
Software Asset Reconciliation	PRB1678931	The link to 'Resource value' is not visible for a samp role user (sam_user, sam_admin)
Software Asset Reconciliation	PRB1685719	Allocations for suites of subscriptions are not honored
Software Asset Value Builder	PRB1696428	The 'SAM - Update value builder usage' scheduled job fails
Software Discovery	PRB1696961	A user with the sam_admin role can't access the cmdb_sam_sw_name_mapping table, though they should be able to
Software Entitlements	PRB1691949	After upgrading to Utah, the publisher part number (PPN) is cleared
Software Entitlements	PRB1697382	An entitlement import process fails with incorrect error messages for certain SAP products

Problem category	Problem	Short description
Software License Compliance Checker	PRB1691507	The Software Asset Management (SAM) Enterprise Stock Keeping Units (SKU)SKU should only apply the 90-day average to Cloud Insights resources, not SAM resources
Software Models	PRB1691110	The 'Discovery Model to Software Model' job consumes an unexpected amount of memory
Source Control Engine	PRB1697505	In Source Control, stashing changes to a table with an update name that ends in an uppercase _NULL might drop the table
Source Control Engine	PRB1686456	Publish from Studio is adding an extra commit
Source Control Engine	PRB1719936	Committing a record in Source Control that causes an invalid XML exception may cause some files to be deleted from the Git repository
Source Control Menu for Dev Studio	PRB1670579	Changes to the sys_app record aren't available for the 'Compare with committed' operation when committing changes
State Flows	PRB1719719	The 'State' flow should filter out inactive choices from a choice list
Survey Designer	PRB1676186	Images in survey category and survey questions are not visible for public surveys
Survey Management	PRB1674929	Mobile survey action buttons are not translated
Survey Management	PRB1686824	The **Close assessment** button doesn't close the modal
Survey Management	PRB1691423	When a survey is triggered and the due date is calculated from the survey duration, it sometimes displays as 1 day early

Problem category	Problem	Short description
Survey Management	PRB1694486	In 'My Surveys', the title of the widget isn't translated
Survey Management	PRB1700918	There's a font issue in a ServiceNow take assessment on the 'assessment_take2' page
System Archiving	PRB1659842	Related records are getting archived even when the entries are not mentioned in the Archive Rule
System Archiving	PRB1675436	The **New** button in UI Action creates invalid entries in archived tables
System Archiving	PRB1696957	When there are over 1000 configuration items (CIs) being archived, the default setting throws an error, 'Failed trying to execute on connection'
System Archiving	PRB1656458	Re-parenting documentID created an update statement, which took down nodes
System Archiving	PRB1673704	A recreated archive rule re-archiver doesn't work because the sys_archive_log 'archive' column is null due to deletion of the prior archive rule
System Archiving	PRB1685503	The 'Restored' value in the 'sys_archive_log' is still populated even though the archived records failed to restore
System Export Sets	PRB1714764	A list in CWS gets an 'export failed' error message when trying to export results
Table Administration and Data Management	PRB1660382	Reglomming of a table column leaves insert triggers on the table
Table Administration and Data Management	PRB1686144	The sn_customerservice_task.account field has an invalid base instance default value

servicenow

Problem category	Problem	Short description
Table Administration and Data Management	PRB1655722	The 'Updated' date on LDAP Scheduled Imports updates to today when using 'Execute Now' for the first time after Tokyo upgrade
Table Administration and Data Management	PRB1677246	The sys_trigger table is heavily audited under the sys_audit table
Table Administration and Data Management	PRB1678160	Deleting report_stats records that have an empty report sys_id and widget sys_id will delete all report_stats_executions records with empty widget sys_id
Table Administration and Data Management	PRB1691219	Normalization of a glide_list field requires an additional supporting index
Table Administration and Data Management	PRB1664726	Upgrading on a user's clone is slower on Postgres
Table Administration and Data Management	PRB1673961	Function fields on a TPP table cause an unnecessary table alter
Table Cleaner	PRB1687480	A time limit should be added on 'iterative delete'
Table Cleaner	PRB1685661	The 'estimate delete count' should be calculated efficiently
Tables and Columns Data Dictionary	PRB1660108	The relationship 'All Metadata' references an invalid field sys_app.sys_scope
Technology Portfolio Management	PRB1695174	In Technology Portfolio Management on the 'Technology Lifecycles' page, the tooltip text for hardware model life-cycles says 'Software Product Lifecycle' instead

Problem category	Problem	Short description
Territory Planning	PRB1712357	There's an exception in sm_task when Field Service Management isn't installed
Test Management 2.0	PRB1686827	Error when updating the Parent field of a Test Plan record: 'Unique Key violation detected by database for key 'PRIMARY''
Test Management 2.0	PRB1666409	When updating a Test Execution Assignment to be under another Test Execution Suite, the Percent Complete does not update
Test Management 2.0	PRB1691967	In test suites, when **Create duplicate** is clicked, the 'Wait' dialog box keeps loading
Time Configuration	PRB1667042	Incorrect timezone listed for Mexico in the walk-up location config
Timesheet Policies	PRB1678047	Screen readers do not read card content
Transaction Logs	PRB1678729	localhost logs transaction ID doesn't match binlogs transaction ID
Transformer API	PRB1631420	Support needed for JSON keys starting with '@'
UI Actions	PRB1674407	Global UI actions on database views are failing with 'Unable to execute UI Action because user does not have permission to create the current record'
UI Actions	PRB1683917	The user is unable to add a 'New' notification device under My On-Call Preferences and an error says, 'Action not Authorized'
UI Actions	PRB1691935	Users can't override the **Add to Visual task Board** form context UI action for an extension table because the UI action has no action_name
UI Actions	PRB1696247	In Project Portfolio Management (PPM), when a user changes the language to

Problem category	Problem	Short description
		Portuguese, the 'Copy Project' option doesn't appear
UI Actions	PRB1703194	On a base instance's problem form, there's an 'atleast' typo in the **Complete** and **Resolve** UI actions
UI Builder	PRB1600620	Vol_ Declarative actions on related lists is triggered multiple times
UI Builder	PRB1703613	In UI Builder page scripts, the cursor moves backward as a user types the script name
UI Builder	PRB1706160	In UI Builder, when editing page collections, the **Save** button doesn't become active and any changes are lost
UI Builder	PRB1706377	When using iFrame in the 'List' view in UI Builder, 'Download/Export' isn't working
UI Builder	PRB1708139	In UI Builder's 'Experiences' list, the number of retrieved rows isn't consistent
UI Builder	PRB1716090	Data brokers make repeated exec requests, which blocks all other requests
UI Builder	PRB1719347	The contextual sidebar in Service Operations Workspace is read-only in UI Builder in the Vancouver release
UI Builder	PRB1690284	Updating a script that has a duplicated component applies the script to all the duplicated components
UI Builder	PRB1698858	Data binding isn't working after setting the data source
UI Field Administration	PRB1685124	The Activity Stream @Mention Email is not working workspaces
UI Field Administration	PRB1638856	Date fields are stored inconsistantly in different workspaces

Problem category	Problem	Short description
UI Field Administration	PRB1690942	Text color button on HTML fields in all workspaces isn't working as expected for Firefox browser
UI Field Administration	PRB1601722	New Error message displays in the base instance Agent Workspace when setAbortAction BR is triggered by 'Error uploading processing table: <table_name>'
UI Field Administration	PRB1602931	Form annotations aren't translated in Workspaces
UI Field Administration	PRB1661619	In Workspaces the reference field list is not rendered within the viewpoint when results are loaded
UI Field Administration	PRB1684030	UI16 form loads slowly when the User Roles field is added and the instance has a lot of roles defined
UI Field Administration	PRB1692568	The 'TIme worked' field value double-counts in the initial seconds (1-10) after resetting multiple times, which skews the total timer value
UI Field Administration	PRB1616895	When renaming attachments, names with more than 30 characters don't show
UI Field Administration	PRB1641441	An added space from the backend is trimmed from the HTML field of form
UI Field Administration	PRB1675489	When pasting the data on HTML fields , the 'Remove formatting' option doesn't remove the bold and italic formatting
UI Field Administration	PRB1687372	showFieldMsg() doesn't display in Workspace for fields with max length >255
UI Field Administration	PRB1691109	When updated by the onChange client script in Agent Workspace, the 'Phone Number E164' field switches the phone number back and forth multiple times

Problem category	Problem	Short description
UI Field Administration	PRB1695361	Country Field (choice list) shows a choice label for some cmn_location records and a value label for other records
UI Field Administration	PRB1699921	Tooltip text doesn't display on choices for a list field
UI Field Administration	PRB1705654	For 'File attachment' fields, the sys_id of 'deleted attachment' still exists in the XML even after deleting an attachment
UI Field Administration	PRB1713932	In CSM Workspace, the help text is missing for a 'True/False' variable after upgrading from Tokyo to Vancouver
UI Field Administration	PRB1606345	Glide Form data resource on the UIB pages calls the Target table case more than 6 times
UI Field Administration	PRB1622783	Fields starting with an accented character are sorted to the end of the list in the 'choose field' of the show/hide filter
UI Field Administration	PRB1662424	The due date tooltip displayd the wrong duration
UI Field Administration	PRB1673930	The form #SET_VALUE event is not dispatched when the Work Notes (journal) input field is cleared
UI Field Administration	PRB1677903	Cross scope error when a scoped client script does an operation on a field that doesn't exist on the form and is in a different scope
UI Field Administration	PRB1683678	A small .mp3 file uploaded to a table can't be played
UI Field Administration	PRB1684609	The Mini Calendar time picker sends the incorrect date-time in an event payload upon a value change

Problem category	Problem	Short description
UI Field Administration	PRB1689417	A configuration style isn't applied when the maximum length of a read-only field is changed from '40' to '256'
UI Field Administration	PRB1689555	The 'Cost' field in a hardware model automatically multiplies 1000x the cost
UI Field Administration	PRB1692947	In Utah, dynamically updated list choices display an empty field on a workspace form if it's updated elsewhere
UI Field Administration	PRB1697161	The e164 phone number isn't displayed in the local format on the user reference preview pop-up when glide.phone_number _e164.display_national is set to 'form'
UI Field Administration	PRB1701432	In Next Experience, the 'Journal input' field below the 'Wiki' field renders incorrectly on a form, as the height is incorrect
UI Field Administration	PRB1705003	Values selected from a field dotwalk list aren't displaying properly after saving and opening the record
UI Form Administration	PRB1704777	Focus is redirected to the Openframe CTI every time an update state occurs within an incident
UI Form Administration	PRB1667482	Incident creation from Service Operation workspace hangs when there are additional fields defined in the form view
UI Form Administration	PRB1674623	Buttons in the HTML field aren't working after changing the base instance Attachment API ACL to active=true
UI Form Administration	PRB1684196	Next line or line breaks in journal entries in Activity stream don't show up in the printer-friendly view
UI Form Administration	PRB1707023	A form's layout is misaligned when a Boolean field and an annotation are in the same row

Problem category	Problem	Short description
UI Form Administration	PRB1668252	Show more/Show less link appears for Form Annotation in the Workspace form
UI Form Administration	PRB1675073	In Next Experience UI, form annotations for catalog items are hard to read in Dark theme on a Utah instance
UI Form Administration	PRB1678904	When the form in the Playbook is updated, it throws 'JSONObject['originalValue'] not found' error if the FX Currency field is empty
UI Form Administration	PRB1688247	An attachment modal can be scrolled off-screen when a large number of attachments are present
UI Form Administration	PRB1689239	Some fields display as empty on a print-friendly version of an activity
UI Form Administration	PRB1703974	Special handling notes with a large amount of text causes overflow beyond the modal container
UI Form Administration	PRB1708574	sys_flow_data variables don't display as required fields in the playbook
UI Form Administration	PRB1642880	A JAWS user is unable to access all enabled form fields in Personalize Form fields when using the keyboard
UI Form Administration	PRB1667098	The Currency field does not display updates until after refresh when set via workflow
UI Form Administration	PRB1671612	The second **Printer friendly version** button causes a new change to be created
UI Form Administration	PRB1679392	The link color in an annotation doesn't meet the color contrast standards in UI16
UI Form Administration	PRB1681021	Unable to re-size the the width of the Details section after saving the form in Agent Workspace

Problem category	Problem	Short description
UI Form Administration	PRB1681716	The form section user session object check should check for empty objects
UI Form Administration	PRB1684532	Search lookup doesn't work and fields aren't populated
UI Form Administration	PRB1687138	Insert and Stay with sys_id = 83835712bf3021000ba9dc2ecf073977 doesn't allow saving an attachment to the record
UI Form Administration	PRB1689659	After upgrading from Tokyo to Utah, the width of a reference field's preview pop-up window isn't fixed and small if the field is located on the right side of a form
UI Form Administration	PRB1699219	Opening a record in Agent Workspace results in a console error message
UI Form Administration	PRB1712978	When a user sets a title to contain '<' or '>' in a non-English mode, the form doesn't open due to an error
UI Form Administration	PRB1673256	Changes made in the 'Personalize Form' modal do not persist after a refresh
UI Form Administration	PRB1704641	g_modal.showFrame should not have a **Close** button
UI Form Administration	PRB1688934	Sometimes users cannot change the form view when a tinyURL is used
UI Form Administration	PRB1687938	In Configurable Workspace, focus switches from an HTML input if a modal is opened from a UI or declarative action
UI Form Administration	PRB1640092	Invalid value in the section tab does not jump to the field, preventing the record from being saved/updated
UI Form Administration	PRB1726572	Activity information is not available on a printed document in Vancouver and Utah

Problem category	Problem	Short description
UI Form Administration	PRB1723661	QueryStringACLChecker should not use a static GlideRecord member variable, which can lead to a memory issue
UI Form Administration	PRB1688411	A variables editor that's added under a form section displays at the bottom of UI Builder's 'Record' page
UI Form Administration	PRB1711433	g_form.clearValue("location") makes synchronous Ajax calls to look up the display value of an empty string
UI Policies	PRB1679913	The Core UI Direct Incident List and Form (repeat view) is degraded on track/ webux
UI Policies	PRB1694300	The UI policy 'Run scripts' check box incorrectly displays as false when a record is in a different scope and isn't editable
UI Policies	PRB1709653	The 'Business Rules' form doesn't display fields correctly on the initial load
Unified Filter	PRB1696892	A filter component doesn't receive the correct default values
Unified Filter	PRB1710457	The cursor jumps and removes entered text when searching in a filter component on a dashboard
Universal Request	PRB1683617	When no universal request service sets exist, then the UI Action Transfer (handled by route_ primary_task UI Page) modal shows infinite loading
Upgrade Center	PRB1673683	In Utah, when clicking the hyperlink **Here** for a record, there is no 'referrer' to the hyperlink
Upgrade Center	PRB1679306	Records with a coalesce strategy weren't added in an upgrade plan

Problem category	Problem	Short description
Upgrade Center	PRB1685471	An upgrade plan auto-reverts user's customizations
Upgrade Center	PRB1709957	A distribution upgrade to the same version is attempted again after a successful completion of the upgrade
Upgrade Center	PRB1713697	There's an error when attempting a save merge via the 'Resolve Conflicts' option of a scoped app script include: 'error: JavaScript parse error at line (X) column (Y) problem = let is an ECMAScript 6 feature'
Upgrade Plans	PRB1684065	The user is unable to inactivate applications from the upgrade plan item
Upgrade Plans	PRB1687485	GlobalAppMover shouldn't stop the moving process for the remaining files when there is an issue with one file
Upgrade Plans	PRB1676022	There's errors in an upgrade plan: 'Application not found in store'
Usage Analytics	PRB1685980	Users receive a NullPointerException (NPE) when an instance is upgrading from San Diego to Utah
UX Framework	PRB1681205	On upgrading to Utah, the user is incorrectly redirected when they click **View details** after submitting a request on CSM workspace
UX Framework	PRB1699981	setRedirectURL isn't working from UI Action in Workspace
UX Framework	PRB1686885	The 'Extend session' and 'Session timeout' pop-ups are displayed for SSO users
UX Framework	PRB1688273	Comments/Work notes posted are retained in the respective field and still appear even if the modal is reopened
UX Framework	PRB1688293	On the CSM Workspace 'Interaction' page, there's a mismatch between the

Problem category	Problem	Short description
		selected tab and the tab content that's displayed
UX Framework	PRB1712121	When a standard record page has a combination of conditional inline tabs and conditional extension point tabs, related lists on the record that don't have tabs from an inline and extension point are not loaded for the first time
UX Framework	PRB1718386	The template tab misaligns in the side panel when 'Show the sidebar' is disabled in CSM Workspace
UX Framework	PRB1724460	Service Operations Workspace record tabs component intermittently displays the incorrect tab content
UX Framework	PRB1652455	In a configurable workspace, a dirty form message is encountered on a form due to its modal, even when the modal is already closed
UX Framework	PRB1724469	Screen macroponents are created without data 'nowAppProps'
UX Framework	PRB1550123	Entity View Action Mapper (EVAM) datasets on page declarative actions' events emit multiple times
UX Framework	PRB1711203	Upgrading an instance from Tokyo to Utah results in 'Skipped Errors'
UX Framework	PRB1711801	When an user without a role logs in after upgrading to Vancouver, the homepage isn't displayed and the clock is blinking
UX Framework	PRB1696825	Scripted conditions evaluation is sent out for inactive tabs
UX Framework	PRB1700547	Reference field modals can only be opened once in a workspace when a calculated value overwrites 'answer' as a global variable

Problem category	Problem	Short description
UX Framework	PRB1702064	The form controller events 'Record data fetch succeeded' and 'Record data fetch completed' don't give access to form field data
UX Framework	PRB1703995	A tab reverts to the first/default tab when selecting an item from the 'Related Records' tree list
UX-Metrics	PRB1699683	Navframe and Login Redirect don't work on UI16 when using Internet Explorer
Virtual Agent	PRB1711830	Source Sans Pro doesn't load for instances running Vanvoucer or greater
Virtual Agent	PRB1686461	Previewing topics with a capability node stops working after 12 hours
Virtual Agent	PRB1707011	Live Agent Availability Check fails if the scripted or dot-walked queue condition becomes true after the Virtual Agent topic has started
Virtual Agent	PRB1675739	User input component 'Date Time' shows a blank on Japanese language instances
Virtual Agent	PRB1667964	Bot 'Card output' response with 'Large Image with text' type isn't working as expected
Virtual Agent	PRB1679435	Virtual Agent Field Validation on the web client doesn't work in non-English languages
Virtual Agent	PRB1682612	The Gen AI Fix Script creates all attributes as mandatory, and mandatory JSON object don't work from one extend
Virtual Agent	PRB1693178	The language changes to English if the VA notification is set to a non-english language and has a live agent action invoked from the notification

Problem category	Problem	Short description
Virtual Agent	PRB1694070	Virtual Agent has verbose and functionally inaccurate instructions when launching the chat with a screen reader
Virtual Agent	PRB1696751	Interaction Transcript is always in English for Boolean Control responses (Not DTAC or DT For VA Enabled)
Virtual Agent	PRB1699036	A 'target wait time' message isn't translated
Virtual Agent	PRB1713410	OptimisticLockException is caused by a stale conversation in PredictAsyncResponseJob
Virtual Agent	PRB1676007	No data is displayed when the donut is clicked in the Virtual Agent Dashboard Overview report called 'User feedback'
Virtual Agent	PRB1677955	Interactive and non-actionable notifications cause inaccurate data on Conversational Analytics Dashboard
Virtual Agent	PRB1681650	Custom adapter/VA API outbound agent messages should have agent info
Virtual Agent	PRB1683976	NowLLM is not available under OneExtend Definition Configs from Summarize Capability
Virtual Agent	PRB1685762	A notification shows the incorrect title on Virtual Agent
Virtual Agent	PRB1689584	A Virtual Agent pop-up window on a portal displays a horizontal scroll bar when the screen resolution is set to less than or equal to 80%
Virtual Agent	PRB1689841	Topics appearing in lists aren't navigable by the up or down arrow keys
Virtual Agent	PRB1691080	In Web Client, a requester is able to send multiple responses to MultiPartOutput controls

Problem category	Problem	Short description
Virtual Agent	PRB1694967	In Utah, a leading whitespace in Virtual Agent's branding values result in bad CSS
Virtual Agent	PRB1696821	In Dynamic Translation in the Virtual Agent API, the closing message isn't sent to the user
Virtual Agent	PRB1700974	In Utah, the 'Minimize chat' icon on Virtual Agent has changed from 'X' to something that looks like 'Copy'
Virtual Agent	PRB1704622	global_dt_enabled_va_conversation isn't set when a topic is directly picked from a topic picker and not typed as an utterance
Virtual Agent	PRB1706164	In Vancouver, Virtual Agent's Dynamic Translation has a branding issue
Virtual Agent	PRB1713193	Transcripts aren't generated for Microsoft Teams' conversations when dynamic translations for Virtual Agent are turned on
Virtual Agent	PRB1686463	The text output control keeps spinning when secure text is enabled
Virtual Agent	PRB1718858	'Internal Server Error - 500' when attempting to save a Virtual Agent test case
Virtual Agent	PRB1720318	A Virtual Agent topic with a text response node containing a rich text message with a text link will generate a mismatched token when an ATF test step is executed, causing test step failure
Virtual Agent	PRB1683006	Amazon Connect IVR Surveys responses are not associated with the user identified on the call
Virtual Agent	PRB1651588	A conversation faults if a live agent chat is ended during a file upload

Problem category	Problem	Short description
Virtual Agent Designer	PRB1677132	The base instance topic 'Open IT Ticket 2.0 (Template)' doesn't work when it is being cloned
Virtual Agent Designer	PRB1686690	Cloned topics that are published move to a draft state after upgrade from Tokyo to Utah
Virtual Agent Designer	PRB1687962	The string 'Icon Complete' is missing in the 'Topic translation status' column
Virtual Agent Designer	PRB1708521	Utterances for Virtual Agent aren't working as expected
Virtual Agent Web Client	PRB1635286	snComponentLoader throws a 404 console error
Virtual Agent Web Client	PRB1703141	If a user holds down the Enter key while selecting the **Rich control** button, Web Client registers multiple keys as being pressed
Virtual Agent Web Client	PRB1688645	On the Virtual Agent control carousel output, a long header and description text is clipped off with '...' and with no tooltip hover message
Visual Task Boards	PRB1633991	VTB becomes unusable when a lane filter is set and the lane field is changed
Visual Task Boards	PRB1632389	Agile board swim lane order changes when language changes
Visual Task Boards	PRB1646449	Dialog closing error when changing the view in PVTSK on Next Experience
Visual Task Boards	PRB1664188	Activity stream on the VTB card does not display HTML formatted content
Visual Task Boards	PRB1679511	In Visual Task Boards, the Archive Card icon and the date overlap

Problem category	Problem	Short description
Visual Task Boards	PRB1684632	New VTB cards generated by the template do not appear live
Visual Task Boards	PRB1695822	When manually changing the time in a 'Due date' field of a Visual Task Board (VTB), the day and month values are switched around when glide.sys.date_format is dd-MM-yyyy
Visual Task Boards	PRB1696776	Text is removed from a visual task board (VTB) card when it's between '<' and '>'
Visual Task Boards	PRB1697334	There's an issue with visual task boards (VTB) when swimlanes are turned on
Walk-Up Experience	PRB1669858	Rescheduling an appointment doesn't generate a new iCalender File in a ServiceNow Production environment
Walk-Up Experience	PRB1680416	The walkup reason is not updated properly on the 'wu_context' table when the user submits the request from the Now Support App
Web Content Accessibility Guidelines (WCAG) Conformance	PRB1705742	Screen readers don't announce the 'sort' option on list headers in a workspace
Work Order Management	PRB1673882	The hh:mm (12 hour) time format for users causes scheduled times to default to 12AM when creating an event
Work Order Management	PRB1686567	Estimated travel duration defaults to 1 hour on work order tasks
Work Order Management	PRB1711082	When a delegate user is trying the check the approvals for delegate users, the time sheet portal throws an 'invalid parameter' message
Work Order Management	PRB1682899	Dynamic scheduling auto un-assigns existing tasks for any new tasks of the same priority

Problem category	Problem	Short description
Work Order Management	PRB1687948	The **Assign to me** UI action redirects to an empty page
Work Order Management	PRB1697533	Ineligible territories are available for selection on a work order task's 'Territory' field
Work Order Management	PRB1703367	When users create standalone work order task templates, they're unable to set the work_type
Work Order Management	PRB1719047	Users are unable to suspend HR cases after upgrading to Vancouver
XTM Translation Management System Spoke	PRB1683564	The user is uable to add language mappings to an XTM configuration record due to read only protection policy
Zing Text Indexing and Search Engine	PRB1649019	The user card in the global search results shows the list view of the previously visited domain instead of a global domain
Zing Text Indexing and Search Engine	PRB1686107	Text in multi row variable sets can't be found in global search
Zing Text Indexing and Search Engine	PRB1686484	After node restart, no text index event will be generated if the ts_index_name record has state = indexing before the restart
Zing Text Indexing and Search Engine	PRB1688961	Deleting tables with text indexing turned on leaves behind orphaned ts_c_ tables
Zing Text Indexing and Search Engine	PRB1628953	For the global search in Agent Workspace, the column label's translation ignores special characters and upper cases

Browser support

Browser support varies for each version of the user interface (UI). Some features have additional browser requirements, which are noted in the appropriate documentation.

Note: Starting with the Washington release, Internet Explorer and Internet Explorer mode in Edge are no longer supported.

Browser support for each UI version

Browser	Next Experience	Workspace	Core UI
Chrome	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Firefox and Firefox ESR	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases
Internet Explorer	Not supported	Not supported	Not supported
Microsoft Edge Chromium	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Safari	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up
Tablet Mobile	Not supported	Not supported	Supported
Phone Mobile*	Not supported	Not supported	Not supported

*Mobile phone browsers do not support the desktop version of the UI. Instead, mobile browsers use the mobile UI.

Firefox

The iOS version of Firefox does not support ServiceNow Community or other Service Portal pages.

Accessibility and conformance

View a summary of accessibility updates and improvements completed for the Washington DC family release. Learn which Voluntary Product Accessibility Template (VPAT) was used to create Accessibility Conformance Reports (ACRs) for ServiceNow® products and where to access them.

Release Highlights

Release Highlights will be available here by Washington DC General Availability.

Product Accessibility

A Voluntary Product Accessibility Template (VPAT) is a globally recognized reporting format used to evaluate the accessibility of a product or service. ServiceNow uses the international version of the VPAT to create Accessibility Conformance Reports (ACRs). ACRs are available for the currently supported ServiceNow releases.

For a full list of available accessibility conformance reports, see Accessibility conformance reports.

Related topics

Section508.gov

Prepare your upgrade

Before each upgrade, refresh your memory on general upgrade information, learn which important pre- and post- upgrade tasks apply to your upgrade, and learn how to use ServiceNow® products and tools to make your experience easier.

To help you get ready for a safe and effective upgrade, all the most important upgrade resources are compiled in one place.

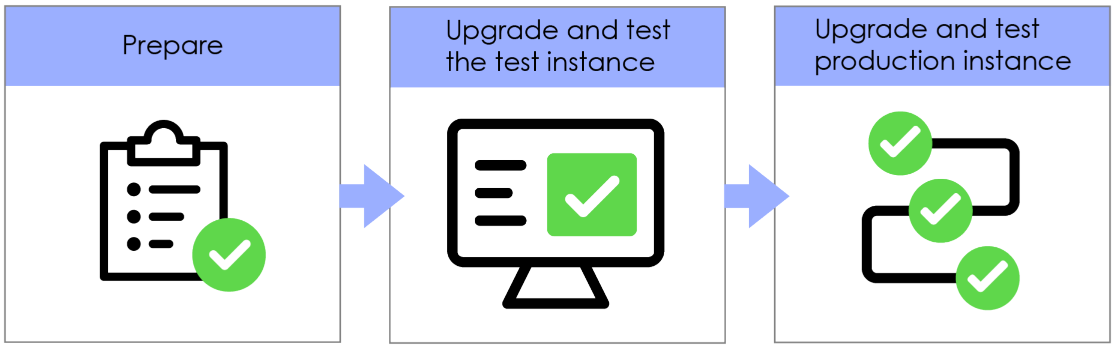
Upgrading to a new ServiceNow release

ServiceNow **upgrades** Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks** Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist** Use the end to end checklist to plan and track the activities for your upgrade.
Upgrade tools and resources Learn about ServiceNow products, tools, and resources that can improve your upgrade experience.	**Upgrades and the** ServiceNow® Store Learn about how upgrades are applied to ServiceNow® Store applications.	

ServiceNow upgrades

The upgrade process moves your instance to a new ServiceNow release version. Understand the difference between upgrading and patching, release definitions, rollback and backup options, and how to test your non-production and production instance upgrades.

Before you begin the upgrade process, read the Washington DC release notes and review the upgrade and migration tasks for your applications and features.



System upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading implements enhancements to all features that are part of the base system or are already active, unless the feature is customized on your instance. For a list of all available plugins and whether they are active by default on the base system, see List of Washington DC plugins.

Careful preparation and knowledge of the available software, tools, and resources can contribute to a successful upgrade. In addition to the materials provided by ServiceNow, it is important to understand how your ServiceNow instance is currently operating and the performance level of key business functionality. Set the expectation with IT and business users that time must be dedicated to preparing for, implementing, and testing ServiceNow upgrades.

If you have any issues during the upgrade process, contact Customer Service and Support. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

For additional help with upgrades, ServiceNow also offers various Production Readiness Services. These services specifically address challenges with instance upgradability, manageability, scalability, and performance. The reviews are performed by a ServiceNow certified professional consultant, who provide recommendations to align customer configurations with ServiceNow best practices. Contact your ServiceNow sales representative for more details.

Upgrade and update durations in Washington DC

The upgrade process takes a significantly shorter time for both updates and upgrades. (An update occurs when an instance moves from one patch or hotfix to another within the same release family. An upgrade occurs when an instance moves from one release family to another). As always, test your upgrades, but don't assume from the much faster completion time that the update or upgrade wasn't successful.

Supported upgrades

You can upgrade directly to the latest release family. If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version. For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Upgrades vs. updates

ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as Washington DC. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

- Orlando Patch 4
- Orlando Patch 3 Hotfix 2

Upgrading is the act of moving to a release that is in a different family than your current release. For example, a move from London Patch 7 to Orlando Patch 3 is an upgrade because London and Orlando are different families.

Updating is the act of moving from one patch or hotfix to another within the same release family. For example, a move from Orlando Patch 1 to Orlando Patch 3 is a update because both versions are part of the Orlando family.

In both cases, the target release is Orlando Patch 3. It is the difference between your current and target release family that determines whether you are upgrading or updating.

Features, patches, and hotfixes

Each release family contains features, patches, and hotfixes.

A feature provides a complete solution that customers can implement to add value to their organization. New features are generally only available as part of a feature release. Features are supported with patches and hotfixes.

Type	Scope
Feature	• Introduces new features • Includes all available fixes to existing functionality • Is production-oriented; quality and stability are of the highest priority throughout the lifecycle
Patch	• Supports existing functionality with a collection of problem fixes • Generally does not include new features
Hotfix	• Supports existing functionality with a specific problem fix for a feature release • May or may not include any previous fixes for a given release • Does not include new features

For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Rollbacks and backups

When you plan an upgrade, remember that ServiceNow does not provide a universal rollback option. Rollbacks are available for updates (for example, Washington DC patch-to-patch and Washington DC patch-to-hotfix). The rollback window is 10 days by default. You can customize this window by modifying the *glide.rollback.expiration_days* property. To request a rollback, contact Customer Service and Support.

Avoid restoring a production instance from backup, when possible, due to downtime and data loss. When a problem cannot be solved using other methods, restoring a production instance from backup is a final option. ServiceNow can restore an instance to any point in time, regardless of when a backup is completed. Customer Service and Support provides support 24 hours a day, 7 days a week for assistance with critical post-upgrade issues.

Note: ServiceNow does not perform on-demand backups. Instances are automatically backed up daily during non-peak business hours on schedules defined by ServiceNow. The timing of existing backup schedules is not adjusted.

Testing throughout upgrades

Testing is an integral portion that occurs after each instance is upgraded. After you upgrade an instance, test and validate it.

This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	• Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. • You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. • For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT.

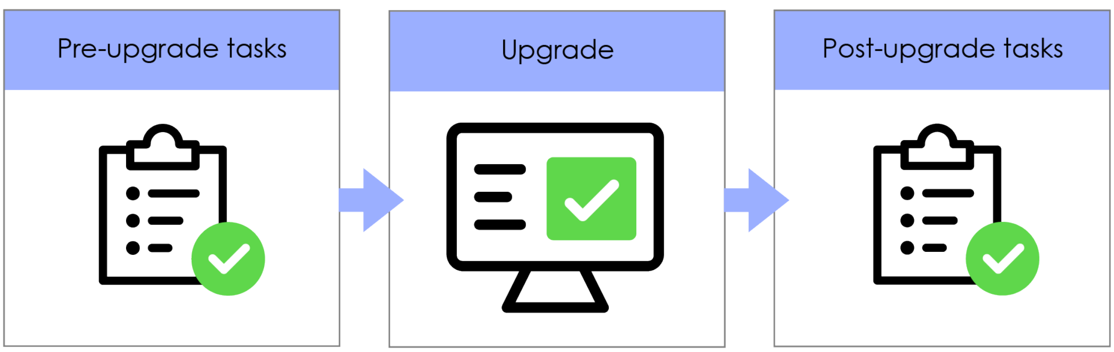
Instance	Type of testing required
	Note: The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

If you encounter any post-upgrade issues, document the issue's conditions, steps to reproduce the issue, and your customizations. Contact Customer Service and Support to open an incident for each issue, and provide this information accordingly. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

Pre- and post-upgrade tasks for various products

In preparation for your upgrade, review the upgrade and migration tasks for various applications and features. Plan to complete these tasks, when applicable, before or after the upgrade is complete.

Prepare your instance for a smoother upgrade



Before you upgrade to Washington DC, review these pre- and post-upgrade tasks and complete the tasks as needed.

Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Product	Release notes	Family
AI Search	When you upgrade to `San Diego` from `Quebec` or `Rome`, `AI Search` automatically reindexes all your indexed Japanese content. This one-time reindexing process is required to enable the Japanese search experience improvements in this release. If you enabled Q&A Genius Results in `Quebec` or `Rome`, you must reindex your `Knowledge` content after upgrading to	San Diego

(continued)

Product	Release notes	Family
	San Diego. This one-time reindexing process is necessary to enable the Q&A improvements in this release.	
Application Usage Overview dashboard	After upgrading to the *San Diego* release, you cannot edit the Application Usage Overview homepage.	San Diego
Assessments and Surveys	After you upgrade *Assessments and Surveys* to *San Diego*, deactivate the Survey User Invite email notification, which is deprecated. Then, activate Survey Invitation, which is a new email notification.	San Diego
Automated Test Framework	Copy and customize quick start tests provided by the *Now Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature. ATF doesn't support certain elements of Next Experience. For more information, see Automated Test Framework.	San Diego
Business Continuity Management	• Business Impact Analysis (BIA): The fields **Impact analysis**, **Configuration item**, and **Element definition** were added to Dependency [sn_bia_dependency] table. A fix script, Populate dependency references, migrates existing data. • Business Continuity Planning (BCP): Description field is added to Plan document [sn_bcp_document] table. A fix script, Update description on plan documents, migrates the existing data. The description is populated from the corresponding document section description.	San Diego
Cloud Insights	For instructions, see Upgrade to version 2.2 .	San Diego
Configuration Compliance	• Due to a data model change in the *Configuration Compliance* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498.	San Diego

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>

- If you have previously downloaded the application from the *ServiceNow Store* and a new version is available, you can update it in your *Now Platform* instance.
- For more information about released versions of the *Configuration Compliance* application, as well as third-party and *ServiceNow* applications that are compatible with *San Diego*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base.

Upgrade information for Versions 14.3 through 12.0 of Configuration Compliance to San Diego

<table>
<tr><th>Version</th><th>Upgrade description</th></tr>
<tr><td>14.3</td><td>Certified for *San Diego* in the *ServiceNow Store*.</td></tr>
<tr><td>13.1</td><td>Certified for *San Diego* in the *ServiceNow Store*.</td></tr>
<tr><td>12.2</td><td>Certified for *San Diego* in the *ServiceNow Store*.

The *Tenable.io* product of the *Tenable Vulnerability Integration* imports policies, controls (test results), and configuration tests for processing in the *Configuration Compliance* application.

See the "New in the *San Diego* release" section below for more information.</td></tr>
<tr><td>12.1</td><td>Certified for *San Diego* in the *ServiceNow Store*.</td></tr>
<tr><td>12.0</td><td>Certified for *San Diego* in the *ServiceNow Store*.

Case sensitivity in the condition builder on group rules records and forms

By default (with the **Case sensitive** check box deselected), the search text you enter is not case-sensitive in the condition builder. You can enable or disable case sensitivity for the rule-matching text you enter for test result group rules forms and records.</td></tr>
</table>

</td><td></td></tr>
</table>

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td><table><tr><th>Version</th><th>Upgrade description</th></tr><tr><td></td><td>For assignment rules, remediation target rules, CI lookup rules, and calculator records and forms, the search text you enter in the condition builder is not case-sensitive. Case sensitivity is no longer supported for searches on these records.

Prior to version 12.0, a warning message indicated you might experience performance issues if the case sensitivity option was inactive. Starting with version 12.0, searches that are not case-sensitive are fully supported.</td></tr></table></td><td></td></tr>
<tr><td>Core Now Platform</td><td>After upgrading, you can request ServiceNow personnel to configure your instance to support languages other than the 22 for which ServiceNow offers language plugins. The two-character language code supports the BCP 47 standard.

The JavaScript engine's default expression evaluation mode has been changed from Compiled mode to Interpreted mode. Refer to KB0960944 for details.

If the sys_archive_log has more than 10 million records, add (archive, restored) and (archive, sys_created_on, restored, from_table) indexes to the sys_archive_log.

Note: The order of the columns must exactly match: (archive, restored) and (archive, sys_created_on, restored, from_table). Prior to San Diego upgrade, if the appropriate columns already exist in the sys_archive_log table, it can be done using the UI.

1. Navigate to the table page.
2. Scroll down and select Database Indexes and click New.
3. Select the appropriate columns in the pop-up modal and click Create Index. Ensure that the columns are in the correct order.

If the sys_archive_log has less than 10 million records, upgrade should have no issues.</td><td>San Diego</td></tr>
</table>

(continued)

Product	Release notes	Family
DevOps	**Note:** To upgrade to version 1.31, search for and install the *DevOps* Change Velocity app from the *ServiceNow Store*. For all new installations of the *DevOps* application for *San Diego*, you must set the com.snc.change_management.change_model.type_compatibility property to True. • Starting with *DevOps* version 1.32, base system archive rules are configured to auto-archive *DevOps* tables that are older than a specified period. An archive table is created for any table that has an archive rule that is associated with it. You can also choose to restore data from the archive tables. For more information, see Data archiving DevOps table data. • Starting with version 1.26, scheduled jobs are automatically activated to enable data archiving to the new processed inbound events [sn_devops_processed_inbound_event_list.do] table through table rotation. Table cleaners are also initiated to purge data from the inbound events [sn_devops_inbound_list.do] table. • Starting with release version 1.27, you must include the sn_devops.integration user role for read and write (create/ update) operations on any custom access control list (ACL) that you create, due to changes in the security models.	San Diego
Encryption and Key Management	Encryption contexts will automatically convert to Column Level Encryption field encryption modules and corresponding module access policies on the upgrade to *San Diego*. A guided tour explaining this enhancement is available from the dashboard.	San Diego
Governance, Risk, and Compliance	Starting with version *Governance, Risk, and Compliance* 14.0, only your users who have the *GRC* roles can access the *GRC* records. Records that used to be accessible to the users with the snc_internal role are now only accessible to the users who have the *GRC* roles. For details, see Security tightening for GRC apps [KB1096145] in the *Now Support* knowledge base.	San Diego
Health Log Analytics	When upgrading to *San Diego*, request an upgrade for the *Health Log Analytics* application core components through *Now Support* or contact your *ServiceNow* sales representative.	San Diego

(continued)

Product	Release notes	Family
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The following Java Runtime Environment (JRE) versions are supported: • JRE11: the minimum version is 11.0.12. • JRE8: the minimum version is 1.8.0_275. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process replaces that JRE with the OpenJDK bundled with the *MID Server* installer. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder cannot start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the *MID Server*'s ability to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	San Diego
Mobile	Migrate from *ServiceNow Classic* mobile platform to the *ServiceNow Mobile Platform* to take advantage of features such as rapid development, offline capability, and integration with native mobile device features. For details on migrating to the *ServiceNow Mobile Platform*, see Migrate from the ServiceNow Classic mobile app to the ServiceNow Mobile Platform	San Diego
Next Experience UI	Considerations for migration to *Next Experience* Your path to activating *Next Experience* might depend on your instance's level of customization. Guidance and support from those who helped you customize your instance,	San Diego

(continued)

Product	Release notes	Family
	or another certified partner, will ensure that your move to *Next Experience* goes smoothly.	
Order Management for Telecommunications, Media, and Technology	The table architecture that supports the *Order Management for Telecommunications, Media, and Technology* application has been restructured. After you upgrade to the *Diego* release, and before you use *Order Management for Telecommunications, Media, and Technology*, you must first run a script that moves your existing order data to the newly restructured tables. For more details, see the Order Management for Telecommunications, Media, and Technology (2.0.0) version: Post upgrade reparenting script for the San Diego release [KB1000941] article in the *Now Support* Knowledge Base.	San Diego
Performance Analytics	Conditional scripts for data collection jobs now run in a sandbox with restricted rights. This change can introduce script execution errors to existing conditional scripts. If you have scripted data collection jobs, consider testing the upgrade on a non-production build. Rewrite the scripts if necessary. For more information, see Script sandbox property.	San Diego
Privacy Management	To be able to use *Privacy Management* in the *San Diego* release, you must activate the *Advanced Risk* plugin.	San Diego
Reporting	Conditional scripts for scheduled report jobs now run in a sandbox with restricted rights. This change can introduce script execution errors to existing conditional scripts. If you have scripted scheduled report jobs, consider testing the upgrade on a non-production build. Rewrite the scripts if necessary. For more information, see Script sandbox property.	San Diego
Security Incident Response	If you're upgrading *Security Incident Response* directly from the previous releases, navigate to **System Definition** > **Fix Scripts**, and run the `Update integrations to multi domain` fix script. Run this script to enable certain integrations to define multiple configurations. For example, if you have multiple *Splunk* instances, you can create connections and queries that run across a sightings search for multiple *Splunk* instances. After you run the fix script, navigate to **System Definition** > **Fix Scripts** and deactivate the fix script. Don't run the script more than one time.	San Diego

(continued)

Product	Release notes	Family
Service Catalog	If you are upgrading to `San Diego` and setting up a data store to store information needed for running a service fulfillment step, ensure that the Service Fulfillment Step [sc_service_fulfillment_step] table that you are extending has canCreate, canUpdate, and canRead application access enabled. If you are upgrading to `San Diego` and you want to use the new email notification templates for requests, you need to activate them. For more information, see Email notifications for requests. If you are upgrading to `San Diego` and you want to add comments to a request item as a business stakeholder, run the script available in the `Activate BS comments write for req mgmt` script action in the Scripts – Background module. For information on running scripts, see the Script actions and Scripts - Background module topics.	San Diego
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • `Service Operations Workspace ITSM` Applications application (sn_sow_itsm_cont) • `Service Operations Workspace ITOM` Applications application (sn_sow_itom_cont) **Compatible SOW versions** SOW-ITSM (sn_sow_itsm_cont) / SOW-ITOM (sn_sow_itom_cont): 1.1.x / 21.0.y 1.2.x / 21.1.y 1.3.x / 21.2.y, 21.5.y, and 21.6.y Here, x is the sub-version of `Service Operations Workspace ITSM` Applications application (sn_sow_itsm_cont) and y is the sub-version of `Service Operations Workspace ITOM` Applications application (sn_sow_itom_cont).	San Diego
ServiceNow Performance dashboard	After upgrading to San Diego, you cannot edit the Performance homepage.	San Diego

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td>ServiceNow Voice</td><td>After you upgrade, you will see the label name changes listed in the table.
<table>
<tr><th>This interface label</th><th>Is replaced with this label</th></tr>
<tr><td>Cloud Call Center</td><td>ServiceNow Voice</td></tr>
<tr><td>Cloud Call Center for ITSM</td><td>ServiceNow Voice for ITSM</td></tr>
<tr><td>Cloud Call Center for CSM</td><td>ServiceNow Voice for CSM</td></tr>
<tr><td>Amazon Connect for Cloud Call Center</td><td>ServiceNow Voice with Amazon Connect</td></tr>
<tr><td>Cloud Call Center - Core</td><td>ServiceNow Voice - Core</td></tr>
<tr><td colspan="2">Applications</td></tr>
<tr><td>Cloud Call Center Core (sn_cti_core)</td><td>ServiceNow Voice (sn_cti_core)</td></tr>
<tr><td>Amazon Connect Integration with Cloud Call Center (sn_cti_amzn_cct)</td><td>ServiceNow Voice with Amazon Connect (sn_cti_amzn_cct)</td></tr>
<tr><td>Cloud Call Center UX Components (sn_cti_ux)</td><td>ServiceNow Voice UX Components (sn_cti_ux)</td></tr>
</table></td><td>San Diego</td></tr>
<tr><td>Software Asset Management</td><td>For information about upgrading from the Software Asset Management Foundation plugin (com.snc.sams), see Revert Software Asset Management customizations.

For additional upgrade information, see Software Asset Management upgrade information.</td><td>San Diego</td></tr>
<tr><td>Store Usage Overview dashboard</td><td>After upgrading to San Diego, you cannot edit the ServiceNow Store Usage Overview homepage.</td><td>San Diego</td></tr>
<tr><td>System Administration dashboard</td><td>After upgrading to the San Diego release, you cannot edit the System Administration homepage.</td><td>San Diego</td></tr>
</table>

(continued)

Product	Release notes	Family
System Diagnostics homepage	After upgrading to San Diego, you cannot edit the System Diagnostics homepage.	San Diego
Virtual Agent	• After the upgrade, *Virtual Agent* does not support access control lists for notification cards. To manage access to notification card content and to allow parameter substitutions in message headings and contents, use the *com.glide.cs.notification_record_access_check* system property to enable these features. • Many of the *Conversational Interfaces* configuration forms and settings, such as the Chat Setup and the Branding and Chat Menu forms, have moved to **Chat Settings**. They can be accessed through the *Conversational Interfaces Home* page in the *Conversational Interfaces* module. For details, see #unique_16_Connect_42_section_ijj_s3c_5rb in these release notes. • If you used secure inputs for Action components in *Virtual Agent Designer*, all secure fields must now use the password2 data type. Fields with a string data type can no longer be marked as secure. • Although an issue with packaging is known to cause an error, *Virtual Agent Topic Recommendations* 2.1.1 is being shipped with the *San Diego* early access release. For detailed information, please refer to, KB1005131.	San Diego
Vulnerability Response integrations	• For upgrade information about third-party applications that are supported by *Vulnerability Response*, see Vulnerability Response integrations upgrade information. Updates to these applications supported by *Vulnerability Response* are available in the *ServiceNow® Store*. • For more information about the released versions of the *Vulnerability Response* application, as well as third-party and *ServiceNow* applications that are compatible with *San Diego*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. • For information about the new features for *Vulnerability Response*, see Vulnerability Response release notes.	San Diego

(continued)

Product	Release notes	Family
Vulnerability Response	• Due to a data model change in the *Vulnerability Response* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498. • When you upgrade to a new version of the *Vulnerability Response* application, your new version is available on your instance and ready for installation. Updates to *Vulnerability Response* are available in the *ServiceNow® Store*. • For more information about released versions of the *Vulnerability Response* application, compatibility with *San Diego*, and schema changes, see the Vulnerability Response compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. When you upgrade the *Vulnerability Response* application from older versions to version 15.x, the default remediation task rule in the base system is deactivated. For more information, see Vulnerability Response Workspaces and updates to remediation task and remediation task rules	San Diego
Walk-up Experience	If you are a user on previous releases, you must configure your current instance before initiating an upgrade to *San Diego*. If you want to enhance the remote walk-up appointments with *Microsoft Teams* chat, see Microsoft Teams integration. The integration activates the Skills Management plugin (com.snc.skills_management) and the Skills Determination plugin (com.snc.skill_determination).	San Diego
Workforce Optimization for ITSM	When you upgrade to *Workforce Optimization for ITSM* version 1.1.1, you must Enable text indexing for the following tables: • Schedule [sn_shift_planning_schedule_plan] • Shift plan [sn_shift_planning_shift_plan] • Shift [cmn_rota] If you do not perform the text indexing after your upgrade, you can search the schedule plans and shift plans by name and not by keywords.	San Diego
AI Search	When you upgrade to *Tokyo* from a previous release, *AI Search* automatically reindexes content and metadata from the indexed sources for the Catalog Item [sc_cat_item] and Knowledge [kb_knowledge] tables. This one-time reindexing process is required to enable search experience improvements in this release.	Tokyo

(continued)

Product	Release notes	Family
	When you view or edit search application configurations after upgrading to *Tokyo* from a previous release, the system may display a warning message telling you to reindex one or more indexed sources. This reindexing process (a one-time process for each indexed source listed) is required to populate search-based auto-complete suggestions correctly. After you upgrade to *Tokyo* from a previous release, the default relevancy scores for your search results may change. Relevancy models trained in the previous release should continue to produce the same result ordering. Models trained more than one release ago may revert to the default relevancy model. *AI Search* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	
Admin Center	The latest version of the *Admin Center* application is available in the *ServiceNow Store*.	Tokyo
Application Portfolio Management	*Application Portfolio Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Assessments and Surveys	When you upgrade to *Tokyo* from a previous release, *Assessments and Surveys* is activated by default on *Service Portal* and the *Now Mobile* app.	Tokyo
Automated Test Framework	Copy and customize quick start tests provided by the *Now Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Tokyo
Cloud Provisioning	*Cloud Provisioning and Governance* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in	Tokyo

(continued)

Product	Release notes	Family
and Governance	the *Tokyo* release. For more information, see Report_view access control.	
Configuration Compliance	• Due to a data model change in the *Configuration Compliance* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498. • If you have previously downloaded the application from the *ServiceNow Store* and a new version is available, you can update it in your *Now Platform* instance. • For more information about released versions of the *Configuration Compliance* application, as well as third-party and *ServiceNow* applications that are compatible with *Tokyo*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. • For information about updates to third-party applications that are supported by *Vulnerability Response* and *Configuration Compliance*, see Vulnerability Response integrations release notes. **Upgrade information for Configuration Compliance to Tokyo** Version: 14.3 Upgrade description: Certified for *Tokyo* in the *ServiceNow Store*. See the following section called "New in the *Tokyo* release" for more information.	Tokyo
Conversational Interfaces Home	*Conversational Interfaces Home* is included with the *Tokyo* release, so existing customers don't need to install it. However, it is also available as an app from the *ServiceNow Store*, and subsequent updates should be installed from there.	Tokyo
Core Now Platform	To opt in to log protection, install the Protected Tables plugin (com.glide.protected_tables) that enables the platform to restrict update and delete operations on certain system log tables. Admins can customize the log table protection rules for each table in the Log Protection Admin panel. Core *Now Platform* report_view access control lists (ACLs) that govern who can see reports in dashboards and	Tokyo

(continued)

Product	Release notes	Family
	elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	
Customer Service Management (CSM)	*Customer Service Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Employee Journey Management	*HR Service Delivery* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Encryption Key Management	Encryption contexts will automatically convert to *Column Level Encryption* field encryption modules and corresponding module access policies on the upgrade beginning with the *San Diego* release. A guided tour explaining this enhancement is available from the dashboard. *Encryption Key Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Flow Designer	*Flow Designer* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control. You can allow instances upgraded from *San Diego* and earlier releases to generate restricted caller access privilege requests for flows and actions. For more information about enabling access privileges for flows and actions, see Upgrade restricted caller access privileges for flows and actions.	Tokyo

(continued)

Product	Release notes	Family
	⚠ **Warning:** Upgrading restricted caller access privileges to track flows and actions can cause service disruptions on instances that previously tracked cross-scope access from script includes or business rules. After upgrade, all flows and actions that attempt to access restricted resources will be blocked from running and instead generate their own restricted caller access privilege requests for approval. Someone must approve the access privilege requests before cross-scope flows and actions can run. Customers who already allowed indirect tracking of flows and actions using script calls may want to skip this task and continue calling flows and actions from scripts. Customers who want to replace their existing access privileges with the new Flow and Flow Action source types may want to schedule an outage to generate and approve the new access privilege requests.	
Governance, Risk, and Compliance	Starting with *Governance, Risk, and Compliance* version 14.0, the business user (sn_grc.business_user) role is removed from the GRC Reader (sn_grc.reader) role and added to GRC user (sn_grc.user) role. For more information, see KB1123608.	Tokyo
HR Service Delivery Case and Knowledge Management	*HR Service Delivery* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Health Log Analytics	If your *Health Log Analytics* version is earlier than February 2022, contact *Now Support* or your *ServiceNow* sales representative to request an upgrade for the *Health Log Analytics* application core components.	Tokyo
ITOM Visibility	*ITOM Visibility* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control. After upgrading to Tokyo, the install status is automatically set to "Installed" ("1") for all discovered infrastructure CIs. If your organization uses the install status, test Tokyo on your test instance before upgrading the production instance. Use the CSDM lifecycle status for tracking life cycle stages and stage statuses for CIs. For more info, see:[Placeholder link text to key bundle-rn.bundle-platcap.csdm-life-cycle-standard-values]	Tokyo

servicenow

(continued)

Product	Release notes	Family
	To resolve issues related to the install status after upgrading to Tokyo, see KB1213467	
Identity and Authentication	*Identity and Authentication* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Import and Export	Import and Export report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Incident Management	*Incident Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Instance Data Replication	*Instance Data Replication* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Instance Scan	*Instance Scan* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Integration Hub	*Integration Hub* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Intelligent Service Delivery	*HR Service Delivery* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Knowledge Management	• *Knowledge Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo*	Tokyo

(continued)

Product	Release notes	Family
	release. For more information, see Report_view access control. • Starting from the Tokyo release, the upgraded version Angular JS 1.5.11 is available with the base system.	
Legal Service Delivery	Before upgrading *Legal Service Delivery* to *Tokyo*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. After the upgrade, some tables installed with *Legal Request Management*, *Legal Digital Forensics*, and *Legal Simple Contracts* applications extend the Application File [sys_metadata] table to enable seamless migration of Practice Areas, Intake Forms, Contract configurations, and Forensic configurations into update sets. If you upgrade to the *Tokyo* version without updating the system property value, the tables will not extend the Application File table. To manually update the table changes, see the Manual upgrade steps for reparenting table changes in Tokyo [KB1163388] article in the *Now Support* Knowledge Base.	Tokyo
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The following Java Runtime Environment (JRE) versions are supported: • JRE11: Beginning with version 11.0.15 • JRE8: Beginning with version 1.8.0_275 If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process replaces that JRE with the OpenJDK bundled with the *MID Server* installer. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation	Tokyo

(continued)

Product	Release notes	Family
	folder cannot start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the *MID Server*'s ability to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	
Mobile	Migrate from the *ServiceNow Classic* mobile app to the *ServiceNow Mobile Platform* to take advantage of features such as rapid development, offline capability, and integration with native mobile device features. For details on migrating to the *ServiceNow Mobile Platform*, see Migrate from the ServiceNow Classic mobile app to the ServiceNow Mobile Platform. *ServiceNow Mobile Platform* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Operational Technology Incident Management v2	If you're an *Operational Technology Incident Management* user on previous releases, you must assign new *Operational Technology Incident Management* v2 roles to users originally assigned the OT Incident User (ot_incident_user) role. For more information, see Assign new Operational Technology Incident Management roles.	Tokyo
Password Reset	*Password Reset* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Project Portfolio Management	*Project Portfolio Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control. When you upgrade *Scenario Planning for PPM* to version 2.3.0 or later, you must upgrade the legacy *Investment Funding* application to the *ServiceNow Store* for the integration to work. For detailed instructions on upgrading from the legacy *Investment Funding* application to the *ServiceNow Store* application, see upgrade instructions.	Tokyo

(continued)

Product	Release notes	Family
Service Bridge (Technology)	To upgrade to the *Tokyo* version of the *Service Bridge* applications, see the Service Bridge- Upgrade steps for San Diego store release to Tokyo store release [KB1120583] article in the *Now Support* Knowledge Base.	Tokyo
Service Bridge (Telecommunications)		Tokyo
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) **Compatible SOW versions** <table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>1.1.x</td><td>21.0.y</td></tr><tr><td>1.2.x</td><td>21.1.y</td></tr><tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr><tr><td>2.0.x</td><td>22.0.y</td></tr><tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr></table> Here, x is the sub-version of *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) and y is the sub-version of *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont).	Tokyo
Service Portal	Report_view ACLs enabled with upgrade *Service Portal* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control. Report_view ACLs were previously enabled for new (zBoot) instances.	Tokyo

(continued)

Product	Release notes	Family
	Note: For a list of *Service Portal* report_view access control lists (ACLs), navigate to **All** > **System Security** > **Access Control (ACL)** and use the condition builder to add the following filter: **[Operation] [is] [report_view] AND [Package] [contains] [service portal] AND [Package] [is not] [Service Portal - Standard Ticket]**. *User Experience Analytics* tracking enabled by default The *Service Portal Analytics* plugin (com.glide.service-portal.analytics) is activated by default, and *User Experience Analytics* tracking for portals is on by default. For upgrade customers who previously enabled *User Experience Analytics* tracking for some portals but not others, tracking settings for portals will not change after upgrading. TinyMCE 5 upgrade The TinyMCE HTML editor has been upgraded to version 5.10.2. If you have a customized TinyMCE implementation using Angular Providers in *Service Portal*, see Changes in TinyMCE 5 for information about upgrading your customized version.	
Software Asset Management	For information about upgrading from the *Software Asset Management Foundation plugin* (com.snc.sams), see Revert Software Asset Management customizations.	Tokyo
Subscription Management	*Subscription Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Upgrade Center	*Upgrade Center* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Vendor Management Workspace	*Vendor Management Workspace* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in	Tokyo

(continued)

Product	Release notes	Family
	the *Tokyo* release. For more information, see Report_view access control.	
Virtual Agent	• New Portable Virtual Agent Web Client, a Seismic component, simplifies adding *Virtual Agent* to a third-party website. The legacy method of embedding *Virtual Agent* in a third-party web page will continue to work. • In previous releases, *Virtual Agent Designer* topic blocks and custom controls were published in the Global scope. In this release, topic blocks and custom controls are now included in the scope of the calling topic.	Tokyo
Visual Task Boards	*Visual Task Boards* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control.	Tokyo
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application, as well as third-party and *ServiceNow* applications that are compatible with *Tokyo*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. • For information about the new features for *Vulnerability Response*, see Vulnerability Response release notes.	Tokyo
Vulnerability Response	Due to a data model change in the *Vulnerability Response* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498. While upgrading to a newer version, the upgrade time might increase based on the data and version that you are upgrading from. This is due to additional schema changes added during the upgrade. For more information, see KB0856498. When you upgrade the *Vulnerability Response* application from older versions to version 15.x, the default remediation task rule in the base system is deactivated. For more information, see Vulnerability Response Workspaces and updates to remediation task and remediation task rules *Vulnerability Response* report_view access control lists (ACLs) that govern who can see reports in dashboards and	Tokyo

servicenow

(continued)

Product	Release notes	Family
	elsewhere are enabled by default in the *Tokyo* release. For more information, see Report_view access control. • When you upgrade to a new version of the *Vulnerability Response* application, your new version is available on your instance and ready for installation. Updates to *Vulnerability Response* are available in the *ServiceNow® Store*. • For more information about released versions of the *Vulnerability Response* application, compatibility with *Tokyo*, and schema changes, see the Vulnerability Response compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. When you upgrade to version 18.0 of the *Vulnerability Response* on *Rome*, Vulnerability Manager Workspace is not supported.	
Workforce Optimization for ITSM	**Improved forecasting methods:** *Demand Forecast* uses improved forecasting methods to forecast data. The naive methods for forecasting indicator scores have been upgraded to linear regression methods. Where the older naive methods used only the first and last scores of the most recent season, the upgraded methods use all the available scores over the evaluation period. In addition, the older Linear and Drift methods have been replaced with a single Linear method, and the calculation of the 95% prediction interval has been improved. When you upgrade, the following updates are made to the forecast algorithm that is used in Demand Forecast: • The Naive Seasonal algorithm is renamed to Seasonal. • The Naive Seasonal Drift algorithm is renamed to Seasonal Trend. • The Drift algorithm is removed. **Enabling text indexing for schedule plans and shift plans:** When you upgrade to *Workforce Optimization for ITSM* version 1.1.1, you must enable text indexing for the following tables: • Schedule [sn_shift_planning_schedule_plan] • Shift plan [sn_shift_planning_shift_plan] • Shift [cmn_rota] If you don't perform the text indexing after your upgrade, you can't search the schedule plans and shift plans by keywords. You can only search by the name of the schedule and shift plans.	Tokyo

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>Workforce Optimization for ITSM Report View ACLs: report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the Tokyo release. For more information, see Report_view access control.

Coaching with Learning: When you upgrade to the Workforce Optimization for ITSM Tokyo release, the following updates are automatically made:
The Learning Catalog is renamed to the Learning Library. All courses within the learning catalog are moved to the learning libraries.
As a manager, when you create a course item or a learning path, you must associate that course or path with a course catalog. Depending on the security constraints that are enforced for each catalog, users can access the courses or paths within the catalog.
Note: All existing courses are migrated to the Default Course Catalog.

After you upgrade to the ITSM Shift Planning Host v 5.3.0 application from the ServiceNow Store:
To enable the agents to sign up for shifts, you must set the sn_shift_planning.enable_agent_signup property to true.
The following label changes to the filters for schedules are automatically made:
State is renamed to Schedule plan state.
Dates is renamed to Schedule plan dates.</td><td></td></tr>
<tr><td>AI Search</td><td>AI Search automatically applies the new automatic language detection feature when you index records from the Task [task] table and its child tables after upgrading to Utah from a previous release. To apply automatic language detection to Task records that you indexed before you upgraded to Utah, you must manually reindex those records.

Similarly, AI Search automatically applies the new text region detection feature for Chinese and Japanese when you index records or documents with regions of Chinese or Japanese text after upgrading to Utah from a previous release. To apply text region detection to records and documents that you indexed before you upgraded to Utah, you must manually reindex those records and documents.

The AI Search for Next Experience application is automatically enabled in new Utah instances. If you upgrade to Utah from a previous release, you can manually</td><td>Utah</td></tr>
</table>

(continued)

Product	Release notes	Family
	configure and enable *AI Search* for *Next Experience*. For details on the application, see *AI Search* for *Next Experience*.	
Agent Chat and Sidebar	The *Conversational Interfaces* console is included with the *Utah* release so existing customers don't need to install it. If it was installed as an app from the *ServiceNow Store*, subsequent updates should be installed from there.	Utah
Assessments and Surveys	In the *Utah* release, all the buttons on the assessments or surveys cards have been removed. To run *Automated Test Framework* (ATF) tests successfully, the **Click the Take Survey button** step must be replaced with **Click the Survey card** for all tests that have this step.	Utah
Cloud Provisioning and Governance	After upgrading *Cloud Provisioning and Governance* to the *Utah* release, create a database index from the specified columns of the Cloud Events [sn_cmp_cloud_event] table. The database index helps to improve the *Amazon Web Services* (*AWS*) event processing performance of the instance. If you've started using *Cloud Provisioning and Governance* with the *Utah* release, the database index is automatically created on application installation. For more information, see Improve AWS cloud event processing performance.	Utah
Configuration Compliance	• Due to a data model change in the *Configuration Compliance* application, upgrading might take noticeably longer than the previous upgrades. For more information, see KB0856498. • If you've previously downloaded the application from the *ServiceNow Store* and a new version is available, you can update it in your *Now Platform* instance. • For more information about the released versions of the *Configuration Compliance* application, as well the as third-party and *ServiceNow* applications that are compatible with *Utah*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. • For information about updates to the third-party applications that are supported by *Vulnerability Response* and *Configuration Compliance*, see Vulnerability Response integrations release notes.	Utah

servicenow

(continued)

Product	Release notes	Family
	Upgrade information for Configuration Compliance to Utah Version: 14.7 — Upgrade description: Certified for *Utah* in the *ServiceNow Store*. See the following section called "New in the *Utah* release" for more information.	
Customer Service Management (CSM)	Case task enhancements add several fields to the case task record. After you upgrade to the *Utah* release, your customers can run a script that populates these fields for the active case tasks. For more information, see Cases and case tasks.	Utah
Encryption Key Management	Encryption contexts automatically convert to *Column Level Encryption* field encryption modules and corresponding module access policies on the upgrade beginning with the *San Diego* release. A guided tour explaining this enhancement is available from the dashboard. The *Encryption Key Management* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Utah* release. For more information, see Report_view access control.	Utah
Hardware Asset Management 7.0.0	You must change the configurations of the existing customizations to be compatible with the standard record page template. For more information about the standard record page template and the configuration changes, see the Work Instruction | How to Migrate existing Record Pages to Standard Record Pages [KB1224040] article in the Now Support Knowledge Base.	Utah
Health Log Analytics	If your *Health Log Analytics* version is earlier than February 2022, contact *Now Support* or your *ServiceNow* sales representative to request an upgrade for the *Health Log Analytics* application core components.	Utah
Identity and Authentication	*Identity and Authentication* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Utah* release. For more information, see Report_view access control.	Utah

(continued)

Product	Release notes	Family
Industrial Process Manager	If you use the ISA Service Graph Connector that's packaged with the Manufacturing Process Manager and are upgrading to the *Industrial Process Manager*, ensure that any new ISA equipment model entities have a unique name field.	Utah
Instance Data Replication	You can improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication set to V2 in Instance Data Replication.	Utah
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The minimum Java Runtime Environment (JRE) version supported is 11.0.9 and the recommended version is 11.0.16. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder cannot start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the *MID Server*'s ability to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Utah
Manager Hub	If you are upgrading to the Washington DC release, additional conditions that were created for to-do mappings	Utah

(continued)

Product	Release notes	Family
	in the To-dos Configuration form in Employee Center must be created again in the Manager To-dos mapping module in Manager Hub.	
Operational Technology Incident Management v2	If you're an *Operational Technology Incident Management* user on previous releases, you must assign new *Operational Technology Incident Management* v2 roles to users originally assigned the OT Incident User (ot_incident_user) role. For more information, see Assign new Operational Technology Incident Management roles.	Utah
Platform Security	Obtain the Vault entitlement to use the data privacy feature. For more detail on this feature, see Servicenow Vault.	Utah
Portfolio Planning	• Starting with v6.0.1, Alignment Planner Workspace is renamed to *Portfolio Planning* for *SPM* Standard license. In your *ServiceNow* instance, the application name is shown as *Portfolio Planning*, and the workspace module name is shown as *Portfolio Planning* Workspace. • If you're upgrading from an older version to *Portfolio Planning* v6.1.1 or higher, a fix script is run to remove the milestone_editor role from the roadmap_editor role because the roadmap_editor role is no longer used. In this case, you may experience a longer time for the upgrade to complete if your *ServiceNow* instance has a large number of users with the roadmap_editor role. For more information, see KB1443618.	Utah
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For details, see Relabel items for public sector use after upgrade.	Utah
Robotic Process Automation (RPA) Hub	Ensure that you upgrade the current installed Microsoft Software Installers (MSIs) (*RPA Desktop Design Studio*, *Attended Robot*, and *Unattended Robot*), by downloading the RPA applications. For more information, see Download the RPA applications from RPA Hub. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* to *Utah*. Before upgrading *RPA Hub* to *Utah*, you must set the value of the	Utah

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>glide.rollback.blacklist.TableParentChange.change system property to false. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false.

After you upgrade to the Utah, the bot process definitions change to the new structure, that is, the bot process configuration. Although the bot process configuration doesn't replace bot process completely. Most fields are moved from bot process to bot process configuration.

If you upgrade to the Utah version without updating the system property value, the tables will not extend the Application File table. To manually update the table changes, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the Now Support Knowledge Base.</td><td></td></tr>
<tr><td>Service Operations Workspace for ITSM</td><td>Ensure that the following applications have compatible upgraded versions:
Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)
Compatible SOW versions<table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>1.1.x</td><td>21.0.y</td></tr><tr><td>1.2.x</td><td>21.1.y</td></tr><tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr><tr><td>2.0.x</td><td>22.0.y</td></tr><tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr></table>Here, x is the sub-version of Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the sub-version of Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).</td><td>Utah</td></tr>
<tr><td>Service Portal</td><td>After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Utah Patch 10 release and later, public widgets that</td><td>Utah</td></tr>
</table>

(continued)

Product	Release notes	Family
	accept the table input parameter can't access and return data from any tables for guest users. If you added the *glide.service_portal.widget.table_allow_list* or *glide.service_portal.widget.allow_list* system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading to the *Utah* Patch 10 release or later. For more information, see Configure widget security.	
Service Portfolio Management	Viewing availability results was introduced in the Tokyo release but also applies to subsequent releases. On upgrade, for customers identified as having a heavy data load, the system initiates a long-running background job, which could take a long duration. For more information, see KB1123644	Utah
Software Asset Management	For information about upgrading from the *Software Asset Management Foundation plugin* (com.snc.sams), see Revert Software Asset Management customizations. On upgrading to *Utah*, your existing perpetual license entitlements covered by Software Assurance and associated with generic version software models get modified. *Software Asset Management* automatically converts these entitlements to version-specific software models. These changes are made to comply with *Microsoft*'s license terms and to mitigate the potential risk of applying software assurance benefits to all versions of your *Microsoft* products. For more information, see Software license maintenance.	Utah
Strategic Planning	• Starting with v2.0.1, Lenses for *Alignment Planner Workspace* is renamed to *Strategic Planning* for *SPM* Pro license. In your *ServiceNow* instance, the application name is shown as Strategic Planning, and the workspace module name is shown as Strategic Planning Workspace. • After installing the *Strategic Planning* application, the existing fields on the Goal form, **Company**, **Business Unit**, **Department**, and **Portfolio**, are consolidated into two fields, **Assigned entity type** and **Assigned entity**, and are populated automatically based on the values in the existing fields. • If you've created m2m relationships with lens entities other than **Business Unit**, **Department**, **Company**, or **Portfolio**, run the Migrate goal relationships for assigned entities scheduled job to populate the **Assigned entity type** and **Assigned entity** fields on the Goal form based on the data from the Goal Relationship [sn_gf_goal_m2m_relationship] table.	Utah

(continued)

Product	Release notes	Family
	• If you're upgrading from an older version to *Strategic Planning* v2.1.0 or higher, a fix script is run to remove the milestone_editor role from the roadmap_editor role because the roadmap_editor role is no longer used. In this case, you may experience a longer time for the upgrade to complete if your *ServiceNow* instance has a large number of users with the roadmap_editor role. For more information, see KB1443618.	
Supplier Lifecycle Operations	In the *Utah* release, all the existing tables have been renamed. As part of the renaming, all the occurrences of the word "supplier" have been changed to "slm" in the new names of the existing tables. For example, Supplier Case [sn_supplier_case] has been renamed to Supplier Case (sn_slm_case), Supplier Task [sn_supplier_task] has been renamed to Supplier Task (sn_slm_task), and so on. If you are upgrading from the *Tokyo* release to the *Utah* release, ensure that you run the fix script to migrate the existing tables to *Supplier Common Architecture*. For more information, see Run fix script to migrate existing tables to Supplier Common Architecture.	Utah
Upgrade Center	*Upgrade Center* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Utah* release. For more information, see Report_view access control.	Utah
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application, as well as third-party and *ServiceNow* applications that are compatible with *Utah*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the HI Knowledge Base. • For information about the new features for *Vulnerability Response*, see Vulnerability Response release notes.	Utah
Vulnerability Response	Due to a data model change in the *Vulnerability Response* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498. While upgrading to a newer version, the upgrade time might increase based on the data and version that you are upgrading from. This issue is due to additional schema changes added during the upgrade. For more information, see KB0856498.	Utah

(continued)

Product	Release notes	Family
	When you upgrade to version 18.0 of the *Vulnerability Response* on *Rome*, Vulnerability Manager Workspace is not supported.	
AI Search	• When you upgrade to *Vancouver* from an earlier release, *AI Search* automatically reindexes non-Task tables to allow for display of attachment search results with their parent record, but doesn't automatically reindex the Task [task] table and its child tables. Before you can display Task record attachment search results with their parent records, you must manually reindex the Task [task] table. For details on reindexing a table, see Perform a full table index or reindex for a single indexed source. **Note:** Reindexing the Task table can take some time. • After you upgrade to *Vancouver* from an earlier release, you can optionally republish your search profiles that contain result improvement rules with block and promote actions. Republishing these search profiles resolves an issue where result improvement rules could fail to block or promote translated search results correctly. For instructions on republishing a search profile, see Publish a search profile. To learn more about how *AI Search* handles translated content, see Internationalization support for AI Search.	Vancouver
Assessments and Surveys	Update the *Automated Test Framework* (ATF) tests, if you're upgrading to *Vancouver* from any version prior to *Utah*. In the *Utah* release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step.	Vancouver
Automated Test Framework	Copy and customize quick start tests provided by the *Now Platform®* to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Vancouver

(continued)

Product	Release notes	Family
Cloud Cost Management	For instructions on upgrading *Cloud Cost Management* to *Vancouver*, see Upgrade Cloud Insights.	Vancouver
Configuration Management Database (CMDB)	During upgrade, a fix script that re-parents the Reconciliation Definition Mapping [cmdb_reconciliation_definition_mapping] table, runs. The length of time that it takes this fix script to complete depends on the number of reconciliation rules in the upgraded instance and will typically add several minutes to the upgrade. Re-parenting the Reconciliation Definition Mapping [cmdb_reconciliation_definition_mapping] table is necessary to ensure that data in that table is captured by update sets when exporting reconciliation rules between instances. After upgrading, any changes to reconciliation rules are fully captured by update sets and are properly ported to destination instances.	Vancouver
Document Intelligence	*Document Intelligence* 3.0 and later includes an updated schema to support its transition from a scoped application to a *Now Platform* plugin. For upgrade details, see Upgrade to Document Intelligence 3.0 or later from version 2.4 or earlier.	Vancouver
Goal Framework	Starting with v4.2.0, the existing targets with the **Type** field set to **Milestone** are considered as qualitative targets. After upgrading *Goal Framework*, for such existing targets, the unit of measure is set to **Yes/No**, the Base value is set to **No**, and the Target value is set to **Yes** automatically. Also, the Actual value is set to **Yes** if the progress value is 100%, otherwise the value is set to **No**.	Vancouver
ITOM Visibility	*Microsoft Azure* Alert configuration After upgrading, configure the *Microsoft Azure* alert service to forward alert notifications to the *Now Platform* in a secure way. For more information, see Use a secure webhook to forward the Microsoft Azure alerts to the Now Platform.	Vancouver
Identity and Authentication	*Identity and Authentication* report_view access control lists (ACLs) that govern who can see reports in dashboards and elsewhere are enabled by default in the *Vancouver* release. For more information, see Report_view access control.	Vancouver

(continued)

Product	Release notes	Family
Industrial Process Manager	If you use the ISA Service Graph Connector that's packaged with the Manufacturing Process Manager and are upgrading to the *Industrial Process Manager*, ensure that any new ISA equipment model entities have a unique name field.	Vancouver
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication. If the Replication Payload Error [idr_replication_payload_error] table on your instance has more than 10 million records, set up table rotation according to KB1364728. Using table rotation to delete records from the Replication Payload Error [idr_replication_payload_error] table is safe because that table only contains replication errors logged by *IDR* and not any replicated data.	Vancouver
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder cannot start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics:	Vancouver

(continued)

Product	Release notes	Family
	• *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* ability to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	
Order Management	Starting with the November 2023 release, the *Order Management* application supports the complete life cycle of product and service orders, including the order fulfillment features provided with the *Order Management for Telecommunications, Media, and Technology* application. If you have a Telecommunications Service Management subscription, you install the Order Management for Telecom, Media and Tech application from the *ServiceNow Store*. This application installs the *Order Management* application, telecommunications demo data, and the following *ServiceNow* Open API implementations of TM Forum API REST specifications: • Product Catalog Open API • Service Catalog Open API • Product Order Open API • Service Order Open API • Product Inventory Open API • Technical Service Qualification Open API If you're familiar with the *Order Management for Customer Service Management* application, you can optionally use that interface after installing the *Order Management* application. For more information, see Enable the user interface for Order Management for Customer Service Management KB1554296. For information on changes to the interface, see Changes to the Order Management for Customer Service Management application KB1560237. During upgrade, the Order Task [sn_ind_tmt_orm_order_task] table is extended from the Planned Tasks [planned_tasks] table that is used in the *Customer Service Management* application. The Order Task table has also been modified. For details on changes to the Order Task table, see OMT Reparenting data model changes KB1496935. If you upgraded to the *Vancouver* release and are using a version of the *Order Management for Telecommunications, Media, and Technology* application that is not version 5.2.0, the fixes for populating product inventory and product model characteristics aren't	Vancouver

(continued)

Product	Release notes	Family
	available to you. To get those changes, upgrade to the current *Vancouver* patch.	
Platform Analytics Workspace	The *Vancouver* version of Platform Analytics Workspace (3.0) includes the updates in versions 2.1.x, previously available only in the *ServiceNow® Store*.	Vancouver
Portfolio Planning	• If you're upgrading from an older version to *Portfolio Planning* v6.1.1 or higher, a fix script is run to remove the milestone_editor role from the roadmap_editor role because the roadmap_editor role is no longer used. In this case, you may experience a longer time for the upgrade to complete if your *ServiceNow* instance has a large number of users with the roadmap_editor role. For more information, see KB1443618. • If you're upgrading from an older version to *Portfolio Planning* 7.0.0 or 7.1.0, the entities list may not load in the select entities step while you create or edit a portfolio plan. In this case, you must add the script in the List component for the Select entities page. For more information, see KB1566418.	Vancouver
Process Automation Designer	After you upgrade to *Vancouver*, update the application in the *ServiceNow Store*.	Vancouver
Public Sector Digital Services	Before you upgrade to *Public Sector Digital Services* v8.0, you must create custom service definitions for data in the Services Offered table, data in the Services Received table, and all other data affected by the conversion of the Services Offered table to the Service Definition table (Performance Analytics dashboard data, constituent or business report data, and so on). Any custom Services Offered and Services Received data created in previous releases will not be automatically migrated to the new release, and, after upgrade, will not be accessible within the application until the data is migrated from the legacy entities to the Service Definition table. For details, see Services Offered and Services Received Migration Guidance and Configure a service definition for Playbooks in Public Sector Digital Services. After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For details, see Relabel items for public sector use after upgrade.	Vancouver

servicenow

(continued)

Product	Release notes	Family
Robotic Process Automation (RPA) Hub	Ensure that you upgrade the current installed Microsoft Software Installers (MSIs) (*RPA Desktop Design Studio*, *Attended Robot*, *Unattended Robot*, and *Unattended Robot* Login Agent), by downloading the RPA applications. For more information, see Download the RPA applications from RPA Hub. The following upgrade steps are applicable only when you're upgrading from *San Diego* or *Tokyo* to *Vancouver*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or before to *Vancouver*. Before upgrading *RPA Hub* to *Vancouver*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. After you upgrade to the *Vancouver*, the bot process definitions change to the new structure, that is, the bot process configuration. Although the bot process configuration doesn't replace the bot process completely. Most fields are moved from bot process to bot process configuration. If you upgrade to the *Utah* version without updating the system property value, the tables don't extend the Application File table. Manually to update the table changes, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the *Now Support* Knowledge Base.	Vancouver
Security Incident Response		Vancouver
Service Bridge	For information on upgrading and using the new *Service Bridge* applications, see Migrate from Service Bridge (legacy).	Vancouver
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions:	Vancouver

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>

- *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont)
- *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont)

Compatible SOW versions

<table>
<tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.1.x</td><td>21.0.y</td></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>4.0.x</td><td>24.y.y</td></tr>
</table>

Here, x is the sub-version of *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) and y is the sub-version of *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont).

If the upgraded instance has any of the following customizations, you need to migrate standard record page changes. For more information, see Configure a Standard Record Page in Service Operations Workspace.

- Any custom declarative action of the client type
- Any custom modal
- Any custom horizontal tab or contextual side panel tab's screen or screen condition

After the 3.0 upgrade, the *Recommendation Framework* feature is no longer available, and instead, only the standard version of the *Recommended Actions for ITSM* feature is available.

</td><td></td></tr>
<tr><td>Service Portfolio Management</td><td>Viewing availability results was introduced in the *Tokyo* release but also applies to subsequent releases. On upgrade, for customers identified as having a heavy data load, the system initiates a long-running background job, which could take a long duration. For more information, see KB1123644.</td><td>Vancouver</td></tr>
</table>

(continued)

Product	Release notes	Family
Skills Management	If you've customized the URL for the Manage skills page, you must manually update the URL to point to the new page. Here's the relative path to the new Manage skills page: `https://<instance name>.service-now.com/now/nav/ui/manage-skills/params/parent-skill/2eb1c2029f100200a3bc1471367fcfe4/parent-department/221f79b7c6112284005d646b76ab978c/recursive-departments/true/recursive-skills/true/group-by/department`. You can replace the existing path with this one. **Note:** Make sure that the parent-skill and the parent-department sys_ids are the same IDs that are in your existing URL.	Vancouver
Software Asset Management	For information about upgrading from the *Software Asset Management Foundation plugin* (com.snc.sams), see Revert Software Asset Management customizations. On upgrading to *Vancouver*, the **Version** and **Edition** fields in discovery map (DMAP) definitions support the new **is_empty** value. If the **Edition** field for an existing *Microsoft* SQL Server component DMAP definition was previously set to **is_anything**, it is automatically updated with the new **is_empty** value following content update.	Vancouver
Strategic Planning	• Starting with v2.1.0, accessing the Goals module in *Strategic Planning* requires the sn_apw_advanced.spw_goal_user_read and sn_apw_advanced.spw_goal_user roles for read and edit access, respectively. After upgrading *Strategic Planning*, assign these roles to the existing goal users to manage goals in *Strategic Planning*. • Starting with v2.1.0, the existing targets with the **Type** field set to **Milestone** are considered qualitative targets. After upgrading *Strategic Planning*, for such existing targets, the Unit of measure is set to **Yes/No**, the Base value is set to **No**, and the Target value is set to **Yes** automatically. Also, the Actual value is set to **Yes** if the progress value is 100%, otherwise the value is set to **No**. • If you're upgrading from an older version to *Strategic Planning* v2.1.0 or higher, a fix script is run to remove the milestone_editor role from the roadmap_editor role because the roadmap_editor role is no longer used. In this case, you may experience a longer time for the upgrade to complete if your *ServiceNow* instance has a large number of users with the roadmap_editor role. For more information, see KB1443618.	Vancouver

(continued)

Product	Release notes	Family
	• If you're upgrading from an older version to *Strategic Planning* v3.0.0 or v3.4.0, the entities list may not load in the select entities step while you create or edit a portfolio plan. In this case, you must add the script in the List component for the Select entities page. For more information, see KB1566418.	
Telecommunications Service Operations Management	The Integration Hub starter package, along with the external trigger, is included as components of the starter package in *Vancouver* Patch 1. The customer must use the family release *Vancouver* Patch 1 to get the Telecommunications API notification functionality.	Vancouver
Third-party Risk Management		Vancouver
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application, as well as the third-party and *ServiceNow* applications that are compatible with *Vancouver*, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the knowledge base. • For information about the new features for *Vulnerability Response*, see Vulnerability Response release notes.	Vancouver
Vulnerability Response	Due to a data model change in the *Vulnerability Response* application, upgrading might take noticeably longer than previous upgrades. For more information, see KB0856498. While upgrading to a newer version, the upgrade time might increase based on the data and version that you're upgrading from. This issue is due to additional schema changes that were added during the upgrade. For more information, see KB0856498. Starting with version 20.0 of the *Vulnerability Response* application and version 2.03 of the Vulnerability Emergency Response application, the Vulnerability Analyst Workspace is renamed to Vulnerability Assessment Workspace. All references to Vulnerability Analyst workspace now are Vulnerability Assessment workspace.	Vancouver
AI Search	When you upgrade to *Washington DC*, *AI Search* automatically updates your existing Genius Result configurations to use the new *AI Search* Genius Result	Washington DC

(continued)

Product	Release notes	Family
	Configuration form fields. This update procedure makes the following changes: • Removes existing **Genius result answer type** field values. • Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate. After you upgrade your instance to *Washington DC*, *AI Search* retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to *AND then OR 2+ key terms*. For details on *AI Search* system properties, see AI Search system properties. Starting in *Washington DC*, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for *AI Search*, which can be time-consuming. When you upgrade to *Washington DC* from a previous family release, *AI Search* does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, *AI Search* will reindex individual User table records as they're updated until all records have been reindexed.	
Automated Test Framework	Copy and customize quick start tests provided by the *Now Platform®* to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Washington DC
Business Continuity Management	Post an upgrade to the *Washington DC* release, you must note the following important information for the existing business impact analyses, business continuity plans, and events:	Washington DC

(continued)

Product	Release notes	Family
	• For business impact analyses, the Source column in the Dependency assessment is renamed to **Primary source** and the **BCM** source is renamed to **Manual** for manually added dependencies post an upgrade. When you select the **Update dependencies** action button, the system adds the *CMDB* dependencies. • For business continuity plans, the Source column is renamed to **Primary source** post an upgrade. When you select the **Update dependencies** action button, the system adds the *CMDB* and BIA dependencies. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration. • For events and exercises, when you select the **Update dependencies** action button, the system adds the *CMDB*, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only BIA upstream dependency and BIA downstream dependencies as the sources in the update configuration.	
Configuration Management Database (CMDB)	• The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article. • If you enable CMDB 360 for the first time after upgrading to the *Washington DC* release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true. • If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the *Washington DC* release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .	Washington DC

(continued)

Product	Release notes	Family
Core Now Platform	Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread. This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the *Washington DC* release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.	Washington DC
Encryption Key Management	If you upgrade your instance to *Washington DC* but don't upgrade your *MID Server*, Secrets Management authentication fails. Avoid authentication failures by upgrading your *MID Server* to *Washington DC*. If you can't upgrade, you must turn off authentication until *MID Server* is upgraded to *Washington DC* to avoid authentication failures. For details on MID Server upgrades, see MID Server upgrades.	Washington DC
Enterprise Asset Management	After you upgrade to *Washington DC*, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field. Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets: • Upgrade works for all *Enterprise Asset Management* flow tasks • You must have task rate cards for each workflow task. • The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.	Washington DC

(continued)

Product	Release notes	Family

	• Expense category is populated based on the expense lines and the source of the expense line.
	• You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates following fields on asset forms:
	  ◦ **Asset end of useful life**: The created date plus the useful life in months.
	  ◦ **Asset first used date**: The created date.
	  ◦ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.	

Financial Services Operations Core	During the upgrade to *Washington DC*, the *Financial Services Operations Core* plugin reparents the following tables: **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. • The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition. • The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table. • The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table. Reparenting enables leveraging of the benefits and advancements introduced by *ServiceNow® Customer Service Management (CSM)* while preserving the functionality of existing applications.	Washington DC
Hardware Asset Management 10.0.0	After your upgrade to *Washington DC*, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets: • Upgrade works for all *Hardware Asset Management* flow tasks. • You must have task rate cards for each workflow task. • TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.	Washington DC

(continued)

Product	Release notes	Family
	• Expense category is populated based on the expense lines and the source of the expense line. • You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality. • TCO upgrade populates the following fields on assets: ◦ Asset end of useful life: Created date along with useful life in months. ◦ Asset first used date: Same as the created date. ◦ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.	
Healthcare and Life Sciences Service Management Core	During the upgrade to *Washington DC*, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables: • Member Plan [sn_hcls_member_plan] • Medication [sn_hcls_medication] • Immunization [sn_hcls_immunization] • Enrolled Program [sn_hcls_enrolled_program] • Enrolled Program Service [sn_hcls_enrolled_program_service] In addition, the following tables have had their parent tables removed and are standalone tables: • Healthcare Organization[sn_hcls_organization] • Healthcare Location[sn_hcls_location] • Practitioner Location[sn_hcls_practitioner_facility] This reparenting enables customers to use the organizations and location tables for a broader set of use cases. Existing data is migrated in the following manner so that existing functionality isn't impacted: **1.** Reference of location field in sn_hcls_immunization updated to use cmn_location. **2.** All data is moved from Healthcare Sold Product to Install Base Item tables. **3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product.	Washington DC

(continued)

Product	Release notes	Family
	4. The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state. **5.** All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. **a.** The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference. **b.** Records that refer to a service organization are updated with a reference to the appropriate business location. **c.** Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location. **d.** Records that contain healthcare location data will contain the parent service organization of that healthcare location. **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.	
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	Washington DC
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE:	Washington DC

(continued)

Product	Release notes	Family
	• If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	
Order Management	New features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management*.	Washington DC
Performance Analytics	The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.	Washington DC
Platform Analytics Experience	*Platform Analytics* Experience functionality was previously located in the *Platform Analytics* Workspace. The functionality is now part of the core *Now Platform*, accessible through the *Next Experience Unified Navigation*. You can migrate any dashboards, reports, and *Performance Analytics* widgets that were created in *Core UI* to this functionality.	Washington DC

(continued)

Product	Release notes	Family
Playbooks	After you upgrade to *Washington DC*, update the *Playbooks* and *Workflow Studio* applications in the ServiceNow Store.	Washington DC
Portfolio Planning	Starting with v8.0.0, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning* Workspace. If you own an *SPM* Pro license but you're still using the *SPM* Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in *Portfolio Planning* Workspace, you must install *Strategic Planning* to access such features. For more information on features that can be accessed only in *Strategic Planning* Workspace, see Comparing Portfolio Planning with Strategic Planning.	Washington DC
Predictive Intelligence	If you're upgrading to *Washington DC*, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones. The changes to the similarity and clustering solutions apply to all instances that are on *Washington DC*.	Washington DC
Proactive Service Experience Workflows	Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.	Washington DC
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**..	Washington DC
Robotic Process Automation (RPA) Hub	Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot*	Washington DC

(continued)

Product	Release notes	Family
	• *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade steps are applicable only when you're upgrading from *San Diego* or *Tokyo* to *Washington DC*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or before to *Washington DC*. Before upgrading *RPA Hub* to *Washington DC*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to the *Washington DC*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the *Utah* version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the *Now Support* Knowledge Base.	
Service Operations Workspace for IT Service Management	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) **Compatible SOW versions** <table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>1.1.x</td><td>21.0.y</td></tr><tr><td>1.2.x</td><td>21.1.y</td></tr></table>	Washington DC

(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>
<table>
<tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.0.x</td><td>24.y.y</td></tr>
</table>
In the table, x is the sub-version of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the sub-version of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).
After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.
</td><td></td></tr>
<tr><td>Service Portal</td><td>
After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the glide.service_portal.widget.table_allow_list or glide.service_portal.widget.allow_list system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.
If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the Washington DC release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the Vancouver release, user experience analytics for portals are tracked for them in the Washington DC release. Users can update their selection from the user profile page in portals at any time.
</td><td>Washington DC</td></tr>
<tr><td>Software Asset Management</td><td>After upgrading to Washington DC, you must redo all your customizations related to Adobe and Microsoft 365 integrations with your ServiceNow instance because the functionalities of these integrations are moved to</td><td>Washington DC</td></tr>
</table>

(continued)

Product	Release notes	Family
	the *Software Asset Management – SaaS License Management* store application. • If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted. • If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.	
Strategic Planning	Starting with v4.0.2, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning* Workspace. If you own an *SPM* Pro license but you're still using the *SPM* Pro-licensed features (such as Goals, Product Feedback, Hybrid portfolio planning, and additional lenses) in *Portfolio Planning* Workspace, you must install *Strategic Planning* to access such features. For more information on features that can be accessed only in *Strategic Planning* Workspace, see Comparing Portfolio Planning with Strategic Planning.	Washington DC
Supplier Lifecycle Operations	After upgrading from the *Vancouver* release to the *Washington DC* release, you will see only the *Source-to-Pay Workspace* on the **All** navigation tab. You don't have to do anything if you choose to continue to use the *Source-to-Pay Workspace*. However, you will see both the *Source-to-Pay Workspace* and *Supplier Manager Workspace* on the **Workspaces** tab. If you want to use the *Supplier Manager Workspace* instead of the default *Source-to-Pay Workspace*, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the *Washington DC* release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. For more information about how to run a fix script, see Run fix scripts. If you want to revert to using the *Source-to-Pay Workspace*, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. For more information about how to run a fix script, see Run fix scripts.	Washington DC
UI Builder	After your upgrade to *Washington DC*, update the *UI Builder* application from the *ServiceNow Store*.	Washington DC

(continued)

Product	Release notes	Family
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Washington DC* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Washington DC

Upgrade planning checklist

Plan and track the activities related to your ServiceNow instance upgrade. To help ensure that you complete all the tasks for a successful upgrade, follow the step-by-step instructions in the upgrade planning checklist to track and plan the upgrade.

Some optional steps may not be appropriate depending on the number of instances, customizations, and so forth. Mark the ones you do not need in the **N/A** column.

Tip: To download a PDF version of this checklist, click here.

The process for completing steps for self-hosted customers may vary (for example, requesting an instance clone or upgrades). These differences must be considered during planning.

Customer name:	
Product instance name:	https://[instancename].service-now.com
Other instance names	https://[instancename].service-now.com https://[instancename].service-now.com

	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				
1	Review the Washington DC release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Washington DC -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.	☐	☐	☐
Phase 2 - Complete these planning tasks.				
2	Confirm which ServiceNow instances are in-scope for upgrade.			

	Description	Yes	No	N/A
3	Confirm the instance hosting model. For example, ServiceNow cloud, on-premise, or off-premise.	❑	❑	❑
4	Based on the Washington DC release notes and other release materials, determine new functionality or notable changes that need to be validated after the upgrade.	❑	❑	❑
5	Confirm plans to enable or disable features introduced in the new product release.	❑	❑	❑
6	Review the Browser support to determine browser prerequisites. For example, versions and types supported, and additional requirements for new UI versions. Compare these supported browsers to your corporate standard and identify any gaps.	❑	❑	❑
7	Create a project plan for cloning, upgrading, and testing.	❑	❑	❑
8	Identify the core team of testers, power users, and key stakeholders required to validate functionality in the ServiceNow instances before and after the upgrade.	❑	❑	❑
9	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter.	❑	❑	❑
10	Confirm which of the following situations applies to your ServiceNow non-production instances: **1.** Development and testing can be frozen until the production upgrade is completed. **2.** Continued development (and testing) activities need to continue in a non-production instance while upgrade, remediation, and testing activities are performed in parallel on another instance. **3.** Once the final upgrade to your production instance is complete, the cloning of your final production instance to your non-production instance will wait until after the production upgrade is complete.			

	Description	Yes	No	N/A
11	Confirm the availability of other systems required for integration testing (key resources and environments).	❏	❏	❏
12	Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing. For example, an interfacing system is only set up to access a specific ServiceNow test instance.	❏	❏	❏
13	Confirm the testing scope and approach.	❏	❏	❏
14	Create a comprehensive test plan including test cases for all core instance functionality and integrations.	❏	❏	❏
15	Confirm the method for tracking any defects identified during testing.	❏	❏	❏
16	Create a high-level implementation plan that covers: • the sequence and timing to upgrade non-production and production instances • the instances to be cloned • the instance to be used for integration testing.	❏	❏	❏
17	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter. Responsible: ServiceNow or Customer	❏	❏	❏
18	Determine whether existing internal training materials, Knowledge Base articles in the customer instance, or other supporting documentation must be updated to align with the upgraded version. For example, changes in functionality or user interface.	❏	❏	❏
19	**Optional:** Schedule the ServiceNow Configuration Review, which provides recommendations to align the customer configurations with ServiceNow best practices. **Note:** There may be a service charge and require professional services engagement.	❏	❏	❏

	Description	Yes	No	N/A
20	On your production instance, create a system clone and select your development instance as the **Target instance**. Notify impacted users and internal stakeholders of the scheduled date/ time for cloning (from production) and upgrade of the non-production instance. **Note:** It is important to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data, and ensure that you have deselected the exclude options.	❏	❏	❏
Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support				
21	Check the configuration of the `Check distribution for possible upgrade` scheduled job to view how often and when it runs.	❏	❏	❏
22	Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.	❏	❏	❏
23	Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.	❏	❏	❏
24	Schedule the upgrade in Now Support.	❏	❏	❏
25	If applicable, request a version entitlement.	❏	❏	❏
Phase 4 - Upgrade and validate the development instance				
26	Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.	❏	❏	❏
27	After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.	❏	❏	❏
28	Identify your update sets.	❏	❏	❏

	Description	Yes	No	N/A
29	Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.	❑	❑	❑
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance				
30	On your production instance, create a system clone and select your development instance as the **Target instance**.	❑	❑	❑
31	Schedule the non-production upgrade in Now Support and verify your upgrade configurations.	❑	❑	❑
32	Validate that the upgrade to your non-production instance is complete.	❑	❑	❑
33	Install any optional plugins that were installed on your development instance.	❑	❑	❑
34	Install any custom applications and post-upgrade fix scripts that you need.	❑	❑	❑
35	Install update sets.	❑	❑	❑
36	Perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 6 - Prepare to upgrade the production instance				
37	Confirm sign-off from IT and Business stakeholders that all non-production instance defects have been fixed and validated in update sets. Responsible: Customer	❑	❑	❑
38	Confirm the core team of key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade. Responsible: Customer	❑	❑	❑
39	Confirm coverage for Day 1 support post-upgrade. Responsible: Customer	❑	❑	❑

	Description	Yes	No	N/A
40	Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles and responsibilities, communication plans, key contacts, support coverage for Day 1, and so forth. Responsible: Customer	❑	❑	❑
41	Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team. Responsible: Customer	❑	❑	❑
42	Submit and obtain approvals for change records as required by the organization change process. Responsible: Customer	❑	❑	❑
43	Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth. Responsible: Customer	❑	❑	❑
44	Profile the performance of your instance before upgrading.	❑	❑	❑
45	Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.	❑	❑	❑
46	On your clone, perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 7 - Upgrade the production instance				
47	Schedule the upgrade in Now Support.	❑	❑	❑
48	If applicable, request a version entitlement.	❑	❑	❑
49	Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.	❑	❑	❑
50	Apply any update sets and post-upgrade fix scripts that you have.	❑	❑	❑

	Description	Yes	No	N/A
51	Validate and test your instance by conducting user acceptance testing (UAT). Verify with all key stakeholders that the system is performing properly after production upgrade, and key functionality is available.	❏	❏	❏

Upgrade tools and resources

Learn about ServiceNow products and tools that can improve your upgrade experience.

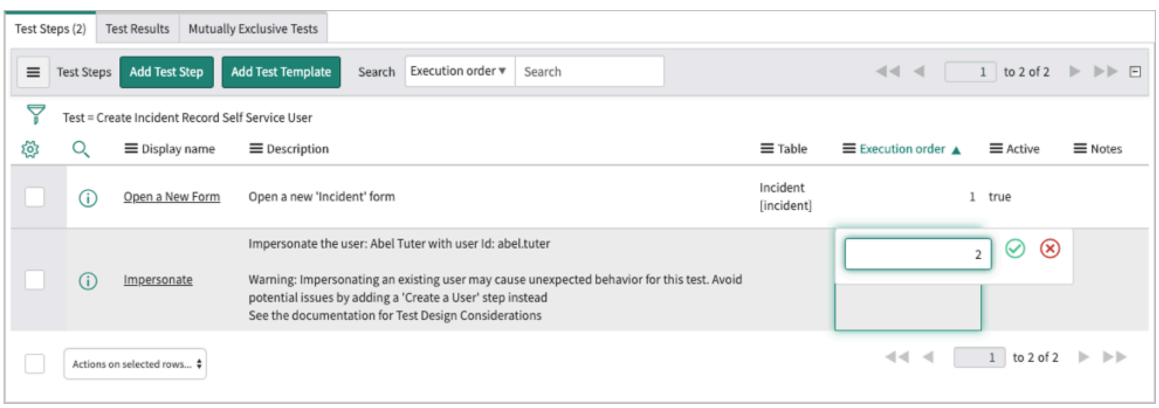
Products

Use these ServiceNow products to automate parts of your upgrade testing and manage your upgrades from one central place.

Automated Test Framework

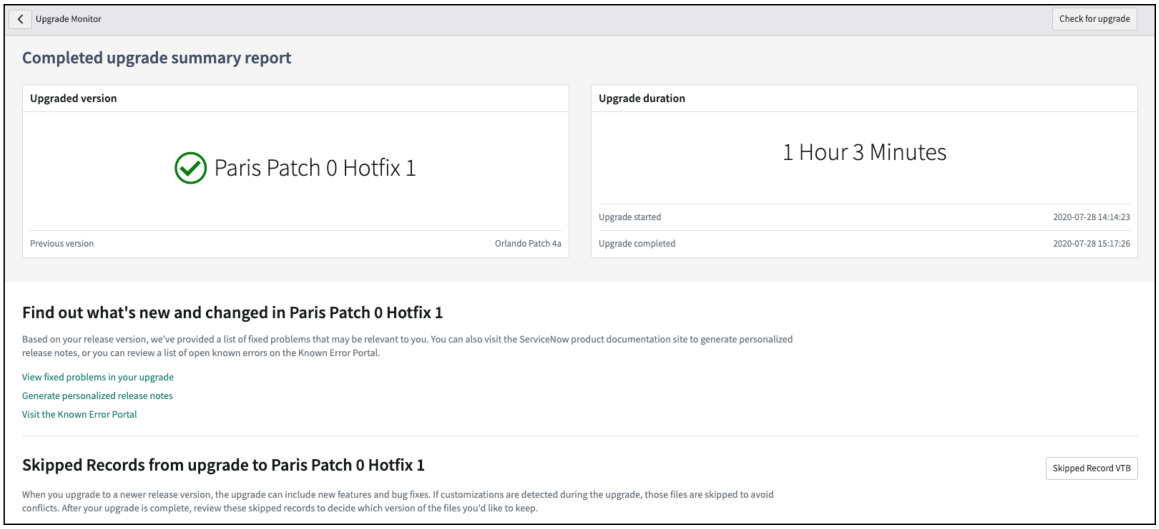
The Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making a change. For example, after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review.

Note: By default, the system property to run automated tests is disabled to prevent you from accidentally running them on a production system. Run tests only on development, test, and other non-production instances to avoid data corruption and outage.



Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



Upgrade tools

In addition to upgrade-related products, you can also use ServiceNow's upgrade tools.

Now Support upgrade assist

Stay current by automating your ServiceNow upgrades. Use an automated service to offload upgrade scheduling tasks.

Known Error portal

Review a list of known issues in selected patch release versions.

Sample upgrade project plans

The Upgrade planning checklist provides a quick look at the steps in an upgrade. If you'd like to track your upgrade progress in Excel, PDF, or Microsoft Project, you can download these sample project plans to get started.

- PDF
- Excel
- MPP

Best practices

Visit the ServiceNow Customer Success Center website for information on upgrade value and best practices.

Upgrade value calculator

Determine the potential business value of staying current with ServiceNow upgrades.

Playbook: Upgrade quickly and maintain platform health

Use upgrade processes and tools to conduct your upgrades, and learn how to make changes to your baseline system when required.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

Balance value and risk with platform customizations.

Resources

ServiceNow Customer Success Center

Browse prescriptive content and tools such as playbooks, checklists, and quick answers to gain more value from your ServiceNow implementation.

Expert services

Connect with a ServiceNow expert who will help you apply best practices and tools to upgrade to the most recent ServiceNow innovations.

Upgrades and the ServiceNow Store

The ServiceNow Store includes official applications that are developed and released by ServiceNow. Users can download, access, and configure Washington DC apps on their instances. Store application versions can be upgraded when you upgrade your instance to a new release version.

New versions for a ServiceNow® Store app can be defined in patch and family releases. This includes the ability to define a minimum version and/or a hotfix for a version you already have installed. If your instance has an installed app version below the defined minimum version, the app will be upgraded to the minimum required version. Similarly, if your instance has an installed app below the defined hotfix version, your app will be upgraded to the hotfix version.

For example, consider an application that defines these versions in a release: 1.7.0, 2.4.1, and 3.0.1. In this example, version 1.7.0 is the minimum version. Versions 2.4.1 and 3.0.1 are hotfix versions.

When an instance upgrades to the release version, the following behavior occurs:

Minimum version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.0.0	1.7.0 - The version upgrades to the minimum version
1.3.2	1.7.0 - The version upgrades to the minimum version
1.7.0	1.7.0 - The version stays the same, because the instance was already on the minimum version
1.7.2	1.7.2 - The version stays the same, because the instance was already ahead of the minimum version

Hotfix version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.8.0	1.8.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
2.0.0	2.4.1 - The version upgrades to the defined hotfix version

Hotfix version upgrades (continued)

Version installed before the upgrade	Expected version after the upgrade
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the instance was already ahead of the defined hotfix version
4.0.0	4.0.0 - The version stays the same, because there are no hotfix versions defined for 4.0.0+.

Upgrade to the Washington DC release

Upgrading and patching your instance requires planning, testing, and validation. To ensure a safe and effective upgrade, read the release notes, create upgrade plans, and test your upgrade on non-production instances before upgrading your production instance.

Important: These topics contain in-depth explanations about upgrades. For a step-by-step reference of upgrade steps, refer to the Upgrade planning checklist.

Phase 1 - Read the release notes and plan your upgrade

Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the `Check distribution for possible upgrade` scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the `Check distribution for possible upgrade` scheduled job. Then, schedule your upgrade in Now Support.

Phase 4 - Upgrade and validate the development instance

Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Phase 1 - Read the release notes and plan your upgrade

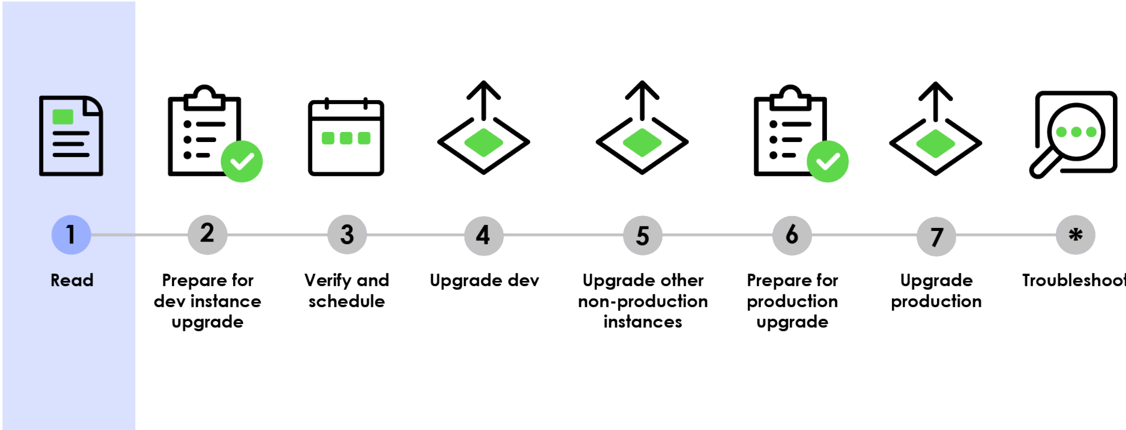
Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

Before you begin

> **Important:** If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version.

Role required: admin.

About this task



Procedure

1. Read the release notes for your target version.
   Review upgrade and migration tasks that you will need to complete before or after your upgrade.

   - ServiceNow provides release notes for every release. The release notes offer valuable information about new functionality, notable changes, and fixes available in a particular version. Read the Washington DC release notes to determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.
   - For Washington DC -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
   - If you are thinking about upgrading to the Washington DC family, problem (PRB) fixes can be an important factor in your upgrade plans. You can generate a list of . Compare the lists of fixed problems across various Washington DC upgrade scenarios to help you decide which release version to upgrade to.
2. Complete the preparation and planning tasks in Phase 2 of the Upgrade planning checklist.

   The checklist contains a list of planning tasks that guide you through various aspects of upgrade preparation. You are guided through tasks such as scoping, gathering stakeholders, identifying features to disable and enable, and creating test plans to use throughout the upgrade. Follow these steps to ensure that all aspects of your organization are ready for the upgrade.
3. To better prepare for the upgrade, evaluate the level of customizations on your instances.

   For information on customization best practice guidelines, visit the Customer Success Center website.

Complexity score	Customization examples
Low	◦ Modification to form layout/design ◦ Add fields and/or UI policies to forms

Complexity score	Customization examples
	◦ Build simple custom integration ◦ Extend an existing table (such as incident) in scope with new fields only
Low-medium	◦ Extend an existing table (such as incident) in scope with some scripting ◦ Extend an existing table (such as incident) as the basis for a different application, such as HR
Medium	Build a new scoped application
Medium-high	Build a new global application
High	◦ Change baseline business rules (such as modifying the SLA process) ◦ Build a complex custom integration

4. Create a comprehensive test plan that includes test cases for all core instance functionality and integrations, including any customizations you may have.

   To efficiently test and evaluate system functionality, create a set of detailed test scripts for your testing team to use. You will use this test plan throughout each instance upgrade.

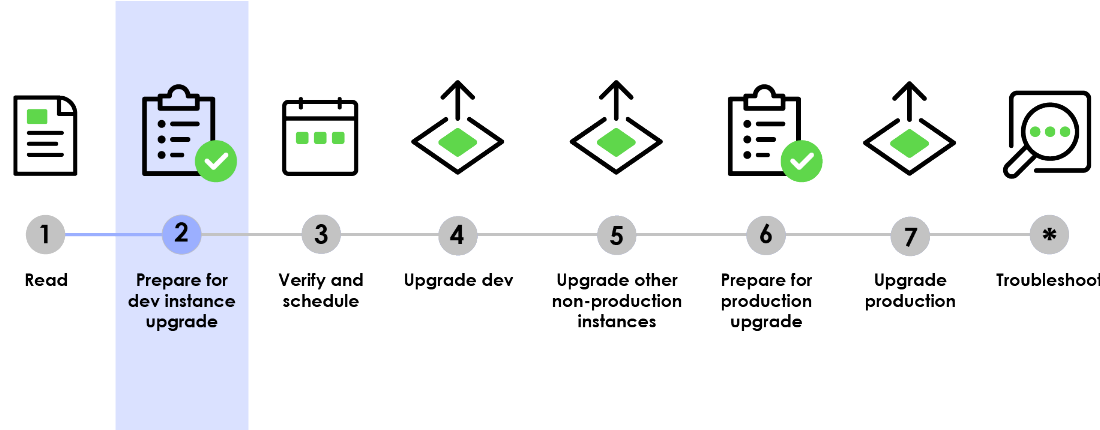
Instance	Type of testing required
Development	Conduct smoke tests.
Test	◦ Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. ◦ You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. ◦ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Before you begin
Role required: admin.

About this task



Procedure

1. On your production instance, create a system clone and select your development instance as the **Target instance**.

   The clone provides you with an exact copy of production. Performing an upgrade on your clone allows you to simulate an upgrade on your production configuration in a non-production environment. Refer to System clone for details.

   > **Important:**
   >
   > For effective upgrade testing, use this clone to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data on your production clone. To ensure that all production data is included with the clone, make sure that you clear all the **Exclude** check boxes on the Request Clone form. On your non-production instance, replicate typical user behaviors that occur on your production instance to enhance an estimate of your upgrade duration.

2. Set expectations for performance during upgrades.

   During an upgrade, your performance may be impacted because your nodes initiate the distribution upgrade. All nodes are restarted during an upgrade, but your multi-node instances are available during an upgrade because ServiceNow instances operate on a multi-node system. This multi-node system staggers node distribution upgrades, ensuring that there is at least one active pair of nodes for multi-node instances during an upgrade.

   To help you set accurate expectations for performance during upgrades, be aware of the differences between the nodes on your non-production and production instances. Instances with one node experience a short period of downtime during the upgrade, but multi-node instances do not have UI downtime. For details on your nodes and their status, see the Upgrade Progress screen.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the `Check distribution for possible upgrade` scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the `Check distribution for possible upgrade` scheduled job. Then, schedule your upgrade in Now Support.

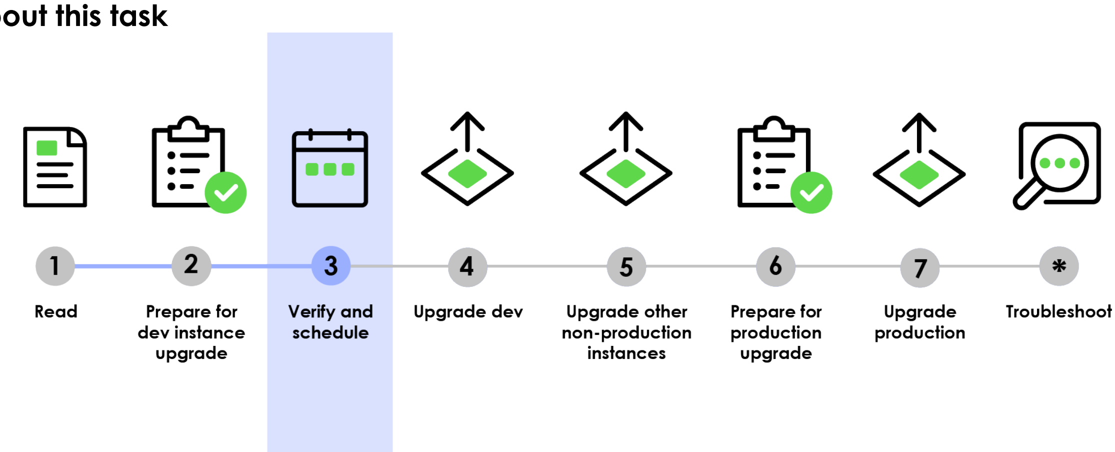
Before you begin
Role required: admin.

You must check the configuration of the **Check distribution for possible upgrade** and **Check database for possible upgrade** sys_triggers, which are essential to making sure your instance upgrades to the correct target version.

Note: Starting in the Paris release, 'Upgrade' job has been renamed to 'Check distribution for possible upgrade'. In addition, the 'Check Upgrade Script' job has been renamed to 'Check database for possible upgrade'.

sys_trigger	Function
Check distribution for possible upgrade	• Queries Now Support to ask whether an upgrade is going to happen in a given time interval, which is determined by the configuration for the `Check distribution for possible upgrade` scheduled job. • Asks whether the instance should be running a different version. If so, the distribution for that version is downloaded, and your instance upgrades to the target version.
Check database for possible upgrade	• Runs after the distribution has been upgraded. • Performs the database upgrade.

About this task



Important: Your upgrades are orchestrated out of your instance, not Now Support.

Now Support keeps records of what version you should be running, and your instance periodically queries Now Support to check its assigned version. When you designate a time for your upgrade, your instance begins the upgrade at that time. For example:

Action	Result
You schedule an upgrade to Washington DC Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Washington DC Patch 8 on June 10 at 3:00pm.

Action	Result
Now Support waits to get pinged by your instance after the scheduled time on June 10.	Your instance continues to operate on its current release version, and it periodically pings Now Support.
After the scheduled time on June 10, Now Support receives a ping from your instance.	Now Support tells your instance that it should be on Washington DC Patch 8.
Your instance receives a Now Support notification that it should be running a different version.	Your instance starts the upgrade.

How to schedule and manage instance upgrades on Now Support

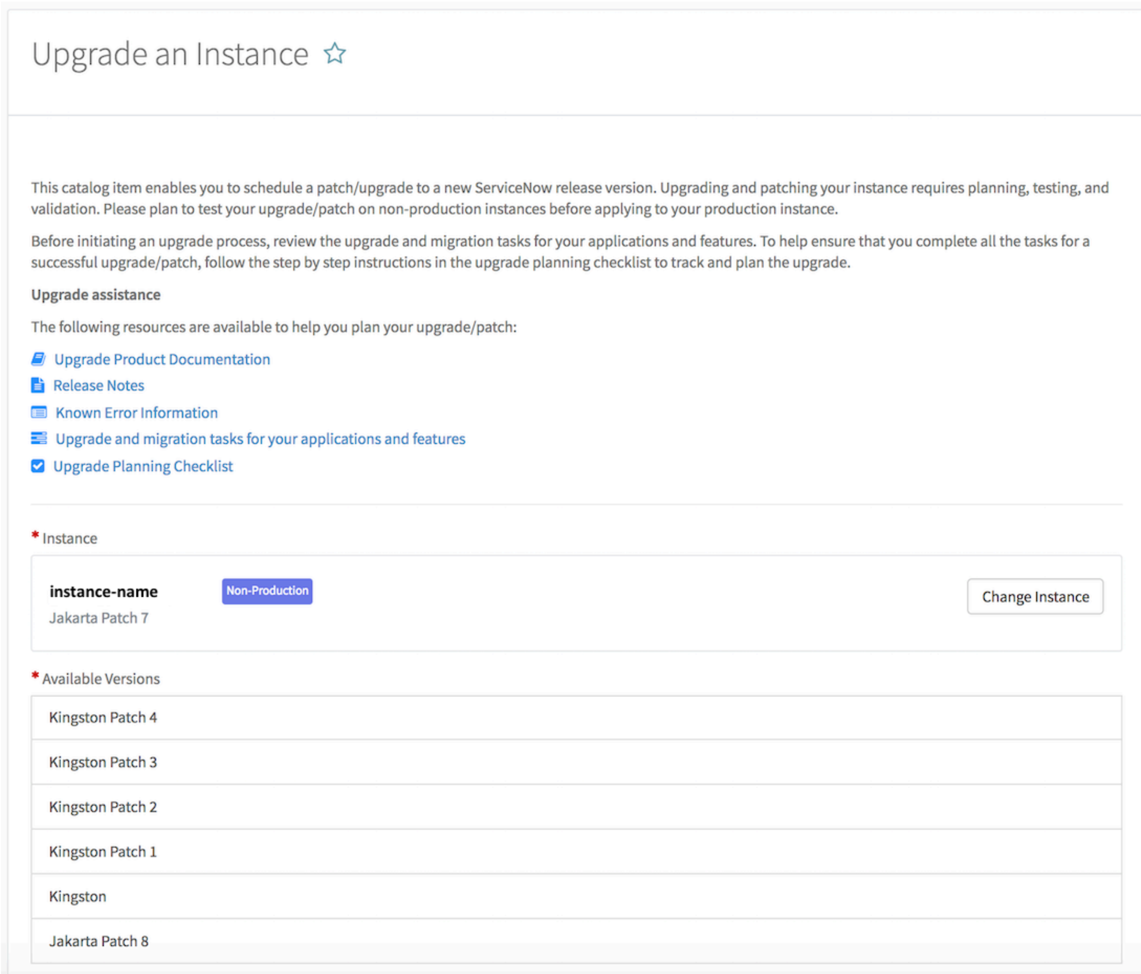
You can browse the Now Support service catalog to request and self-service tasks such as scheduling an upgrade.

Request plugins and self-service tasks using service catalog on Now Support

Procedure

1. Check the configuration of the `Check distribution for possible upgrade` scheduled job to view how often and when it runs.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. In the list, find the `Check distribution for possible upgrade` scheduled job.
   c. View the **Next action** column to determine when the job next runs.
2. Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the `Check distribution for possible upgrade` scheduled job.
   c. Make sure that the **Trigger type** is set to **Interval**.
   d. Make sure that the **System ID** is set to **None**.
3. Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the `Check database for possible upgrade` scheduled job.
   c. Make sure that the **Trigger type** is set to **Run at System Startup**.
4. Schedule the upgrade in Now Support.
   a. Log in to Now Support.
   b. Click **Instances** in the left navigation menu.
   c. Select **Manage Instances**.
   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.
   e. Select the instance that you want to upgrade or patch.

f. In the **Actions** menu, click **Upgrade Instance**.
The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the



instance.

g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

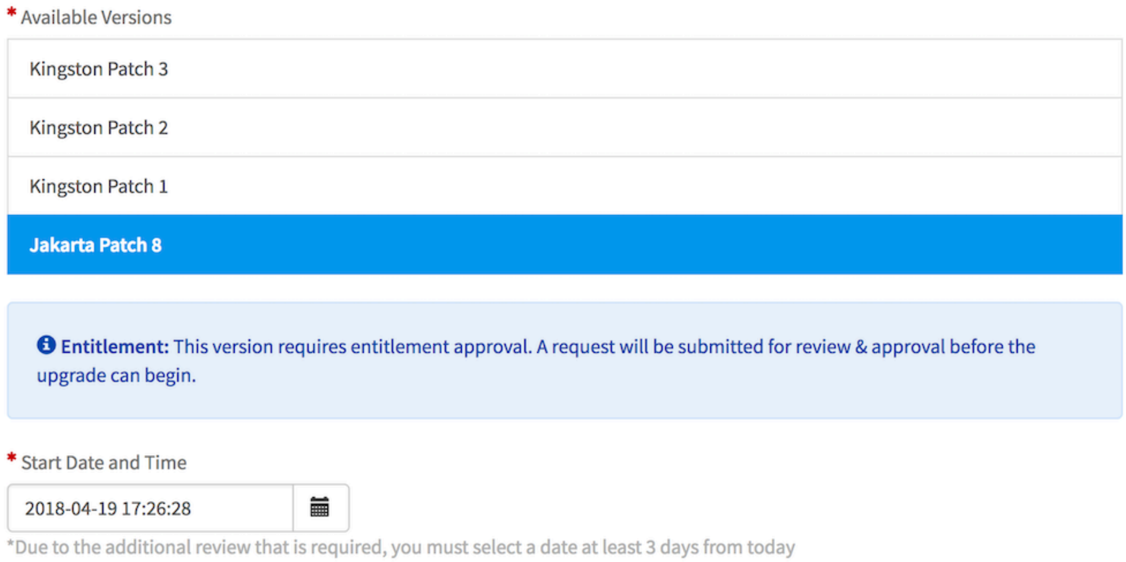
h. Click the clock icon to select the time for the upgrade or patch.

Note: Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the `Check distribution for possible upgrade` scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the `Check distribution for possible upgrade` scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

5. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:



b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *Check distribution for possible upgrade* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *Check distribution for possible upgrade* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

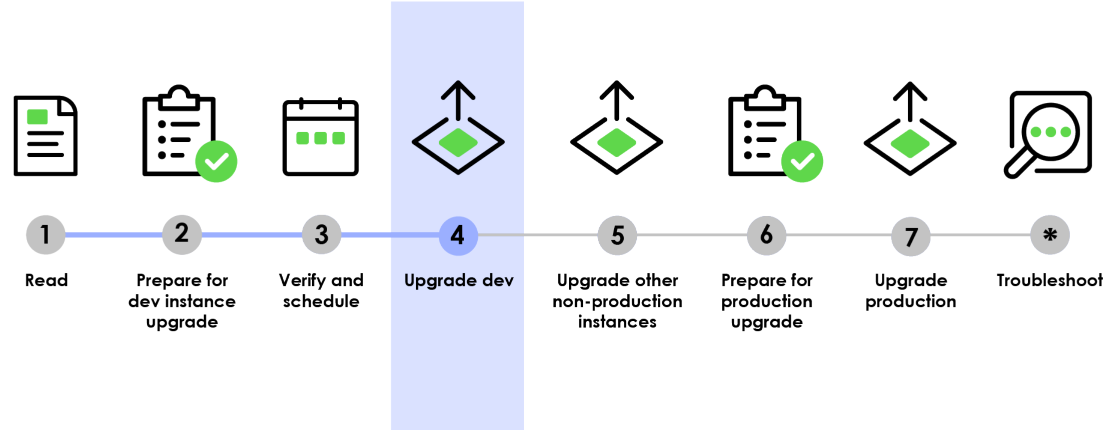
d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

Phase 4 - Upgrade and validate the development instance

Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Before you begin
Role required: admin.

About this task



The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

Procedure

1. Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.
2. After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.

   As you are processing the skipped list, you may merge and revert records, resolve conflicts for an individual record, and make additional customizations. These changes go into the latest version, which goes into your current update set.
3. Identify your update sets.

   You need these update sets for your subsequent non-production instances. If there are issues that must be addressed after the upgrade, make the appropriate changes and they will go into your current update set. Collect the update sets that:

   - Were created while reviewing the skipped updates list.
   - Were created while changing customizations to work with the latest release.
   - Must go live immediately after your next upgrade.

   Gathering these update sets before your upgrade expedites the process of exporting, importing, and committing them onto your other instances. After the correct update sets are identified, follow the standard process for moving and applying those update sets. Refer to System update sets for details.
4. Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.

   After upgrading, track any defects or deviations from the pre-upgrade testing results. Defect tracking can help identify root causes and create fixes. When a fix is identified, capture the fix in a single update set. The resulting update sets hold the cumulative fixes that should be applied to the production instance.

   To help automate your testing and validation on non-production instances, use the Automated Test Framework. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.

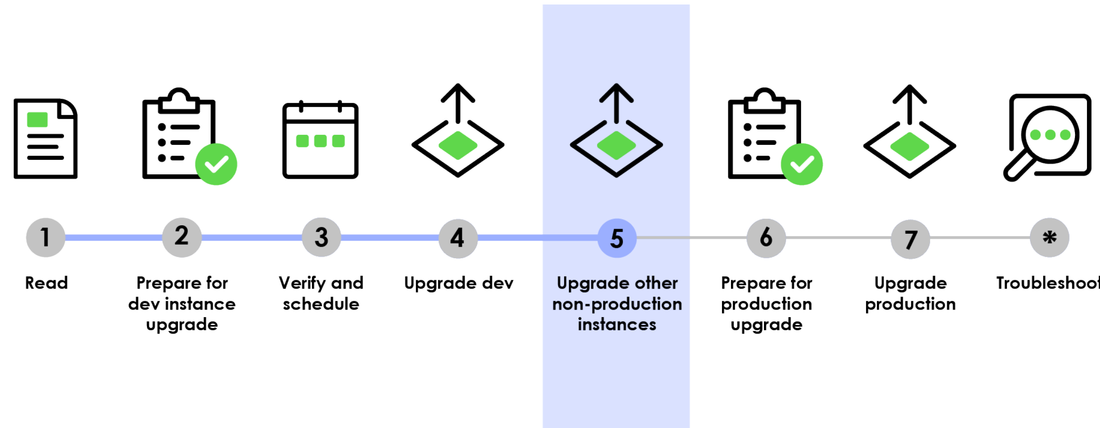
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Before you begin

Role required: admin.

About this task



This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

After you have applied your development update sets to your test instance, perform the following tasks on your test instance (and other non-production instances, if applicable).

Procedure

1. Create a system clone down from your production instance.
2. Schedule the non-production upgrade in Now Support and verify your upgrade configurations.
3. Validate that the upgrade to your non-production instance is complete.
4. Install any optional plugins that were installed on your development instance.
5. Install any custom applications and post-upgrade fix scripts that you need.
6. Install update sets.
   Use these update sets to move your initial changes into your subsequent non-production instances.
7. Perform functional testing and monitor the performance of your instance.

Reproduce the typical user activities that occur on your production instance. The Automated Test Framework can greatly assist you in testing your non-production instances. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. For extra testing coverage, you can also conduct user acceptance testing (UAT).

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Before you begin
Role required: admin.

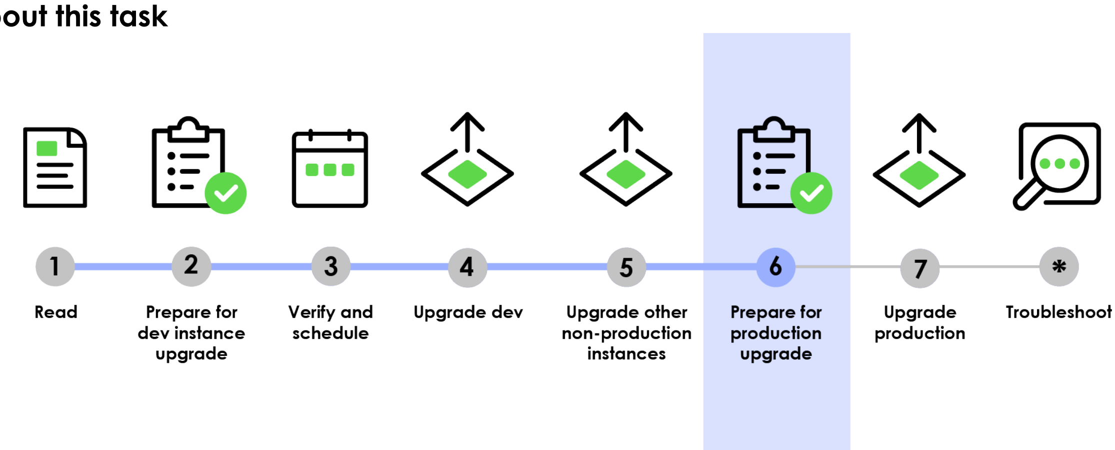
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- Obtain confirmation from IT and management that all non-production instance defects have been fixed, validated, and included in an update set.
- Use the change management process established by your organization to track the upgrade.
- Communicate effectively with your user community regarding changes, new features, and process updates resulting from the upgrade.
- Negotiate a suitable upgrade time for all users of the ServiceNow system.

  For example, schedule the upgrade after hours, to minimize impact to your users. Remember to schedule the upgrade to occur 15–20 minutes before the `Upgrade` scheduled job interval.

- Allow time in your change window to run all test cases and validate that all integrations, key business functionality, and system performance are acceptable. Add a time buffer for responding to errors without breaching the change window.

About this task



Procedure

1. Profile the performance of your instance before upgrading.

   Pre-upgrade instance validation can provide a reliable benchmark of the current operating environment and alert you to any issues that may appear after the upgrade. For example, it sometimes appears that specific functionality is broken by an upgrade. Analysis might show that the functionality did not work properly in the production instance, even before the upgrade.

Before performing the upgrade, analyze the current operating environment. Specifically, review:

- Key functionality
- Integrations
- Instance performance

2. Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.

   You will later compare and contrast this information during your post-upgrade validation and testing. Benchmarks will be different for each of your instances.

   To access the ServiceNow Performance homepage:

   a. Log in to your instance.

   b. From the list in the top left of the instance homepage, select **ServiceNow Performance**.

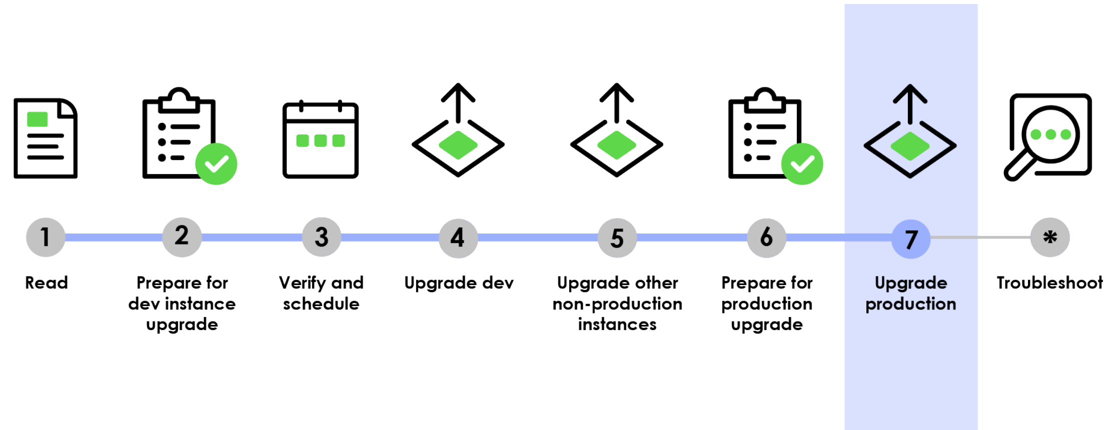
3. On your clone, perform functional testing and monitor the performance of your instance. Replicate typical user behaviors that occur on your production instance. Assign a consistent core team of power users and key stakeholders to validate important functionality in the ServiceNow instance before and after upgrades.

Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Before you begin
Role required: admin.

About this task



Procedure

1. Schedule the upgrade in Now Support.

   a. Log in to Now Support.

   b. Click **Instances** in the left navigation menu.

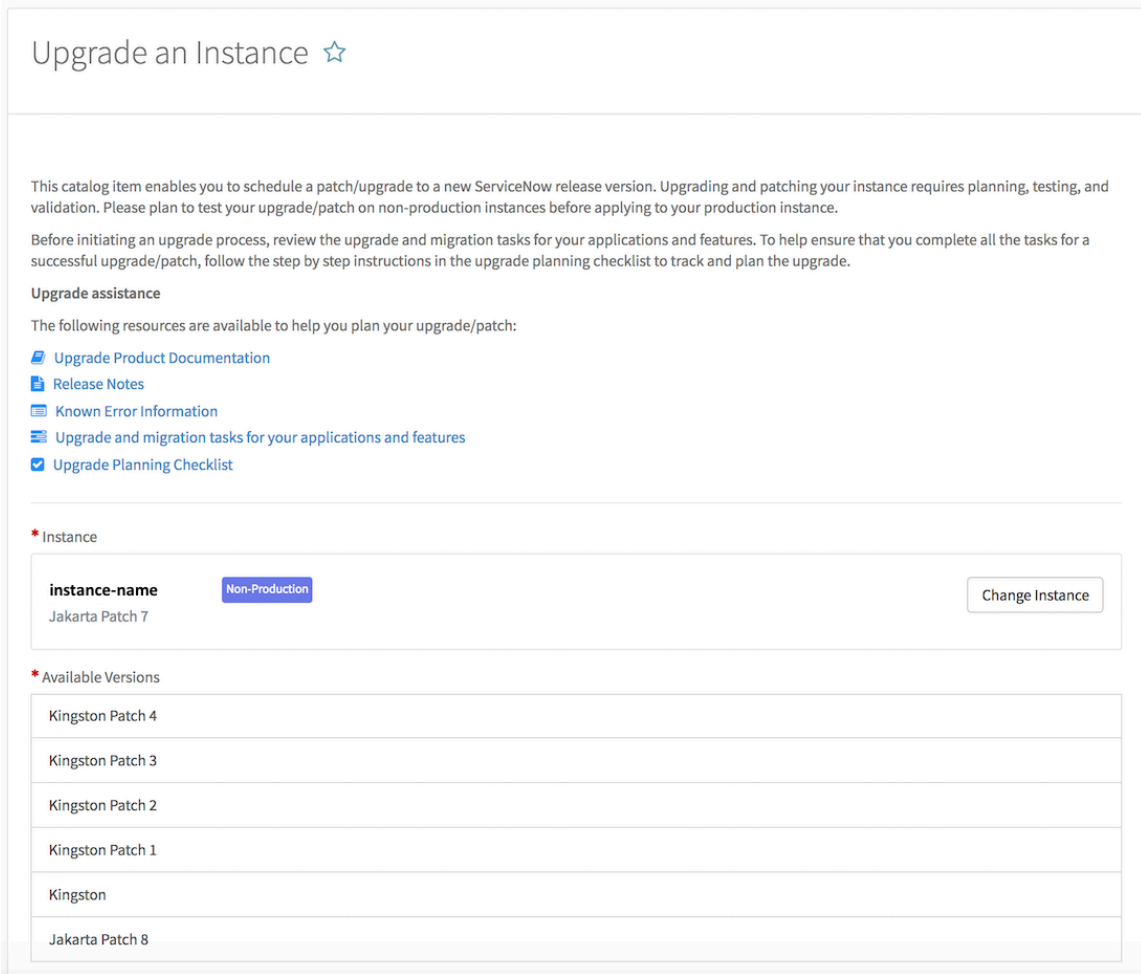
   c. Select **Manage Instances**.

   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.

   e. Select the instance that you want to upgrade or patch.

   f. In the **Actions** menu, click **Upgrade Instance**.

The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

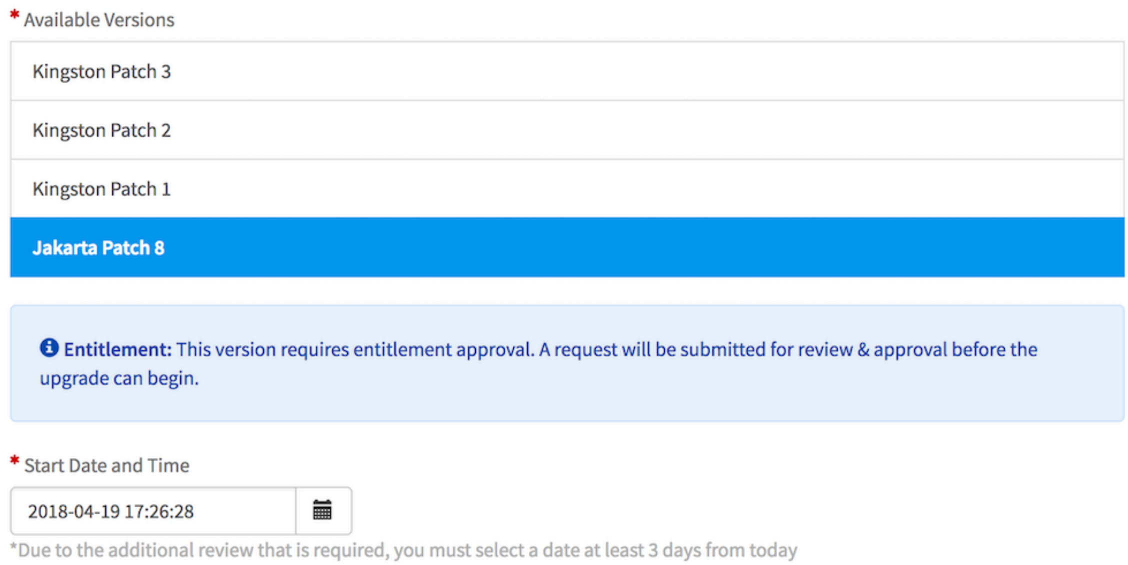
h. Click the clock icon to select the time for the upgrade or patch.

Note: Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the `Check distribution for possible upgrade` scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the `Check distribution for possible upgrade` scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

2. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:



b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the `Check distribution for possible upgrade` scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the `Check distribution for possible upgrade` scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

3. Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.
   There are several methods of verifying that your upgrade is complete:
   - Navigate to the **System Diagnostics** > **Upgrade Monitor**.
   - Navigate to **System Diagnostics** > **Upgrade Log** and locate the `Notifying HI that upgrade has been completed` message.
   - Navigate to **System Definition** > **System Upgrades**. Information about all system upgrades is listed.
   - Navigate to **System Diagnostics** > **Upgrade History** and search for the most recent upgrade.
4. Apply any update sets and post-upgrade fix scripts that you have.
5. Validate and test your instance by conducting user acceptance testing (UAT).
   Performance and operating information is available in the system logs, which offer an excellent source of information for evaluating the inner workings of a ServiceNow instance.

Use this information to help resolve as many errors as possible. To access the log data, navigate to **System Logs** > **System Log** > **Errors**.

Note: Not all errors in the error log are results of your upgrade. Error messages are often present in pre-upgrade instances, and many of these messages do not affect users or performance.