6/10 Incident Management update 1.06 (CRQ 5406)

1. When processing draft e-mails, contact information not auto-populating (bug)
2. Enable ITIL user to create and resolve ticket assigned to self in same action (enhancement)
3. Update assigned-to e-mails to not include customers (enhancement)
4. Add clear buttons to clear assignee and assignee group (enhancement)
5. Create subscribable notifications for High priority and VIP tickets and services (enhancement)

6/13 Incident Management update 1.07 (CRQ 5361)

1. Selecting assigned to from list view does not change status from Unassigned to Assigned (bug)
2. Copy Service field when saving template (enhancement)
3. Display Forwarded-to address when forwarding an e-mail from Draft Incidents (enhancement)
4. Send Survey invitation after ticket is closed rather than resolved (enhancement)
5. Remove auto-closure between related tickets (enhancement)
6. Highlight VIPs in list view (enhancement)
7. Scrolling news ticker on default homepage (enhancement)

6/20 Incident Management update 1.08 (CRQ 5362)

1. Added News Scroller on default Homepage (Major Incidents and Update News)
2. Added Create New User function on New Call form
3. When ticket is opened and resolved in same transaction, only send the resolution notification
   (previously was sending create message only).
4. VIP flag will now show up in incident lists on the Short Description
5. Added access to incident metrics for all report roles
6. Attachments in draft incidents are now visible
7. Parent incident is now visible at bottom of form if related - previously was only visible in reporting
8. Users shouldn't be able to make themselves VIPs any longer

6/27 Incident Management update 1.09

1. Added role to view received e-mail (enhancement)
2. Added shortcut to received e-mail (enhancement)
3. Made locked-out checkbox on user form visible to user admin and password reset roles
   (enhancement)

7/18 Incident Management update 1.10 (CRQ 5680)

1. Correct not resolved notice on e-mail responses from other than the default address (Bug #281)
2. Assign to user clicking "New call" on submit (Bug #291)
3. Include key header fields from e-mail (To, From, CC, Date/Time) when ticket is created by e-mail
   (Enhancement #317)
4. Initiate tickets to Research Computing (Enhancement #306)
5. Include attachment from reply e-mail to a resolved ticket (Bug #321; added debug code, additional testing/monitoring required)
6. Correct Assignment Group field not picking-up Field Support group without clicking out of field (Bug #323)
7. Correct ticket set to "On hold" reverts to assigned on save (Bug #325)
8. Correct e-mails not generated for customer watch list on Create and Resolve (INC625989) Additional resolution values for WISC (INC627099)
9. Correct erroneous value in Status ("-97") when initiated from mobile browser (TASK10163) Make Resolve Tab always visible (TASK10146)
10. Add ability to assign time spent to a ticket for Campus Services and IT security (TASK0010133)
11. Update e-mail templates to correct rendering in some browsers and clients

8/15 Incident Management update 1.12

1. Added additional text to message when a resolved ticket is re-opened pursuant to customer response (INC00635074)
2. New tickets created from the mobile interface will automatically assign to the user creating the ticket. This addresses the UI limitation that results in incomplete tickets being created. (TASK0010201)
3. E-mail routing can now set the Service and Category and routing rules can be updated by admins without altering code. (INC00646222)
4. The "New Call" function (Service Desk) now populates the callback number with the Customer's contact record telephone number by default.
5. Customer's school/department is captured in a hidden field and available for reporting.
6. When selecting a template, the template overrides the default assigned group for the selected service/category. (INC00644433)
7. Subsequent e-mails are now sent to the previous assignee upon reassignment to that assignee. Previously e-mails were not being sent to the same assignee more than once. (INC00636157)

9/16 Patch (CRQ6125)

Patch to correct Mozilla Firefox not complying with read-only setting of form fields

9/19 Incident Management update 1.13 (CRQ6051)

1. Changes to the display of the HUID in the Customer field: the default view of the concatenated user name and HUID has been removed. This does not alter the behavior of the customer search, which responds to both full and partial name and HUID input. The HUID (as part of the customer record) can be displayed to authorized users by hovering over the information icon next to the field. (TASK0010197)
2. Changes to the display of the Customer HUID in List Views: by default, the Customer will be presented in two columns of Last Name and First Name. The HUID will not be shown. (TASK0010197)
3. Changes to the display of the Assignee HUID: by default, the Assignee HUID will not be displayed. (TASK0010197) (NOTE: Document with detailed description of HUID changes available here.)
4. Group & Queue Managers can now edit their group record (TASK0010161)
5. Changing a customer's location will now update the Field Support regional group if not already assigned to a technician (TASK0010204)
6. Fix bug whereby submitting cancelled tickets results in a status of -97 (TASK0010216)
7. ‘Email the Customer’ button is now not visible on a new ticket until it is saved the first time (TASK0010217)
8. Hidden Ticket type field is now set to Request when ticket is a Request (it was always set to Incident) (TASK0010218)
9. Business duration and resolve time fields are now populated when resolving an Incident (TASK0010219)
10. Added ability to create a ticket as ‘Guest’ when routing to a group (Enhancement)
11. Enhanced private group functionality to allow other groups to view tickets in that group if configured (by default – only the members of a private group can see the tickets assigned to it)
12. Added functionality for email responses to resolved/closed tickets and private groups, which will bypass draft incidents. (Enhancement)
13. Added issue code field for resolution, if the current assigned group is configured to display and use it. (Enhancement)
14. Significantly expanded functionality to enable configurable headers/footers for create/resolve notification messages by group. (Enhancement)
15. Added root cause choice list field for Major Incident tab. (Enhancement)
16. Work notes and comments included on notification e-mail to assignee. (Enhancement)

The following enhancements have been made specifically for DCE:

1. New Homepage type added to homepage list
2. New request types (record producers) that create an incident with a specific templates. Should only be visible to DCE users.

10/08 Change Management go-live

10/10 Change Management update 1.01

1. Change PIR task name to accurately reflect the change outcome of "Successful" vs "Unsuccessful"
2. Remove the Change Manager group from the notification distribution when changes are approved for implementation and when they have been implemented
3. Need to unlock the Assignment Group field for Standard Changes so that it is writable. This issue is blocking work for some groups.
4. Update all notifications as necessary so they include a link to the Change ticket in ServiceNow
5. Incident ticket needs a "Related Changes" related list, with ability to create a Change from within an Incident re-enabled
6. Disable the "Change CHGxxx has been approved for implementation" message for Standard changes
7. Populating the ‘Assigned to’ field in a Change Task does not back-fill the Assignment Group field
8. Unlock the ‘Service’ field for Standard Changes
9. Need notification sent to Assignee when a Change Task is assigned to them
10. PIR Tasks that are currently assigned to the Change Manager group should instead be assigned directly to the Change Manager group manager
11. Disable group distribution of two separate notifications:
   1. ‘Change CHGxxxx has been assigned to group...
   2. ‘Change CHGxxxx has been approved for implementation”
   3. These notifications should be sent to the individual Assignee if one exists. If there is no Assignee, then no notification is sent.
10/16 Incident Management go-live for CA Remedy (Enterprise Applications) users

10/28 Change Management update 1.02

1. Emergency change requests should add service owner approvals based on High Risk approver settings
2. Add a secondary auto approve timeout step for CAB member approval of Medium risk changes
3. 'Approvers' related list in the Business Service form should allow ITIL users to view the list of approvers.
4. Ability to reject a change needs to be limited to within approval records only, where a work note entry is required upon rejection
5. Add a "Changes" related list to the Business Service form
6. For the Approvers related list, the 'Edit Members' collection list needs to include a default filter that limits available users to group_manager role only
7. Generate a daily digest email to individual users listing the changes pending their approval
8. Field-level permissions in the list view need to match the read/write permissions of those fields in the change form. Right now, some Standard Change fields that should be locked can be edited from the list view, including: Implementation Plan, Test Plan, Communications Plan, and Backout Plan.
9. When editing the Category field from the list view, These should not be available
   1. Phase
   2. Phase State
10. Disable the "Copy Change" function for Standard Changes
11. Need to replicate the "Request CAB Review" checkbox functionality from Remedy
12. When a change is approved for implementation, send an email to the Requester. If the Requester and the Assignee are the same person, that person should only receive ONE email informing them that the change has been approved.
13. Spelling error in the Risk Assessment wizard. In the second item of the Scope question, HUIT is spelled "HIUT"
14. Adding a combination of services to a High Risk Normal change that includes both services that require Service Owner approval and services that don't require Service Owner approval causes the approval engine to hang at "Requested" even after necessary approvals have been granted.
15. Allow Standard Changes to be submitted retroactively by allowing a Start Date/Time that is earlier than the current Date/Time
16. Rename the "Create New" icon to "Create Change" to avoid confusion with the "Create New" icon in the Incident Management module. Also rename:
   1. "Open" to "Open Changes"
   2. "Closed" to "Closed Changes"
   3. "All" to "All Changes"

11/13 Release Management go-live

11/21 Incident Management update 1.14

TASK0010272 Fixed ServiceNow Requests are no longer auto approving
TASK0010235 There is now a pop-up message to confirm creating a P1 Major Incident
TASK0010209 Tickets can be created from email can be parsed for service/category/assignment information if sent to special address, contact itsm@harvard.edu if you want to use this feature for more information.

TASK0010202 Fixed IT Watch list to now send information on status/assignment/priority/work notes changes, also sends to the current assignee if that person is not the one making the changes.

INC00708687 When an attachment is sent using 'Email the Customer' the name of the attachment will be put into the work log.

Misc. Create Change button has been moved to a link near the bottom of the form.

11/26 Release Management update 1.19

1. CI filters on Features on Release Product (CMDB). "Back-End Data Change" Feature types should draw data only from Database CI Class and filter on Release Product. (Feature form)
2. CI's list Tasks under "Related Tickets" tab. I would prefer it to list tickets (Features, Changes, etc.), or can we at least limit the listing to the deployment tasks? (CMDB)
3. Workflow generated deployment tasks should go to Technical Contact first to make sure deployment instructions are updated and they should assign it to the Release Manager for handling. (Feature Tasks)
4. Add a text field to replace "Project" field from Remedy Release Management. (Feature form)
5. Add Related Link to "Create Feature" on Incident ticket and make it visible in External Tickets tab. (Incident form)
6. Deploy the rule that only members of Release Management group can assign deployment tasks to members of the Database & Application Infrastructure Support group. (Feature Tasks)
7. Prevent "PDCT" entries from showing in My Work and homepages. (Home)
8. For Tasks created from Affected CIs, description contains "undefined". Remove the empty variable. (Task)
9. In all features, copy the original Short Description into Long Description field, but do not update if Short Description is updated later. (Task)
10. Correct issue with notifications whereby all members of Release Management group get a notification when assigned to an individual. (Feature Tasks)
11. Correct issue whereby notifications go out when task is in status "Pending" rather than "Assigned". (Feature Tasks)
12. Correct issue whereby when "Assigned to" in the task is populated with the name, the "Assignment group" doesn't get updated. (Feature Tasks)
13. Correct issue whereby when the deployment ticket is cancelled, the CI "Applied" gets marked as TRUE. (Release/CMDB)
14. Make the Product (parent) on the Release Tasks visible for listing display. (Release Tasks)
15. Extend the Configuration item field by 100 pixels. (Release Tasks)
16. Correct issue whereby in the Release Management Task list view, the "u_release" column is blank, although the data is present. (Task list view)
17. Rename "Cancel" button to "Cancel Feature" and move it to Related Links section. (Feature)
18. Filter out "Cancelled" features as a default view in Release Features tab. (Release)

12/3 Change Management update 1.03 & 1.04

1. Change PIR task Description field to accurately reflect change outcome. (1.03)
2. Send change request past due notification when change request status is "Work Complete" but "Open.
3. Issue" is that attached tasks have not been completed. (1.03)
4. Update the content of the change request past due notification as follows. (1.03)
Replace: “Please update the change as appropriate.”
With: “Please update the change or complete related tasks as appropriate.”

5. Replace the "Create Change" buttons on the Incident Form with a "Create Change" related link. (1.03)
6. Default "Update CI" and "Verify CI" change task due dates to 2 business days beyond the creation date/time. (1.03)
7. Default the "Perform PIR" task due date to 5 business days beyond the creation date/time. (1.03)
8. Once a task is overdue send reminder to the assignee every other day (same as overdue notification for change requests) (1.03)
9. Add access to the "Workflow Context" link for members of the Change Managers group (previously restricted to Admins). (1.03)
10. Disable ability for ITIL users to do an "Insert" or "Insert and Stay" from an entry in the Standard Change Library (1.04)
11. Correct issue whereby for the ITIL user role, the "Edit Members" form for the "Incidents Caused By Change" related list does not return any results from the Incident Management table. (1.04)
12. Correct issue whereby when a change receives explicit approval, the Auto-Approve Timeout doesn't end as expected and launches duplicate workflow. (1.04)
13. Correct workflow loop issue whereby for a High Risk Normal Change which has been auto-approved due to timeout and manually approved by CAB, Assignment Group approver workflow completes with a result of "skipped" and allows the First Round Approval Coordinator workflow activity to complete, which then kicks off a duplicate "Change Phase – CAB Meeting Approval" workflow activity. (1.04)

12/12 Release Management update 1.19b

1. A task should now send an assignment email when re-assigned and the status is not 'Pending' (#69)

12/16 Release Management update 1.20

1. Inherit and display Product field on Feature and Release task lists. (#27)
2. Correct assignment display on lists subsequent to reassignment to DBAs. (#45)
3. Unlock Deployment Task form except for assignment; only Release Managers can assign deployment tasks. (#47)
4. Create Watchlist notifications. (#48)
5. Implement rule that if Product or Practice Manager approves Back-end Data Change Feature, approval by the other manager becomes optional. (#49)
6. Correct issues with cancellation of Features and Tasks such that if a Task is cancelled the Feature is not cancelled and if a Feature is cancelled, a work note entry is required and no subsequent tasks can be created against that feature. (#53)
7. Remove SLA color coding for Release Features on list view. (#65)
8. On Create Task, make Due Date default blank. (#81)
9. Move Parent Feature field above Task Short Description on Feature Task form. (#137)