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 ServiceNow CRM platform that has been released within the defined release cycle.

**Released to Production:**

<table>
<thead>
<tr>
<th>Number</th>
<th>CSI0002091</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Description</td>
<td>Customer needs to be re-directed to our Service Request Form.</td>
</tr>
<tr>
<td>Description</td>
<td>From the customer portal when ordering Telecommunication Services the customer needs to be re-directed to our Service Request Form. If Request Service is chosen please redirect to <a href="https://commservices.comm.uab.edu/ServiceRequest/login.aspx">https://commservices.comm.uab.edu/ServiceRequest/login.aspx</a>,</td>
</tr>
</tbody>
</table>
| Service Impacts | People: No Impact  
                     Process: Users will be redirected to the telecom website instead of the generic catalog item  
                     Tool: Link has been updated as requested. |
| Release Status | Released to production |

<table>
<thead>
<tr>
<th>Number</th>
<th>CSI0002096</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Description</td>
<td>Telecom Notification Deactivation</td>
</tr>
</tbody>
</table>
| Description   | the Telecom group would like an exception for Request notifications so that their customers DO NOT receive notification if the catalog item used is "Telecom Request". This catalog item is the one invoked by the Telecom website that generates its own notifications. To implement this, a simple "if" condition should be added to  
   - Request Created  
   - Request Completed  
   All other request notifications are not impacted by this request. |
| Service Impacts | People: Telecom group is now required to manage notification to the customer for Request Created and Request Completed.  
                     Process: Telecom process will include notifications to customer using the "envelope" icon on the Request Item and Request Task forms.  
                     Tool: An exception has been applied to the notifications for created and completed requests for records created via Telecom API |
| Release Status | Released to production |

<table>
<thead>
<tr>
<th>Number</th>
<th>CSI0002098</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Description</td>
<td>Request Item Additional Comments Emails are Duplicated</td>
</tr>
<tr>
<td>Description</td>
<td>See document attachment to parent. In addition, the second email duplicates the &quot;Requested items:&quot; heading section.</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Service Impacts                                                           | **People:** Users will cease to receive duplicate notifications  
**Process:** No Change  
**Tool:** Duplicate notification for Request Item Commented are deactivated |
| Release Status                                                            | Released to production                                                                                           |

<table>
<thead>
<tr>
<th>Number</th>
<th>CSI0002101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Description</td>
<td>Update ESS portal view for Requests</td>
</tr>
<tr>
<td>Description</td>
<td>Update the ESS portal view for requests where users view their list of open tickets. Requirements include request number, request item number and (meaningful) short description.</td>
</tr>
</tbody>
</table>
| Service Impacts | **People:** ESS users will have a new ticket list view  
**Process:** No Change  
**Tool:** ESS view of ticket list will now include more information for request items |
| Release Status | Released to production |

<table>
<thead>
<tr>
<th>Number</th>
<th>CSI0002119</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Description</td>
<td>Add pricing to Network Access catalog item</td>
</tr>
</tbody>
</table>
| Description | Add pricing to Network Access catalog item  
Network Connection  
100 MB - $260  
1G - $1000  
Moving a Connection - $50  
Changing a VLAN - $20  
Upgrade from 100 to 1G - $740  
Delete Connection – No Charge |
| Service Impacts | **People:** Users will now find pricing on the Network Access catalog item  
**Process:** Service Owner for "Network Access" catalog item is now responsible for providing updated pricing information when applicable  
**Tool:** "Pricing" tab updated for "Network Access" updated with new description field using formatted HTML |
| Release Status | Released to production |