ServiceNow Release 6.06

Number: KB0002954 **Share URL:** http://kb.ucdavis.edu/?id=2954

Release Date: 2018-06-06

Version: 6.06

Release Notes

Release 6.06 (CHG0033035) introduces new features, fixes, and updates to the UC Davis ServiceNow instance and was introduced on 5/2/2018.

Jump to: Asset Management, Change Management, Facilities, Item Designer, Knowledge Management, Performance Analytics, Platform, Reporting, Request Fulfillment, Service Level Management

Asset Management

- **STRY0039885**. Previously, the Asset form did not contain default fields from the “Disposal” tab, which created additional work and risk for users. We have added this tab and fields to the Asset form to mimic out-of-box. Thank you to Jeff Barrett for submitting this enhancement request.

Change Management

- **STRY0048347**. Previously, there was no way to see a linked incident number when viewing a change request. We have updated the change request form to include a list of all incidents that have been linked to the currently viewed change request. Thank you to Nathan Benedicto for submitting this enhancement request.

Facilities

- **STRY0051939**. In an effort to extend the Facilities module to better support additional use cases, several updates have been added to the Facilities form. Thank you to Jeff Barrett for submitting this enhancement request. The updates are as follows:
    - Requested for field has been added, similar to incident
    - Contact Type field has been added, similar to incident
    - Due Date has been added, similar to incident
    - Department has been added, similar to incident
    - Primary Support Group indicator has been added, similar to incident
    - The category field has been extended to include the following choices: Regulatory / Compliance, Inspection Request, Sampling Request, Training, EFR/Workman's Comp

Item Designer

We are releasing the ServiceNow application known as Item Designer with the following enhancement stories that upgrades the out-of-box features of the original application. This completes the initial development phase for Item Designer. The next phase will determine how Item Designer is to be released for general use to ServiceNow users. For more on developing items with Item Designer, see KB0002950.

- **STRY0054030**. The out-of-box "Item Designer Category Request" catalog item was updated to require a "who will support" this category question and a "which group will the resulting request items be assigned to" question. The former question is needed as support for item designer items will not be provided by IET Service Management, but rather the items' creators. While item designer items can have custom tasks assigned to whichever group, the latter question is needed so that request items do not have an empty assignment, for reporting purposes.
- **STRY0054031**. In the ServiceHub Request Catalog, in categories created via the "Item Designer Category Request" catalog item, a text label now appears above the catalog items that informs the user who to contact if they need support for items in the viewed category.
- **STRY0054033**. Out-of-box, an item designer category image would automatically copy the image to the catalog category's homepage image. We use the catalog category icon to display the image on the portal though, so we have updated the routing to both go to homepage image and icon so that item designer category images will appear in the Request Catalog. Additionally, certain common-use pre-defined variable types, approval types, and task types have been added for Item Designer category managers and editors to use. Specifically the following:
    - *Add a question -> Type: Reference -> Option: Department Reference*. Provides a reference question that allows the user to select one of the departments listed in ServiceNow.

- *Add a question -> Type: Reference -> Option: Group Reference*. Provides a reference question that allows the user to select one of the assignment groups listed in ServiceNow.
- *Add a question -> Type: Reference -> Option: User Reference*. Provides a reference question that allows the user to select one of the users listed in ServiceNow.
- *Add a question -> Type: Reference -> Option: Enter this request's approver.*
  When combined with
  Add an Approval -> Type: Predefined Approval -> Predefined: "Enter this request's approver" answer.
  will automatically request approval from the user that is named in this question. Both must be added for this to work and can only be utilized once per form.
- *Add a question -> Type: Reference -> Option: Assign this task to this group.*
  When combined with
  Add a Task -> Assignment: Predefined -> Assign to: "Assign this task to this group" answer.
  will automatically assign a task to the group named in this question. Both must be added for this to work and can only be utilized once per form.
- *Add a question -> Type: Reference -> Option: Assign this task to this group.*
  When combined with
  Add a Task -> Assignment: Predefined -> Assign to: "Assign this task to this user" answer.
  will automatically assign a task to the user named in this question. Both must be added for this to work and can only be utilized once per form.

- **STRY0054346**. Two additional notifications were created to join the three out-of-box notifications that are utilized in Item Designer:
  - A notification that goes to IET Service Management when a category request is submitted
  - A notification that goes to IET Service Management and the Category Manager if a new comment has been added and if the request is still open.
- **STRY0055064**. The font used on the out-of-box "Item Designer Category Request" catalog item was inconsistent with the rest of our catalog items and was updated to look more consistent with what we already have.
- **STRY0055065**. A defect was found in the out-of-box Item Designer application that resulted in unexpected actions relating to an item going back to the "unpublished" state:
  - If a user manually presses the "unpublish" button, the item becomes inactive and is removed from the Request Catalog, as expected.
  - If a user attempted to edit a published item (e.g. add a question to a published item), the item would go back to the "unpublished" state automatically, but the item itself never becomes inactive, thus an "old" version of the item remains on the Request Catalog.
  - We have fixed the second scenario to behave like the first scenario.
- **STRY0055069**. The out-of-box notification that lets category managers know that their item designer category has been published was modified to add a clarification that, despite the category being published, it won't actually appear in the Request Catalog until items are published in the newly created category.
- **STRY0055071**. Previously, any user could be selected to be a manager or editor for an Item Designer category. Since Item Designer roles are automatically maintained by what happens within Item Designer, we changed the fields to be ITIL users only since users with roles affects our billing reports for ServiceNow.
- **STRY0055186**. Previously, only catalog admins had permission to edit the category image for Item Designer categories. We have updated the access controls to allow category managers also to be able to use this functionality. As a reminder, category images are displayed natively but scaled down in size to display next to the category, so if your image is natively very large, it may extend load times for the end-user.

Knowledge Management

- **STRY0053493**. The following updates have been applied to the Knowledge Base form and portal view:
  - Articles that have the type of article set to "Training Guide" no longer display the "Training Information" banner in the portal view, which is consistent with how other article types operate.
  - The White Paper and Standard article types have been removed.
  - The Release Note article type has been renamed to Release Notes.
  - The Type of Article choice list has been alphabetized.
  - The field "Primary performer" has been renamed to "Procedure fulfilled by" when creating articles of the "Standard Operating Procedures" type.

Performance Analytics

- **STRY0045833**. For certain Performance Analytics breakdowns, a script is needed to convert a field on one table to a relatable field on another table. A script was created to relate usernames to user records to expand the use-cases for analytics.
- **STRY0051401**. A defect was found where if you were viewing the configuration file for a dashboard, the dashboard tabs related list was missing. We have added the related list back to the form.

Platform

- **STRY0018767**. Previously the "VIP" flag icon would appear on next to the Caller's name on both the incident list and incident record form but not appear next to the "Requested for" field, making some records not have the VIP-importance visual that they should have. We have updated the incident list and incident record form to show the VIP flag next to "Requested for" just like the Caller field. Thank you to Jeff Barrett for submitting this enhancement request.

- **STRY0044821**. Assignment group managers now have the ability to enable the "Queue Manager" for their group. Once activated, any incident that is assigned to that group during the group's business hours (if designated, otherwise it runs 8am-5pm Monday through Friday) will wait the designated amount of time, then automatically assign the incident to a group member that has logged in today. The group member who receives the ticket is the member who waited the longest to receive a new ticket. For more on Queue Manager, see the knowledge base article.
- **STRY0051384**. Previously, any user could be selected to be a manager on the group record form in ServiceNow. Since a group manager role is automatically maintained by the group manager field, we changed the field to be ITIL users only since users with roles affects our billing reports for ServiceNow.
- **STRY0052253**. Previously, a user could potentially attach multiple attachments to incidents with the same exact name. To the technician assigned to the incident, there was no way to tell which attachment they needed or what order they became attached, making it very difficult to sort through attachments. We have updated the incident form and added an "Attachments" related list to the bottom of the incident record form, which allows the technician to sort the attachments by the date they were created, who made the attachment, the size of the attachment, etc. Thank you to Brian Rose for submitting this enhancement request.

Reporting

- **STRY0026016**. Department admins have the ability to define "Business Units" within their organization, allowing them to give a parent business unit to many individual departments. Utilizing "Business Units" is beneficial for ease of reporting because it allows you to report on an entire business unit rather than manually select many departments. We have updated the Business Unit form to add an "edit" button which will make it easier for department admins to define which departments belong to their business unit. Thank you to Jeff Barrett for submitting this enhancement request. For more information on defining a business unit, see the knowledge base article.

Request Fulfillment

- **STRY0047749**. The description for the "Add a new user" catalog item has been updated.
- **STRY0047790**. The description for the "Remove a user from ServiceNow and stop billing" catalog item has been updated.
- **STRY0047817**. The "Add or remove assignment groups for a licensed user" catalog item has been updated so that if the submitter is attempting to remove the last group from a user, it will direct them to the "Remove a user" catalog item instead.
- **STRY0051408**. The "Add or remove a role or module for a licensed user" catalog item language has been updated. Additionally, the form has been updated so that if the submitter is attempting to remove the last role or module from the user, it will direct them to the "Remove a user" catalog item instead.
- **STRY0051525**. Previously, tasks generated for "Marketing collateral request" request items did not include the variables that the submitter was inputting into the catalog item form. We have fixed this, and now the variables are properly given to the task assignees.

Service Level Management

- **STRY0052566**. Following the enhancements from STRY0038181, we have added several more options for service level managers to customize their SLA notifications when utilizing the "Default SLA Workflow":
  - At every percentage level, you can now notify the manager, owner, and/or members of the ticket's assignment group. For example, at 50% notify the incident's assignment group's manager.
  - At every percentage level, you previously had the option to choose a specific group to be notified at that percentage level. You now have the option to notify that group's manager, owner, and/or the group's members.

Modified: 6mo ago **Published:** 12mo ago **Knowledge Base:** IT - Public

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