

10.4.2

Release date 30.10

- New CMDB
- Email templates
- More Service now supports assigning subtasks in a case to teams
- Fixes

New CMDB

The screenshot displays the ServiceNow CMDB interface, which is divided into several main sections:

- Object types:** A hierarchical view of object types, including IT, Network, and Tjeneste katalog. It shows a search bar and a list of object types.
- Object list:** A list of objects, including IT, Network, and Tjeneste katalog. It shows a search bar and a list of objects.
- Object properties:** A detailed view of an object, including its name, description, priority, system owner, and operating unit. It also shows a list of dependencies and a "CREATE SERVICE MESSAGE" button.
- Dependencies:** A section showing the relationships between objects, including a list of dependencies and a "CREATE SERVICE MESSAGE" button.

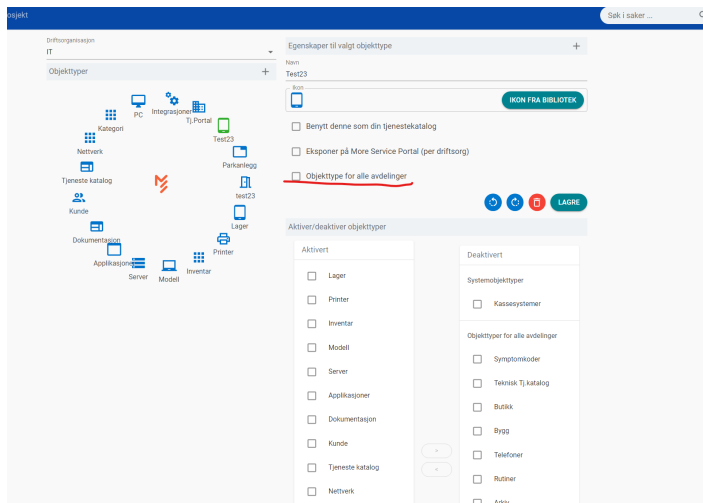
The interface also includes a "Service map" section, which provides a visual representation of the system architecture. It shows a search bar and a list of objects, including IT, Network, and Tjeneste katalog.

The "Add dependency" dialog box is also visible, showing the process of adding a new dependency between two objects. It includes fields for "From object", "To object", "Type", "Direction", and "Comment".

- Improved search
- Can now add documentation with drag and drop
- The number of objects (CI) of the object type is now displayed

Objekt type (CI)

It is now possible to distribute objekttype (CI) to other organisational unit



Email templates

Added editing for custom email templates. Admin can also add new for your operating unit email templates.

Settings Email setup-email templates

Email setup

Department

IT

Language

English

Email template

#NewTemplate#

Title

Feedback

Subject

Hi [user],

Your Case nummer [incidentid]

Will be taken care of in one week.

This is because we collect feedback.

you will hear from us.

Best regard IT team

Keywords

[phone] [incidentid] [subject] [description] [status] [category] [technician] [registered] [solution] [history] [user] [username] [affects] [objects] [priority] [enduserfeedback] [activeTechnician] [url] [userweburl] [topuserweburl] [systems] [attachments] [businessname] [customerid] [url2] [actionchanged]

SAVE

Preview

Hi [user],

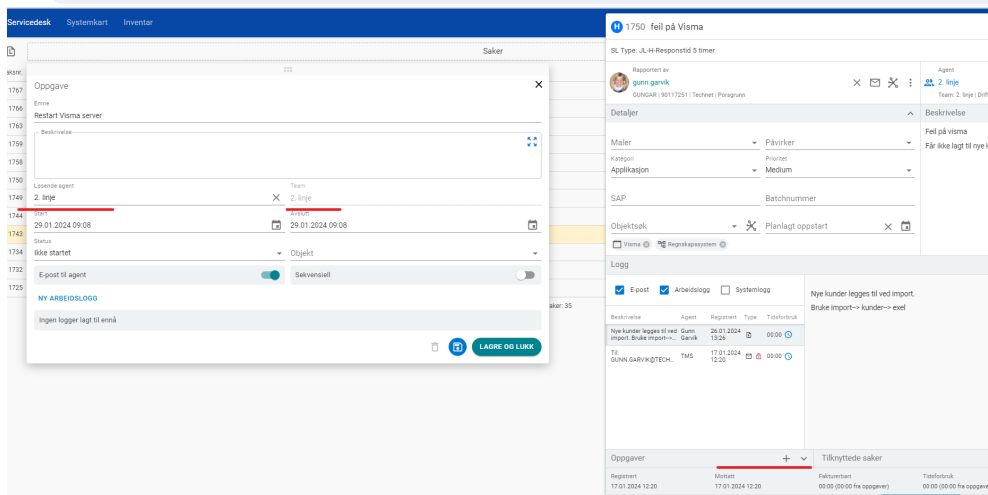
Your Case nummer [incidentid]

Will be taken care of in one week.

This is because we collect feedbacks.

you will hear from us.

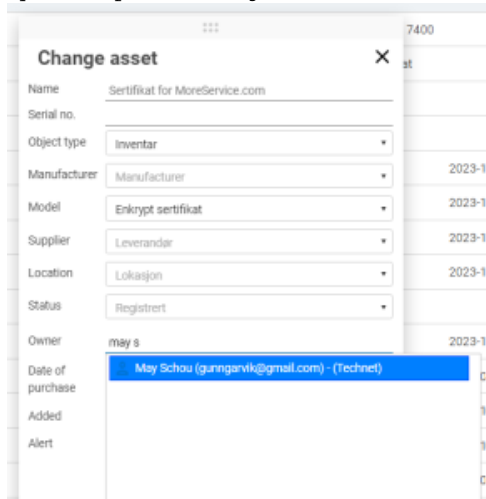
More Service now supports assigning subtasks in a case to teams



Fixes

In CMDB it is possible to select multiple objects under the same object type, with Ctrl and select. and then update several objects at the same time?

Inventory: User can update from Inventory on PC, object and the change takes place simultaneously in the system map of the object



10.4.2

Added objekt to knowledge in seach

10.4.1

Change process manager: all agents included in the change process manager role can approve a Change.