Deployment Successful

CCSQ ServiceNow Version Upgrade from Quebec to San Diego

Affected Customers: CCSQ ServiceNow Internal Customers

The CCSQ ServiceNow upgrade from the Quebec version to the San Diego version was deployed successfully.

Why is this upgrade happening?

CCSQ ServiceNow is upgraded annually to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

What are some of the enhancements included in the upgrade?

Customers can expect some new functionality with this upgrade, which introduces several new features in the ServiceNow Platform and the Service Portal as well as some fixes and security patching.

Some of the new functionality includes:

- User interface redesigned to custom tailor your workspace for optimal workflow:
    - Customizable themes and landing pages
    - Unified navigation

- Enhanced reporting capabilities to work more efficiently:
    - Set a limit on display results
    - Reset filters and apply filters to other tables in the hierarchy
    - Date dimensions using calendar report components

- Enhanced search capabilities to make your work easier:
    - Navigate back to a platform or workspace page
    - Streamlined editing with more field types to choose from
    - Update, edit, or remove tags directly from a list or filter

- New Robotic Process Automation (RPA) capabilities that deploy, monitor, and manage both attended and unattended bots, that emulate human actions.

- Knowledge Articles (KAs) for easy feedback and searches:
    - Instant notification on flagged KAs
    - Search for related KAs

Where can I view more details about this upgrade?

- For more information on what's included in the San Diego upgrade, watch the CCSQ ServiceNow San Diego Upgrade video.

CCSQ ServiceNow San Diego Upgrade Video

- You can also review the Knowledge Article titled: CCSQ ServiceNow San Diego Upgrade in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account*

- The release notes for the upgrade from the Quebec version to the San Diego version can be found on the ServiceNow website.