The following Release Notes have been submitted for review. Each release is identified by the Continual Service Improvement record number which can be reviewed for more information. This report identifies changes to the IT Service Portal CRM platform that has been released within the defined release cycle.

Released to Production:

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
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| CSI0002127 | **Short Description** Add Access and Order Service to WebEx catalog item  
**Description** Adds a new tab and content to service catalog item “Web Conferencing/WebEx”  
**Service Impacts** People: No Impact  
Process: Added content to catalog item for Request Management  
Tool: Added new u_portal_tab record and values  
**Release Status** Released to production |
| CSI0002119 | **Short Description** Add pricing to Network Access catalog item  
**Description** Add pricing to Network Access catalog item (adding content only)  
**Service Impacts** People: No Change  
Process: No Change  
Tool: No Change  
**Release Status** Released to production |
| CSI0002102 | **Short Description** Enable embedded video in knowledge  
**Description** This update enables the embedding of externally hosted video in knowledge articles. This improves the current functionality where users are provided links to click on which drives them to external sites.  
**Service Impacts** People: ITIL user training required to instruct users how to embed video. KB article KB0011047 created to facilitate  
Process: Knowledge management is improved by the ability to provide video directly in knowledge articles instead of instructing the user to navigate away from the article. System Design is changed by modifications to the HTML Sanitizer script includes to allow the <iframe> tag.  
Tool: Modification to the HTML Sanitizer script includes to allow the <iframe> tag.  
**Release Status** Released to production |