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Australia Release Notes

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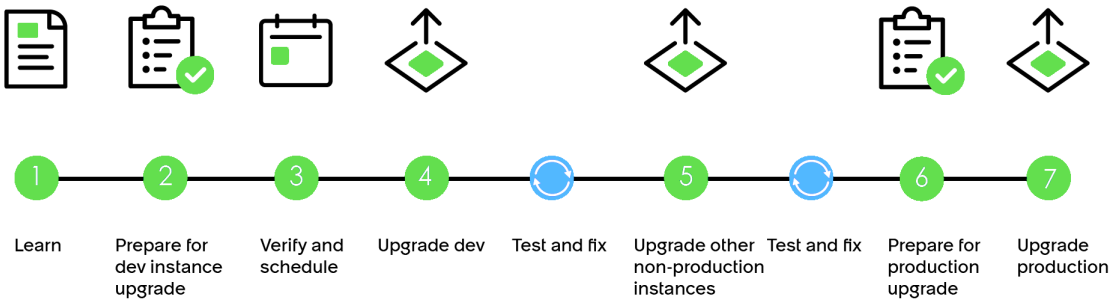
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Australia release notes

The ServiceNow® Australia release includes new products and applications, as well as additional features and fixes for existing products. Read the release notes to learn about the release, prepare for your upgrade, and upgrade your instance.

Path to successful upgrades

Upgrading your instance involves planning, testing, and validation. The release notes guide you through completing all of the phases and tasks for a successful upgrade.



Start your upgrade journey

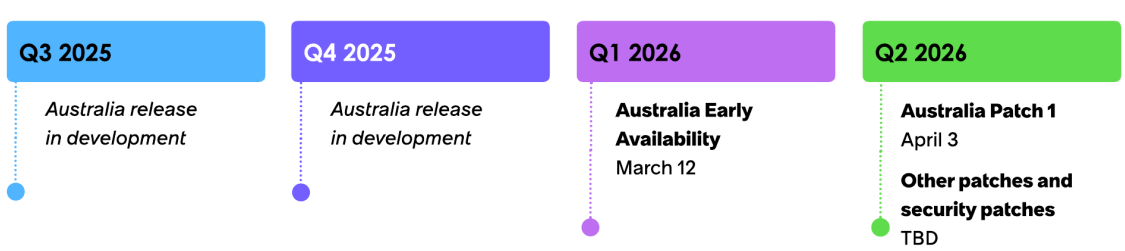
To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

Learn about Australia	Prepare your upgrade	Upgrade to Australia
Find out what's new and changed in Australia	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

New Australia release versions are released throughout the year. Here are the current dates for Australia patch and security patch releases. To view a full list of Australia release versions, refer to Available patches and hotfixes. Future release dates are subject to change.

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Maximize your release notes value

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

Release notes tools

We've created some tools to help you review the release notes and upgrade more quickly and efficiently. For more information, see Build your own release notes.

Release notes summaries

If you're interested in a specific set of release notes information, we've displayed release notes for all products by category. For example, you can read about the browser requirements for all Australia products, all on one page.

Personalized PRB release notes

Generate a cumulative list of all the problems that are fixed in an upgrade from your current release version to any available target version.

Combined product release notes for cross-family upgrades

View all release notes information for any product, from any family release version to another, on one page.

To check out the release notes tools available for your upgrade scenario, choose your upgrade path to Australia.

- Release notes for upgrading from Zurich
- Release notes for upgrading from Yokohama
- Release notes for upgrading from Xanadu
- Australia patch and hotfix release notes

Choose your upgrade path to Australia

- Release notes for upgrading from Zurich
- Release notes for upgrading from Yokohama

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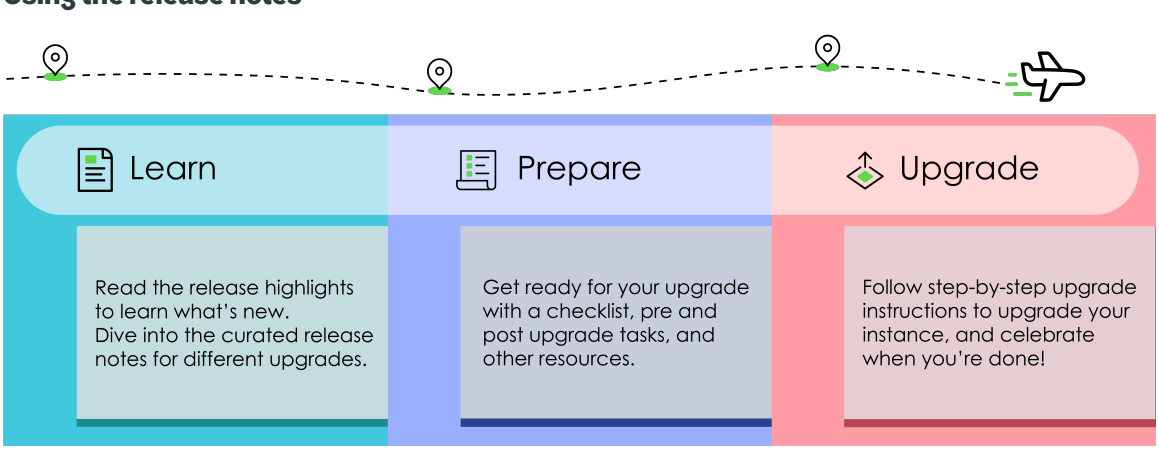
- Release notes for upgrading from Xanadu
- Australia patch and hotfix release notes

Using the release notes

Learn how to navigate the redesigned release notes and find the information you're looking for.

Navigating the release notes

We've redesigned the ServiceNow release notes experience to provide phased content that more closely matches the upgrade process.



Release notes directory

Learn where you can find different release notes content throughout your upgrade journey.

Section	Content
Learn about the Australia release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. • Release notes for upgrading from Zurich • Release notes for upgrading from Yokohama • Release notes for upgrading from Xanadu Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Australia highlights • Features and changes by product, which are pre-combined for cross-family upgrades • Changes to plugins • Personalized PRB release notes • Available patches and hotfixes

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Section	Content
	• Browser support • Accessibility and compliance
Prepare your upgrade	Start preparing for your upgrade with our upgrade planning checklist and series of tasks to complete before and after your upgrade. Improve your upgrade experience with ServiceNow upgrade products, tools, and best practices. • ServiceNow upgrades • Pre- and post-upgrade tasks for various products • Upgrade planning checklist • Upgrade tools and resources • Upgrades and the ServiceNow Store
ServiceNow upgrades	Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more. • Phase 1 - Read the release notes and plan your upgrade • Phase 2 - Prepare for the development instance upgrade • Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support • Phase 4 - Upgrade and validate the development instance • Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance • Phase 6 - Prepare to upgrade the production instance • Phase 7 - Upgrade the production instance

Release notes tour

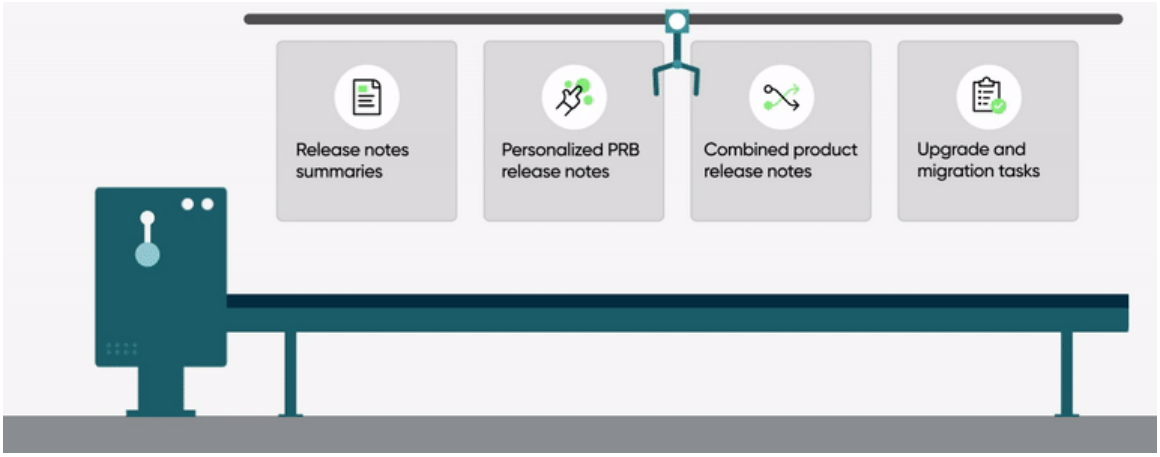
Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

Using the release notes video

Build your own release notes

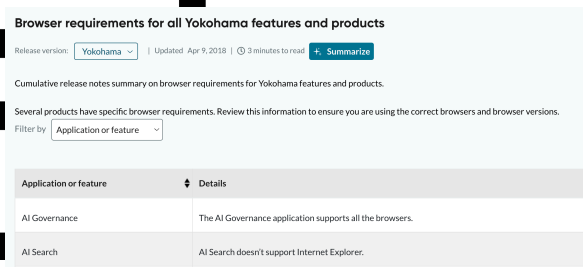
Enhance your upgrade experience with configurable release notes that fit your unique upgrade scenario. Assemble product information, fixes included in your targeted release version, and upgrade tasks to streamline your upgrade preparation, even when you skip a family release.

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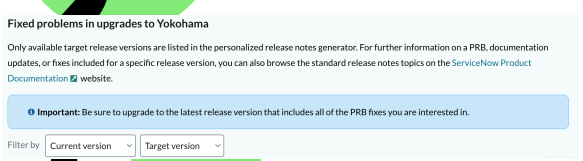


Release notes summaries

Get a simpler view of release notes based on what products you have and what information you need. Release notes summaries enable you to select the information category you're looking for and specify which products you have. Then, your release notes are compiled into a single, easy-to-read summary. Browse product highlights, new and changed features, important upgrade information, and more for N-1 to N upgrades.



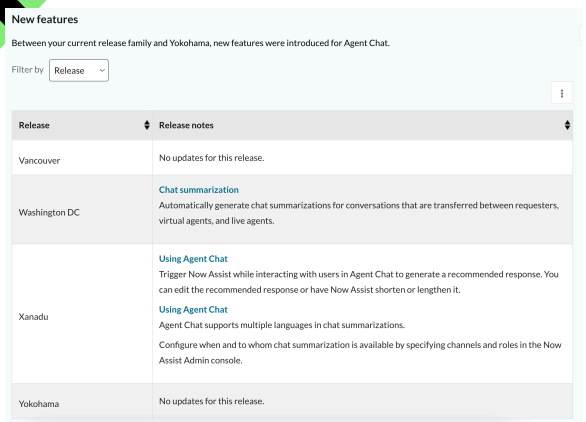
With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review PRBs as needed.



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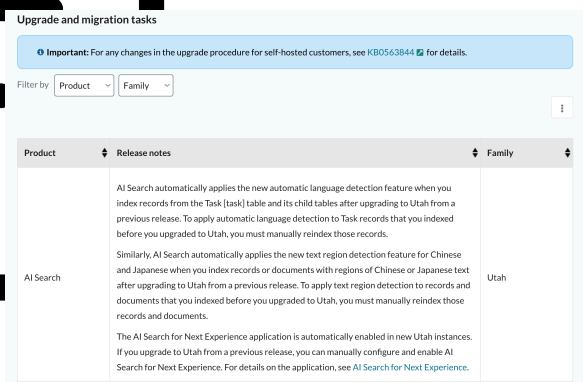
Combined product release notes

If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and view the information all on one page.



Upgrade and migration tasks

...you're equipped with the product and PRB information you ...eed, ...mpile a list of upgrade and migration tasks required ...mplet... your journey. View the necessary pre- and post-upgrade ar... migration tasks for your products and build a to-do list to help ...uide your upgrade process.



Get started

To begin building your release notes, choose an option above or select which family you're upgrading from:

- Release notes for upgrading from Zurich
- Release notes for upgrading from Yokohama
- Release notes for upgrading from Xanadu

Learn about the Australia release

The Australia release includes new features and improvements built on the ServiceNow AI Platform®.

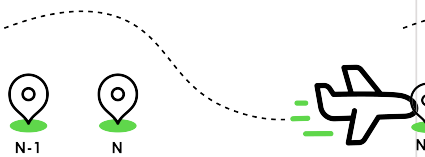
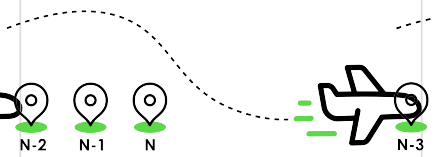
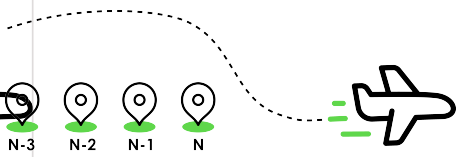
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Release dates

- Early availability: March 12, 2026
- General availability: Q2 2026

Release notes for upgrades

Before you upgrade, review release notes from your current version to the Australia release. The release notes offer valuable information about new functionality, notable changes, and available fixes. They help you determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.

Upgrade from Zurich	Upgrade from Yokohama	Upgrade from Xanadu
		
Release notes for upgrading from Zurich to the Australia release	Release notes for upgrading from Yokohama to the Australia release	Release notes for upgrading from Xanadu to the Australia release

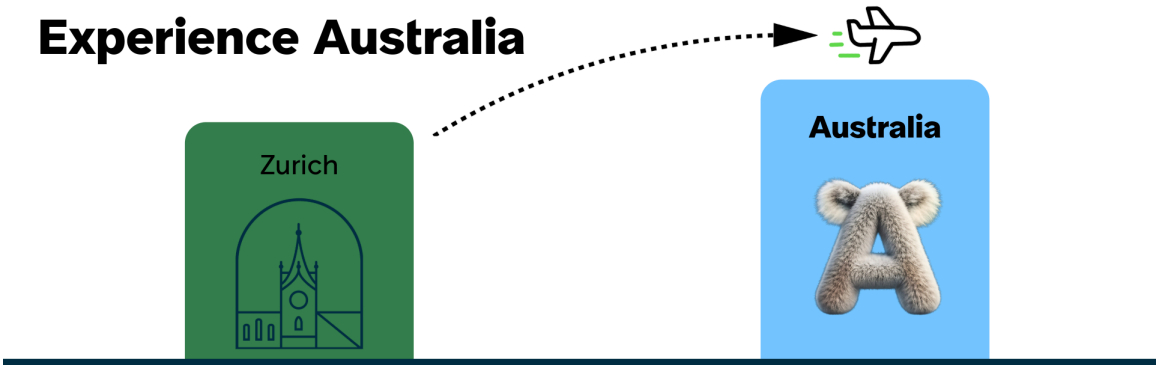
Release notes for upgrading from Zurich

When you upgrade from the Zurich release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

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Upgrading from Zurich to Australia

Experience Australia



Prepare for a safe upgrade from Zurich

Features and changes by product

Detailed information on new products and features from Zurich to Australia

Release notes summaries

Consolidated release notes information for all products from Zurich to Australia

Combined product release notes

Combined information on new products and features from Zurich to Australia

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins in the Australia release

List of new, changed, renamed, and deprecated plugins

Available patches and hotfixes

Release notes for fixed issues

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Browser support	Accessibility and conformance	Australia highlights
 Supported browser versions and additional requirements for specific products	 Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	 High-level overview of products and features in Australia

Combined product release notes for upgrades from Zurich to Australia

To help you upgrade from Zurich to Australia, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Zurich to Australia

The table below has a list of all products available between Zurich and Australia. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Risk	Link
Advanced Work Assignment	Link

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Product	Combined release notes
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Desktop	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Control Tower	Link
AIOps LEAP	Link
AI Risk and Compliance	Link
AI Search	Link
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link

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Product	Combined release notes
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link
Card data security	Link
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link

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Product	Combined release notes
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link
Collaborative Work Management	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Management System	Link
Continual Improvement Management	Link

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Product	Combined release notes
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales and Order Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link

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Product	Combined release notes
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link

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Product	Combined release notes
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link
ERP Customization Mining	Link
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link

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Product	Combined release notes
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link

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Product	Combined release notes
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link

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Product	Combined release notes
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link

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Product	Combined release notes
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link

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Product	Combined release notes
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link

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Product	Combined release notes
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link
Now Assist for Order Management	Link
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link

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Product	Combined release notes
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link

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Product	Combined release notes
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link

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Product	Combined release notes
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link

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Product	Combined release notes
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link

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Product	Combined release notes
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link

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Product	Combined release notes
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link

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Product	Combined release notes
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link

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Product	Combined release notes
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link

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Product	Combined release notes
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Features and changes by product

Review the new features and changes in this release by product.

New products in Australia

The Australia release includes new products.

Employee Service Management

Now Assist for Employee Center Pro release notes

Healthcare and Life Sciences

Care Team Work Management release notes

#unique_22

HR Service Delivery

Recommended Actions for HRSD release notes

Industrial Connected Workforce

Industrial Connected Workforce Core release notes

Industrial Connected Workforce Mobile Experience release notes

Industrial Guided Tasks release notes

Industrial Standards release notes

IT Asset Management

Operational Technology

Now Assist for Operational Technology Service Management (OTSM) release notes

Operational Technology (OT) Discovery release notes

Sales and Order Management

Activity Management release notes

Advanced Approval Management release notes

Buying Group release notes

ServiceNow AI Platform Capabilities

Knowledge Center release notes

Source-to-Pay Operations

Now Assist for Source-to-Pay Operations release notes

Telecommunications, Media, and Technology

Service Exchange (formerly Service Bridge) release notes

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Updated features and products

Other products were changed and updated in the Australia release. For more information, refer to the release notes topics, which are organized by product area.

AI Experiences release notes

AI Experiences has new and updated features in the Australia release.

AI Control Tower release notes

The ServiceNow® AI Control Tower application provides a centralized workspace for AI stewards to manage and monitor AI within the enterprise. AI Control Tower was enhanced and updated in the Australia release.

AI Control Tower highlights for the Australia release

Australia Patch 1

- Customize the AI security score calculation to reflect your security requirements.
- Use new security metrics to monitor your LLM and AI agent output for security policy violations, PII, and other potential threats.
- Gain visibility into MCP server access by ServiceNow AI agents and registered third-party MCP clients.
- Configure and create automation rules to set AI assets as managed assets.
- Manage the end-to-end life cycles of your agentic AI systems.
- Define the intended use and purpose of an AI system so that you can determine its benefits and risks.

Early Availability

- AI assets—including AI models, AI systems, prompts, datasets, and MCP servers can be categorized as either managed or unmanaged.
- AI connections are introduced in AI Control Tower using Service Graph Connectors (SGC).
- The AI model providers supported by ServiceNow contains providers such as Now LLM Service, AWS Claude, Now LLM LTS model etc.
- The AI model providers configured by your organization contains providers such as Perplexity, IBM Watson etc.
- AI Gateway offers Global MCP clients, which once created can be used across all MCP severs.
- A Gateway offers MCP Catalog to choose while adding MCP servers into AI Control Tower.

For more information on AI Control Tower See AI Control Tower for more information.

Important: AI Control Tower is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading AI Control Tower to Australia

Not applicable.

New in the Australia release

Australia Patch 1

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Security & Privacy tab in AI Control Tower

- Customize the AI security score by weighting security categories that comprise the score. The score formula was changed to an average across all AI assets. The score was renamed to AI asset security score.
- Measure whether your model's output or behavior violates predefined security policies using the security policy violations chart.
- Review potential threats in AI agent output in agent goal hijack, output with PII detected, and high-risk output charts.
- Monitor MCP server access by AI Gateway with these new charts: Clients connecting to MCP servers, authorized access attempts, and failed access attempts.
- The Prompt injection, Offensive content, and Sensitive data tabs have been removed and replaced by Access and Guardrails tabs. Metrics have been reorganized into those two tabs.
- In **Configurations**, under **Data**, the **Data privacy** tab was renamed to **Security & privacy**. In that tab, the data leak detection and anonymization section was renamed to sensitive data input and anonymization.

Data section on Configurations page

Enable and set up security policy violations, agent goal hijack, and output screening metrics to measure the integrity of your data model and potential threats in LLM output.

Manage agentic AI system life cycles

Create AI system assets to track and manage the complete life cycles of your agentic AI systems, from onboarding to deployment. Gain comprehensive insight into each agentic AI system and take any necessary actions to successfully complete each life-cycle stage. By managing the life cycles of your agentic AI systems, you can extend their lifespans, reduce downtime, and optimize licensing costs.

Define the use and purpose of an AI system

Specify the intended use and purpose of an AI system. Provide insight into who is using the AI system, what the AI system is being used for, and how the AI system works and provides value. This information can help you determine the benefits and risks that are associated with the AI system. For more information on classifying AI systems based on regulatory risk at intake by applying a configured Risk Assessment Methodology (RAM), see AI Risk and Compliance release notes and Assessment templates and risk assessment methodologies.

Associate additional related AI asset types with AI systems

Associate the following additional related AI asset types with your AI systems:

- If an AI system has an Asset type of Generative AI or Agentic AI, you can associate it with any of its supported components or subsystems.
- If an AI system has an Asset type of Agentic AI, you can associate it with any of its integrated AI tools.

Create change and offboarding requests for additional AI asset types

Create change requests for the following additional AI asset types:

- AI systems with an Asset type of Agentic AI
- Datasets

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In addition, create offboarding requests for the following additional AI asset types:

- AI systems with an Asset type of Agentic AI
- AI models
- Datasets
- MCP servers

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Early Availability

Enterprise AI discovery: Unlock Visibility, Governance & Value

AI connections are created using AI Service Graph Connectors. AI connections are combination of hyperscalars, AI apps, and agentic AI frameworks.

The AI Service Graph Connectors available from March 2026

- AWS
- Microsoft - Azure Foundry and Copilot
- Google Cloud Platform (GCP) Vertex AI
- n8n
- LangGraph
- Salesforce

Assets list- managed and unmanaged assets

Managed assets benefit from AI Control Tower features such as governance, lifecycle management, value assessment, risk classification, security, and privacy. Unmanaged assets, on the other hand, do not have access to these AI Control Tower capabilities.

AI Gateway

AI Gateway offers MCP Global Clients, which can be used across all servers.

A Gateway offers MCP Catalog to choose while adding MCP servers.

MCP server can be added to an AI Asset inventory from AI Control Tower.

UI changes

Australia Patch 1

Drop-down menu for associating AI assets with related assets

In both the AI asset creation forms and AI asset records, the **Add new** button that previously enabled you to associate AI assets with other related assets has changed into an Add from inventory drop-down menu with the **Add from inventory** and **Create** options. The **Add from inventory** menu option enables you to associate

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AI assets with related assets that are currently available in your asset inventory. The **Create** menu option enables you to associate AI assets with related assets that are not currently available in your asset inventory.

Editable asset details fields on the Details tab of AI asset records

You can now modify asset details fields directly on the **Details** tab of your AI asset records.

Related asset lists in AI asset records

The lists of related assets in each AI asset record has moved from the **Related assets** tab to the **Details** tab.

Changed in this release

Not applicable.

Removed in this release

Australia Patch 1 The Autonomous vs. supervised AI tools chart has been removed from the Security & privacy tab.
Early Availability

- Non-SGC way (legacy way) to make connection will be deprecated and New button on the Non-SGC connection display table will be removed to block users from creating new connections by the legacy way in March GA and decommissioned by May release.

Deprecated features

- Non-SGC way (legacy way) to make connection will be deprecated and New button on the Non-SGC connection display table will be removed to block users from creating new connections by the legacy way in March GA and decommissioned by May release.

Activation information

Install AI Control Tower by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

com.sn_ai_disc and sn_sgc_central: Enables the AI connections page in the AI Control Tower configuration and Enables Service Graph Connector feature in AI connections page.

Additional requirements

Not applicable.

Browser requirements

The AI Control Tower application supports all the browsers.

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Accessibility information

The AI Control Tower application supports all the platform accessibility features.

Localization information

The AI Control Tower application is localized.

Related ServiceNow applications and features

AI Risk and Compliance

Enable risk and compliance managers to verify organizational compliance with regulations and policies governing AI systems by using the AI Risk and Compliance application, along with the AI Control Tower.

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. When the Strategic Planning application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, targets, costs of planning items, prioritized work, and RIDAC details.

Strategic Planning is available with an SPM Professional license.

Goal Framework

Create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes with the ServiceNow® Goal Framework application. When the Goal Framework application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, and targets.

Goal Framework is available with an SPM Standard license.

Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language model (LLM) providers on the ServiceNow AI Platform. Generative AI Controller was enhanced and updated in the Australia release.

Generative AI Controller highlights for the Australia release

Connect your Azure OpenAI deployment to Generative AI Controller by configuring a custom resource path in your bring your own key (BYOK) model configuration.

See Generative AI Controller for more information.

Important: Generative AI Controller is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Generative AI Controller to Australia

Generative AI Controller is installed or updated when you install or update a Now Assist application. If you have issues installing or updating applications, see this knowledge article or open a support case.

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New in the Australia release

Configure a custom resource path for BYOK models

Connect Generative AI Controller to your Azure OpenAI deployment by configuring a custom resource path in your bring your own key (BYOK) model configuration. Use this when your Azure OpenAI endpoint includes a path segment that Generative AI Controller does not add by default.

Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of a Now Assist application. For details, see Installing Generative AI Controller and Install Now Assist plugins.

Localization information

Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multilanguage support. You can enable dynamic translation from the Now Assist Admin console. For more information, see Microsoft Azure OEM for Dynamic Translation in Now Assist.

Related ServiceNow applications and features

Agent Chat

The ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile®, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get help through the web, email, chat, telephone, and social media.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

Field Service Management

The ServiceNow® Facilities Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as installing, repairing, or maintaining equipment.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party LLMs with your workflows.

HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to

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manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a current-day workforce.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in the knowledge base. A knowledge base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

ITOM AIOps

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

IT Service Management

The ServiceNow® IT Service Management solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Now Assist for Security Operations

The Now Assist for Security Operations application permits security analysts to resolve security incidents faster with generative AI skills. Analysts and managers can condense long activity streams on security incidents into concise, easy-to-read summaries and automatically generate closure notes.

Workflow Studio

ServiceNow® Workflow Studio enables you to integrate workflow authoring, configuring, and monitoring into a single page experience.

Configurable Workspace UI

ServiceNow® Configurable Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues.

Document Intelligence release notes

The ServiceNow® Document Intelligence application is an artificial intelligence (AI) solution that quickly and accurately categorizes and extracts information from documents.

Deprecated features

Starting with the Zurich release, Document Intelligence is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process article [KB0867184] in the Now Support Knowledge Base. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.

Plugin information

Plugins planned for deprecation

The following plugin is planned for deprecation in a future release:

Document Intelligence Admin (sn_docintel_admin): Planned for deprecation in the Brazil release. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.

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Knowledge Graph release notes

The ServiceNow® Knowledge Graph application enables you to create and manage a Knowledge Graph schema for default integrations with Virtual Agent. Knowledge Graph was enhanced and updated in the Australia release.

Knowledge Graph highlights for the Australia release

- Fixed accessibility issues identified in the Knowledge Graph system. (EPIC1156988)
- You can select a table for data filtering and to show hidden columns. (EPIC1156939- STRY62490301).
- Improved semantics for table, column and edge descriptions. (EPIC1156939- STRY62490301).
- Added new Enterprise Graph tags section on the landing/home page of the Knowledge Graph UI. (EPIC1156939- STRY62514001).
- Landing page has tabs for KG Designer and Enterprise Graph Tags. (EPIC1156939- STRY62514052)
- The Create New/edit Tag button in Enterprise Graph tags section, allows users to enter tag details such as name and description, search and add nodes (tables), and fetch all associated node details when proceeding to the next step. (EPIC1156939- STRY62514004).
- New Configure tables page (STRY62514011), Column/Edge synonyms and instructions card (STRY62514013).
- Improved search results within servicenow from scratch without any dependencies with Data Graph to enhance context for LLM (EPIC1156974).
- Guided admin setup experience to simplify configuration and clarify KG value proposition for admins (EPIC1156987).
- GPT OSS support? (EPIC1156975).
- Enhanced NLQ by providing textual reasoning- tables, filters, paths in case of failures and also giving allowing follow up corrections by users. (EPIC1156990).
- CMDB Rel CI relationship support to support ITAM, CMDB and other BU queries (EPIC1156972).
-

See Knowledge Graph for more information.

Important: Knowledge Graph is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

UI changes

Changed in this release

New experience

The new provides a more efficient, streamlined way for you to work. For information about how to upgrade, see . Note that is still supported in this release.

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Activation information

Knowledge Graph is a ServiceNow AI Platform feature that is active by default.

Additional requirements

Ensure that your instance is upgraded to XP7.

Related ServiceNow applications and features

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service generative AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Predictive Intelligence release notes

The ServiceNow® Predictive Intelligence application enables you to create and train machine learning models to help improve the performance, efficiency, and flexibility of your systems. Predictive Intelligence was enhanced and updated in the Australia release.

Predictive Intelligence highlights for the Australia release

A new Predictive Intelligence Usage Analytics dashboard provides you with actionable insights into model performance, user engagement, adoption trends, and product health.

See Predictive Intelligence for more information.

New in the Australia release

Predictive Intelligence Usage Analytics dashboard

Usage Analytics dashboard is a central location to understand the adoption, effectiveness, and overall value of all your Predictive Intelligence solutions. Dashboard widgets offer several metrics such as total monthly count of predictions per solution type.

Activation information

Predictive Intelligence is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Document Intelligence

Document Intelligence is an artificial intelligence solution that enables any organization to automate and accelerate the process of extracting data from documents.

Task Intelligence

Task Intelligence uses machine learning to train solutions with your data and achieve important outcomes.

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ServiceNow® apps and features that use Predictive Intelligence

Prebuilt Predictive Intelligence solutions tailored to specific BUs are available in apps across the ServiceNow AI Platform.

API release notes

ServiceNow® APIs enable you to build custom applications and experiences. APIs were enhanced and updated in the Australia release.

API highlights for the Australia release

- Use server-side JavaScript APIs in scripts to change the application functionality.
- Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.
- Use inbound REST APIs to interact with various ServiceNow functionalities within your application.
- Client Next Experience APIs include client APIs compatible with the Next Experience UI.

See API implementation and reference for more information.

New in the Australia release

New scoped classes and additional methods to existing scoped classes in Australia

Class	Methods
CopyDynamicSchemaAPI - Scoped, Global	Methods: • getCopyApi() • skipAttributes() • skipChoiceOverrides() • skipChoiceSets() • getTransactionId() • runAsync() Extension points: • getCopyName() • shouldCopy() • verifyCopyOperation()
GlideDate - Scoped	• getDisplayValueEx() • setDisplayValueEx()
GlideTime - Scoped	• getDisplayValueEx() • getDisplayValueLang()

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New scoped classes and additional methods to existing scoped classes in Australia (continued)

Class	Methods
	• setDisplayValueEx() • setDisplayValueLang()

New global classes and additional methods to existing global classes in Australia

Class	Methods
CopyDynamicSchemaAPI - Scoped, Global	Methods: • getCopyApi() • skipAttributes() • skipChoiceOverrides() • skipChoiceSets() • getTransactionId() • runAsync() Extension points: • getCopyName() • shouldCopy() • verifyCopyOperation()
GlideDate - Global	• getDisplayValueEx() • setDisplayValueEx()
GlideElement - Global	getDynamicNamespace()
GlideElementDynamicAttributeStore - Global	• getDynamicAttributePathsInSchema() • getDynamicAttributePathsInStore() • getDynamicNamespaceName()
MIDHermesProducer - Global	• MIDHermesProducer() • send()

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New REST APIs and additional endpoints to existing REST APIs in Australia

API	Endpoints
Attachment API	• DELETE /now/attachment/{attachment_sys_id}/attributes • DELETE /now/attachment/{attachment_sys_id}/attributes/{attribute_key} • GET /now/attachment/{attachment_sys_id}/attributes/{attribute_key} • GET /now/attachments/{attachment_sys_id}/attributes • PATCH /now/attachment/{sys_id} • POST /now/attachment/{attachment_sys_id}/attributes • PUT /now/attachment/{attachment_sys_id}/attributes/{attribute_key}
Help Request API	POST /now/helprequest/action/create_or_update
ATF Code Coverage API	• POST /now/atf/code_coverage/all • POST /now/atf/code_coverage/by_line_number • POST /now/atf/code_coverage/by_script_id

New SOAP APIs in Australia

API	Operations
Warranty Claims SOAP API	ProcessRepairOrder: A STAR SOAP operation used to process and exchange repair operation–level information between systems in a standardized STAR XML format.

Changed in this release

Changed client classes in Australia

Class	Methods
GlideForm (g_form) - Client	On fields set to strict read only, the following methods do nothing and log a warning in the browser's console if used: • clearValue() • setValue() For more information, see Configuring read-only security options.
GlideForm (Next Experience) - Client	On fields set to strict read only, the following methods do nothing and log a warning in the browser's console if used: • clearValue() • setValue()

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Changed client classes in Australia (continued)

Class	Methods
	For more information, see Configuring read-only security options.

Changed REST APIs in Australia

API	Endpoints
Party Management Open API	Previously, all GET endpoints didn't return results for Account records as expected due to a hardcoded flag. As a fix, users are now required to install the plugin Customer Service Base Entities (com.snc.cs_base), which adds the Active field to Customer [customer_account] and Core Company [core_company] tables. • Party Management – GET /api/sn_tmf_api/v1/party/individual • Party Management - GET /api/sn_tmf_api/v1/party/individual/{id} • Party Management – GET/api/ sn_tmf_api/v1/party/organization/{id} • Party Management - GET /api/sn_tmf_api/v1/party/organization
Wrap Up API	Added support for AI-generated wrap#up codes and notes. • Wrap Up - GET /now/wrapup/segment/{segment_id} • Wrap Up - GET /now/wrapup/segment/agent/{agent_id}/interaction/{interaction_id} • Wrap Up - POST /now/wrapup/segment/create •

Deprecations

- `GlideElementDynamicAttribute` has been removed. Use other `GlideElement` instances corresponding to an attribute's type instead.

Activation information

The following APIs are available by default:

- `ATF Code Coverage API`
- `Attachment` API
- `GlideDate`
- `GlideTime`
- `GlideElement`
- `GlideElementDynamicAttributeStore`
- `GlideForm`
- `GlideForm (Next Experience)`

The following APIs require plugin activation:

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- `MIDHermesProducer` requires the MID Hermes API (com.glide.mid.hermes_api) plugin.
- `Help Request` API requires the Interactions Management (com.glide.interaction) plugin.
- `CopyDynamicSchemaAPI` API requires the Dynamic Schema Support (com.glide.dynamic_schema) plugin.
- `Party Management Open` API requires the Customer Service Base Entities (com.snc.cs_base) plugin.
- `Wrap Up` API requires the requires the Interactions Management (com.glide.interaction.awa) plugin.

App development and low-code release notes

The ServiceNow AI Platform® has new and updated automation, as well as and no-code, low-code, and platform developer features in the Australia release.

App Engine Management Center release notes

The ServiceNow® App Engine Management Center (AEMC) application enables admins to manage app development from intake through deployment. AEMC was enhanced and updated in the Australia release.

AEMC highlights for the Australia release

If you have a Now Assist for Creator subscription, you can leverage the release lifecycle documentation AI agent to regenerate release notes.

Use the improved filter feature to sort requests based on specific criteria.

See App Engine Management Center for more information.

Important: App Engine Management Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Improve transparency across your app development environment using the release lifecycle documentation AI agent, available with Now Assist for Creator, to generate update set descriptions and release notes seamlessly.

UI changes

Filter and search for requests in AEMC

You can now filter by key fields such as status, owner, type, environment, and date, with the option to apply multiple filters simultaneously for the **Requests** tab. Filtered results update in real-time, and active filters are clearly indicated. You can easily remove individual filters or reset the list to its default state with a single action. Additionally, commonly used filter combinations can be saved and reused on the same list.

Activation information

Install App Engine Management Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

App Engine Studio

Learn how you can use the low-code app development tool, App Engine Studio (AES), to build powerful applications using guided setup, predefined templates, and workflows.

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

Now Assist for Creator

Now Assist for Creator includes generative and agentic AI capabilities, including the release lifecycle documentation agent, that can make developing on the ServiceNow AI Platform more efficient.

ReleaseOps

ReleaseOps automates the deployment process, including moving changes between instances, running scans and tests, and releasing changes, by using update sets and customizable pipelines. ReleaseOps orchestrates the process while providing transparency into the process for release managers and teams.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

App Engine Studio release notes

The ServiceNow® App Engine Studio application enables creators of varying skill levels to build applications that meet the immediate needs of your organization. App Engine Studio was enhanced and updated in the Australia release.

App Engine Studio highlights for the Australia release

Several Integration Hub flow templates are being deprecated.

See Build apps using App Engine Studio for more information.

Important: App Engine Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

The following Integration Hub flow templates are planned for deprecation in September 2034. There is no replacement for these plugins.

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- Flow Templates for Access Management (com.sn.ft.app.access)
- Flow Templates for CRM (com.sn.crm.flow.temp)
- Flow Templates for Cloud Services (com.sn.ft.cloud.mgmt)
- Flow Templates for DevOps (com.sn.ft.devops)
- Flow Templates for Document Management (com.sn.ft.doc.mgmt)
- Flow Templates for HR Management (com.sn.ft.for.hr)
- Flow Templates for Integration Hub Enterprise (com.sn.ft.enterprise)
- Flow Templates for Notifications (com.sn.ft.inc.ws.notif)
- Flow Templates for Service Desk (com.sn.servicedesk.flow.temp)

Related ServiceNow applications and features

Access Control

Work with access controls and roles for an application in AES.

App details page in ServiceNow Studio

Leverage the redesigned App details page in ServiceNow Studio to focus on featured application file types.

App Engine Management Center

Track and manage requests, deployments, applications, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

App generation

Create applications through a conversation with generative AI.

Catalog Builder

Edit the catalog items that you create in AES.

Change Management

Control the life cycle of all changes systematically and facilitate changes with minimum disruption to IT services.

Configuration Management Database (CMDB)

Build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization.

Create applications without writing code using Creator Studio

Edit apps built in Creator Studio and add features to customize functionality.

Decision tables in Workflow Studio

Add decision rules and use decision tables to decouple decision logic from code.

Email and SMS notifications

Create and edit email and SMS notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

Zero Copy Connector for ERP

Simplify the use of Enterprise Resource Planning (ERP) data from the system of record, such as SAP.

Flows in Workflow Studio

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Edit the flows that you create in AES.

Integration Hub - Import

Import data into existing tables in AES.

Mobile App Builder

Add mobile experiences in AES.

Now Assist for App Engine

Enhance custom applications with AI agents and skills that application users can leverage at runtime.

Playbooks in Workflow Studio

Edit cross-functional processes and consolidate them into automated task-oriented views.

ReleaseOps

ReleaseOps automates the deployment process, including moving changes between instances, running scans and tests, and releasing changes, by using update sets and customizable pipelines. ReleaseOps orchestrates the process while providing transparency into the process for release managers and teams.

Source control in ServiceNow Studio

Link applications to source control using ServiceNow Studio to manage app files a Git repository.

Table Builder

Work with data models in a table format. Table Builder is exclusive to AES.

UI Builder

Edit the experiences that you create in AES.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Workspace Builder

Edit and customize workspaces built in AES.

Build Agent release notes

The ServiceNow® Build Agent application enables developers to create, edit, and deploy full-stack applications and metadata through ac conversational interface. Build Agent was enhanced and updated in the Australia release.

Build Agent highlights for the Australia release

- Use Build Agent in ServiceNow Studio to create and update applications through a conversational interaction.
- Support for the global scope for apps and metadata.
- Upgraded support for Opus 4.6 and Sonnet 4.5.
- Extended metdata support

See Build Agent for more information.

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New in the Australia release

Australia Patch 1

Additional metadata support

Work with more metadata types, as Build Agent now supports working with scheduled jobs and UI actions.

Australia early availability (March)

Build Agent in ServiceNow Studio

Access Build Agent in ServiceNow Studio to build apps conversationally in a consolidated development environment.

Improved LLM support

Support for Opus 4.6 and Sonnet 4.5 is now available in Build Agent to provide better contextual conversations.

New metadata support

Work with more metadata types, as Build Agent now supports working with the following:

- Email integration
- List controls
- Service Catalog items
- UI components
- UI policies
- UI views
- Workspaces

Changed in this release

Australia early availability (March)

Support for global scope

Build apps and metadata in the global scope.

Activation information

Build Agent is a ServiceNow AI Platform feature that is active by default. Contact support to upgrade from the Freemium version.

Note: Build Agent is part of Now Assist for Creator, which you must install to get access to Build Agent. For more information, see Now Assist for Creator release notes.

Related ServiceNow applications and features

ServiceNow Studio

Use ServiceNow Studio to build, configure, and deploy custom ServiceNow apps from a single development environment.

ServiceNow IDE

Create and develop scoped applications in source code in an integrated development environment (IDE) on the ServiceNow AI Platform to improve collaboration across development teams and accelerate application development.

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Now Assist for Creator

Access generative AI skills and AI agents that can help you develop on the ServiceNow AI Platform efficiently.

Vibe coding and AI-assisted development on the ServiceNow AI Platform

Use vibe coding and ServiceNow agentic-assisted app building tools to describe your goals in natural language, and have the ServiceNow AI Platform generate full-stack applications, workflows, and integrations.

Developer Sandboxes release notes

The ServiceNow® Developer Sandboxes application enables your administrators and delegated developers to request, access, and manage the individual sandboxes on top of the same underlying development instance. Developer Sandboxes was enhanced and updated in the Australia release.

Developer Sandboxes highlights for the Australia release

- Upgrading an instance recreates sandboxes and backs up any update sets.
- Cloning automatically recreates sandboxes on an instance.
- A new plugin supports clone preservation when cloning an instance with sandboxes.

See Developer Sandboxes for more information.

New in the Australia release

New granular roles for administration

Several new granular roles enable developers to complete administrative and configuration tasks without requiring the full admin role.

Support for separate indices for AI Search

AI Search (AIS) now maintains separate indices for each sandbox environment, ensuring development activities that rely on AIS are correctly supported.

> **Note:** The AIS integration with Developer Sandboxes is supported only on non-production environments.

UI changes

Clarified sandbox initialization status

An error status message now appears on the instance home page when there's an initialization error when allocating a sandbox.

Developer Sandboxes home page hidden when product is inactive

The Developer Sandboxes home page is unavailable when Developer Sandboxes is inactive on an instance.

Changed in this release

Upgrade enhancements

After an upgrade, Developer Sandboxes now recreates the sandboxes on an instance and automatically backs up update sets to the base instance.

Cloning enhancements

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After a clone, sandboxes on an instance are automatically re-created with the same name, but without the previous work.

Queuing for successive sandbox creation

To improve performance, Developer Sandboxes has implemented queuing when multiple sandboxes are created in succession.

SSO support for vanity URLs

Instances with vanity URLs can now support Single Sign-On (SSO).

Schema change for shared tables isolates the table

To ensure configuration consistency, if you make a schema change, such as adding a column, to a shared table, the table now becomes an isolated table on the sandbox that initiated the schema change.

New vibe coding documentation

Documentation is now available that introduces vibe coding, which is a natural language approach to application development in ServiceNow, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.

Activation information

Contact your ServiceNow account manager to install Developer Sandboxes.

Plugin information

New plugin

The following plugin is new in Australia:

Dev Sandboxes CC (com.glide.dsb.cc): A new plugin is available for clone preservers, which preserve settings when you clone an instance.

Related ServiceNow applications and features

ServiceNow IDE

Create and develop scoped applications in source code in an integrated development environment (IDE) on the ServiceNow AI Platform to improve collaboration across development teams and accelerate application development.

ServiceNow SDK

The ServiceNow SDK is used in the background of the ServiceNow IDE as the application packaging service that builds applications and provides the ServiceNow Fluent APIs for developing applications in source code. Scoped applications created or converted with the ServiceNow IDE or ServiceNow SDK can be developed with either application.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and create custom apps with ease.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience.

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Integration Hub release notes

The ServiceNow® Integration Hub application extends the ServiceNow® Workflow Studio automation capabilities by enabling you to integrate your instance data with data in external systems. Integration Hub was enhanced and updated in the Australia release.

Integration Hub highlights for the Australia release

- Integrate your on-premise ServiceNow instance with your local Kafka environment with Direct Kafka.
- Simplify topic management in Stream Connect with topic aliases. A topic alias is a unique topic name that can be connected to any underlying Hermes or Direct Kafka topic.
- View detailed statistics and monitor the health of your Integration Hub Remote Process Sync (RPS) integrations with the Remote Process Sync Dashboard.

See Integration Hub for more information.

New in the Australia release

Use Direct Kafka to integrate your on-premise ServiceNow instance with your local Kafka environment

Configure a custom Kafka connection to enable your on-premise instance to connect directly to your local Kafka environment.

Create topic aliases for Stream Connect topics

Use topic aliases to simplify topic management in Stream Connect. A topic alias is a unique topic name that can be connected to any underlying Hermes or Direct Kafka topic. A topic alias can be moved to different instances and, wherever they're moved, connected to an underlying topic.

Stream Connect Dashboard updates

- The Topics menu displays topic aliases, Hermes topics, and Direct Kafka topics.
- The **Data usage** tab shows data for the Hermes cluster or the Direct Kafka cluster. Use the **Kafka Cluster** list to select which cluster data to display.
- The Consumers and Producers menus reference topic aliases instead of Hermes topics.

View the Remote Process Sync Dashboard

View detailed statistics and monitor the health of your Remote Process Sync (RPS) integrations. The Remote Process Sync Dashboard provides real-time visibility into key metrics, including records processed, queue sizes, processing times, and system status. Use this dashboard to identify issues, track performance trends, and promote smooth operation of your RPS integrations.

Produce messages to Hermes via a MID Server

Send message payloads to Hermes with MID script includes.

View usage metrics for Direct Kafka

Track data usage between your instance and Direct Kafka systems. The Direct Kafka Usage metrics table provides administrators with visibility into data transfer volumes for bytes produced and consumed. View metrics aggregated by hour, day, or month at the cluster and topic level. Usage records are automatically retained for 13 months.

Use the read-only role for Stream Connect

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Use the new read-only role for Stream Connect to grant users view-only access to Stream Connect resources. Users with this role can view Stream Connect configurations and runtime statistics across all related modules, but can't create, modify, or delete any Stream Connect settings.

View logs for Stream Connect producers

Get detailed log information for producers in the Stream Connect logs. Use the *glide.ih.kafka.producer.message_bytes_to_log* property to specify how much of the message to display in the logs.

Configure alert thresholds for undelivered messages in Stream Connect

Set alert thresholds for undelivered messages based on how long a topic has gone without receiving new messages. Use this configuration to trigger INFO, WARNING, or CRITICAL alerts when message delivery stops for a specified period.

Configure alert thresholds for unprocessed messages in Stream Connect

Set alert thresholds for messages that remain unprocessed in a topic. You can trigger alerts based on how long messages sit in a topic without being consumed, helping to identify lagging or failing consumers.

Get metadata information for Stream Connect consumers

View the partition, offset, datacenter ID, and timestamp epoch for the script consumer and Kafka Message trigger.

View message timestamps in the Stream Connect script consumer

Get the message timestamp in the script consumer as a UTC time-zone string. You can use the UTC time-zone string to convert the timestamp to a *GlideDateTime* object.

Use an error subflow template to create your own error subflows in Remote Process Sync

Copy and modify the RPS Error Subflow Template to create error subflows. The template enables you to select notification methods for when the Inbound and Outbound States are errored.

Specify attachment details in Remote Process Sync actions

Specify the max attachment size and allowed attachment extensions in the Identify New Attachments action and the Get Attachment Metadata for Local Record action.

Use a new retry policy for Remote Process Sync actions

Retry failed requests at specified intervals with the RPS Push Attachment Policy. This policy works with the Identify New Attachments action and the Get Attachment Metadata for Local Record action.

SASL authentication support for Apache Kafka connections

Configure SASL authentication for your Apache Kafka connections with support for SASL_SSL and SASL_PLAINTEXT security protocols. Kafka credentials now support multiple SASL mechanisms: PLAIN- SCRAM-SHA-256, SCRAM-SHA-512.

Activation information

Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/now-platform/workflow-data-fabric.html.

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Plugin information

New plugins

The following plugins are new in Australia:

- ServiceNow Stream Connect common core (com.glide.hub.stream_connect.common.core): Provides the general Stream Connect capabilities across Hermes and Direct Kafka.
- ServiceNow Stream Connect Direct Kafka (com.glide.hub.stream_connect.direct_kafka): Adds the capability to connect the ServiceNow instance to Apache Kafka directly (not using Hermes Messaging Service).
- ServiceNow Stream Connect Hermes (com.glide.hub.stream_connect.hermes): Adds the capability for Stream Connect to connect to the Hermes Messaging Service.
- ServiceNow Stream Connect Installer (Direct Kafka) (com.glide.hub.stream_connect.onprem_installer): The installer that installs the required plugins for Direct Kafka.
- ServiceNow Stream Connect Kafka Connection (com.glide.hub.stream_connect.kafka_connection): Adds the ability to use Kafka credentials for Direct Kafka and Message Replication.
- ServiceNow Stream Connect Replication Certificates (com.sn_stream_connect.replication.cert): Adds the capability to handle certificates to connect to the Hermes Messaging Service from the MID Server.
- ServiceNow Stream Connect Replication Core (com.glide.hub.stream_connect.replication.core): Adds capabilities to replicate data between a topic in the Hermes Messaging Service and a topic in a local Apache Kafka environment.
- Stream Connect MID Hermes API (com.glide.mid.hermes_api): Provides the capability to produce messages from the MID Server to a topic in the Hermes Messaging Service.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Workflow Studio design environment to author flows and actions and to view the results that they produce.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

RPA Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business

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applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Connections and Credentials

Credentials and connection information are required to gain access to a computer or network device for ServiceNow® Discovery, ServiceNow® Service Mapping, and ServiceNow® Cloud Management, or to perform work using ServiceNow® Orchestration. When adding content to share on the ServiceNow® Developer Site or the ServiceNow® Store, you can configure connections and credentials relevant to your environment without modifying the built content.

Next Experience Components release notes

The ServiceNow® Next Experience Components application provides the components used to build custom user interfaces. Next Experience Components was enhanced and updated in the Australia release.

Next Experience Components highlights for the Australia release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Horizon site Components section.
- Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.
- Reuse components across multiple user interfaces to create a cohesive experience for your end users.
- Use preset property values to configure properties and event handlers automatically for a component so that the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).

New in the Australia release

Components

Component	Description
Activity timer	Tracks time spent on an activity, such as working on a record, and creates time log entries for reporting.
Card data security container	Provides secure, encrypted handling of card details and supports uploading and viewing sensitive documents.
Contextual sidebar	Sidebar that enables users to initiate real-time collaboration through chats and calls to resolve tasks.
Grouped button	Multiple related buttons presented in a unified layout. Interactions for the component are similar to that of button stateful.
Sheet	Container that slides in from the edge of the screen to present related content or actions, designed for mobile experiences.

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Page templates

Template	Description
Dashboard library	Includes all dashboards available to users. Users can filter dashboards by various criteria, such as recently opened, bookmarked, certified, by category, and ones the user owns. The Library section also lets users create dashboards. Users with analytics admin roles have an enhanced library view, enabling them to access usage data and other metadata. Admins can also deactivate, activate, or delete dashboards from this view.
Data visualization library	Includes all data visualizations available to users. Users can filter dashboards by various criteria, such as bookmarked, certified, and ones that the user owns. The Library section also lets users create dashboards. Users with analytics admin roles have an enhanced library view, enabling them to access usage data and other metadata. Admins can also deactivate, activate, or delete dashboards from this view.

Changed in this release

Components

Component	Enhancement
Activity Stream	• Enable users to edit or delete journal posts. • Add a dropdown with check boxes for author names using the Posted by filter that enables users to filter posts by author, select all, or clear all. Users can also filter for any AI-generated posts.
Alert	• Enable keyboard focus to move to the alert when it appears. • Add AI variants with updated color palettes for generative AI workflows.
Alert list	Enable keyboard focus to move to the **Show alerts** button when the alert list appears.
Button	Add AI variants with updated color palettes for generative AI workflows.
Button iconic	Add AI variants with updated color palettes for generative AI workflows.
Button circular	Add AI variants with updated color palettes for generative AI workflows.
Calendar	• Hide time zone dropdown in the calendar header. • Hide time lapsed indicator or time zone indicators. • Add section-based time zones.
Card base container	Add AI variants with updated color palettes for generative AI workflows.

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Components (continued)

Component	Enhancement
Checklist	• Edit or delete items on hover. • Edit checklist items inline. • Edit, delete, and reorder checklist items. • Configure empty state checklists to add new items.
Dropdown	Add AI variants with updated color palettes for generative AI workflows.
Dropdown list	The mobile version uses the sheet component instead of a popover.
Form	• Place each form field label in line with the input field and adjacent to other field labels using the "Tabbed" (horizontal) layout. • Highlight form fields with unsaved changes using a background color, in addition to the existing field indicator, which is now selected by default.
Form Templates	• Show that the preview option displays modal preview to help agents understand all the fields affected when they apply a particular template. • Alert to inform users if a template has already been applied to a record.
Highlighted value	• Enter additional text to display in a popover when the highlighted value is selected. • Add AI variants with updated color palettes for generative AI workflows.
Icon	Support for theme-specific custom icon uploads.
Input	Display persistent placeholder text to guide users in entering data in the correct format.
Kanban	Use keyboard shortcuts to drag and drop cards between columns and rows.
List selector	Disable the selection feature for a chosen array of list selector items.
Node map	• Use radial layout to arrange nodes in a ring-like pattern. • Use content slots to add components. • Disable node dragging.
Schedule recurrence	• Automatically update all recurring events in a series. • Fill in event details using AI.

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Components (continued)

Component	Enhancement
Split button	Add AI variants with updated color palettes for generative AI workflows.
Tabs	Hide padding on the sides of each tab for horizontal (Top) tab position, to provide more room for additional tabs.

Data visualizations

Chart	Enhancement
Bar (including Pareto)	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Removed the display setting for Height, which can be configured in the **UI Builder Styles** tab. • Align title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Box plot	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Bubble	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line.

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Data visualizations (continued)

Chart	Enhancement
	• Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Dial	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Gauge	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Geomap	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.

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Data visualizations (continued)

Chart	Enhancement
Heatmap	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Indicator Scorecard	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Pie/Donut	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.

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Data visualizations (continued)

Chart	Enhancement
Pivot table	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Single score	• Align the title horizontally to the Start, Center, or End. The default is Start. • Wrap chart elements instead of truncating. • Align the title horizontally to the **Start**, **Center**, or **End**. Default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Time series	• Removed the display setting for Height, which can be configured in the **UI Builder Styles** tab. • Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Align all chart content to the starting edge, center, or ending edge of the visualization. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.

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Data visualizations (continued)

Chart	Enhancement
	• Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.

App Shells

App shell	Enhancement
Agent Workspace app shell	Configure alt text for a ServiceNow or customer logo button.

Deprecations

UI Elements

UI Element	Description
Dashboard overview template	Moved under "Legacy templates" and renamed to "Deprecated - Dashboard overview." This template can still be used, but you should use the new "Dashboard library" template instead, because the Dashboard overview template is marked for eventual deprecation.

Activation information

Next Experience Components is a ServiceNow AI Platform feature that is active by default.

Plugin information

The following plugins are planned for deprecation in a future release.

sn-component-account-hierarchy (com.sn_component_account_hierarchy): Planned for deprecation in the C release. Beginning with the Australia release, this plugin migrate to a store application. Upgrade your instance to Australia or later release versions and the store applications automatically installs.

Accessibility information

To view Next Experience Components accessibility conformance information, refer to the components section of the Horizon site Components section. The Overview for each component contains accessibility (A11y) information.

Related ServiceNow applications and features

UI Builder

UI Builder is a low-code tool that helps enable you to build pages for workspace and portal web-based experiences.

Configurable Workspace UI

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Use components to build custom workspace experiences for agents who solve internal or external customer issues.

Next Experience Developer (NED) Tools release notes

The ServiceNow® Next Experience Developer Tools application enables you to create the components to track and enhance page performance and improve overall developer productivity. Next Experience Developer Tools was enhanced and updated in the Australia release.

Next Experience Developer (NED) Tools highlights for the Australia release

- View an updated homepage in the Service Workers tab.
- Exclude filters in the Events tab to filter out specific events.
- Get a log of updates from the journal section in the Components tab.

See Next Experience Developer Tools for more information.

UI changes

Service Workers tab in the Next Experience Inspector

The Service Workers tab displays an updated homepage.

Changed in this release

Events tab in the Next Experience Inspector

Exclude filters in the Events tab to filter out specific events.

Components tab in the Next Experience Inspector

Use the journal section in the Components tab to get a log of state updates, property updates, actions dispatched, and actions handled.

Activation information

Install Next Experience Developer Tools from the Google Chrome Web Store.

Browser requirements

Next Experience Developer Tools requires Google Chrome.

Related ServiceNow applications and features

Performance Analyzer

Performance Analyzer is a ServiceNow Store application that enables you to access page load time data, trends, and waterfall visualizations directly from your instance. It also helps you to identify page performance issues and bottlenecks in UX framework pages independently.

Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills and AI agents that can help you develop on the ServiceNow AI Platform efficiently. Now Assist for Creator was enhanced and updated in the Australia release.

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Now Assist for Creator highlights for the Australia release

Australia Patch 1

- Generate readable documentation throughout the app development lifecycle using the new release lifecycle documentation AI agent.
- Generate themes and color palettes from brand images using the new theme generation workflow in Theme Builder.
- Learn about Build Agent updates in the new Build Agent release notes.

Australia early availability (March)

- Create and update applications in ServiceNow Studio using Build Agent.
- Generate application modules in UI Builder workspaces using natural-language prompts.
- Learn how to vibe code, using an AI-first approach to development, in the new vibe coding documentation.

See Now Assist for Creator for more information.

Important: Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Creator to Australia

Australia early availability (March)

- To upgrade the Build Agent application, upgrade the Now Assist for Creator application (sn_now_creator), which includes the Build Agent Pro plugin (sn_build_agent_pro). To upgrade the Build Agent (Trial) app, upgrade the sn_build_agent plugin.

New in the Australia release

Australia Patch 1

Improve transparency across your app development environment using the release lifecycle documentation AI agent to generate update set descriptions and release notes seamlessly.

Generate themes using the new theme generation workflow in Theme Builder

Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Australia early availability (March)

Build Agent in ServiceNow Studio

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Use Build Agent in ServiceNow Studio to create and edit full-stack applications conversationally.

Generate modules using Now Assist

Now Assist generates application modules in UI Builder workspaces using natural-language prompts. The Now Assist agent processes your prompts and generates various modules, including lists, records, URLs, scripts, dashboards, and folders.

New vibe coding documentation

Documentation is now available that introduces vibe coding, which is a natural language approach to application development in ServiceNow, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.

Changed in this release

Use the app generation skill to generate apps

Build Agent is the default setting for app generation in ServiceNow Studio. To continue using the app generation skill, change the setting in ServiceNow Studio.

Removed in this release

Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.

Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

Australia Patch 1

New plugins

The following plugins are new in Australia Patch 1 release for the release lifecycle documentation AI agent:

- App Life Cycle AI Agents (com.sn_app_lc_agents): Scoped app: AI agent definition, script includes, REST API, system properties
- App Life Cycle AI Agents - Global (com.glide.app_lifecycle_agents.global): Hosted global plugin: UI actions, UI scripts, global utilities

Related ServiceNow applications and features

App Engine Management Center

Track and manage application requests, deployments, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

Automated Test Framework (ATF)

ServiceNow® Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making changes.

Build Agent

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The ServiceNow® Build Agent application enables developers to create, edit, and deploy full-stack applications and metadata through ac conversational interface.

Catalog Builder

ServiceNow® Catalog Builder enables you to create or edit catalog items (or record producers) using a visual and guided experience along with specified restrictions. The Catalog Builder experience enables you to delegate the creation and maintenance of the catalog.

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

Integration Hub

Automate integration tasks using ServiceNow® components for Workflow Studio, or develop custom integrations. A separate subscription is required.

Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Now Assist for App Engine

ServiceNow® Now Assist for App Engine enables you to enhance custom applications with AI capabilities, such as AI agents and skills, that you can leverage at runtime.

Now Assist for Code

With the Australia release, the code autocomplete skill of the Now Assist for Code is available in the ServiceNow IDE.

Playbooks

ServiceNow® Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. You can also use playbooks to provide end users with a simplified, task-oriented view of your process.

ReleaseOps

ReleaseOps is a solution to problem of deploying changes, customizations, and custom apps on the ServiceNow AI Platform. By automating the deployment process, ReleaseOps helps to increase the predictability and reliability of deployments, while also reducing the risk of releasing unwanted changes to production.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

ServiceNow IDE

The ServiceNow® integrated development environment (IDE) application enables developers to create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the ServiceNow AI Platform.

ServiceNow Studio

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ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

Theme Builder

The ServiceNow® Theme Builder application enables you to customize the visual experience for your users so that you can update the look and feel to be more like your brand.

UI Builder

The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components.

Workflow Studio

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications.

Performance Analyzer release notes

The ServiceNow® Performance Analyzer application enables you to access page load time data, trends, and waterfall visualizations directly from your instance. It also helps you to identify page performance issues and bottlenecks in UX framework pages independently. Performance Analyzer was enhanced and updated in the Australia release.

Performance Analyzer highlights for the Australia release

- Group pages by variant to identity performance issues
- Filter client interaction lists to investigate user-specific performance issues.
- View a waterfall with macroponent server-side calls.

See Performance Analyzer for more information.

Important: Performance Analyzer is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Performance Analyzer to Australia

Starting with the Zurich release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer for earlier instances, install Performance Analyzer from the ServiceNow® Store.

Changed in this release

Deep linking

Save and share links that replicate the same view for others.

Group by variant

Aggregate pages with data grouped by variant help you to identify performance issues.

Filter client interaction lists

Filters for client interaction lists enable you to investigate user-specific performance issues.

Waterfall view

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The waterfall view displays which macroponent is associated with server-side calls to help you trace API calls to specific UI components.

Activation information

Install Performance Analyzer by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Next Experience Developer (NED) Tools

Next Experience Developer (NED) Tools is a Google Chrome extension that enables you to create components that track and enhance page performance and improve overall developer productivity.

ReleaseOps release notes

The ServiceNow® ReleaseOps application enables you to deploy and validate code from development to production in your ServiceNow environments. ReleaseOps was enhanced and updated in the Australia release.

ReleaseOps highlights for the Australia release

- Use ReleaseOps guided setup process to simplify initial configuration.
- Add custom, flexible, and manual tasks to your ReleaseOps deployments with runbook tasks.
- Leverage Automated Test Framework (ATF) code coverage to improve the efficacy of your ATF test suites.
- If you have a Now Assist for Creator subscription, you can use generate update set descriptions and release notes using the release lifecycle documentation AI agent.

See ReleaseOps for more information.

Important: ReleaseOps is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ReleaseOps to Australia

If you have customized the ReleaseOps sample playbooks, the runbook task playbook activity will not automatically populate when you upgrade to Australia.

New in the Australia release

Complete ReleaseOps guided setup

Use guided setup to start using ReleaseOps quickly. You can also continue to use manual setup for more complex setup scenarios and if you need to add changes to your ReleaseOps ecosystems later.

Add custom, flexible, and manual activities to your assessment and release playbooks with runbook tasks, without having to adjust the structure of your playbooks from one release to the next.

Define the type of runbook task and when the task should occur in your ReleaseOps playbooks.

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Leverage Automated Test Framework (ATF) code coverage in ReleaseOps. ATF code coverage enables you to determine what percentage of code in a deployment request is covered by ATF test suites. You can define the threshold for ATF test failure and see what lines of code were covered by the ATF test suites.

If you have a Now Assist for Creator subscription, you can generate update descriptions using the release lifecycle documentation AI agent.

If you have a Now Assist for Creator subscription, you can generate release notes using the release lifecycle documentation AI agent.

Activation information

Install ReleaseOps by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

App Engine Management Center

Track and manage application requests, deployments, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

Automated Test Framework (ATF)

ServiceNow® Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making changes.

Instance Scan

Use ServiceNow® Instance Scan to interrogate your instance for configurations that indicate health issues and identify opportunities to address best practices. Instance Scan checks your existing configurations and helps you avoid creating future configuration issues. Instance Scan is a tool that can be used as a part of your development operations, release management as well as pre- and post-upgrades.

Now Assist for Creator

ServiceNow® Now Assist for Creator includes generative and agentic AI capabilities that can make developing on the ServiceNow AI Platform more efficient.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

System update sets

Update sets enable developers to create functionality on a non-production instance and promote the changes to another instance for testing or deployment.

RPA Hub release notes

The ServiceNow® RPA Hub application enables end-to-end automation for your organization. RPA Hub was enhanced and updated in the Australia release.

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RPA Hub highlights for the Australia release

- You can now selectively define which actions (components) are handled within a Try-Catch block and which are handled outside it.
- Versions of model provider are now supported for RPA bot generation skill.

See Learn about RPA suite of applications for more information.

Important: RPA Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading RPA Hub to Australia

Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:

- RPA Desktop Design Studio
- Attended Robot
- Unattended Robot
- Unattended Robot Login Agent

For more information, see Download the RPA applications from RPA Hub.

The following upgrade information is applicable only when you're upgrading from San Diego or Tokyo to Australia.

Based on the number of records in the application file table, you may experience a delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Australia.

Before upgrading RPA Hub to Australia, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.

After you upgrade to Australia, the bot process definitions change to the new structure, which is the bot process configuration.

Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Australia without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the Now Support Knowledge Base.

New in the Australia release

Try catch component enhancement

You can now precisely control the scope of Try-Catch blocks by selecting which actions (components) to include within exception handling and which to manage outside it. This enhancement provides better control over error handling logic and improves workflow reliability.

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Activation information

Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

To use the Unattended Robot application, the hardware requirements for a single robot are as follows:

Hardware requirements for standard robots

Resource	Minimum	Recommended
CPU	2 cores of Intel 1.8 GHz 64-bit processor	4 cores of Intel 2.4 GHz 64-bit processor
RAM	4-GB RAM	8-GB RAM
Disk space	Minimum 50-GB free disk space after installing the OS, patches, and base software	Minimum 100-GB free disk space after installing the OS, patches, and base software

To use the Unattended Robot application, the minimum and recommended hardware requirements for a high density robot are multiplied by the number of runtimes. Multiple robots execute jobs concurrently on the same Windows Server machine. For example, with three users concurrently executing jobs, the minimum hardware requirements for a high density robot are:

- 6 cores of Intel 1.8GHz 64-bit (6 cores of 1.8GHz 64-bit per runtime).
- 12 GB of RAM (4 cores per runtime).

To use the Unattended Robot application, the software requirements for a standard robot are:

- Operating system: Microsoft Windows 10, Windows Server 2016, Windows Server 2019, Windows Server 2022.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

To use the Unattended Robot application, the software requirements for a high density robot are:

- Operating system: Windows Server 2022.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

If you are upgrading to Australia, verify that you have the latest robot MSI from Australia installed. The older versions of the robots do not work.

An unattended robot is mapped to only one machine. This is applicable for standard robot.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the hardware requirements are:

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Hardware requirements for Attended Robot

Resource	Minimum	Recommended
CPU	Intel Processor (1vCPU)	Intel Processor (4vCPU)
RAM	4-GB RAM	8-GB RAM
Disk space	Minimum 20-GB free disk space after installing the OS, patches, and base software	Minimum 50-GB free disk space after installing the OS, patches, and base software

To use the Attended Robot application, the software requirements are:

- Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the hardware requirements are:

Hardware requirements RPA Desktop Design Studio

Resource	Minimum	Recommended
CPU	Intel Processor (At least, Core i5)	Intel Processor (Core i7).
RAM	4-GB RAM	8-GB RAM
Disk space	Minimum 20-GB free disk space after installing the OS, patches, and base software	Minimum 50-GB free disk space after installing the OS, patches, and base software

To use the RPA Desktop Design Studio application, the software requirements are:

- Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- NET framework: Windows 4.7.1 or greater.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

Browser requirements

ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to support WCAG 2.1 Level AA conformance.

Localization information

RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.

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Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio integrates with RPA Hub for a seamless robot execution. You can use the Workflow Studio design environment to author flows and actions, as well as view the results they produce.

ServiceNow CLI release notes

The ServiceNow CLI application is a command-line interface that enables you to perform instance operations from your local system and include new commands that meet your application's needs. ServiceNow CLI was enhanced and updated in the Australia release.

Important: ServiceNow CLI is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

Install ServiceNow CLI by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

CLI Metadata (com.sn_cli_metadata): Planned for deprecation in the C release. There is no replacement for this application.

ServiceNow IDE release notes

The ServiceNow® integrated development environment (IDE) application enables developers to create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the ServiceNow AI Platform. ServiceNow IDE was enhanced and updated in the Australia release.

ServiceNow IDE highlights for the Australia release

Create or convert applications in the global scope with instances on the Australia release.

See ServiceNow IDE for more information.

Important: ServiceNow IDE is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ServiceNow IDE to Australia

ServiceNow IDE version 3.2.3 is active by default on instances on the Australia release. Update to ServiceNow IDE version 4.0 or later to use the latest features. For information about updating ServiceNow IDE, see Install or update the ServiceNow IDE.

New in the Australia release

Version 4.0

Create and convert global applications

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Create and convert applications in the global scope that are accessible to other global applications with instances on the Australia release.

Generated ServiceNow Fluent code organized in taxonomy-based directories

Configure a custom directory structure for metadata transformed into ServiceNow Fluent code with the `taxonomy` parameter in an application's `now.config.json` file. By default, generated ServiceNow Fluent files are organized in a taxonomy-based directory structure within the `fluent/generated` directory.

UI changes

Version 4.0

Updated Activity Bar

The Activity Bar includes additional views for bookmarks and recent activity, and the Metadata Explorer view has been replaced with the File Categories and Apps views.

Activation information

ServiceNow IDE is active by default and available for upgrade in the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

ServiceNow IDE uses the public npm registry (`https://registry.npmjs.org`) as its default package source. If your network blocks access to this registry, you must have access to an alternate registry to download packages and build applications in the ServiceNow IDE. If access to the public npm registry is blocked on your system, you must configure a private npm registry in your Package Manager user settings in the ServiceNow IDE. For more information, see Install an npm package from a private registry with the ServiceNow IDE.

Localization information

The ServiceNow IDE is localized in all supported left-to-right languages and reflects the language preference selected by users for the instance. For information about how to activate a language on an instance, see Activate a language.

Related ServiceNow applications and features

ServiceNow SDK

The ServiceNow SDK is used in the background of the ServiceNow IDE as the application packaging service that builds applications and provides the ServiceNow Fluent APIs for developing applications in source code. Scoped applications created or converted with the ServiceNow IDE or ServiceNow SDK can be developed with either application.

Build Agent

Use Build Agent, an autonomous AI agent, to help you create and edit applications from a chat panel in the ServiceNow IDE.

Now Assist for Code

With Now Assist for Code, you can use the Code autocomplete skill to generate code suggestions for scripts in applications in the ServiceNow IDE.

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Developer Sandboxes

Developer Sandboxes provide admins and delegated developers the ability to request, access, and manage individual sandboxes on top of the same underlying development instance. Delegated Developers can write and merge code and configuration changes without the risk of their changes getting over-written on the instance mid-development.

ReleaseOps

ReleaseOps automates deployment of changes across your pipeline, increases predictability and reliability of deployments, and reduces the risk of releasing changes to production.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and create custom apps with ease.

ServiceNow SDK release notes

The ServiceNow® software development kit (SDK) enables developers to create scoped applications in source code locally in Visual Studio Code Desktop and upload changes to a ServiceNow instance. ServiceNow SDK was enhanced and updated in the Australia release.

ServiceNow SDK highlights for the Australia release

Create or convert applications in the global scope with instances on the Australia release.

See ServiceNow SDK for more information.

Important information for upgrading ServiceNow SDK to Australia

To upgrade to the latest version of the ServiceNow SDK globally or within an application, see Upgrade the ServiceNow SDK.

ServiceNow SDK version 4.4 supports integration with ServiceNow instances beginning with the Washington DC release.

On Windows systems, after upgrading to ServiceNow SDK version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticating to a ServiceNow instance with the ServiceNow SDK.

Important: For minor releases of the ServiceNow SDK, see the ServiceNow SDK release notes on GitHub.

New in the Australia release

Version 4.4

Create and convert global applications

Create and convert applications in the global scope that are accessible to other global applications with instances on the Australia release.

Move application metadata from the global scope into a global application

Transform application metadata (XML) in the global scope from an instance into ServiceNow Fluent source code to customize it in a local global application using the `now-sdk move` command.

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Configure a default language for field labels

Configure a default language for field labels [sys_documentation] in a table or column with the `tableDefaultLanguage` parameter in an application's `now.config.json` file.

Configure read-only options with the Table API

Control the editability of read-only fields by configuring read-only options for a field with the *`readOnlyOption`* property in a *`Column`* object.

Changed in this release

Version 4.4

Flow API supports Service Catalog triggers and actions

Use triggers and actions related to Service Catalog with the Flow API.

Access Control List API supports protection policies

Control whether someone can view or edit an access control list (ACL) with the *`protectionPolicy`* property in an *`ACL`* object.

Keys updated for static assets in full-stack applications

Static UX Assets [sys_ux_lib_asset] in full-stack applications have updated keys in the `keys.ts` file. UX Asset sys_ids aren't changed.

Activation information

The ServiceNow SDK is available as a Node Package Manager (npm) package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application.

Additional requirements

You must have Node.js and Node Package Manager (npm) installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application.

Related ServiceNow applications and features

ServiceNow IDE

The ServiceNow IDE uses the ServiceNow SDK as its application packaging service to build applications, and the ServiceNow SDK provides the ServiceNow Fluent APIs for developing applications in source code in the ServiceNow IDE. Scoped applications created or converted with the ServiceNow SDK or ServiceNow IDE can be developed with either application.

ServiceNow Studio release notes

TheServiceNow® ServiceNow Studio application provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and create custom apps. ServiceNow Studio was enhanced and updated in the Australia release.

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ServiceNow Studio highlights for the Australia release

- Create and edit full-stack applications conversationally with Build Agent, an autonomous AI agent.
- Build pages for workspaces or custom web experiences in your applications by adding UI Builder files to your application in ServiceNow Studio.

See ServiceNow Studio for more information.

Important information for upgrading ServiceNow Studio to Australia

ServiceNow Studio no longer has to be downloaded from the ServiceNow Store. It's available on the ServiceNow AI Platform by default.

New in the Australia release

Build Agent in ServiceNow Studio

Use Build Agent in ServiceNow Studio to create and edit full-stack applications conversationally.

Add UI Builder files to your apps in ServiceNow Studio

Build pages by adding UI Builder components, controllers, experiences, page collections, and UI interactions into your ServiceNow Studio apps.

New vibe coding documentation

Explore vibe coding, which is a natural language approach to application development in ServiceNow, with new documentation, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.

UI changes

ServiceNow Studio user interface

The Navigator panel icons in ServiceNow Studio have changed slightly in size and appearance, but not in function.

Changed in this release

Integrated tab groupings

Integrated tabs are no longer color-coded or grouped by scope. You can see a list of the open files by selecting the more actions icon and selecting **Show Opened Editors**.

Build Agent in ServiceNow Studio

Build Agent is the default setting for AI-assisted app generation in ServiceNow Studio. You can change this setting in the ServiceNow Studio user preferences menu.

Removed in this release

The Now Assist icon was removed and replaced with a Build Agent chat panel, which is open by default. If the chat panel is closed, you can re-open Build Agent from the status bar in the browser window.

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Activation information

ServiceNow Studio is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Access control

Work with access controls and roles for apps and files in ServiceNow Studio.

Creator Studio

Use Creator Studio to create an application without how to code.

Catalog Builder

Create and edit catalog items directly in ServiceNow Studio.

Decision tables in Workflow Studio

Add decision rules and use decision tables to decouple decision logic from code.

Email notifications

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

Flows in Workflow Studio

Create and edit flows, subflows, and actions directly in a Workflow Studio tab within ServiceNow Studio.

Integration Hub - Import

Import data into existing tables in ServiceNow Studio.

Mobile App Builder

Add mobile experiences in a Mobile App Builder within ServiceNow Studio.

App generation

Create applications through a conversation with generative AI.

Playbooks in Workflow Studio

Edit cross-functional processes and consolidate them into automated task-oriented views.

ReleaseOps

ReleaseOps automates deployment of changes across your pipeline, which helps increase predictability and reliability of deployments and reduce the risk of releasing changes to production.

Table Builder

Work with data models in a tabular format in a tab within ServiceNow Studio.

UI Builder

Create and edit experiences in a tab within ServiceNow Studio.

Vibe coding and AI-assisted development on the ServiceNow AI Platform

Use vibe coding and ServiceNow agentic-assisted app building tools to describe your goals in natural language, and have the ServiceNow AI Platform generate full-stack applications, workflows, and integrations.

Workflow Studio

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Integrate workflow authoring, configuring, and monitoring into a single-page experience within ServiceNow Studio.

UI Builder release notes

The ServiceNow® UI Builder application is a web user interface builder for building pages for Workspaces, as well as custom workspaces or portals with Next Experience Components. UI Builder was enhanced and updated in the Australia release.

UI Builder highlights for the Australia release

- Share UI Builder pages across experiences without copying or recreating them, reducing maintenance and keeping users in their current workspace.
- UI Interactions let you define reusable UI and logic that can be triggered by user actions or system events and shared across any page or experience, eliminating the need to duplicate code or UI.

See UI Builder for more information.

Important: UI Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading UI Builder to Australia

Saving section for later.

New in the Australia release

Create event-driven UI interactions

Trigger UI interactions directly from events in UI Builder, allowing you to link event-driven behavior to reusable interaction logic with the following benefits:

- Define an interaction once and apply it across multiple events and pages so UI components such as modals don't have to be associated directly with the page anymore.
- Connect events to interactions without additional scripting.
- Centralize logic for consistent updates and fewer errors.
- Previously, Declarative Actions using UXF Client Actions required manual wiring on each page leading to complexity and upgrade risks. UI Interactions replace this with reusable, declarative event mapping.

Changed in this release

Use pages across experiences

Share and reuse pages across workspaces without switching contexts or rebuilding content to help save time and simplify maintenance.

Activation information

UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the

Browser requirements

Internet Explorer isn't supported for UI Builder

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Accessibility information

The expanded drop-down menus for column properties can be ready by screen readers.

Related ServiceNow applications and features

Build apps using App Engine Studio

After you create apps in ServiceNow App Engine Studio, you can then create their user interface in ServiceNow UI Builder.

Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist Skill Kit

The ServiceNow® Now Assist Skill Kit enables you to create and publish custom prompts and skills for Now Assist.

Workflow Studio release notes

The ServiceNow® Workflow Studio application consolidates playbooks, flows, actions, decision tables, and integrations into one design environment. Workflow Studio was enhanced and updated in the Australia release.

Flows, Subflows, and Actions release notes

The ServiceNow® Workflow Studio flows, subflows, and actions application enables process analysts to automate work without having to code and to build multiple-step flows from reusable components. Workflow Studio flows, subflows, and actions were enhanced and updated in the Australia release.

Workflow Studio flows, subflows, and actions highlights for the Australia release

- Compare two flow histories to see what content was added, removed, and updated.
- Summarize flow execution details to identify errors and suggest potential fixes.
- Use an AI agent from a flow.

See Exploring flows, Exploring subflows, and Exploring actions for more information.

Important: Workflow Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Workflow Studio flows, subflows, and actions to Australia

An earlier version of the save as you go feature was released and withdrawn from the Washington DC release. If you're upgrading from the Washington DC release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality.

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The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Business calendar as a scheduled trigger

Use the business calendar to trigger flows on existing business schedules. The business calendar trigger helps align automation with shifts, holidays, and operating hours.

Flow history compare view

Compare two flow history entries in a side-by-side view. Use the step highlighting and change type icons to determine what flow components have been added, removed, and changed.

Flow execution analysis

Analyze flow execution details to identify errors and suggest potential fixes.

Use an AI agent action

Use flow data to run an AI agent and configure the expected agent output for use later in the flow.

Removed in this release

The now.assist.creator role is no longer a required role to use generative AI features with Now Assist.

Activation information

Workflow Studio is a ServiceNow AI Platform feature that is active by default.

Get the latest Workflow Studio features by updating the app from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Exploring Playbook

Playbook enable process owners to author cross-enterprise workflows and create a single, unified process. Build the underlying processes for playbooks that Playbook Experience agents and fulfillers use.

Data Stream actions and pagination

Send REST, SOAP, or JDBC requests from Workflow Studio to APIs that return a stream of response data larger than 10 MB, or that return paginated results. Parse stream data into a series of complex object outputs and use the data pills in other actions in a flow.

Exploring Decision Tables

Decision tables in Workflow Studio enable developers to decouple decision logic from their code by creating and maintaining decision rules.

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Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Playbook release notes

The Playbook builder within the ServiceNow® Workflow Studio application enables playbook owners to create multiple-flow processes in a diagram or task board interface. The Playbook builder was enhanced and updated in the Australia release.

Playbooks highlights for the Australia release

- Nest playbooks within other playbooks.
- Enable runtime users to launch a playbook on demand.
- Test playbooks with the Automated Test Framework.
- Preview the UI for an activity in when configuring a playbook activity in Workflow Studio.

See Exploring Playbook for more information.

Important: Playbooks is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Playbooks to Australia

After you upgrade to Australia, update the Workflow Studio application in the ServiceNow Store.

New in the Australia release

Nested playbooks

Nest playbooks as a step within other playbooks to enable the following scenarios:

- Define sets of activities for reuse across multiple playbooks to help avoid duplication.
- Break up large playbooks for easy maintenance and fast load time in Playbook Designer.

Simplified end-user playbook experience

Implement a wizard experience for guiding your end users through a sequence of steps to achieve an outcome, such as servicing a printer.

Automated Test Framework support for playbooks

The Automated Test Framework can be used to create automated tests to confirm your playbooks run as planned.

Changed in this release

Required role update

Any tasks that previously required only the admin role now require the playbook.admin role instead.

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Activation information

The Playbooks application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio features by downloading the latest Workflow Studio app in the ServiceNow Store, as well as related applications like Process Automation Content and Process Automation Experience Demo. The Playbooks application can be downloaded for patch fixes.

To use playbook generation features in Workflow Studio, download the Now Assist for Creator application. To use Agentic Playbooks, enable it through Now Assist.

Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio consolidates Playbooks, Workflow Studio, Workflow Studio, Integration Hub integrations, andDecision Builder into one design environment. Author, configure, and monitor all of your workflows in a streamlined experience.

Playbook Experience

ServiceNow® Playbook experiences enable you to customize the default playbook user experience for your agents.

Table Builder release notes

The ServiceNow® Table Builder application is a centralized way to build tables, forms, and display logic. Table Builder was enhanced and updated in the Australia release.

Table Builder highlights for the Australia release

- Read-only behavior is now controlled by the **Read only option** [`read_only_option`] choice field, which provides options such as **Display Read Only** or **Strict Read Only**.
- The existing **Read only** field will no longer be editable in the UI.

See Table Builder for more information.

Important: Table Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Field configuration in Table Builder

A new **Read Only Option** has been added to the dictionary tables (`sys_dictionary` and `sys_dictionary_override`). The existing **read_only** field is now locked and cannot be edited in the UI. Field behavior depends on the selected option. With **Display Read Only**, the field appears read-only but can still be updated through APIs. With **Strict Read Only**, the field cannot be changed in the UI or by client scripts such as [`g_form.setValue()`]. A new system property, `glide.read_only.legacy_read_only_behavior`, controls whether the old behavior, where client scripts could override read-only settings, is retained.

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Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

App Engine Studio (AES) is a guided, low-code tool for developing rich web applications to store information, automate business processes, and solve business problems.

Zero Copy Connectors release notes

The ServiceNow® Zero Copy Connectors application unifies data from across the enterprise, providing access to external data in real time without needing to copy it to your instance. Zero Copy Connectors was enhanced and updated in the Australia release.

Zero Copy Connectors highlights for the Australia release

- Retrieve real-time data from external systems using new primary connectors.
- Fetch real-time data from another ServiceNow® instance using the ServiceNow® Remote Instance connector.
- Connect to Databricks, Oracle, and Snowflake using OAuth authentication.
- Query time-series monitoring data from Prometheus using the new community connector.
- Include either primary connectors only both primary and community connectors.

See Zero Copy Connectors for more information.

Important: The Zero Copy Connectors app is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Cloudera Impala

Retrieve data from Cloudera Impala in real time without copying or duplicating the data.

Australia Patch 1Connect to Prometheus

Retrieve data from Prometheus in real time without copying or duplicating the data.

Connect to another ServiceNow® instance

Retrieve data from another ServiceNow® instance in real time without copying or duplicating the data.

OAuth authentication

Configure OAuth authentication in Databricks, Oracle, and Snowflake connectors.

UI changes

New application name

Workflow Data Fabric Hub is now Zero Copy Connector Hub.

Australia Patch 1New connector package options

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When installing Zero Copy Connectors, you can either include primary connectors only by selecting Zero Copy Connectors Primary (sn_zcc_primary), or include both primary and community connectors by selecting Zero Copy Connectors (sn_data_fabric_zcc).

Changed in this release

Apache Iceberg primary connector

The Apache Iceberg connector is now certified as a primary connector.

Primary connectors in preview

Primary connectors that are still being enhanced to include all planned functionality are now marked with a Preview label. These connectors are fully supported by ServiceNow®.

Australia Patch 1Amazon S3 Tables connector — Preview

The Amazon S3 Tables connector is now available with a Preview label, indicating that enhancements are ongoing. This connector is fully supported by ServiceNow®.

Australia Patch 1Apache Iceberg connector — Preview

The Apache Iceberg connector is now available with a Preview label, indicating that enhancements are ongoing. This connector is fully supported by ServiceNow®.

Activation information

Install Zero Copy Connector Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Zero Copy Connector Hub is also available with activation of the Zero Copy Connectors app (sn_data_fabric_zcc), which requires a separate subscription. For details, see Request Zero Copy Connectors.

Plugin information

Renamed or changed plugins

The following plugins were renamed or changed in Australia:

- Workflow Data Fabric Hub (sn_data_fabric): Renamed to Zero Copy Connector Hub (sn_data_fabric).
- Australia Patch 1Zero Copy Connectors (sn_data_fabric_zcc): Now contains primary and community connectors. Previously contained all connectors in a single package.

Australia Patch 1New plugins

The following plugin was added in Australia:

Zero Copy Connectors Primary (sn_zcc_primary):New plugin that includes primary connectors only.

Conversational Interfaces release notes

Conversational Interfaces includes enhancements and changes in the Xanadu release.

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Updates are available for the following Conversational Interfaces applications on the ServiceNow AI Platform.

Advanced Work Assignment (AWA) release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents based on their availability, capacity, and, optionally, skills. AWA was enhanced and updated in the Australia release.

AWA highlights for the Australia release

Use AWA with non-task and non-interaction tables such as leads, opportunities, orders, and quotes.

See Advanced Work Assignment for more information.

New in the Australia release

Advanced Work Assignment

Configure routing for non-task and non-interaction tables such as leads, opportunities, orders, and quotes in AWA.

Advanced Work Assignment

Use telephone-style transfer workflows in AWA to enable warm transfers where agents consult privately before merging calls with the customer.

Activation information

AWA is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment.

Browser requirements

Advanced Work Assignment doesn't support mobile devices or Microsoft Edge browsers. Instead, use Microsoft Edge - Chromium or one of the other supported browsers that are listed in Browser support.

Related ServiceNow applications and features

Now Assist

The Now Assist application uses generative AI to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in Virtual Agent release notes

The ServiceNow® application <describe main product benefits>. was enhanced and updated in the Australia release.

Now Assist in Virtual Agent highlights for the Australia release

-
-
-

See for more information.

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Important: is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist in Virtual Agent to Australia

New in the Australia release

UI changes

Changed in this release

New experience

The new provides a more efficient, streamlined way for you to work. For information about how to upgrade, see . Note that is still supported in this release.

Removed in this release

-
-

Deprecated features

-
-

Activation information

Plugin information

New plugins

The following plugins are new in Australia:

():

Deprecated plugins

The following plugins are deprecated in Australia:

():

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

(): Planned for deprecation in .

Renamed or changed plugins

The following plugins were renamed or changed in Australia:

():

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Additional requirements

Browser requirements

Accessibility information

Localization information

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate on user issues. Sidebar was enhanced and updated in the Australia release.

Sidebar highlights for the Australia release

- Move and resize the chat window using the Sidebar new dynamic window framework.
- Create standalone Sidebar discussions.

See Sidebar for more information.

Important: Sidebar is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Sidebar

Customize the subject title for Sidebar discussions by replacing the default short description with any field from the record.

Sidebar

Move and resize the Sidebar chat window using the dynamic window framework.

Sidebar

Create a standalone Sidebar discussion that is not tied to a specific record.

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Activation information

Sidebar is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Agent Chat

Use Agent Chat to provide features that streamline the agent and requester chat experience and enable managers to monitor and assist agents.

Virtual Agent

Increase deflections by empowering your employees and customers to serve themselves using the friendly Virtual Agent messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational interface to help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Australia release.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Premium chat experience for Now Assist Panel - Platform (default) assistant

The Now Assist Panel - Platform (default) assistant now has the premium chat experience configured by default.

Activation information

Virtual Agent is a ServiceNow AI Platform feature that is active by default.

Core Business Suite release notes

The ServiceNow® Core Business Suite application lays the foundation to unify disjointed processes across business units. It's a collection of modules that fulfills different business needs, for different personas, within a single product suite. Core Business Suite is a new application in the Australia release.

Core Business Suite highlights for the Australia release

- Accelerate application setup with Now Assist in Core Business Suite. Install and configure the CBS applications automatically based on your business needs.
- Launch Core Business Suite applications from a new admin home configuration console. Set up each application from the entry point.
- Leverage the AI-native requester experience in CBS.

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See Core Business Suite for more information.

Important: Core Business Suite is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Core Business Suite to Australia

- The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

- The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:
  - Foundation: AI basics to deliver insights
  - Advanced: AI to boost productivity across relevant use cases
  - Prime: Act autonomously with all AI assets, and create your own

  For more information, see .

Core Business Suite features

Use a guided flow to set up the Core Business Suite. Receive AI#assisted resolutions to questions that might come up during setup for a faster installation and configuration experience.

Leverage the new CBS home page to initiate installations of different applications across BUs in one place. Track setup progress and receive guided configuration support from a unified product console. You can install and configure applications according to your business requirements.

Provide your employees with the AI-native requester experience in Core Business Suite.

Activation information

Install Core Business Suite by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

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- Core Business Suite Foundation (sn_cbs_foundation): Base package with Core Business Suite support.
- Core Business Suite Advanced (sn_cbs_advanced): Mid-tier package with Core Business Suite support.
- Core Business Suite Prime (sn_cbs_prime): Top-tier package with Core Business Suite support.

Related ServiceNow applications and features

Provides a modular and personalized admin home dashboard that helps centralize instance management and helps with faster completion of critical tasks. It supports context-aware insights and recommended next actions.

Now Assist

Provides the generative AI capabilities embedded throughout Core Business Suite such as chat summarization, resolution notes generation, and agentic workflows.

Unifies IT, HR, finance, procurement, legal, and workplace services on one AI platform, delivering a simplified and unified implementation, service delivery, and employee experience for growing organizations.

Customer Service Management release notes

The ServiceNow® Customer Service Management application has new and updated applications and features in the Australia release.

Agent experience for CSM release notes

The ServiceNow® Agent experience for CSM provides customer service agents with the tools that they need to find, research, and resolve customer issues and questions. Agent experience for CSM was enhanced and updated in the Australia release.

Agent experience highlights for the Australia release

- Minimize drafts of comments, work notes, and emails to a dock at the bottom of CSM Configurable Workspace and keep track of documents in this centralized location.
- Enable agents to work from a single location with the ability to view CSM Configurable Workspace record pages in other workspaces.
- Populate interaction wrap-up codes and notes by using AI, saving agents time.
- Auto-populate record fields and email drafts with dynamic values using form templates.

See CSM Configurable Workspace for more information.

Important: CSM Configurable Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Dock in CSM Configurable Workspace

Enable agents to minimize drafts of comments, work notes, or emails to a dock at the bottom of the workspace page. This centralized location provides agents with the ability to see all current drafts at a glance.

Form template enhancements

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Save time and promote consistency by creating conditional templates, setting field-level conditions, and automatically populating email body text. Populate these fields using dynamic values from the Case table and related tables. Preview template changes before applying them to a record.

Workspace record page interoperability

Enable agents to use record pages between CSM Configurable Workspace and ITSM Service Operations Workspace. The following ITSM pages are interoperable across CSM:

- Incident page
- Change page

AI interaction wrap-up

Provide agents with AI assistance during the interaction wrap-up period. This feature generates wrap-up content for interaction records, such as the wrap-up code and notes.

Highlight fields with unsaved changes

Use visual indicators in CSM Configurable Workspace such as icons and background colors to indicate form fields with unsaved changes.

Knowledge Center article editor available in CSM Configurable Workspace

Use the Knowledge Center article editor to create and edit knowledge articles in CSM Configurable Workspace. Agents can access the editing capabilities available in the article editor to format knowledge article content such as text, images, and media.

Unread email count on interaction tabs

Displays the number of unread email messages on interaction tabs in CSM Configurable Workspace. Hovering over a tab displays a tooltip with a preview of the most recent email.

Changed in this release

Editable record headers

Enables agents to edit the short description of a record directly from the header field. This feature is available on the following record pages:

- Front-line case page
- CSM Interaction record page
- CSM default record page

Collaborate component in CSM Configurable Workspace

Use the Collaborate component in the contextual side panel in CSM Configurable Workspace to communicate and collaborate with stakeholders in real time to resolve cases.

SLA component on the Front-line case page

Use the Service Level Agreement (SLA) component in the contextual side panel on the Front-line case page to view SLAs. The SLA cards appear in the Record Information tab below the record information card.

Email Interaction record page enhancements

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Minimize drafts to a dock at the bottom of the workspace page in the inline modeless composer. View activities in the activity feed at the top of the page in reverse order, with the newest entries displayed at the bottom.

Lookup component added to the Email Interaction record page

Enable agents to look up contacts and consumers by name, phone number, or email address and link them to a record.

Create actions on the Front-line case page

Create different types of records by using the **Create** button on the Front-line case page. Selecting an action from the Create button, such as creating an incident or a knowledge gap, opens the form in a modeless dialogue.

View attachments in modeless dialogs

Enable agents to access and review attachments in modeless dialogs instead of workspace tabs. Agents can easily view attachments while also viewing case information and drafts of emails, comments, or work notes.

Auto-dismiss alerts in CSM Configurable Workspace

Reduce visual clutter through auto-dismissible alerts, which are enabled by default for Info, Low, and Moderate alerts, with a default timer of five seconds. Critical and High alerts remain persistent to ensure important notifications stay visible.

Maximum number of active tabs in CSM Configurable Workspace

Agents can open up to 20 active tabs (previously 10) in CSM Configurable Workspace to handle multiple tasks simultaneously without losing context.

Open multiple lists in separate primary tabs

Agents can now open multiple lists in different CSM Configurable Workspace primary tabs, enabling seamless context switching between lists without losing their current workspace view.

Granular admin roles

Enhance security, reduce over-privileged accounts, and enable flexible, task-focused permission management by assigning granular, feature-specific roles to replace broad admin access.

Activation information

CSM Configurable Workspace is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- Special Handling Notes (sn_shn): Create notes to bring to the user's attention important information about individual records, such as a case or account record.
- Special Handling Notes Demo Data (com.snc.shn_demo): Provides the Special Handling Notes application demo data.

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Deprecated plugins

The following plugin is deprecated in Australia:

Customer Service CTI Demo Data (com.snc.customerservice_cti_demo): ServiceNow Voice with Amazon Connect provides the latest experience for this functionality.

Plugins planned for deprecation

The listed plugins are planned for deprecation in a future release.

Beginning with the Australia release, these plugins will be migrated to store applications. Upgrading your instance to the Australia release automatically installs the store applications.

- CSM Configurable Workspace Special Handling Notes (com.snc.uib.special_handling_notes)
- CSM Account Hierarchy (com.snc.sn_csm_account_hierarchy_uib)
- Resolution Shaper (com.sn_resolutionshaper)
- sn-component-workspace-ribbon (com.sn_component_workspace_ribbon)
- Special Handling Instruction (app_sn_shn)
- Special Handling Notes Demo Data (app_sn_shn)
- sn-component-account-hierarchy (com.sn_component_account_hierarchy)
- sn-component-workspace-shn (com.sn_component_workspace_shn)

For more information, see Plugins activated with Customer Service Management.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Customer Service Management

Use the Customer Service Management application to provide the service and support that your external customers need.

Now Assist for Customer Service Management (CSM)

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workspace UI

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents need to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that

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provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

Case management for CSM release notes

The ServiceNow® Case management for CSM application enables customer service organizations and support teams to collaborate on customer problems proactively to resolve issues. Case management for CSM was enhanced and updated in the Australia release.

Case management for CSM highlights for the Australia release

- Major cases now have the same case type as the original case, and associated child cases also have the same case type.
- Enhancements to task plan templates to support task dependency, and to support document attachments in task plan template items.
- Migrating several applications from family to store.

See Case management for Customer Service Management for more information.

New in the Australia release

Task Dependencies for Task Plan Templates

Define dependency relationships between template items in the [sn_task_plan_template_dependency] table, and upon applying the template, create and store the resulting task dependencies in the [sn_task_dependency_m2m] table to ensure controlled task sequencing through predecessor–successor relationships.

Document References in Task Plan Templates

Add documents to Task Plan Template items, storing document references in the [sn_task_plan_template_document] table and making them accessible through form views and related lists based on template state and user permissions, ensuring secure and controlled document access aligned with template#level permissions

Changed in this release

Major Issue Management

Case Type consistency improvements: This update ensures case type consistency when creating and managing major cases and their related child cases, improving accuracy and reducing manual correction.

- Create major cases automatically upon approval, and major cases now inherit the same case type as the originating case.
- Promote the proposed case directly to a major case I-if no account or consumer or partner exists on the originating major case.
- Use the major case's case type and inherit the fields defined in (sn_customerservice.case_fields_to_sync) property or defined through extension point for child cases.

Task plan templates

Add flexible task dependency management to task plan templates, and support for attachments.

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- Schedule offsets can be defined when creating dependencies, allowing tasks to start within a specified time period (minutes, hours, days, or weeks).
- Configure and manage task dependencies directly from task dependency list and view layouts.
- Built-in validations prevent circular dependencies, ensuring task plans remain accurate and reliable.
- Ability to attach documents to tasks or cases.
- Select **Apply Template** for any published task plan templates to automatically add all document references from the original template items to the newly created tasks, ensuring seamless access for task owners to all required documents.

Case type selector for creating cases

The case type selector is now activated by default when creating cases of these types:

- Interaction
- Account
- Contact
- Consumer
- Sold product
- Install base item
- Related lists: child case, case task
- List view
- Case task list view

Plugin information

New Plugins

The following plugin is new in Australia:

Assignment Workbench (sn_assign_wb_host): This plugin enables managers to assign tasks to agents efficiently and intelligently.

Plugins planned for deprecation

These plugins are planned for deprecation in the C release. Beginning with the Australia release these plugins will be migrated to store applications. Upgrade your instance to Australia or later release versions and the store applications will be automatically installed:

- Action Status Automation (com.sn_action_status)
- Customer Service Case Action Status (com.snc.csm_action_status)
- Case Digests (com.sn_csm_case_digest)
- Customer Service Document Template (com.sn_csm_doc_template)
- Customer Project Management (com.snc.csm_ppm)
- Customer Service with Request Management (com.sn_cs_sm_request)
- Customer Service with Service Management (com.sn_cs_sm)

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- Major Issue Management (com.sn_majorissue_mgt)
- Proxy contacts (com.snc.csm_proxy_contacts)
- Targeted communications (com.sn_publications)
- Case Assignment Workbench Demo (com.snc.case_assignment_workbench_demo): Beginning with the Australia release this plugin will be deprecated. The demo data will be migrated to the Case Assignment Workbench store application.

Data Management for CSM release notes

The ServiceNow® Data Management for Customer Service Management (CSM) application enables you to organize and manage the data for both your internal users and external customers. Data Management for CSM was enhanced and updated in the Australia release.

Data Management highlights for the Australia release

- Implement granular administrative roles across the Customer Data Foundation (CDF) for better access control over user permissions and data.
- Support unified user modeling with Contact as Consumer functionality, enabling the user to function as both a business-to-business (B2B) and a business-to-consumer (B2C).
- Migrate the Household (com.snc.household) plugin to ServiceNow Store for improved packaging and deployment flexibility.
- Renamed Service Model Foundation entities for clarity and consistency. Update any configurations, scripts, or integrations that reference these entities.
- Enable billing account support on Sold Products to give agents instant financial context, accelerate billing case resolution, and improve billing accuracy and transparency.

See Data management for Customer Service Management feature for more information.

Important: Business Location and Install Base Management are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Configuring a contact as a consumer

Model a single user who functions as both a contact and a consumer within your customer data structure. This capability improves administrative efficiency by reducing the overhead of creating and maintaining multiple user records for the same individual. It also provides a unified experience, eliminating the need to switch logins across different personas.

Granular administrative roles for Customer Data Foundation

Implemented administrative roles that provide fine-grained access control across CDF. These roles can be assigned to administrators and other personas based on job functions and security requirements. It includes the following capabilities:

- Added 25 admin roles with specific read, write, create, and delete permissions.
- Updated Before you begin sections across all Customer Data Foundation configuration topics with role prerequisites.
- Improved security compliance through role-based access segregation.

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New fields in the Customer Account table

Added the following fields to the Customer Account (customer_account) table to improve business identification and record management:

- DUNS Number: Store the Data Universal Numbering System (DUNS) identifier for business accounts to support data enrichment and third-party integrations.
- Active: Indicates whether an account record is active for filtering and workflow purposes.

Description field added Customer Data Foundation configuration tables

Added a Description field to the following Customer Data Foundation (CDF) configuration tables to capture additional details about each record:

- Related Party Configuration [sn_customerservice_related_party_configuration] table
- Responsibility Definition [sn_customerservice_responsibility_def] table
- Responsibility Access Configuration [sn_customerservice_responsibility_access_config] table

Billing accounts data model enhancements

Grant contacts and consumers access to billing accounts through the related parties data model, using out of base system responsibilities and roles.

Granular admin roles

Added new granular admin roles to enable targeted permission assignments based on functional responsibilities, replacing broad admin access.

Add related parties to an install base item

The Sold product is enhanced to support Related pricing.

Adding related parties to a sold product

Use flexible price and quantity ramps that adapt over a product's lifecycle, enabling time-based pricing, segment modifications during post-sale workflows, and accurate calculations across multi-year contracts.

Sold product form

Use scheduled jobs to update the state of the Sold product based on start and end dates. Ensure that sold products follow clear start and end dates with automatic state updates, giving customers fair access, predictable billing, and reducing errors through accurate lifecycle management and delta pricing.

Sold product form

Billing Account support on Sold Products to give agents immediate financial context, streamline billing#related case resolution, and improve billing accuracy and transparency for customers and enterprises.

Changed in this release

Enhanced Customer Data Viewer role

The Customer Data Viewer (sn_customerservice.customer_data_viewer) role includes expanded access to additional data tables and menu items. These enhancements enable users to view a broader range of customer data while maintaining read-only access restrictions. With this enhancement, you can:

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- Extend access to additional tables for the customer data viewer role
  - Inherit household role in customer data viewer role
- Explore additional menu items now accessible to the customer data viewer role.

Household plugin migration to ServiceNow Store

Starting with the Australia release, the Household family plugin (com.snc.household) has been migrated to the ServiceNow Store as a standalone application. Any new enhancements to this application are delivered through the Household store app. This change provides improved packaging, versioning, and deployment flexibility for B2C implementations that require household relationship management.

Guided setup access for granular admin roles

Access to foundation data steps in guided setup now aligns with CDF admin roles. This access change enables administrators to delegate specific configuration tasks to users based on their assigned roles, providing greater flexibility in managing setup responsibilities.

Extensible account code support

Updated the account code generation logic to support dynamic length scalability. Account codes now automatically expand from 4 digits to 5 or more as needed, ensuring unlimited account growth without manual intervention. Administrators can resolve invalid insert errors by clearing the system property to regenerate codes based on the maximum existing code.

Declarative Responsibility Framework enhancements

Introduced usability and functional enhancements to the Customer Access Management (CAM) Declarative Responsibility Framework. These updates streamline access configuration management and improve flexibility for responsibility definitions. With this enhancement, you can now:

- Import or copy access configurations from one responsibility definition to another.
- Manage CAM-related assets through improved cleanup capabilities.
- Reference any field name in the Responsibility Definition field configuration.

Unified User configuration enhancements

Added a system property (sn_customerservice.consumer.allowed_user_types) to enhance unified user management. This property specifies which user types (classes) can be associated with consumers.

Customer Life Cycle Management Workflows

Added core primitives to support price and quantity ramps, enabling flexible, time#based changes across the sold product lifecycle. The feature delivers scalable pricing aligned with usage, simplifies post-sale workflows, and improves revenue forecasting without custom scripts.

Sold product form

Create future#dated subscription products in a **Pending Activation** state to improve the Add#Order#to#Sold#Product process. It also ensures lifecycle accuracy, predictable billing, and fair access for customers while improving revenue recognition for businesses.

Renamed Service Model Foundation entities to improve clarity and maintain consistency across the platform. Review your existing configurations, scripts, or integrations that reference these entities and update them accordingly.

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Deprecated features

- As part of the CAM Declarative Responsibility Framework enhancements, the following legacy fields have been marked deprecated:
  - **Restrict access to** field from the Responsibility Access Configuration [sn_customerservice_responsibility_access_config] table
  - **Applicable to** field from the Responsibility Definition [sn_customerservice_responsibility_def] table
- Starting with the Australia release, the Household plugin (com.snc.household) is available as a store plugin and, as such, the family version of the plugin is being prepared for future deprecation. Upon upgrading, customers will automatically move to the store version of the plugin. It will be hidden from the family plugins and no longer installed on new instances but will continue to be supported as a store plugin. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

CSM is a ServiceNow AI Platform application that is available with activation of the Customer Service Management (CSM) plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional CSM features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Sales and Order Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales and Order Management.

Plugin information

Changed plugins

The following plugins are moved to store:

- CSM Contributor User (com.snc.csm_contributor_user)
- Outsourced Customer Service (com.snc.csm_ocs)
- Service Organization (com.snc.service_organization)
- Outsourced Service Provider (com.snc.outsourced_service_provider)

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

These plugins are planned for deprecation in the C release. Beginning with the Australia release these plugins will be migrated to a store application. Upgrade your instance to Australia or later release versions and the store applications will be automatically installed.

- CSM Contributor User (com.snc.csm_contributor_user)
- Service Organization (com.snc.service_organization)

Renamed plugins

The Customer Service Household (com.snc.household) plugin has been renamed to Customer Household Data Model (com.snc.household) in the Australia release.

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Browser requirements

Starting with the Australia release, data management for Customer Service Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Communities

From the Customer Service Portal and Consumer Service Portal, you can enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from community discussion threads and resolve cases with the community content.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, your technicians, agents, consumers, and customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application by using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to identify, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service implementations that provide tier-1 agents with the tools that they use to respond to customers and to resolve cases.

Sales and Order Management

The Sales and Order Management applications enable you to manage the product sales and order fulfillment life cycles in your organization. It includes pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Intelligence for CSM release notes

The ServiceNow® Intelligence for Customer Service Management (CSM) applications enable customer service organizations and service operations to configure and implement Guided Decisions, Recommended Actions, and Task Intelligence features. The Intelligence for CSM applications were enhanced and updated in the Australia release.

Intelligence for CSM highlights for the Australia release

Australia Patch 1

- Availability of filter controls in Now Assist Guardian for Now Assist for CSM.
- Availability of AI Workflow tab in Core UI.

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- Use AI to populate interaction wrap-up codes and notes, saving agents time.
- Simplify metadata management by granting developer roles and privileges to your granular admin users.

See Intelligence for CSM for more information.

Important: The following applications are available in ServiceNow Store:

- Guided Decisions Experience (sn_ga_exp)
- Recommended Actions (sn_nb_action)
- Recommended Actions for Customer Service (sn_cs_nb_action)
- Task Intelligence for Customer Service (com.snc.csm_ml_task)

For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

AI workflow tab added in Core UI

Availability of AI Workflow tab within case view of case table records and email interaction view of interaction records in Core UI, showing agentic workflows and actionable AI-driven insights directly in the record UI.

Filter controls in Now Assist Guardian

Availability of filter controls for CSM in the Now Assist Guardian interface, allowing users to toggle the base system filters on and off. Filtered results display in a user-friendly format for quick case review and action.

Recommended Actions - View the relevancy score on the Case resolution guidance

View the relevancy score, which indicates how well a search result matches the agent's query, on the search result recommendation cards in the Search tab of the Recommended Actions panel for the Case resolution guidance.

Recommended Actions – Configure contextual filtering of AI search results

Enhance search accuracy by ensuring results are contextually relevant to the record being viewed by the agent. Search results are dynamically filtered based on contextual information passed through additional context parameters. To configure the contextual filtering of the Search results, enable the dynamic filter for a search source in a Search profile and then create the AisDynamicFilter implementation for the source which holds the filtering conditions.

Recommended Actions – Support for mandatory Contextual Inputs

As an RA author, you can mark specific context inputs as mandatory by selecting the Mandatory check box in the Context Inputs form. When one or more context

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inputs are configured as mandatory, you must set the values for these contextual inputs directly on Recommended Actions component on the record page in the UI Builder for the recommendations to be generated.

Recommended Actions - Manage and configure metadata with delegated developer approach

Grant granular admin users delegated developer privileges and required roles to manage and configure metadata. This includes the Manage update set permission, domain_picker role, and metadata_scope_viewer role for viewing and modifying the application scope of metadata records.

AI interaction wrap-up

Provides agents with AI assistance during the interaction wrap-up period. This feature generates wrap-up content for interaction records, such as the wrap-up code and notes.

Process mining - Pre#configured templates for CSM Process Mining Projects

Select pre#configured templates from the Process Mining Content Pack for CSM to quickly set up customer service case projects with default settings already applied. These templates help accelerate project creation by providing standardized configurations tailored for common Customer Service Management scenarios.

Activation information

Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Plugin information

Renamed or changed plugins

The following plugin has been renamed or changed:

Recommended Actions for Customer Service (sn_cs_nb_action):Renamed to Recommended Actions for Service (sn_cs_nb_action) starting with v31.0.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Customer Service Management

Provide the service and support that your external customers need with Customer Service Management.

Now Assist for CSM

Summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes with the ServiceNow® Now Assist for CSM application.

Document Intelligence

Extract the data from documents and integrate the data into automation workflows to save time and resources by using the Document Intelligence AI solution.

Predictive Intelligence

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Improve processes across the platform, such as automatically populating fields when a case is created, categorizing and routing work, and suggesting case resolutions through Predictive Intelligence AI.

Self-service and omnichannel engagement for CSM release notes

With self-service and omnichannel applications in the ServiceNow® Customer Service Management (CSM) application, your customers can use chat on self-service portals, consumer messaging apps, email, or phone calls to connect with your organization. Self-service and omnichannel applications for CSM were enhanced and updated in the Australia.

Self-service and omnichannel applications for CSM highlights for the Australia release

- Enhance B2C consumer support through ServiceNow AI Platform self-service capabilities with the Consumer Portal.
- Embed components into external websites to provide users with access to the self-service capabilities on the ServiceNow AI Platform.
- Reduce manual documentation and maintain consistency by using Now Assist to auto-generate wrap up codes and summaries from transcripts.
- Enable agents to initiate outbound email interactions from contact or consumer records, with configurable automated reminders to end users, enabling proactive customer engagement and comprehensive email tracking. Improve reporting reliability and compliance with configurable wrap-up codes for CCaaS and AWA-routed email interactions.
- Schedule, reschedule, and cancel native callbacks from Agent Workspace across all omnichannel interactions (chat, voice, email, and messaging) and cases without switching to external tools or applications.

See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Interaction Controls Component (ICC) for voice calls for more information.

Important: Self-service and omnichannel applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Configure Web Embeddables

Embed ServiceNow components into any third-party website or web application to extend the ServiceNow AI Platform capabilities. You can use a library of default configurable components or create custom components.

You can configure and embed the following ServiceNow components on the third-party websites:

- Case list: Displays a comprehensive list of cases along with their key details.
- Case view: Shows a detailed view of case and case-related activities. You can display relevant playbooks when created for the case record.
- Case create: Displays a form to create a case to address issues related to products and services.
- Catalog item: Request Service Catalog items or services.
- Knowledge article view: Displays knowledge articles along with key details like title, content, author, view count, read time, and more. You can also rate the article and switch the display language.

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- Data visualization: Shows a graphical representation of information from any ServiceNow AI Platform table using visual elements such as single score, pie, donut, and semi donut charts.
- Playbook intake: Enable your users to submit cases using the Playbook guided experience. Systematically capture case details and display stages, and activities involved in resolving the case.
- Catalog browse: Browse and search Service Catalog items from different catalogs and categories within a third-party website.
- Object list: Display records from different tables with their related actions in a list format.

Using Interaction Controls Component (ICC) call controls with Amazon Connect

Manage Amazon Connect calls in the CSM Configurable Workspace voice Interaction record. The integration supports inbound and outbound call flows, presence management, and transfers without switching applications.

Supervisor call monitoring

Monitor, coach, and join agent calls from the CSM Configurable Workspace without having to switch to the CCaaS desktop. All supervisor actions are automatically logged for auditing and reporting purpose.

Agent help request for voice calls

Empower agents to request supervisor assistance during calls by selecting the **Help Request** button. Agents can specify reasons why they are calling for help to provide more context to the supervisor before the supervisor responds, and receive notifications when supervisors coach or join. All help request data is captured for reporting for data-driven coaching.

Use AI to generate wrap up code and notes summary

Automatically suggest a wrap-up code and generate an interaction summary based on conversation transcripts by using Now Assist, which reduces manual documentation time and contributes to consistent record-keeping. Choose automatic or agent-initiated generation to fit your workflow.

Using the Consumer Portal

Support your consumers through the Consumer Portal self-service capabilities such as knowledge articles, service catalogs, case management, Virtual Agent, and others. These capabilities help reduce maintenance effort through low-code configurations on pages with configurable widgets.

Native callback features

Callback management enables agents to schedule callbacks on behalf of customers. The key features include:

- Enable agents to schedule callbacks from any interaction or case.
- Equip agents to reschedule or cancel callbacks from the callback record page with proper state tracking.
- Facilitate agents to view scheduled callbacks in the list view so they can open the individual callback record page.
- Enable agents to view and manage scheduled callbacks for the current interaction or case in the contextual side panel.

Email interaction feature: Wrap up of email interactions

Note the following capabilities introduced for wrapping up email interactions:

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- Introduction of wrap-up modal for Advanced Work Assignment (AWA) and CCaaS-routed email interactions with internal wrap-up codes configurable by admins.
- Automatic closure of inactive interactions with system-assigned wrap-up codes in multiple scenarios:
  - When agents create a case from an email interaction.
  - When the wrap-up modal times out without agent submission.
  - When customers don't respond within the defined follow-up period.

Email interaction feature: Outbound Interaction from agent-initiated email

The new capabilities for outbound interactions initiated by agents through email are:

- Initiate outbound email interactions from contact or consumer records by selecting email addresses or using the Compose Email UI option, opening a modeless email composer with the recipient's email address auto populated.
- Automatic creation of Work-In-Progress (WIP) outbound email interactions when agents initiate an email to a customer.
- Preserve email drafts when agents navigate away, and automatically close interactions that show no sent or received email activity and contain only unsent drafts within a rolling 30-day period. Any agent activity on the draft resets the 30-day window.
- Consolidate multiple agent-initiated drafts into a single, unified interaction within service workflows, with ownership assigned to the sending agent. You can optionally configure the system to create separate interactions for each draft for the same contact.
- Configurable reminder windows for sending automated reminder emails when customers don't respond.
- Customer response notifications on the ongoing tab and interaction linking in contact or consumer related lists for seamless conversation tracking.

Email interaction feature: Transfer Email Interactions routed by CCaaS

Transfer CCaaS#routed email interactions to another agent or queue, improving accurate handoff and workload distribution.

UI changes

Agent help request for voice calls

The following UI components have been added to the Global Call window in the agent CSM Configurable Workspace when making outbound calls from a keypad or phone directory:

- A **Help Request** button to seek supervisor assistance during an active call.
- A **Cancel Help Request** button to cancel a submitted help request at any time during the active call.

Using the interaction and case page for callback request

The following UI components have been added on the interaction and case pages:

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- A **Schedule callback** button on interaction and case pages to enable agents to schedule callbacks on behalf of customers.
- A **Reschedule** button on the callback task record page to enable agents to modify scheduled callback date and time on behalf of customers.
- A **Cancel** button on the callback record page to enable agents to cancel callbacks created on behalf of customers.
- A **Scheduled callbacks** tile in the contextual side panel to enable agents to view and manage upcoming callbacks while working on interactions or cases.

Scheduled callbacks list view: A **Scheduled callbacks** list view has been added in Agent Workspace to enable agents to view all scheduled callbacks and open any callback to access its task record management.

Using the email interaction page

The following UI components have been added on the Email Interaction page:

- A **Compose Email** UI option to contact and consumer records for initiating outbound email interactions from these records.
- Clickable email addresses to contact and consumer records to open the email composer with the recipient address automatically inserted.
- A **Transfer Email** option with list of available agents and queues has been added for CCaaS-routed email interactions, enabling agents to transfer the interaction to the selected queues or agents.
- A unified wrap-up dialog has been added to provide a single closure experience for email interactions routed through AWA or CCaaS.

Changed in this release

Customer Service Portal Base

Starting with the Australia release, the Customer Service Portal Base plugin (com.snc.csm_portal_base) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Customer Service Portal Base store app. This change improves packaging, versioning, and deployment flexibility for implementations that require portal framework, responsive design, case management, knowledge integration, and community features. The store app also includes email integration, translation support, attachment handling, and mobile enhancements.

Subscriptions and Activity Feed Framework

Starting with the Australia release, the Subscriptions and Activity Feed Framework plugin (com.snc.subscriptions_activity_feed) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Subscriptions and Activity Feed Framework store app. This change improves packaging, versioning, and deployment flexibility for implementations that require subscription framework, activity tracking, notification preferences, or context management.

Walk-Up for CSM

Starting with the Australia release, the Walk-up for CSM plugin (com.snc.walkup_for_csm) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Walk-up for CSM store app. This change improves packaging, versioning, and deployment flexibility for implementations that require subscription framework, activity tracking, notification preferences, or context management.

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Activation information

Install self-service and omnichannel applications, such as OpenFrame and Interaction Controls Component (ICC), by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in the Australia release:

- Customer Service integration with Social Media Store (sn_cs_social_host): The Customer Service integration with Social Media app enables agents to select Social as the communication channel and add a social profile to the Case form. Any communication with customers or consumers that takes place through social media is recorded on the Case form in the Social Logs related list. For more information, see Social media integration
- Web Components for Customers (sn_cx_components): The plugin adds Case create and Case view Web Embeddables components to your ServiceNow instance. You can clone and configure them, and embed on your third-party website. For more information, see Activate Web Embeddables.
- Web Embeddable Core (sn_embeddable_core): This plugin enables you to create, edit, clone, delete, and organize components into modules, groups, and instances. Each instance can be configured with a live preview. It also provides tools to manage CORS rules for secure integration. For more information, see Activate Web Embeddables.
- Web Components for Guest (sn_guest_component): This plugin enables guest user access to Knowledge article view and Catalog item Web Embeddables components on third-party websites. It allows unauthenticated users to view public knowledge articles and submit catalog items without logging in. You can configure access controls to determine which content is publicly accessible. For more information, see Activate Web Embeddables.

Plugins planned for deprecation

These plugins are planned for deprecation in the C release. Beginning with the Australia release, these plugins will be migrated to store applications. Upgrade your instance to Australia release version and the store applications will be automatically installed:

- Openframe Integration App (com.sn_openframe_integration)
- Skill Determination (com.snc.skill_determination)
- Advanced Work Assignment for CSM (sn_csm.awa)
- Social Media Store (sn_cs_social_host)

Browser requirements

Starting with the Australia release, self-service and omnichannel application don't support Internet Explorer. For more information, see Browser support.

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Related ServiceNow applications and features

Field Service Management

The Field Service Management application helps you manage work orders and related tasks, resources, skills, assets, and locations. Assign work order tasks and dispatch agents to a customer location to perform field work.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information using the Knowledge Management application. Customer service agents can use knowledge content to help resolve cases.

IT Service Management

The following IT Service Management applications can integrate with Customer Service Management: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Workforce Optimization for CSM release notes

The ServiceNow® Workforce Optimization application enables you to efficiently route work to your team, manage your team's skills and schedules, and monitor their performance. Workforce Optimization was enhanced and updated in the Australia release.

Workforce Optimization for Customer Service highlights for the Australia release

- Manage location-based holiday calendars to improve workforce scheduling by mapping holidays to specific regions, enabling managers to plan shifts with accuracy, and reduce manual adjustments.
- Install and configure Manager Dashboard from the Workforce Optimization (WFO) enterprise independently. This change aligns dashboard packaging with channel management and enables broader adoption across Pro and Pro+ customers
- Enhance Manager Dashboard in the Manager Workspace (Enterprise SKU) with new AI powered widgets — Sentiment Analysis, Trending Topics, and Auto QA to provide supervisors with faster, actionable insights into customer sentiment and agent performance.
- Assist agents during live customer calls by opening the agent's active phone interaction in Manager Workspace. NVC enables supervisors to silently monitor calls, whisper-coach the agent, or join the conversation directly.
- Analyze the help requested interactions segmented by different channels, such as Chat, Email, Messaging, Phone and Video.

See Exploring Workforce Optimization for Customer Service for more information.

Important: Workforce Optimization for Customer Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Location Based Holiday Calendar Management

Enable location-based holiday calendars to

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- Manage location-based holiday calendars that auto-sync to schedules, providing real-time visibility into regional holiday impacts and supporting accurate shift planning.
- Improve workforce scheduling and compliance by mapping holidays to specific regions, reducing manual adjustments and ensuring agents see their location-based holidays in My Calendar.

Manager Workspace landing page

Enhance the Manager Dashboard to view

- New **AI Insights** tab on the Manager Dashboard in the Manager Workspace (Enterprise SKU).
- The AI powered widgets: Sentiment Analysis, Trending Topics, and Auto QA. These widgets provide deeper, real-time visibility into customer sentiment signals, trending interaction themes, and quality evaluations.

Manager dashboard for operational Insights

Decouple the existing Manager Dashboard to make it available as a standalone feature.

- Install and configure the Manager Dashboard independently to provide a streamlined, modular experience, retaining only essential alerts and core widgets for performance, work management, and resource visibility while removing scheduling and coaching components.
- Pro customers can view Help Request alerts and Operational Insights when Channel Management is adopted with the dashboard. These capabilities are not available when Channel Management is adopted without the dashboard.
- Pro+ customers can view a tab based dashboard layout with AI powered widgets Sentiment Analysis, Trending Topics, and Auto QA for Customer Signals and Quality Management. They can access the Operations Insights tab with widgets like Performance, Work Management, and Resource Management.

Listen, Monitor or Barge in to an agent call

Monitor, coach, or barge into voice calls to

- Assist agents during live customer calls by opening the agent's active phone interaction in Manager Workspace.
- Enable supervisors to silently monitor calls, whisper-coach agents, join conversations, view real-time transcription when the conversation panel is enabled, and switch modes or end the session at any time using the NVC utility panel.

Manager Workspace landing page

Enable Manager dashboard to view the Help Request on the landing page.

- View the **Help Request** tab on the Manager Workspace landing page and in Conversation Monitoring list view.
- Segment Help Request interactions by different channel including Chat, Email, Messaging, Phone and Video.

Channel Management in Workforce Optimization for Customer Service

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- View the **Help Request** tab on the Channel Management landing page.
- Enable supervisors to open any active voice request to review context and take action by monitoring the live call, coaching the agent privately, or barging in to speak with both the agent and the customer.

UI changes

Manager Workspace landing page

The following UI components have been added on the Manger Dashboard:

- The dashboard includes new AI-powered widgets — Sentiment Analysis,Trending Topics, and Auto QA
- **Help requested** can be viewed on the **Manager Workspace landing page** and in **Conversation Monitoring** list view.
- The **Help requested** include different channels, such as **Chat**, **Email**, **Messaging**, **Phone** and **Video**.

Activation information

Install Workforce Optimization by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Advanced Work Assignment

Automatically assign work items to your agents based on their availability, capacity, and skills using ServiceNow® Advanced Work Assignment.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams using ServiceNow® Skills Management.

CSM Workspaces

Agents can swap shifts, manage their time-off requests and approvals, and complete assigned training using ServiceNow® CSM Agent Workspace.

Enterprise Architecture release notes

Enterprise Architecture (formerly Application Portfolio Management) has new and updated features in the Australia release.

Enterprise Architecture release notes

The ServiceNow® Enterprise Architecture application unites strategic and operational teams, enabling organizations to achieve their business objectives. Enterprise Architecture was enhanced and updated in the Australia release.

Enterprise Architecture Workspace highlights for the Australia release

- Publish a Technology Reference Model (TRM) catalog using the ServiceNow Knowledge Management product to easily find, adopt, and share approved technology standards through a centralized, risk-managed TRM catalog that is searchable using AI search capability. The published TRM catalog is accessible across the organization or beyond, as needed.

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- Create documents for Enterprise Modeling and Visualization diagrams to publish, share, and archive diagrams together with their associated data. With a single action, you can transform diagrams into ready-to-use documents, reducing manual copy-and-paste effort. The generated documents support collaboration and editing, can be exported to PDF, and can support approval workflows for governed review and lifecycle management.
- Add and manage labels on the relationship lines more easily in empty diagrams, hierarchy diagrams, and Business Process Modeling Notation (BPMN) diagrams.
- Visually explore and analyze architecture data modeled using the Architecture Analyzer feature in the Enterprise Architecture Workspace.
- Store and manage architectural documents, including documents generated from diagrams in the modeling tool using the Architectural Documents under Information Portfolio.
- Explore and analyze Common Service Data Model (CSDM) architecture relationships directly on a visual canvas in the Enterprise Architecture Workspace. You can assess current state of an entity, understand dependencies, and share the insights with stakeholders.
- Apply the granular level admin role changes to provide safer and more controlled approach to manage access in the Enterprise Architecture Workspace.
- Determine the bubble size using the Overall score indicator on the Application Rationalization Bubble Chart page.

See Enterprise Architecture Workspace for more information.

New in the Australia release

Enterprise Modeling and Visualization enhancements

Label management improvements for diagrams:

- Add labels: Double-click empty areas or use the adornment tool to automatically place labels in optimal positions. You can add multiple labels to relationship lines.
- Edit and delete labels: Change existing labels or remove them as needed.
- Move with shapes: Labels maintain their relative position when you move associated shapes.

Note: After submitting the diagram for approval, the labels can't be edited.

Accessibility enhancements in Enterprise Modeling and Visualization:

- Magnify content up to 400% while maintaining full access to all information and features.
- Navigate the interface using the keyboard.
- Access the shape context menu using the keyboard.
- See pop-over menus when hovering over connector lines.

ArchiMate shape library enhancements:

The ArchiMate shape library has been enhanced to align with ArchiMate 3.2 standards, with new categories, elements, and updates to existing shapes.

- Implementation and Migration category: Added this category with the following shape elements:
  - Implementation event
  - Gap

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  - Work package
  - Deliverable
  - Plateau
  - Location
  - Group
- Relationship Type category- Added this category with the following shape elements:
  - And junction
  - Or junction

Exploring the publishing center in Enterprise Architecture Workspace

Use the Publishing Center to control publishing workflows, monitor status, and view publishing history from a single location.

Publish TRM catalog to a knowledge base

- Configure TRM catalogs and apply filters for products and lifecycle phases.
- Manage publishing workflows with status updates from Draft to Published.
- View publishing job history in the Run logs tab.
- Access the published TRM catalog using the generated knowledge base URL.

Enhancements to the Value stream and Value stream stage related lists

- Value stream: View associated value stream stages and application models as related lists. You can add, edit, or remove the associated value stream stages and application models.
- Value stream stage: View associated business processes and business capabilities. Add or remove business processes and business capabilities. You can also view the value stream stage as a related list in the business process and business capability records.

Enhancements to the Business Process related lists

View the value stream stage as a related list of a business process.

Enhancements to the Business Capability related lists

View the value stream stage as a related list of a business capability.

Create documents for the Enterprise Modeling and Visualization diagrams

- Save diagram as a document using the Generate document option from the Enterprise Modeling and Visualization diagrams page.
- Define templates for the documents that can be created and used from the Diagrams page.
- Tag components that can be included in the templates to generate documents.
- View associated documents from the Diagrams page.

Exploring the architecture analyzer Architecture Analyzer

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- The Architectural Analyzer helps you to analyze architecture data without creating or maintaining custom diagrams. You can visually explore relationships across applications, services, and infrastructure to quickly understand dependencies and collaborate on architecture decisions. You can also understand the potential impact of architectural changes across applications and services.
- Added support for analyzing all EA extended entities that are part of Enterprise Modeling and Visualization, such as
  - Control
  - Digital integration
  - Digital interface
  - GRC risk
  - Product capability
  - TRM product
- The **Clear** button clears all the selections made in the **Add to canvas** boxes.

Application rationalization page enhancements

Added an Overall score indicator to show the overall average score of a business application. Use this indicator to determine the bubble size of a business application on the Bubble Chart page. You can compare the overall scores of different business applications using their individual bubble sizes.

UI changes

- Added the Publishing center section in the Setup page.
- Changed the label of Publisher to Manufacturer in the TRM page.
- Added the Business process and Business capability related lists to the Value stream and Value stream stage records.
- Added the Value stream stage as a related list to the Business Capability and Business Process records.
- Added the following two menu options in the More actions menu of the Diagrams page in the Enterprise Modeling and Visualization:
  - Generate document
  - View all documents
- Added the Documents section in the Setup page to create templates for documents that are created from the Enterprise Modeling and Visualization diagrams page.
- Renamed the **Certifications** tab on the Enterprise Architecture Workspace Home page to **My Certifications**.
- Introduced **Document** as a new format or file type replacing **ADR** file type. The **File type** drop-down label is changed to **Format**.
- Added the **Architectural Documents** section under the Information Portfolio on the Portfolio page.
- Added the Architecture Analyzer icon (add image) to the left navigation menu of the Enterprise Architecture Workspace.

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Changed in this release

Granular admin role changes in Enterprise Architecture

Added the granular level admin role (sn_apm.apm_admin) to the following system properties in the Enterprise Architecture:

- *sn_apm_trm.is_product_life_cycle_tech_debt_enabled*: Make this property false to disable calculating level 2 technical debt.
- *glide.ui.sn_apm_trm_product_request_activity.fields*: TRM Product Request activity formatter fields.
- *sn_apm_trm.noOfPublishersPerTRMPage*: The number of publishers to show per page.
- *glide.ui.sn_apm_trm_product_lifecycle_request_activity.fields*: TRM Product Lifecycle Request activity formatter fields.
- *sn_apm.noOfSoftwareModelsPerTPMPage*: The number of software models to show per page. This property is used for client-side pagination.
- *sn_apm.discoveryModelProductTypesForTPMSuggestions*: Product types of discovery models to consider for TPM software suggestions.
- *sn_apm.noOfSDLCComponentPerTPMPage*: The number of SDLC components to show per page.
- *glide.ui.cmdb_ci_business_app_activity.fields*: Business application activity formatter fields.
- *sn_apm.startRangeOfTPMLifecycle*: The number of years prior to the current date is included when displaying software model lifecycle phases in the TPM timeline.
- *sn_apm.endRangeOfTPMLifecycle*: The number of years beyond the current date is included when displaying software model lifecycle phases in the TPM timeline.
- *noOfBusinessAppsPerTPMPage*: The number of business applications to show per page.

Enhancements to the My certifications section

View only the certifications that are relevant to you in the **My certifications** tab on the Enterprise Architecture Workspace home page.

Enhancements to the Application Portfolio

Business applications with the Retired state or Lifecycle stage as End of life are no longer displayed in the Business Portfolio section.

Activation information

Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture.

Accessibility information

- Navigate the interface using the keyboard on the Enterprise Modeling and Visualization pages.
- Access the shape context menu using the keyboard on the Enterprise Modeling and Visualization canvas. On navigating to a particular shape context menu button, the selected button gets highlighted.

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- See pop-over menus when hovering over connector lines on the Enterprise Modeling and Visualization canvas.

- Reflow- The Enterprise Architecture Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

  This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.

Related ServiceNow applications and Features

Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace.

Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) was enhanced and updated in the Australia release.

Now Assist for Enterprise Architecture (EA) highlights for the Australia release

Australia Patch 1

- When you compare two versions of an Enterprise Modeling and Visualization diagram, the diagram canvas highlights the differences visually. This makes it easier to identify what has changed at a glance, without relying solely on the Now Assist change summary panel.
- Support for models OpenAI GPT-5 mini, Claude Haiku 4.5, and Google Gemini 3.0 Flash added for any Now Assist for Enterprise Architecture (EA) skill.

Australia Early Availability

- Generate insights for the widgets available on the Enterprise Architecture Dashboard page.
- Generate a context-sensitive summary for business applications based on the page that you're generating the summary from.
- Compare any two versions of a diagram and generate a summary in the Enterprise Modeling and Visualization page.

See Now Assist for Enterprise Architecture (EA) for more information.

Important: Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Business application summarization skill enhancements

Generate context-sensitive business application summaries from the following pages:

- Business capability hierarchy page: On generating a business application summary from this page, information such as the associated primary and secondary capabilities and the position in the capability hierarchy are displayed along with the general information about the business application.
- Application rationalization list view page: On generating a business application summary from this page, information such as the indicator scores (actual and normalized scores), and associated demand details are displayed along with the general information about the business application.
- Application rationalization bubble chart page: On generating a business application summary from this page, information such as x and y-axis details, and planned disposition details are displayed along with the general information about the business application.

Generate insights for Enterprise Architecture Workspace dashboard widgets **Now Assist**

Generate insights for the widgets available on the Enterprise Architecture Dashboard page using the Now Assist Explorer icon available on the header of each widget.

Diagram change analysis skill enhancements

- Compare any two versions of a diagram and generate a summary of the changes.
- Select any version as a primary or secondary version to compare.
- Generate a summary for real-time changes made to the primary version while already comparing it to another diagram version.
- Modify diagram versions to compare using the Diagram comparison icon on the diagram comparison page.
- Identify differences faster when comparing two versions of a diagram, by using the color-coded highlights on the canvas. Newly added shapes and relationship lines appear in green and modified ones appear in yellow.

UI changes

- The Now Assist icon is added to the header of each widget on the Enterprise Architecture Dashboard page.
- The Now Assist icon is removed from the side panel of the Enterprise Modeling and Visualization diagram page. It's added to the Compare diagrams page, which opens when you select the **Compare versions** button in the diagram canvas header.

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- The **Compare versions** button is added to the header of the canvas on the diagram comparison page.
- The diagram comparison canvas displays visual indicators to highlight new or modified shapes and entities. Newly added shapes and relationship lines appear in green and modified ones appear in yellow.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Enterprise Architecture release notes

The ServiceNow® Enterprise Architecture application unites strategic and operational teams, enabling organizations to achieve their business objectives.

Now Assist

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

Now Assist panel

Use the Now Assist panel to interact with and get assistance from generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in docs.

Employee Service Management Foundation release notes

The ServiceNow® Employee Service Management (ESM) Foundation unifies IT, HR, finance, procurement, legal, and workplace services on one AI platform, delivering a simplified and unified implementation, service delivery, and employee experience for midsize companies. Employee Service Management Foundation is a new solution in the Australia release.

Employee Service Management Foundation highlights for the Australia release

- Provide streamlined service request experience across business units by leveraging the capabilities of Core Business Suite along with the AI-native IT Service Management in the ESM Foundation solution.
- Deploy with AI-driven guided setup, preset configurations, and a centralized implementation console that eliminates the need for complex configuration procedures.
- Deliver cross-functional workflows that route employee queries across departments.

See for more information.

Important: Employee Service Management Foundation is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Employee Service Management Foundation features

Employee Service Management Foundation brings together Core Business Suite and AI-native IT Service Management to create a comprehensive, AI-enabled service delivery platform.

The integration eliminates service silos and provides employees with a unified experience for all their service needs across IT, HR, finance, legal, workplace services, and procurement.

Activation information

Employee Service Management Foundation is available in the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For more details on the individual products, see Core Business Suite release notes and AI-native IT Service Management release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- Implementation Agent (sn_ia): Simplifies instance management with a modular admin home dashboard and enables the Core Business Suite guided setup experience.
- Implementation Agent Content (sn_ia_content): Provides content assets for the Implementation Agent guided setup experience.
- Implementation Agent Common (sn_ia_common): Provides common components shared across the Implementation Agent framework.
- AI-native IT Service Management (sn_ai_itsm_cont): Provides a tailored service desk with a central workspace, AI agent chat, an Employee Hub, and Now Assist to streamline ITSM and enhance productivity.
- Core Business Suite Foundation: Provides streamlined employee and supplier case and knowledge management to improve service request management across departments. For detailed plugin information for Core Business Suite, see Core Business Suite release notes.

    - The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:
        - Foundation: AI basics to deliver insights
        - Advanced: AI to boost productivity across relevant use cases
        - Prime: Act autonomously with all AI assets, and create your own

      For more information, see .

Related ServiceNow applications and features

Provides the IT service desk foundation with incident management, request management, catalog items, service channels, and AI-powered fulfiller experience. When combined with Core Business Suite, it extends the unified Employee Center and AI capabilities across all business service domains.

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Core Business Suite

Provides case and knowledge management for core business functions including Human Resources, Finance, Health and Safety, Legal, Source-to-Pay, and Workplace Services. When combined with AI-native IT Service Management, it delivers a unified employee experience where IT and business requests are handled through a single portal with cross-functional AI routing.

Now Assist

Powers the generative AI capabilities embedded throughout ESM Foundation, including chat summarization, resolution notes generation, knowledge base article generation, and email drafting. It also provides agentic workflows for both IT and business service teams.

Employee Service Management release notes

Employee Service Management has new and updated features in the Australia release

HR Service Delivery release notes

The ServiceNow® HR Service Delivery application improves the employee service experience by automating HR interactions and providing a single platform for all HR services. HR Service Delivery was enhanced and updated in the Australia release.

Important information for upgrading HR Service Delivery apps to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

Agent Workspace for HR Case Management release notes

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly. Agent Workspace for HR Case Management was enhanced and updated in the Australia release.

Agent Workspace for HR Case Management highlights for the Australia release

- Enable CCaaS providers to display native voice and callback integrations so that HR agents can manage customer calls directly from HR Agent Workspace.
- Recommend actions based on the context of the case, helping HR agents resolve HR cases efficiently.

See Agent Workspace for HR Case Management for more information.

Important: Agent Workspace for HR Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Integration with Contact Center as a Service (CCaaS)

Implement prebuilt, certified integrations with Contact Center as a Service (CCaaS) providers using the ServiceNow voice reference architecture. The Interaction Controls Component (ICC) feature enables CCaaS providers to display native voice

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and callback integrations so HR agents can manage customer calls directly from HR Agent Workspace. HR agents are provided a brief wrap-up period at the end of customer conversations to complete their work before moving on to assist other customers.

Recommended Actions for HRSD

Recommend actions based on the context of the HR case, helping agents resolve case faster.

- Lists KB articles and similar cases in the context of the current case.
- Suggests to add an approval to the case only when an approval is required.

Case creation configuration

Enable an HR agent to quickly review the HR profiles of both **subject person** and **opened for** during the case creation process.

Advanced Knowledge Editor

Streamline Knowledge article creation and editing with AI support in an improved, intuitive editor. Leverage AI powered Article optimizations recommendations to improve the knowledge content quality.

Activation information

Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Now Assist for HR Service Delivery (HRSD)

Summarize case information, generate resolution notes, and summarize chat information using GenAI capabilities. Enable your agents to understand the chat and case context and to propose quicker resolutions to requesters.

Case and Knowledge Management release notes

The ServiceNow® Case and Knowledge Management application enables you to standardize the documentation, interaction, and fulfillment of employee inquiries and requests, which helps to improve HR efficiency and services over time. Case and Knowledge Management was enhanced and updated in the Australia release.

Case and Knowledge Management highlights for the Australia release

- Restrict access to HR data with Granular admin roles in Case and Knowledge Management.
- Find users who can access HR cases in an instance based on COE security policies, using the COE Security Diagnostics tool.

See Case and Knowledge Management for more information.

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New in the Australia release

Granular roles

Provide tighter security to HR data using the granular admin roles in Case and Knowledge Management.

Use COE Security Diagnostics

Enable HR administrators to determine which users have access to HR cases within an instance based on COE security policies. HR administrators can also review the specific COE security policies that restrict user access.

ER Consolidated List in HR Agent Workspace

Get a holistic view of all related tables for all the ER cases using the ER cases consolidated view in the Employee relations dashboard.

Activation information

Case and Knowledge Management is available with activation of the Human Resources Scoped app: Core [com.sn_hr_core]. See Activate Case and Knowledge Management for more information.

Related ServiceNow applications and features

Agent Workspace for HR Case Management

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Recommended Actions for HRSD release notes

The ServiceNow® Recommended Actions for HRSD application provides real-time actionable guidance and relevant resources that help HR agents resolve cases more quickly. Recommended Actions for HRSD is a new application in the Australia release.

Recommended Actions for HRSD highlights for the Australia release

Provide relevant resources and recommendations to HR agents for speedy resolution of HR cases.

See Exploring Recommended Actions for HRSD for more information.

Important: Recommended Actions for HRSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Recommended Actions for HRSD features

Recommended Actions for HRSD

Help HR agents resolve cases more quickly by listing relevant KB articles and similar cases in the context of the current case. Provide agents with an optimal action such as a suggestion to add an approval to the case if needed.

Activation information

Install Recommended Actions for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Agent Workspace for HR Case Management

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Universal Request release notes

The ServiceNow® Universal Request application enables agents to resolve cases seamlessly across the enterprise to provide a better employee experience. Universal Request was enhanced and updated in the Australia release.

Universal Request highlights for the Australia release

- Enable employees raise tickets for hard-to-find catalog services or issues requiring interdepartmental collaboration using the Agentic AI flow for departmental ticket creation.
- Resolve universal requests efficiently by enabling effective communication among agents from different departments.

See Universal Request for more information.

New in the Australia release

Inter-department communication

Improve inter-departmental communication by enabling agents to effectively collaborate on associated tickets using the **Sidebar discussions** and **Discuss** options. Control agent participation through restricted lists and apply access permissions consistently across associated tickets.

Universal Request Router agentic workflow

Enable employees to request help with services that are hard to locate in the catalog listing or need support from multiple departments.

Activation information

Universal Request is available with activation of the Universal Request plugin (com.snc.universal_request). For details, see Activate Universal Request.

Related ServiceNow applications and features

Agent Workspace for HR Case Management

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Workforce Optimization for HR release notes

The ServiceNow® Workforce Optimization for HR simplifies the daily routine of HR Agent Managers to develop high-performing teams by optimizing schedules and work assignments, respond to ad hoc changes in real time, manage time-off requests and providing the skills they need to succeed—all in one workspace. This application is currently supported for the australia release, but it will be deprecated in a future release.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

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Workforce Optimization for HR (com.sn_hr_wfo): Planned for deprecation in July 2027. There is no replacement for this application.

Contract Management Pro release notes

The ServiceNow® Contract Management Pro solution enables you to set up contract document templates, clauses, and clause variations, and to initiate contract and amendment requests. It also supports Now Assist driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.Contract Management Pro was enhanced and updated in the Australia release.

Contract Management Pro highlights for the Australia release

- Send contracts for signature using Adobe Sign without having to sign in to the electronic signature portal.
- Track undelivered electronic signature requests for a contract.
- Compare two revisions of a contract document that are stored in external storage.
- Support for processing Microsoft Word documents larger than 10 MB in Contract Management Pro.

See Contract Management Pro for more information.

Important: Contract Management Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Better visibility of undelivered signature requests for a contract

When an electronic signature request is not delivered, the contract state is updated to Signature delivery failed and the signatory status to Delivery failed, clearly indicating the state of signature request. Contract fulfillers are also notified through in#product and email alerts. This capability is supported for both Docusign and Adobe Sign.

Changed in this release

Send contracts for signature using Adobe Sign without signing in

Send contracts for signature in Adobe Sign without requiring users to sign in to the e-signature portal. Any modifications to the signatory details and contract documents are restricted in the Adobe Sign portal and must be completed in Contract Management Pro before initiating the signature process.

Compare contract revisions in Contract Management Pro

Compare contract revisions of a contract document stored in external storage.

Validations for content control placement in the Microsoft Word add#in

See when a clause, table, or signature block is incorrectly tagged while configuring a contract template through validation messages displayed in the Microsoft Word add-in.

Improved Microsoft Word document processing

Contract Management Pro now supports processing of Microsoft Word documents larger than 10 MB. This enhancement applies to all document operations such as contract revision generation, document synchronization, and document comparison.

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Activation information

Install Contract Management Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Contract Management Pro

Use the ServiceNow® Contract Management Pro application to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Now Assist in Contract Management

Use the ServiceNow® Now Assist application in the Contract Management application to analyze a contract for missing and non-standard clauses. It also enables you to review and add the information to the mapped fields in the contract repository, eliminating the need to manually update the contract repository.

Now Assist in Contract Management release notes

The ServiceNow® Now Assist in Contract Management uses generative AI capabilities to analyze a contract for missing or non-standard clauses and conversational search to query documents using natural language. It also includes agentic AI capabilities that automatically extract metadata and obligations from signed contracts and calculate reminder dates for contract renewals or terminations. Now Assist in Contract Management was enhanced and updated in the Australia release.

Now Assist in Contract Management highlights for the Australia release

Australia Patch 1

- Provide feedback on Now Assist contract analysis results to help improve the AI accuracy.
- Navigate directly to non-standard clause locations in a document when reviewing Now Assist suggestions in the Microsoft Word add-in.
- Configure use case mappings to extract metadata and obligations from a signed contract that is uploaded directly on a contract record.
- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.

See Now Assist in Contract Management for more information.

Important: Contract Management Pro - Prime is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Feedback for Now Assist contract analysis

Provide feedback on AI-identified non-standard and missing clauses to help improve AI accuracy over time. When reviewing contracts using Now Assist contract analysis, you can indicate whether the AI suggestions were helpful or not helpful by using the thumbs up or thumbs down feedback options. You can also provide

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optional qualitative feedback with comments. The feedback option is available in both the workspace and Microsoft Word add-in.

The feedback provided on each clause is captured in the **Contracts Gen AI Feedback** table.

Automatically navigate to non-standard clauses in Microsoft Word add-in

Locate non-standard clauses easily in Microsoft Word. The document scrolls to the relevant section using AI citations when you select a Now Assist suggestion in the Microsoft Word add-in.

Changed in this release

Australia Patch 1

Configure use case mappings for metadata and obligation extraction

Clear the **Contracts created from contract request** check box on the use case mapping forms for the contract metadata extraction and contract obligation extraction skills to extract metadata and obligations form signed contracts that are uploaded directly on a contract record.

Conversational contract search and insights Workflow

The Now Assist powered conversational search feature's improved experience enables you to:

- View results in a listing view, making it easier to scan, compare, and navigate contract information.
- Open contract documents directly from the search results and perform an in-document search.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

Activation information

Install Contract Management Pro - Prime by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Contract Management Pro

Use Contract Management Pro to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist - driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

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Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Legal Service Delivery release notes

The ServiceNow® Legal Service Delivery streamlines legal operations by automating request intake, managing legal matters and investigations, and enabling secure collaboration across departments. Legal Service Delivery was enhanced and updated in the Australia release.

Legal Conflict of Interest release notes

The ServiceNow® Legal Conflict of Interest enables you to manage the disclosure, approval, and registry of conflict of interest that might arise from employees having competing interests or loyalties. Legal Conflict of Interest was enhanced and updated in the Australia release.

Legal Conflict of Interest highlights for the Australia release

Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms. The risk assessment utility then automatically evaluates each submission and routes it to the appropriate approval workflow, enabling faster resolution.

See Legal Conflict of Interest for more information.

Important: Legal Conflict of Interest is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The risk assessment utility evaluates conflict of interest disclosures against predefined risk factors to calculate a risk score and determine the risk level (Low, Medium, or High). The risk level automatically triggers the appropriate approval workflow. The utility supports three evaluation types: Condition, Subflow, and AI skill.

Note: AI skill evaluation is available once you have installed and configured Now Assist for Legal Service Delivery (LSD).

Using natural language to submit a conflict of interest request from Now Assist in the Virtual Agent interface reduces the effort required to fill in form fields because details provided in natural language are automatically populated into the intake form. Achieve faster resolution due to automated risk assessment that routes requests to the appropriate approval workflow based on calculated risk scores.

Note: The conversational intake functionality is available only once you have installed and configured Now Assist for Legal Service Delivery (LSD).

Activation information

Install Legal Conflict of Interest by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Plugin information

New plugins

The following plugins are new in Australia:

Legal and Contracts Common Utilities (sn_lco_cmn): Common utilities plugin for Legal Service Delivery and Contract Management Pro.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand its context, refresh its summary, and post the summary to work notes.

Legal Matter Management release notes

The ServiceNow® Legal Matter Management application enables you to complete legal requests that need cross-departmental tasking and provides a workflow with a mechanism to store supporting documents and track important milestones. Legal Matter Management was enhanced and updated in the Australia release.

Legal Matter Management highlights for the Australia release

Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters.

See Legal Matter Management for more information.

Important: Legal Matter Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.

Activation information

Install Legal Matter Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand the context, refresh a summary, and post the summary to the work notes.

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Legal Request Management release notes

The ServiceNow® Legal Request Management application provides a unified mechanism for employees to get all the information, services, and help that they need from the legal department and a streamlined, collaborative process for the legal department to quickly resolve these requests. Legal Request Management was enhanced and updated in the Australia release.

Legal Request Management highlights for the Australia release

Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters.

See Legal Request Management for more information.

Important: Legal Request Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.

Activation information

Install Legal Request Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand the context, refresh the summary, and post the summary to the work notes.

Legal Virtual Agent Conversations release notes

The ServiceNow® Legal Virtual Agent Conversations application uses machine-learning algorithms for the predicting Subcategory and Assignment group for legal requests. This application is currently supported for the Australia release, but it will be deprecated in a future release.

Plugin information

Deprecated plugins

The following plugins are planned for deprecation in a future release:

Legal Virtual Agent Conversations (sn_lg_virtual_agent): Planned for deprecation in C release.There is no replacement for this plugin.

Now Assist for Legal Service Delivery (LSD) release notes

The ServiceNow® Now Assist for Legal Service Delivery (LSD) application leverages generative AI capabilities to summarize a legal request or legal matter. This summary can help you understand

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context quickly so you can then refresh the summary and add context to the work notes. Now Assist for Legal Service Delivery (LSD) was enhanced and updated in the Australia release.

Now Assist for Legal Service Delivery (LSD) highlights for the Australia release

- Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms.
- Legal Request and Matter summarization now considers data from extended practice area tables when summarizing.

Important: Now Assist for Legal Service Delivery (LSD) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Submit a Conflict of Interest (COI) request through a natural language conversation. The conversational intake for Legal Conflict of Interest is available in the base system.

Changed in this release

Australia Patch 1

Summarize a legal request or matter by using Now Assist for Legal Service Delivery (LSD)

Summarization now includes data from extended practice area tables, providing context#rich summaries for your legal requests and matters.

Activation information

Install Now Assist for Legal Service Delivery (LSD) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

To see the list of supported browsers for Now Assist for Legal Service Delivery (LSD), see Browser support.

Related ServiceNow applications and features

Legal Service Delivery

Connect employees and legal teams through a unified platform with intelligent workflows, streamlining legal requests and managing complex matters efficiently via the Legal Counsel Center.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist

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Help improve productivity and efficiency in your organization, deliver better self-service, suggest actions, provide answers, and empower your users to search effectively.

Now Assist skills

Use Now Assist products to provide generative AI skills to meet the needs of users in different workflows. These AI skills include case or incident summarization, chat summarization, resolution notes generation, and code generation.

Predictive intelligence for Legal Service Delivery release notes

The ServiceNow® Predictive Intelligence for Legal Service Delivery uses machine-learning algorithms for predicting subcategory and assignment groups for legal requests. This application is currently supported for the Australia release, but it will be deprecated in a future release.

Plugin information

Deprecated plugins

The following plugin is planned for deprecation in a future release:

(sn_lg_pi): Planned for deprecation in C release. There is no replacement for this plugin.

Unified Employee Experience release notes

The Unified Employee Experience has new and updated applications and features in the Australia release.

Employee Center release notes

The ServiceNow® Employee Center application is a standard multi-department, dynamic employee portal for unified service delivery. Employee Center was enhanced and updated in the Australia release.

Employee Center highlights for the Australia release

- Add editable, tab-specific filters to the Enhanced Requests Experience functionality on the Employee Center portal to make searching and managing requests more streamlined.
- Enable employees to check their latest company news and upcoming events using Now Assist in Virtual Agent with the Company News & Events AI Agent in the Now Assist for Employee Experience. The AI Agent displays a list of all the latest news and planned events in the company.
- Employees can check all their to-do tasks and pending approvals using Now Assist in Virtual Agent for Microsoft Teams.
- Add granular admin roles to create an Employee profile.
- Simplify how employees move through by providing a modern, left-aligned, one-level navigation that reduces cognitive load and adapts seamlessly across desktop and mobile.
- Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies.

See Employee Center for more information.

Important: Employee Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Employee Center to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Simplified Navigation

Simplify how employees move through Employee Center by providing a modern, left#aligned, one#level navigation that reduces cognitive load and adapts seamlessly across desktop and mobile.

Manage approvals with Now Assist Approval Assistance AI agent

Accelerate request approvals by automatically aggregating relevant details, validating requests against policies, and recommending approval decisions to managers.

Configure widget heading levels for accessibility

Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies.

Enhanced Requests Experience

Improve the Enhanced Requests Experience functionality by enabling specific tabs created for specific filters. Help employees find relevant requests faster while giving admins, experience owners, and service owners greater control over curating page design for specific purposes.

Moveworks for Employee Center

Empower employees with Moveworks for Employee Center and its AI-powered conversational support. Using the Moveworks embedded AI assistant plugin, your employees can ask questions, get instant answers, and complete tasks end-to-end from Employee Center and Employee Center Pro.

Quick start tests for Employee Center

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

Activation information

Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies. Clear heading hierarchies improve navigation for screen reader and keyboard users.

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Related ServiceNow applications and features

Now Mobile app

Now Mobile® enables you to manage and create tasks and access other company resources from your mobile device.

Use Now Mobile® to install the default taxonomy for the employee content store application. This application auto-assigns the employee taxonomy to the Mobile Employee Service portal (MESP) record.

Now Assist for Employee Experience

Use the Now Assist for Employee Experience application so that your employees can have a seamless conversational interaction with Now Assist in Virtual Agent.

Employee Center Pro release notes

The ServiceNow® Employee Center Pro application provides a central hub for departmental services with unified system access and actionable content experiences. Employee Center Pro was enhanced and updated in the Australia release.

Employee Center Pro highlights for the Australia release

Add granular admin roles to the Integrated experience and service feedback functionality to decentralize administrative task management.

See Employee Center Pro for more information.

Important: Employee Center Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Employee Center Pro to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Integrated experience and service feedback

Add granular admin roles to the Integrated experience and service feedback functionality to decentralize administrative task management.

Moveworks for Employee Center

Empower employees with Moveworks for Employee Center and its AI-powered conversational support. Using the Moveworks embedded AI assistant plugin, your employees can ask questions, get instant answers, and complete tasks end-to-end from Employee Center and Employee Center Pro.

Quick start tests for Employee Center Pro

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center Pro works as expected. If you customized Employee Center Pro, copy the quick start tests and configure them for your customizations.

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Activation information

Install Employee Center Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Mobile app

Now Mobile® enables you to manage and create tasks and access other company resources from your mobile device.

Use Now Mobile® to install the default taxonomy for the employee content store application. This application auto-assigns the employee taxonomy to the Mobile Employee Service portal (MESP) record.

Now Assist for Employee Center Pro

Now Assist for Employee Center Pro expands across AI-powered capabilities, enterprise search, and delivery across channels to meet modern employee productivity requirements.

Now Assist for Employee Center Pro release notes

The ServiceNow® Now Assist for Employee Center Pro application offers the portal experience with all the employee communications and engagement tools. Now Assist for Employee Center Pro is a new application in the Australia release.

Now Assist for Employee Center Pro highlights for the Australia release

- Use AI-powered capabilities, enterprise search, and omnichannel delivery to meet your productivity needs.

See for more information.

Important: Now Assist for Employee Center Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important upgrade information for Now Assist for Employee Center Pro

Now Assist for Employee Center Pro only provides employee or requester conversations and might require other Now Assist products to deliver AI agents or other related features.

New in the Australia release

Manage approvals with Now Assist Approval Assistance AI agent

Accelerate request approvals by automatically aggregating relevant details, validating requests against policies, and recommending approval decisions to managers.

Quick start tests for Employee Center

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

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Activation information

Now Assist for Employee Center Pro is a ServiceNow AI Platform feature that is available with activation of the now-activation-platform-default plugin. For details, see .

Plugin information

New plugins

The following plugins are new in Australia:

Employee Center Pro (sn_ex_sp_pro): Provides a platform for employees to communicate and engage.

Related ServiceNow applications and features

Now Assist for Employee Center Pro is layered with Employee Center Pro, a multi-department employee destination site that drives employee engagement and productivity. Now Assist, which improves productivity, efficiency, and self-service while empowering your users to search more effectively. AI Search, which enables your users to have a powerful consumer-grade search experience.

Related topics

Financial Services Operations release notes

Financial Services Operations (FSO) has new and updated features in the Australia release.

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

In this release, the following FSO applications have security enhancements for read-only fields.

- Application spoke selector
- Commercial Lines Claims
- Commercial Lines Servicing
- Commercial Lines Underwriting
- Document Processor
- Financial Services Business Deposit Operations
- Financial Services Business Lifecycle
- Financial Services Business Loan Operations
- Financial Services Card Operations
- Financial Services Client Lifecycle
- Financial Services Complaint Management
- Financial Services Credit Operations
- Financial Services Know Your Customer
- Financial Services Operations Core

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- Financial Services Payment Operations
- Financial Services Personal Deposit Operations
- Financial Services Personal Loan Operations
- Financial Services Treasury Operations
- Group Life Servicing
- Group Life Underwriting
- Individual Life Claims
- Individual Life Servicing
- Individual Life Underwriting
- Insurance claims
- Insurance Claims Core
- Insurance Special Investigations
- Intelligent Servicing for Fraud
- Payment card
- Personal Lines Claims
- Personal Lines Servicing
- Personal Lines Underwriting

Agentic Contact Center for Banking release notes

The ServiceNow® Agentic Contact Center for Banking application provides an AI-led experience for CSRs (Customer Services Representatives) that streamlines front-office banking operations and reduces the challenges CSRs face when navigating multiple systems. Agentic Contact Center for Banking is a new application in the Australia release.

Agentic Contact Center for Banking highlights for the Australia release

- Provide your CSRs with workspaces that offer AI-enabled assistance during customer interactions and profile analysis.
- Handle customer inquiries, review customer insights, and get suggested actions through AI skills and agents.
- View customer data such as account details and recent transactions without toggling between different applications.

See for more information.

Important: Agentic Contact Center for Banking is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Agentic Contact Center for Banking features

Customer 360 workspace

The AI-powered Customer 360 workspace provides a unified single view of customer information across accounts, cases, and customer history. AI-generated summaries, insights, and recommendations help CSRs quickly understand customer profiles and determine the most effective next steps.

CSR Interaction workspace

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The AI-powered CSR Interaction workspace streamlines live customer conversations by displaying customer details, account information, and interaction history. The customer support AI agent provides real-time contextual insights, call summaries, and recommended next steps to reduce manual effort and decrease handle time.

Roles for Banking personal and business CSRs

This application includes roles that grant access to AI-assisted CSR experiences for business and personal banking and wealth customers.

Activation information

Install Agentic Contact Center for Banking by requesting it from ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

Agentic Contact Center for Banking (sn_fso_csr): Provides an AI#led experience for CSRs (Customer Services Representatives) that streamlines front#office banking operations.

Additional requirements

This application is dependent on Now Assist for Financial Services Operations (FSO). For more information, see Now Assist for Financial Services Operations (FSO) release notes.

Related ServiceNow applications and features

Now Assist for Financial Services Operations (FSO)

Leverage AI agents and agentic workflows to generate customer summaries, contextual insights, and discover additional insights in Agentic Contact Center for Banking and the Now Assist panel.

Dispute Management

Continue servicing your customer's dispute case using FSO Dispute Management. You can initiate, investigate, and resolve dispute cases for both personal and commercial customers.

Card data security release notes

The ServiceNow® Card data security application helps you tokenize sensitive data in card disputes, such as primary account numbers (PANs) and documents, in Financial Services Operations dispute workflows. Card data security was enhanced and updated in the Australia release.

Card data security highlights for the Australia release

- Display sensitive documents, and mask or reveal PANs in the FSO workspace with the Card data security container.
- View external documents from card networks, acquirers, and merchants at the transaction level of a dispute in an updated Attachments view.

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See Card Data Security for more information.

Important: Card data security is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

View documents in the tokenizer service vault

Use the Card data security container to display documents in the tokenizer service vault without storing sensitive documents in your ServiceNow instance.

PAN display

Display, mask, or redact PAN values in the workspace with the Card data security container.

Updated attachment panel

View external documents from card networks, acquirers, and merchants at the transaction level of a dispute, which are stored in the tokenizer service vault.

Mastercard and Visa integration updates

Updated Mastercard and Visa actions and integrations to support document download in Card data security.

UI changes

Attachments panel

A UI builder page has been added to display external documents from card networks, acquirers, and merchants at the transaction level when Card data security is installed.

Activation information

Install Card data security by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Dispute Management

Use Card data security to provide secure access to PCI data in your disputes workflow.

Financial Services Operations Integration with Visa

Integrate with Visa to receive attachments containing PCI data from this card network.

Financial Services Operations Integration with Mastercard

Integrate with Mastercard to receive attachments containing PCI data from this card network.

Dispute Content Pack for US Regulations release notes

The ServiceNow® Dispute Content Pack for US Regulations application enables issuers in the United States (US) to track dispute cases and conform with regulatory guidelines. Dispute Content Pack for US Regulations was enhanced and updated in the Australia release.

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Dispute Content Pack for US Regulations highlights for the Australia release

Improve compliance with US Regulation E (Reg E) and Regulation Z (Reg Z) through the Service Level Agreement (SLA) definitions enhancements.

See Dispute Content Pack for US Regulations for more information.

Important: Dispute Content Pack for US Regulations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Enhanced SLA Definitions for Reg E and Reg Z

Improve regulatory adherence in your dispute workflow with the following enhancements to Reg E and Reg Z SLA definitions, ensuring timely dispute resolution and reducing regulatory risk exposure:

- SLA tracking now anchors to the dispute report date instead of the case creation date.
- SLA timelines for Reg Z are updated to require the financial institution to resolve the dispute within two complete billing cycles or 90 calendar days from the dispute report date.

Activation information

Install Dispute Content Pack for US Regulations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Dispute Rules Content Pack for Visa

Integrate with the ServiceNow® Dispute Rules Content Pack for Visa application to maximize success in managing card disputes efficiently and in compliance with regulatory standards.

Financial Services Card Operations

Integrate with the ServiceNow® Financial Services Card Operations application to improve the efficiency and compliance of card operations in financial institutions.

Dispute Rules Content Pack for Mastercard release notes

The ServiceNow® Dispute Rules Content Pack for Mastercard application provides a questionnaire for intake of dispute-related information under various dispute categories according to Mastercard guidelines. Dispute Rules Content Pack for Mastercard was enhanced and updated in the Australia release.

Dispute Rules Content Pack for Mastercard highlights for the Australia release

- Ensure that dispute cases are compliant with Mastercard core rules through refined chargeback eligibility rules.
- Streamline dispute intake process through an updated questionnaire.

See Dispute Rules Content Pack for Mastercard for more information.

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Important: Dispute Rules Content Pack for Mastercard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Dispute Rules Content Pack for Mastercard chargeback eligibility rules updates

Determine the eligibility of a selected transaction for chargeback through chargeback eligibility rules transformed into technical formulas.

Dispute Rules Content Pack for Mastercard intake questionnaire updates

Benefit from the dispute questionnaire provided through Dispute Rules Content Pack for Mastercard with some modified questions and added hard stop alerts.

Activation information

Install Dispute Rules Content Pack for Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

This application requires Financial Services Card Operations (sn_bom_credit_card) to be installed.

Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Customer Service Management

Enable the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

Playbook capabilities

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

Dispute Rules Content Pack for Visa release notes

The ServiceNow® Dispute Rules Content Pack for Visa application provides questionnaires for dispute-related information intake under various dispute categories according to Visa guidelines. Dispute Rules Content Pack for Visa was enhanced and updated in the Australia release.

Dispute Rules Content Pack for Visa highlights for the Australia release

Applied Visa Resolve Online (VROL) release 26.1 revision changes to the Dispute Rules Content Pack for Visa questionnaire.

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See Dispute Rules Content Pack for Visa for more information.

Important: Dispute Rules Content Pack for Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Added four new agent-facing questions to the dispute questionnaire under the authorization (11) and consumer disputes (13) categories. These questions map to the following reasons codes:

- 11.1 - Card recovery bulletin or exception file
- 11.2 - Declined authorization
- 11.3 - No authorization or late presentment
- 13.6 - Credit not processed
- 13.7 - Cancelled merchandize or services

Visa Resolve Online (VROL) version 26.1 updates

Updated the dispute questionnaire provided through the Dispute Rules Content Pack for Visa to align with Visa Resolve Online (VROL) release 26.1 revision changes.

Activation information

Install Dispute Rules Content Pack for Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Playbooks for Customer Service Management

ServiceNow® Playbooks for Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in Financial Services Operations workflows.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations.

Integration Hub available spokes

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

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Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application enables dispute agents to expedite dispute resolutions by providing the required data and improve the overall experience. Financial Services Card Operations was enhanced and updated in the Australia release.

Financial Services Card Operations highlights for the Australia release

Streamline dispute document submission to Mastercard with the document attachment and validation enhancement.

See Financial Services Card Operations for more information.

Important: Financial Services Card Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Automated document submission in Mastercard transaction dispute process

Streamline the submission of supporting documents to Mastercard in the Mastercard Dispute Management workflow through document attachment and validation. Attached files are automatically checked against Mastercard requirements for file type and size. This update reduces the need for manual intervention, minimizes rework, and helps avoid rejection risk.

New subflow and action to support Card data security

Support attaching documents to a specified table record using the following subflow and action in Card data security:

- Attach Document to Table Record
- Attach Tokenized Document to Table Record

Activation information

Install Financial Services Card Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Financial Services Operations Integration with Mastercard

The ServiceNow® Financial Services Operations Integration with Mastercard application enables financial institutions to manage the complete Mastercard dispute process from start to closure, including automated document submission.

Card Data Security

Card data security provides a tokenizer service to tokenize and detokenize data for Dispute Cases and Dispute Transactions to meet Payment Card Industry (PCI) requirements.

Financial Services Operations Core release notes

The ServiceNow® Financial Services Operations Core application provides a data model that enables financial institutions to create flexible data structures that meet their business needs. Financial Services Operations Core was enhanced and updated in the Australia release.

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Financial Services Operations Core highlights for the Australia release

The case type selector in Financial Services Operations now uses the predefined Customer Service Management (CSM) implementation, replacing the previous FSO-specific override.

See Case type selector for more information.

Important: Financial Services Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Case type selector

Filter service definitions using the case type selector in FSO with the predefined CSM implementation. For upgraded instances, existing agent criteria and customer condition data is automatically migrated from the deprecated FSO tables to the CSM tables during upgrade. No manual migration is required.

To configure agent criteria or customer conditions for the case type selector, use the following CSM tables:

- `sn_csm_case_types_service_user_criteria`: for agent criteria
- `sn_csm_case_types_service_customer_criteria`: for customer conditions

Deprecated features

- The FSO tables `sn_bom_m2m_service_definition_user_criteria` and `sn_bom_m2m_service_definition_customer_condition` are deprecated. If you're on an upgraded instance, you can continue to reference these tables, but they're no longer maintained. Use `sn_csm_case_types_service_user_criteria` and `sn_csm_case_types_service_customer_criteria` instead. For more information, see FSO Core Banking tables.
- The **Show in Interceptor** field (`show_in_interceptor`) on the `sn_bom_service_definition` table is deprecated. Use agent criteria in the `sn_csm_case_types_service_user_criteria` table to control which service definitions appear in the case type selector.

  User criteria mappings control the visibility of new service definitions. To hide a service definition, map it to the **No User** user criteria. To make it visible, map it to the **Users with sn_bom.service_definition_read** user criteria. Both user criteria records are predefined in Financial Services Operations Core.

  For more information, see Components installed with case types.

Activation information

Install Financial Services Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Case type selector

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Filter service definitions using the FSO case type selector with the CSM implementation, which supports agent criteria and customer conditions for filtering the service definitions displayed when creating a case.

Financial Services Operations Integration with Mastercard release notes

The ServiceNow® Financial Services Operations Integration with Mastercard application enables financial institutions to manage the entire Mastercard dispute process. Financial Services Operations Integration with Mastercard was enhanced and updated in the Australia release.

Financial Services Operations Integration with Mastercard highlights for the Australia release

- Help prevent storage or transmission of Payment Card Industry (PCI) data for card disputes within your ServiceNow instance by using updated subflows.
- Streamline dispute document submission to Mastercard with the document attachment and validation enhancement.

See Financial Services Operations Integration with Mastercard for more information.

Important: Financial Services Operations Integration with Mastercard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Integration components for the Mastercard document attachment and validation enhancement

Simplify dispute document submission to Mastercard with improved document attachment and validation feature. The application compresses multiple attachments into a single zipped file, validates files for type and size, and alerts you to non-compliant files. This capability adds the following integration subflow and action:

- Mastercom - Validate and Process Attachments of Card Disputes Task
- Create a Zip Attachment from Uploaded Documents

Changed in this release

Updated subflows

The following subflows were updated to support integration with the Card data security application:

- Mastercom - Look up Case Documents
- Mastercom - Look up Chargeback Documents

Updated subflows for the Mastercard document attachment and validation enhancement

The following subflows were updated to support the document attachment and validation enhancement:

- Mastercom - Create Case Filing
- Mastercom - Create Chargeback

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- Mastercom - Take Action on Case
- Mastercom - Update Chargeback

Activation information

Install Financial Services Operations Integration with Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub spokes

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application enables easier integration with workflow applications, such as the card operations dispute management playbook with Visa Resolve Online (VROL) subflows. Financial Services Operations Integration with Visa was enhanced and updated in the Australia release.

Financial Services Operations Integration with Visa highlights for the Australia release

Use updated subflows to help prevent storage or transmission of Payment Card Industry (PCI) data for card disputes within your ServiceNow instance.

See Financial Services Operations Integration with Visa for more information.

Important: Financial Services Operations Integration with Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Updated subflows

The following subflows have been updated to support integration with the Card data security application:

- Look up Associated Transactions
- Look up Dispute Pre Arbitration Details
- Look up Dispute Filing Details

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- Look up Dispute Response Details
- Look up Dispute Pre Arbitration Response Details

Activation information

Install Financial Services Operations Integration with Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

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Financial Services Operations Integration with Verifi CDRN release notes

The ServiceNow®Financial Services Operations Integration with Verifi CDRN application connects the Financial Services Operations (FSO) issuer dispute workflow to Verifi's Cardholder Dispute Resolution Network (CDRN) - a Visa owned pre-dispute settlement network. This integration enables issuers to automatically initiate structured negotiations with merchants before disputes escalate to costly chargebacks. Financial Services Operations Integration with Verifi CDRN is a new application in the Australia release.

Financial Services Operations Integration with Verifi CDRN highlights for the Australia release

- A dispute agent proactively initiates dispute resolution without chargeback for the participating merchants.
- System runs automated merchant eligibility check.
- Reduced chargeback exposure for merchants.
- Seamless API integration.

See for more information.

Important: Financial Services Operations Integration with Verifi CDRN is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Financial Services Operations Integration with Verifi CDRN features

- Avoids costly chargebacks: When a merchant accepts the dispute and offers a refund that is acceptable for the cardholder, the case is closed as resolved with no chargeback initiated.
- Automates merchant eligibility checks: The system automatically checks merchant eligibility through the Verifi CDRN API before creating a case. Non-eligible merchants are routed to the standard dispute lifecycle without agent intervention.
- Seamless closure of disputes: Merchants participating in CDRN can respond to dispute alerts directly through Verifi .
- Seamless API integration: The four-subflow API sequence — eligibility check, case creation, polling, and acknowledgment handshake — is fully automated and requires no manual API interaction from agents or supervisors.

UI changes

- Playbook actions:
  - Create alert case
  - Get case details
- New fields:
  - Pre-dispute settlement eligibility: Indicates if a merchant is eligible for a CDRN settlement.
  - Customer decision: Indicates if a cardholder agrees or disagrees with the refund proposed by the merchant.

Activation information

Install by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

- New plugins added in the Australia release:
  - com.sn_verifi_spoke
  - com.sn_bom_credit_card
  - sn_fso_intg_verifi.cdrn_bulk_retrieval_batch_size

Additional requirements

The system property sn_bom_credit_card.is_verifi_integration_enabled must be set to true, so that it will be shipped as false out of the box.

Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Integration Hub

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Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub spokes

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative and agentic AI to Financial Services Operations. Features include AI agents, case summarization, customer profile summarization, disputes intake via Virtual Agent, and support for third-party language models. Now Assist for FSO was enhanced and updated in the Australia release.

Now Assist for FSO highlights for the Australia release

Australia Patch 1

- Accelerate customer service for banking with a CSR support AI agent, which provides intent detection, call insights, and AI-generated suggestions displayed to CSRs during active calls.
- Reduce handle time with automatic call summarization: when a call is transferred to a human agent, a contextual summary of the customer's issue is made available.
- Research and prepare for customer outreach with a customer profile summary skill and a customer insights AI agent, which answers natural-language queries about a customer by dynamically drawing on data from defined data sources.

See Now Assist for Financial Services Operations (FSO) for more information.

Important: Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Banking CSR support AI agent

Provides CSRs with AI-driven live assistance during voice calls. This AI agent monitors the transcript of the call. When prompted, the agent identifies customer intent, surfaces knowledge-based recommendations, and suggests next-best actions.

Customer interaction context summary skill

Generates a call-contextual customer summary in the Interaction workspace in the Agentic Contact Center for Banking. This summary is scoped to the intent of the inbound call, providing the agent with a snapshot of the customer's situation when the call begins.

Banking CSR customer insights AI agent

Enables CSRs to ask natural-language questions about a customer directly from the Customer 360 workspace. The agent aggregates data from predefined sources, then uses the information to generate accurate, contextually relevant answers.

Customer profile summarization skill

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Provides AI-generated summaries directly on the Customer 360 workspace in the Agentic Contact Center for Banking, reducing navigation across multiple systems.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Leverage the new skills and AI agents in the Customer 360 and Interaction pages in Agentic Contact Center for Banking.

Visa Spoke release notes

The ServiceNow® Visa Spoke application enables the ServiceNow AI Platform to connect with the Visa Resolve Online (VROL) API suite and Visa Stop Payment Service (VSPS) APIs, providing seamless access to Visa card, payment, and dispute resolution services. Visa Spoke was enhanced and updated in the Australia release.

Visa Spoke highlights for the Australia release

- Use updated Visa Spoke APIs to help prevent storage or transmission of Payment Card Industry (PCI) data within ServiceNow.
- Apply Visa Resolve Online (VROL) release 26.1 revision changes to some Visa Spoke actions.

See Visa Spoke for more information.

Important: Visa Spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Card data security updates

The following spoke actions have been updated to support integration with the Card data security application:

- Look up Associated Transaction List
- Look up Image
- Look up Report Output
- Download and Attach Image

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VROL release 26.1 updates

Updated the following Visa Spoke actions to align with VROL release 26.1 revision changes. These changes support dispute agents and admins in processing disputes accurately:

- Submit Exception Request Builder
- Submit Fraud Bundle Dispute Questionnaire
- Look up Dispute Financial Details Request Builder
- Submit Exception Request Builder
- Submit Fraud Report Request Builder
- Look up Fraud Report Details Request Builder
- Look up Transaction Details Request Builder
- Look up Dispute Details Request Builder
- Create Dispute Pre Arbitration Response
- Look up Dispute Pre Arbitration Details Request Builder
- Look up Dispute Pre Arbitration Response Details Request Builder
- Look up Dispute Response Details Request Builder
- Submit Dispute Questionnaire
- Look up Dispute Response Details Request Builder
- Initiate Dispute from Transaction or Case
- Create Dispute Pre Arbitration

Activation information

Install Visa Spoke by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations.

Integration Hub spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Integrating with spokes

Integrate spokes with ServiceNow® Financial Services Operations (FSO) applications to enable flow designers to provide specific actions within Workflow Studio for those applications.

Governance, Risk, and Compliance release notes

The Governance, Risk, and Compliance application has new and updated features in the Australia release.

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Advanced Risk release notes

The ServiceNow® Advanced Risk application enables you to identify, analyze, evaluate, treat, and monitor risks that could impact your organization in achieving its business objectives. Advanced Risk was enhanced and updated in the Australia release.

Advanced Risk highlights for the Australia release

- Assign risk event owners, issue owners, and risk event approvers based on entity fields, in addition to static user or group selection.
- Use the Risk Suggestion AI Agent to refine and confirm risks, by providing additional context and reviewing, updating, renaming, or removing suggested risks before they're added.
- Use a structured workflow to draft, review, and approve control objective updates before making them active.

Australia Patch 1

AI native experience with three licensing tiers is available.

See Advanced Risk Assessment for more information.

Important: Advanced Risk is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

New in the Australia release

Risk event response template enhancements

After upgrading to version 22.0.x, users with the Risk Manager [sn_risk.manager] or Risk Admin [sn_risk.admin] role can configure risk event response templates using dynamic, entity#driven assignments. These changes enable assignments to be derived from entity data alongside existing static user or group selection.

You can select user fields defined on the entity (such as Owner or Sub-owner) or entity stakeholder personas when configuring:

- Risk event owner assignment
- Issue creation and assignment
- Risk event approvers

Risk Suggestion AI Agent enhancements

After upgrading the Now Assist for Integrated Risk Management (IRM) application to version 22.x, the Risk Suggestion AI Agent supports a more context#aware and conversational workflow. After selecting risk types, you can provide additional context to refine search results, with the agent dynamically asking follow#up questions when needed. Before adding risks to the suggested risk section, you can review and modify suggested risks by updating descriptions, renaming risks, or removing items from the list.

Control Objective workflow

After upgrading to version 22.0.x, you can use a defined workflow to update control objectives. Changes can be drafted and reviewed without changing the current active version, which helps avoid unintended changes to related controls, and risk records. Only approved updates become active. The workflow also sets clear responsibility for making updates and helps keep control objective information consistent and up to date.

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Changed in this release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management application with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time.

GRC Risk Workspace

Using Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

AI Risk and Compliance release notes

The ServiceNow® AI Risk and Compliance application helps you to manage your AI capabilities ethically, mitigate AI risks, and ensure compliance. AI Risk and Compliance was enhanced and updated in the Australia release.

AI Risk and Compliance highlights for the Australia release

- Classify AI systems based on regulatory risk at intake by applying a configured Risk Assessment Methodology (RAM), enabling early risk identification and consistent AI governance decisions across the system life cycle.
- Submit AI cases anonymously to report potential AI risks or concerns without disclosing your identity, helping improve early risk visibility and participation in AI governance.
- Offboard AI assets with structured life-cycle tasks to help ensure governance and risk activities are completed when systems are retired or replaced.

See AI Risk and Compliance for more information.

Important: AI Risk and Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the AI Risk and Compliance release

Risk#based classification during intake

After upgrading to version 22.0.3, if you have the AI risk and compliance business user [sn_grc_ai_gov.ai_risk_and_compliance_business_user] role, you can now classify AI systems using a risk#based approach at intake, enabling organizations to capture AI risk context early and align governance workflows with regulatory and internal risk requirements. This improvement to the AI use case request form supports more accurate AI oversight throughout the system life cycle.

Report an AI case anonymously

After upgrading to version 22.0.3, if you have the AI case business user [sn_ai_case_mgmt.ai_case_business_user] role, you can navigate to the Employee Center to access the Anonymous Reporting Center and submit AI cases anonymously, enabling broader participation in AI governance while protecting the identity of reporters. No additional role is required to submit an anonymous report directly through the Anonymous Reporting Center. Broader participation helps organizations identify potential AI risks earlier by removing barriers to case submission.

Offboard AI models and datasets

After upgrading to version 22.0.3, if you have the AI risk and compliance analyst [sn_grc_ai_gov.ai_risk_and_compliance_analyst] or AI risk and compliance manager [sn_grc_ai_gov.ai_risk_and_compliance_manager] role you can manage AI asset offboarding life cycle tasks. Managing these tasks helps ensure that governance#related activities, such as risk and impact assessments, conformity reviews, issue closure, and audit documentation, are addressed when an AI asset is retired or removed from active use.

UI changes

Operations tab

On the Operations tab in the AI Risk and Compliance Workspace, the AI systems by state section includes an Offboard state to track AI systems in retirement/ offboarding and the AI systems by department section now supports grouping by Risk classification from the Show by drop-down list to view the distribution of AI systems in each department.

AI use case request form

A Use and Purpose section containing screening questions has been added to the AI use case request form to capture contextual information about how an AI system will be used and supports automated risk#based classification during submission.

AI system record page

A Use and Purpose section has been added to the AI system record page, which you can access from the AI asset inventory list in the AI Risk and Compliance Workspace.

Anonymous AI case reporting

A Visit Anonymous Report Center card is available in the Support resources section of the AI assets page in the Employee Center, enabling you to navigate to the Anonymous Report Center to submit an anonymous AI case.

Activation information

Install AI Risk and Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store.

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For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Control Tower

Use the ServiceNow® AI Control Tower application with AI Risk and Compliance to oversee and manage the AI asset inventory life cycle.

Business Continuity Management release notes

The ServiceNow® Business Continuity Management application enables your organization to deliver products and services at an acceptable level during disruptive incidents. Business Continuity Management was enhanced and updated in the Australia release.

Business Continuity Management highlights for the Australia release

- Use the AI native experience built into the product.

See Business Continuity Management for more information.

Important: Business Continuity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

For more information, see Business Continuity Management and ServiceNow Store.

Activation information

Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Common Governance, Risk, and Compliance feature release notes

The ServiceNow® Integrated Risk Management (IRM) application helps enable your organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Integrated Risk Management was enhanced and updated in the Australia release.

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Integrated Risk Management highlights for the Australia release

- Automatic redirection from GRC notification links to the appropriate workspace view based on the recipient's persona and access permissions.
- The Tasks page now loads faster by showing an instant overview of task counts and progressively loading detailed tasks.

See Common Governance, Risk, and Compliance features for more information.

Important: Integrated Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

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- Foundation: AI basics to deliver insights
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GRC notification redirection

After upgrading GRC to version 22.0.x, notification links in GRC applications automatically route you to the appropriate workspace view based on your persona and access permissions. If you don't have workspace access, links default to the classic view.

Monitor my tasks in the Tasks page in the workspace

After upgrading GRC to version 22.0.1, the Tasks page loads faster with performance improvements. Task counts display first as an at-a-glance summary, followed by detailed task lists that load progressively. Task data refreshes at regular intervals to keep information current. These improvements provide better scalability for users with high task volumes across multiple task sources.

UI changes

Monitor my tasks in the Tasks page in the workspace

The Task page now includes a timestamp showing when the task data was last refreshed. Additionally, a notification now displays when the page is refreshing data in the background.

Activation information

Install Integrated Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Compliance Case Management release notes

The ServiceNow® Compliance Case Management application <describe main product benefits>. Compliance Case Management was enhanced and updated in the Australia release.

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Compliance Case Management highlights for the Australia release

- Automatically generate an AI-recommended compliance case summary from varied compliance case data, reducing investigation time and enabling faster, more consistent decision-making.
- Anonymously report compliance violations through a secure portal that maintains complete identity protection while enabling organizational trust and regulatory compliance.

See for more information.

Important: Compliance Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Report a compliance case anonymously **Report compliance cases anonymously**

Employees can now use the Anonymous Reporting Center to report compliance violations such as fraud and embezzlement, workplace misconduct (harassment, discrimination), bribery and corruption, and other concerns without revealing their identity or location.

Accessed through the Employee Center, the Anonymous Reporting Center portal automatically logs users out to enforce anonymity, creates case records without mapping to employee identity, and provides a unique report key and report number for secure follow-up communication.

CAPTCHA#based verification is used to authenticate submissions, and the system generates a report statement summarizing the case after submission. Employees can save a copy of their report for future reference. For security and confidentiality, the submitted information is not displayed again. Reports are routed to the appropriate compliance team based on the nature of the concern.

Throughout the investigation process:

- Investigators can request additional information through a comments system visible to the reporter
- Reporters can follow up on their case using their report key to check progress and respond to questions
- All interactions maintain reporter anonymity at every step; no identity or location data is ever captured or linked

This enhancement enables organizations to build trust, mitigate risks before escalation, and ensures regulatory compliance with whistleblower protection requirements.

GRC case summarization skill for compliance cases **AI-driven compliance case summarization**

After upgrading Now Assist for Integrated Risk Management (IRM) application to version 22.x, Compliance analysts can use the Case summarization feature to quickly understand a compliance case without manually reviewing every field, attachment, or related list. Now Assist analyzes key case attributes—such as timelines, impacted areas, evidence, and actions—and generates a structured summary directly inside the compliance case.

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This solves a common problem: case data is often lengthy, scattered across multiple related lists, and difficult for analysts to digest efficiently. Analysts can also save and edit summaries as case data evolves, ensuring the record stays current.

By consolidating all relevant information into a single, coherent narrative, Now Assist reduces investigation time, improves consistency across reviewers, and supports faster decision-making.

Activation information

Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring application provides a standardized approach to defining an authorization package and walking through the seven stages of the NIST Risk Management Framework. Continuous Authorization and Monitoring was enhanced and updated in the Australia release.

Continuous Authorization and Monitoring highlights for the Australia release

- Automatically generate engagements by importing Assessment Plan (AP) files. Additionally, export engagement data in OSCAL format from the current instance.
- Make incremental changes to control sets in authorized packages without having to reset the entire package life cycle.
- Inherit individual requirements for baseline controls from multiple Common Control Providers (CCPs) across different authorization packages.
- View and edit Controls and Engagements sections in Authorization Packages in a hierarchical grid.
- Control visibility of UI elements across different workflow steps through state model attributes.

See Continuous Authorization and Monitoring for more information.

Important: Continuous Authorization and Monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

OSCAL Assessment Plan import and export

After upgrading to version 22.0.2, Continuous Authorization and Monitoring supports import and export of OSCAL Assessment Plan (AP) files.

Import OSCAL AP files from external tools to automatically generate engagements, control tests, test plans, user assignments, and test scope. Multiple AP files can be imported together for packages with multiple engagements.

Export generates OSCAL AP files for auditors and authorizers, enabling other systems to understand what testing is planned or was performed.

Request control tailoring

After upgrading to version 22.0.2, make incremental changes to control sets while preserving the state of unchanged controls without having to reset the entire

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package life cycle. Supported modifications include adding new controls, marking controls as not applicable, changing control allocation (baseline to inherited or hybrid), and modifying inheritance configurations.

Inherit from multiple providers

After upgrading to version 22.0.2, Controls can inherit individual control requirements from multiple Common Control Providers (CCPs) across different authorization packages. Previously, inheritance was limited to a single provider per control, which required creating multiple duplicate inherited controls when requirements came from different sources.

Control grid view

After upgrading to version 22.0.2, edit implementation statements and attestation respondents directly in a hierarchical data grid through the Controls tab in an authorization package.

Control tests grid view in Engagements

After upgrading to version 22.0.2, toggle between traditional related list and hierarchical data grid on the Control tests tab. Changes to assessment procedure effectiveness automatically cascade to parent control test effectiveness.

CAM workflow configuration enhancements

After upgrading to version 22.0.2, control button visibility, UI page access, and related list actions across different workflow steps. Previously, related list actions (such as add or remove buttons for information types or baseline control actions) required manual scripting to support custom workflows.

The following new state model attributes have been introduced:

- Required Authorization Documents Page
- Required Overlay Page
- Required Information Type Actions
- Required Baseline Actions
- Required Overlay Actions
- Request Control Tailoring
- Generate OSCAL AP
- Generate OSCAL AR

UI changes

Properties page enhancements

The Properties page includes new configuration options:

- **Homepage Title** enables you to customize the workspace homepage name.
- The **Days Before Next Authorization** property is now available on the UI page.

Vertical layout for package forms

Package detail forms now use a structured vertical layout instead of the previous horizontal tab arrangement.

Activation information

Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Operational Resilience release notes

The ServiceNow® Operational Resilience application helps organizations maintain business services during adverse events, such as pandemics, severe weather, or cyber attacks. Operational Resilience was enhanced and updated in the Australia release.

Operational Resilience highlights for the Australia release

- Export Digital resilience incident reporting (DRIR) action tasks in Microsoft Word, Microsoft Excel, or JSON for regulatory reporting.
- Generate consistent, regulator-ready reports using optional currency conversion and third-party expense aggregation in Digital Operational Resilience Act (DORA) Register of Information reporting.
- Leverage AI-native experience built into the product.

See Operational Resilience for more information.

Important: Australia is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Operational Resilience to Australia

Beginning with Operational Resilience release 22.0.x, the following scheduled jobs are deactivated for new installations by default:

- *Calculate red flags for CSDM and dependencies*
- *Update CSDM and other dependencies*

For existing installations, these jobs retain their current active or inactive state.

New in the Australia release

Export action task reports in Microsoft Word, Microsoft Excel, and JSON formats

Export DRIR assessment action task reports in Microsoft Word, Microsoft Excel, or JSON format from a drop-down menu. Generate Microsoft Word documents for narrative reports, Microsoft Excel spreadsheets with structured question-answer layouts, or JSON files for system integrations.

Convert and aggregate contractual expenses to regulator-required currencies

Standardize annual expense values during Register of Information report generation by enabling optional currency conversion and third-party total expense aggregation. The application converts contract amounts to a base currency using 32 European Central Bank (ECB) exchange rates based on the reference date. Administrators upload monthly rates into the system. When eligibility criteria are met, expenses across multiple contracts are aggregated by third-party providers or engagements, generating consolidated reports that comply with DORA regulatory requirements.

UI changes

Export action updated to include Microsoft Excel and JSON formats

The **Export** UI action on the action task form displays the following options: **Generate MS Word**, **Export Excel**, and **Export JSON**.

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Fields added to the Create new Excel download/upload request form

After upgrading the Digital Resilience Third-party Information Register application to version 22.0.x, the Excel download/upload request form includes the following fields for converting and aggregating contractual expenses to currencies required by regulators:

- **Report type**
- **Enable currency conversion**
- **Base currency**
- **Enable third-party total expense aggregation**
- **Reference date**
- **Date of the reporting**

The **Type** field includes the **Plain-csv reporting package** option for generating reports in Comma-Separated Values (CSV) format.

Changed in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

For more information, see Install Operational Resilience application.

Activation information

Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Risk Management

Use the ServiceNow® Risk Management application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce the reaction time from days to minutes.

Advanced Risk Assessment

Use the ServiceNow® Advanced Risk application to identify, measure, and track risks. The application includes the workflows for risk assessments and events, confirming efficient management of your organization's risk profile.

Policy and Compliance Management

Use the ServiceNow® Policy and Compliance Management application to create and manage policies, standards, and internal control procedures that are mapped to external regulations and general guidelines.

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Business Continuity Management

Use the ServiceNow® Business Continuity Management application to confirm that your organization can keep delivering products and services at an acceptable level even when faced with disruptive events.

Vulnerability Response

Use the ServiceNow® Vulnerability Response application to enable security users to analyze security data, implement changes, and generate security incidents.

Incident Management

Use the ServiceNow® Incident Management application to restore normal service operation while minimizing the impact to business operations and maintaining quality.

Security Incident Response

Use the ServiceNow® Security Incident Response application to manage the life cycle of your security incidents from the initial analysis to containment, eradication, and recovery.

Digital Operational Resilience Management

Use the ServiceNow® Digital Operational Resilience Management application for uploading and downloading all individual DORA tables. It's automatically installed when the Digital Resilience Third-party Information Register is activated.

Data registry

Use the ServiceNow® Data registry application to explore the relationships between different types of critical data that affect your business, such as controls, risks, and issues, visually.

Policy and Compliance Management release notes

The ServiceNow® Policy and Compliance Management application provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. Policy and Compliance Management was enhanced and updated in the Australia release.

Policy and Compliance Management highlights for the Australia release

- Manage control objective changes through a structured workflow without affecting the active published record.
- Rationalize UCF and non-UCF control objectives together in a single rationalization process.

See Policy and Compliance Management for more information.

Important: Policy and Compliance Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Control objective workflow

Aftr upgrading Policy and Compliance Management to 22.0.1, the new Control objective workflow feature introduces a structured lifecycle for managing control objective records. This feature is controlled by the Enable Control Objective Workflow property under Policy and Compliance > Properties and is disabled by default.

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Key highlights:

- When disabled, only the State field is added to control objective records. Active records show Published, inactive records show Retired, and new records default to Draft.
- When enabled, control objectives move through: Draft, Review, Approved, Current version, and Retired. The following new fields are also introduced: State, Effective date, Revision type, and Record nature.
- Editing a published control objective creates a working draft, keeping the published record active until approved changes are published.
- Users must select a revision type: Major or Minor. A Major revision moves associated controls back to Draft. A Minor revision applies updates without moving controls back to Draft.
- The Owner and Owning Group fields control who can edit the control objective and perform workflow actions.

Rationalizing control objectives

After upgrading Policy and Compliance Management to 22.0.1, both Unified Compliance Framework (UCF) control objectives and non-UCF control objectives can be rationalized together. Key highlights include:

- Recommendation cards show a Source field to indicate whether it originates from UCF or a non-UCF source.
- As UCF control objectives cannot be deactivated, the Identify Duplicates and Finalize sub-states guide the users to retain the UCF control objective. Any UCF recommendations that are not retained are automatically dismissed when the user requests review.
- Only one UCF control objective can be retained at a time. If you retain a different UCF control objective, the previously retained one is automatically dismissed.
- When rationalization is complete, the retained UCF control objective stays active, accepted non-UCF recommendations are deactivated, and any dismissed UCF control objectives remain active and unchanged.

Activation information

Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Policy and Compliance Management supports the latest public release and the two preceding versions of the following web browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

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Privacy Management release notes

The ServiceNow® Privacy Management application enables you to manage your organization's privacy risks and compliance to protect your customers, employees, and suppliers. Privacy Management was enhanced and updated in the Australia release.

Privacy Management highlights for the Australia release

- Automatically generate an AI-recommended privacy case summary from varied compliance case data, reducing investigation time and enabling faster, more consistent decision-making.
- Anonymously report compliance violations through a secure portal that maintains complete identity protection while enabling organizational trust and regulatory compliance.

See Privacy Management for more information.

Important: Privacy Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Report a privacy case anonymously

Employees can now use the Anonymous Reporting Center to report privacy violations such as data breaches or exposure, unauthorized data use, privacy law violations (GDPR, CCPA), or other privacy-by-design lapses without revealing their identity or location.

Accessed through the Employee Center, the Anonymous Reporting Center portal automatically logs users out to enforce anonymity, creates case records without mapping to employee identity, and provides a unique report key for secure follow-up communication.

Reports are routed to the appropriate compliance team based on the nature of the concern. Throughout the investigation process:

- Investigators can request additional information through a comments system visible to the reporter
- Reporters can follow up on their case using their report key to check progress and respond to questions
- All interactions maintain reporter anonymity at every step; no identity or location data is ever captured or linked

This enhancement enables organizations to build trust, mitigate risks before escalation, and ensures regulatory compliance with whistleblower protection requirements.

GRC case summarization skill for privacy cases

Privacy analysts can now use the Now Assist case summarization feature to quickly understand a privacy case without manually reviewing every field or related list. Now Assist analyzes key case attributes, such as timelines, impacted areas, evidence, and actions, and generates a structured summary directly inside the privacy case. This solves a common problem: case data is often lengthy, scattered across multiple related lists, and difficult for analysts to digest efficiently. Analysts can also save and edit summaries as case data evolves, ensuring the record stays current.

Hierarchy and lineage enhancements

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The Hierarchy and lineage enhancements enables privacy teams to identify which systems, vendors, and applications belong to a specific processing activity by marking relationships as “part of a processing activity.” This differentiates scoped components from global or shared connections. Users can toggle between a processing#activity#scoped view and a full lineage view, helping them understand data flows in the appropriate context.

Privacy Content accelerator

The privacy regulatory content through Unified Content Management provides pre#built authority documents, citations, control objectives, and risk statements aligned with major privacy frameworks, including GDPR, CCPA, LGPD, and the NIST Privacy Framework 1.0. These resources are available for download directly from the Privacy Workspace, enabling teams to readily access standardized regulatory content.

Activation information

Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Regulatory Change Management release notes

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. Regulatory Change Management was enhanced and updated in the Australia release.

Regulatory Change Management highlights for the Australia release

Early availability

The skill family name **Regulatory change management** has been updated to **Regulatory change**.

Australia Patch 1

AI native experience with three licensing tiers is available.

See Regulatory Change Management for more information.

Important: Regulatory Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Early availability

Now Assist skills for Risk & Sustainability

The skill family name **Regulatory change management** has been updated to **Regulatory change** to improve naming clarity and consistency within Now Assist skills for Risk & Sustainability under the Technology workflow module in the Now Assist Admin Center.

Activation information

Install Regulatory Change Management and Now Assist for IRM by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Third-party Risk Management release notes

The ServiceNow® Third-party Risk Management (TPRM) application provides a centralized process for managing your portfolio of third parties and their engagements, assessing and scoring risk and performing remediation. TPRM was enhanced and updated in the Australia release.

Third-party Risk Management highlights for the Australia release

- Enhance DORA Register of Information reporting with optional currency conversion and third-party expense aggregation to generate consistent, regulator-ready reports.
- Review the simplified third-party elements process in the due diligence workflow.
- Access the unified content management module in the Vendor Management Workspace to view a centralized library of smart assessment templates.

Early availability

Use generative AI to recommend TPRM issues for reviewer validation.

Australia Patch 1

AI native experience with three licensing tiers is available.

See Third-party Risk Management for more information.

Important: Third-party Risk Management is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Third-party Risk Management to Australia

If you're a VRM user upgrading to TPRM and upgrading to Australia from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from Xanadu to Yokohama, Yokohama to Zurich, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts.

After upgrading to version 21.0.x, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, Smart Assessment Engine (SAE) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible.

Warning:

Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

For more information on upgrading from VRM to TPRM and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information.

For existing TPRM customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.

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New in the Australia release

Generate aggregate regulatory reports in local currencies

After upgrading the Digital Resilience Third-party Information Register application to version 22.0.3, third#party risk (TPR) managers#[sn_vdr_risk_asmt.vendor_manager] can standardize annual expense values during Register of Information report generation by enabling currency conversion and third#party total expense aggregation. To support this process, the generated reporting package includes summary and detail reports that indicate successful conversions, aggregation results, and any skipped providers.

Centralized repository for TPRM SAE templates

After upgrading to version 22.0.2 and installing the Unified Content Management application, TPR managers [sn_vdr_risk_asmt.vendor_risk_manager] can help ensure consistent and comprehensive assessments by activating and updating ready-to-use Smart Assessment Engine questionnaire templates through a single, managed repository in the Vendor Management Workspace.

Early availability

Generate issue recommendations for TPRM

After upgrading to version 22.0.8 if you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the Now Assist for Third-party Risk Management (TPRM) application, you can use generative AI to automatically identify and recommend issues based on assessment responses. The TPRM issue management recommendation skill recommends issues with rationalized summaries. Recommended issues are presented for review and are created as standard TPRM issues only after user confirmation.

UI changes

Fields added to Create New Excel download/upload request form

After upgrading the Digital Resilience Third-party Information Register application to version 22.0.3, the **Enable currency conversion** and **Enable** third-party **total expense aggregation** fields are available on the Excel download/upload request page. When creating Excel Master Template or Plain#CSV Reporting Package requests, you can configure these options directly on the form.

TPRM Unified content management page

After upgrading to version 22.0.2 and installing the Unified Content Management application, the unified content management module is available in the Vendor Management Workspace.

Changed in this release

Simplified third-party element process

After upgrading to version 22.0.1, third#party elements are now linked to a single third party and can no longer be shared across third parties. Scoring rollups calculate results from element#level assessments rather than entity records.

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Removed in this release

Assessments using entities are no longer supported.

Activation information

Install Third-party Risk Management by requesting it from ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Operational Resilience

Operational Resilience helps organizations respond to adverse operational events by anticipating, preventing, recovering from, and adapting to such events.

Operational Resilience Workspace

Use Operational Resilience Workspace to manage your resilience tasks and monitor resilience metrics from a single dashboard.

GRC Risk Management

Use Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce your reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace in the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for risk-related activities.

Smart Assessment Engine

The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation.

Third-party Risk Management upgrade information

ServiceNow® Third-party Risk Management application upgrade information for the Australia release.

Important information for upgrading Third-party Risk Management to Australia

After upgrading to Zurich, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property. After setting this property, SAE becomes the default assessment engine and replaces the legacy experience to ensure consistency, scalability, and innovation moving forward. While this transition isn't reversible, it empowers customers to future-proof their assessment strategy with an engine built to evolve with emerging needs.

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Warning:

Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

Plugin dependencies

After upgrading to Zurich and setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following applications and plugins are installed automatically:

- The Vendor Risk Management Workspace application [sn_vrm_ws] is automatically installed so you can use the Vendor Risk Management workspace where you can access SAE questionnaires and features.
- The Smart Assessment Engine application and plugins are automatically installed enabling you to use the features of the Smart Assessment Engine for your assessments.

  Smart Assessment Engine application package that includes the following:

  - Smart Assessment Core plugin [com.sn_smart_asmt]
  - Smart Assessment Designer plugin [com.sn_smart_asmt_desg]
  - Smart Assessment Connected plugin [com.sn_smart_asmt_conn]
  - Smart Assessment Migration Tools plugin [com.sn_smart_asmt_mig]
  - Smart Assessment Dependencies plugin [com.sn_smart_asmt_dep]
  - Smart Assessment Post-assessment Actions plugin [com.sn_impact_fwk] and [com.sn_smart_imp_auto]
  - Smart Assessment Response Automation plugin [com.sn_smart_resp_auto]
  - Smart Assessment Scoring plugin [com.sn_smart_scoring]

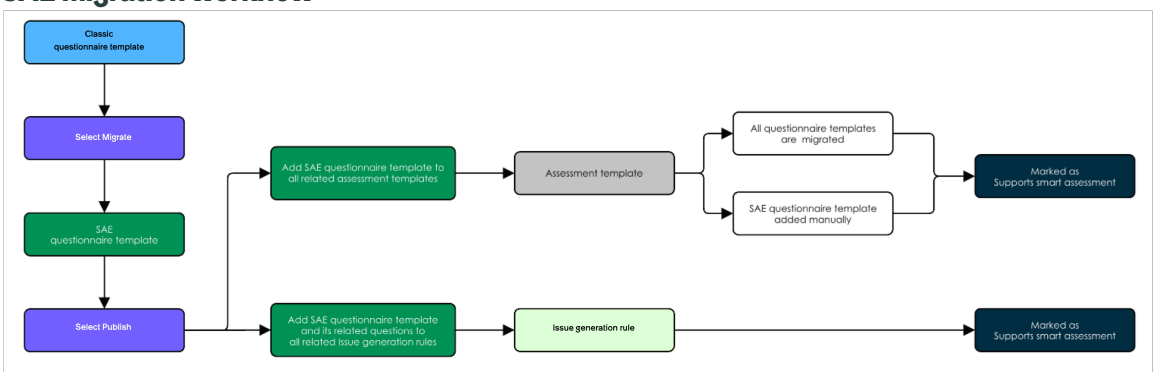
Note: For more information on these plugins, see Configuring Smart Assessment Engine and Smart assessment configuration.

Migrating to Smart Assessment Engine

After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, all TPRM assessments will automatically use SAE templates and automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) that support SAE only. You will be able to continue any in-flight assessment until they are completed. You will not be able to create any new assessments with classic questionnaire templates.

The following diagram shows the questionnaire to TPRM SAE template migration workflow.

SAE migration workflow



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1. Migrate templates either one by one or in bulk. After migration, all templates are in the Draft state by default.
2. Review each migrated questionnaire template individually to confirm that they're accurate and complete.
3. Publish TPRM SAE questionnaire templates. After publishing, the following actions occur automatically:
   - All the related assessment templates are updated to use the migrated questionnaire template. If all the questionnaire templates in an assessment template are published, the assessment template is automatically marked as Support smart assessment.
   - All issue generation rules are automatically marked as Support smart assessment if their related questionnaire template is published.
   - All automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) are automatically marked as Support smart assessment after their related assessment template is marked as Support smart assessment.

   Note: For Issue-generation rules to work as expected when applied to an TPRM SAE questionnaire template, at least one question must have the option, Enable preferred response, set to true.

4. Review each assessment template to confirm it's marked as Supports smart assessment. If an assessment template isn't marked as Supports smart assessment, manually adding a new TPRM SAE questionnaire template to it updates its status.

For more information, see Migrate a template to an SAE template, Create a TPRM SAE questionnaire or document request template, Create an external assessment template, and Create an issue generation rule.

Classic assessment engine to Smart Assessment Engine comparison

The following table shows the comparable features between the Classic assessment engine and Smart Assessment Engine.

Comparable features

Classic assessment engine features	Smart assessment engine features
Metric Type	Template
Metric Category	Section
Metrics	Questions
Additional Information	Justification
Assessable Record	Scope
Multiple Assessable Records in one Assessment	Combined Assessments
Schedule and Trigger Assessments	Trigger Assessment Flow Action
Domain Separation	Domain Separation
Question Dependency	Conditional Visibility
Correct Answer	Preferred Answer
Scoring	Scoring

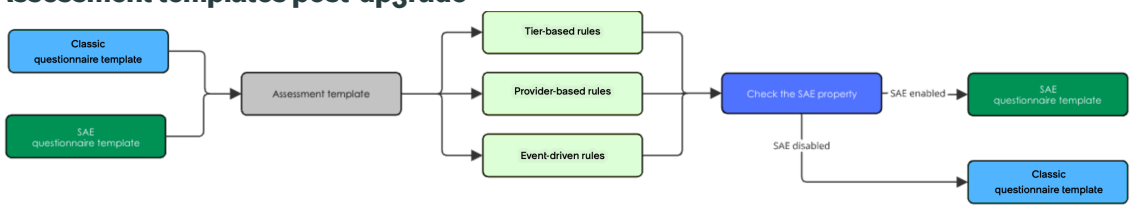
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Comparable features (continued)

Classic assessment engine features	Smart assessment engine features
Automated response	Response Automation

The following diagram shows the relationship between assessment templates and questionnaires after upgrading.

Assessment templates post-upgrade



- Before setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - Existing questionnaire templates
  - Existing assessments
- After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - SAE questionnaire templates (New or migrated).
  - Assessments marked as Supports smart assessment.
  - Tier-based, Provider-based, and Event-driven management rules only work with assessments marked as Supports smart assessment.

Note: All questionnaire templates must be reviewed and published. All assessment templates and automation rules must be reviewed to confirm they're marked as Supports smart assessment.

Smart Assessment Engine limitations

The TPRM SAE questionnaire template has the following limitations.

- All new assessments must use SAE questionnaire templates.
- Third-party risk assessors can no longer create issues from the View responses page. Issues generation rules can be used to create issues automatically.
- Third-party risk assessors can no longer create comments on individual questions. They can only use the comment section at the questionnaire level.
- The signature feature isn't supported.
- Automatic attachment of questionnaires to external assessments based on inherent risk questionnaire (IRQ) responses or IRQ-calculated risk tiers is currently not supported in Smart Assessment Engine.
- The following question types aren't supported: percentage, ranking, image scale, and custom metric. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

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Note: For the percentage and image scale question types, customers can use the Number type and Radio button type, respectively. Ranking and custom metric question types aren't supported. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can’t be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.

  For more information on migration results, migration limitations, and creating TPRM SAE questionnaires, see Results of migrating a template to a TPRM SAE template and Create a TPRM SAE questionnaire or document request template.

- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn’t occur.

  For more information, see Configure scoring for an assessment and Normalization in assessment.

- Event-driven management rules are the default option for scheduling assessments and replaces Repeating assessments.

Important information for upgrading Vendor Risk Management to Australia

Starting with the Vancouver release, if you’re a VRM user upgrading to TPRM, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.

Plugin requirements

TPRM

- Activate the Third-party Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Third-party Risk Due Diligence application [com.sn_tprm_dd].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

VRM

- Activate the Vendor Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

For more information on licensing or metering, see Tracking a managed activity, Third-party Risk Management (TPRM) Licensing, and Vendor Risk Management (VRM) Licensing.

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VRM to TPRM changes

- The name of the application changed from Vendor Risk Management to Third-party Risk Management as part of the Vancouver release.
- The internal assessment [sn_vdr_asmt_internal_assessment] table is introduced, extending the tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] table.
- The Due Diligence Review (DDR) workflow is introduced, which uses both the internal assessment and the external (VRA) assessment.

  Note: If you have customizations on the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables, they might need modifications to work with the DDR workflow.

- The Third-party Scores [sn_vdr_risk_asmt_security_score] table has been relabeled to Risk Intelligence Scores [sn_vdr_risk_asmt_security_score] to reduce confusion.
- All instances of “vendor” are changed to “third party” in the user interface, though some global instances might remain unchanged.

  Note: If you don’t want to use the due diligence workflow, your original workflow (Tiering assessment and External assessments (VRAs) should be the same).

VRM and TPRM data model

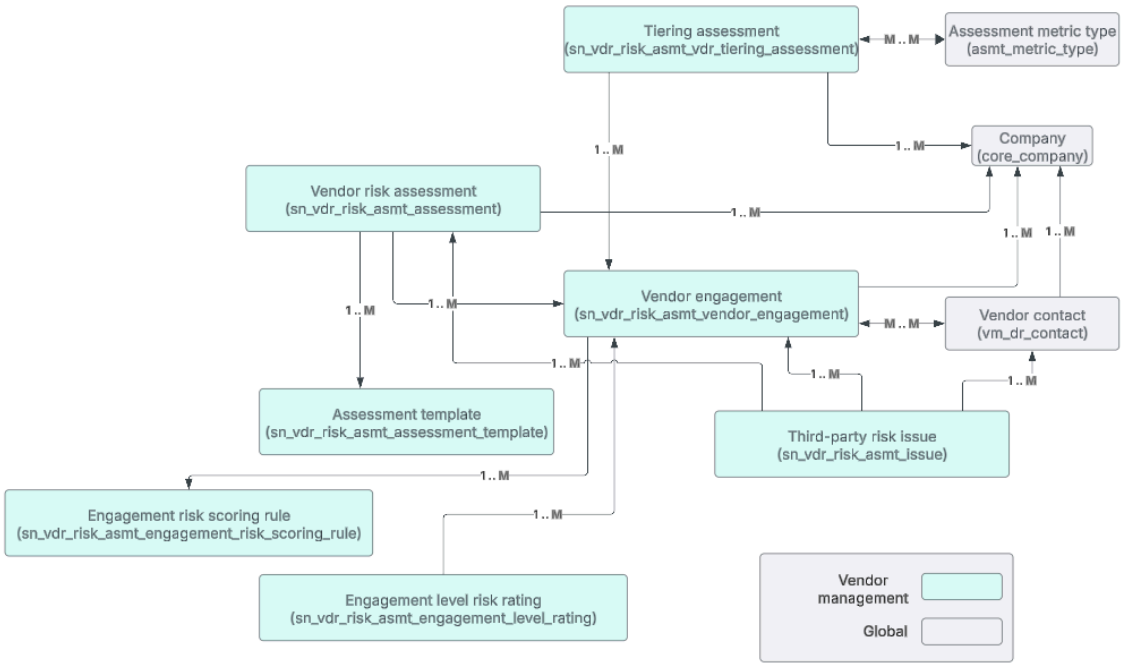
The Vendor Risk Management data model primarily uses the term “vendor” and includes the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables.

The Third-party Risk Management data model uses the term “third-party” in most user interface elements and introduces the DDR workflow, which uses both internal [sn_vdr_asmt_internal_assessment] and [sn_vdr_risk_asmt_assessment] external assessments.

The following models show VRM's and TPRM's capabilities.

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VRM data model

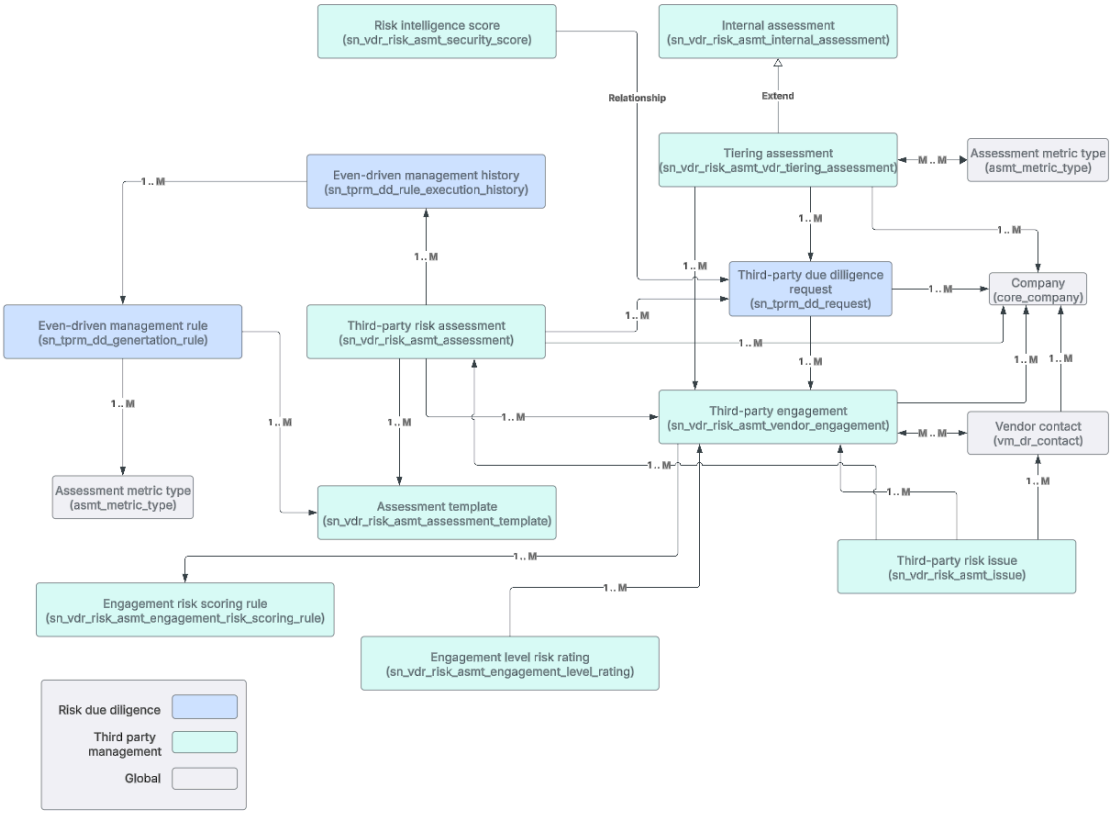


The components included in the Vendor Risk Management data model are as follows:

- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Company [core_company]
- Vendor risk assessment [sn_vdr_risk_asmt_assessment]
- Vendor engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

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TPRM data model



The components included in the Third-party Risk Management data model are as follows:

- Risk intelligence score [sn_vdr_risk_asmt_security _score]
- Internal assessment [sn_vdr_asmt_internal_assessment]
- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Event-driven management history [sn_tprm_dd_rule_execution_history]
- Third-party due diligence request [sn_tprm_dd_request]
- Company [core_company]
- Event-driven management rule [sn_tprm_dd_generation_rule]
- Third-party risk assessment [sn_vdr_risk_asmt_assessment]
- Third-party engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Third-party risk issue [sn_vdr_risk_asmt_issue]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

Smart Assessment Engine release notes

The ServiceNow® Smart Assessment Engine (SAE) application streamlines creating, distributing, and managing assessments. It enables you to create customizable assessment templates with

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detailed instructions and questions to gather information from assessors. SAE was enhanced and updated in the Australia release.

Smart Assessment Engine highlights for the Australia release

- Enable efficient, role-based collaboration by allowing primary owners to delegate assessment sections to subject matter experts (SMEs).
- Edit published templates quickly with inline edits and built-in audit tracking.

See Smart Assessment Engine for more information.

Important: Smart Assessment Engine is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Collaboration in assessments

Starting with version 22.0.0, use granular delegation as a primary owner to assign individual assessment sections to SMEs. Respondents can view the entire assessment for context but can edit only their assigned sections. Monitor overall assessment progress and maintain final review and submission capabilities.

Quick edit for published templates

Starting with version 22.0.0, edit published templates inline as a template manager, including edits to the titles, descriptions, and reader roles.

UI changes

Create an assessment template category

Starting with version 22.0.0, the **Category Role** field in the assessment template category form is replaced with the **Category Roles** field.

Changed in this release

Create an assessment template category

Allow one or more roles to access a template category with the multiselect **Category Roles** field.

Activation information

Install Smart Assessment Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Australia release.

Care Team Operations for Biomed release notes

The ServiceNow® Care Team Operations for Biomed application contains the case types to report and fulfill healthcare biomedical issues. Care Team Operations for Biomed was enhanced and updated in the Australia release.

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Care Team Operations for Biomed for Biomed highlights for the Australia release

- Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments.
- Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone.
- Care Team Operations for Biomed has received security enhancements in the Australia release.

See Care Team Operations for Biomed for more information.

Important: Care Team Operations for Biomed is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Care Team Operations for Biomed to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.

Care Team Operations for Biomed features

Create support requests using Now Assist in Virtual Agent

Create support requests for healthcare IT, biomed, facilities, or environmental services departments through Now Assist in Virtual Agent conversationally. This workflow resolves missing or unclear details through clarifying questions and validates the request using the Care team operations case Intake and Care team operations case Creation AI agents and is available in Care Team Portal and Care Team Mobile.

The Care Team Operations Case Creation Voice AI Agent enables care team members to create cases conversationally over the phone.

Note: For the Care Team Operations Case Creation Voice AI Agent to create cases, the Care Team Operations plugin for cases of that request type must be installed.

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Care Team Operations for Biomed by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Environmental Services release notes

The ServiceNow® Care Team Operations for Environmental Services application contains case types to report and fulfill facilities issues as part of Healthcare Operations. Care Team Operations for Environmental Services was enhanced and updated in the Australia release.

Care Team Operations for Environmental Services highlights for the Australia release

- Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments.
- Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone.
- Care Team Operations for Environmental Services has received security enhancements in the Australia release.

See Care Team Operations for Environmental Services for more information.

Important: Care Team Operations for Environmental Services is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

Important information for upgrading Care Team Operations for Environmental Services to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

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Care Team Operations for Environmental Services features

Create support requests using Now Assist in Virtual Agent

Create support requests for healthcare IT, biomed, facilities, or environmental services departments through Now Assist in Virtual Agent conversationally. This workflow resolves missing or unclear details through clarifying questions and validates the request using the Care team operations case Intake and Care team operations case Creation AI agents and is available in Care Team Portal and Care Team Mobile.

The Care Team Operations Case Creation Voice AI Agent enables care team members to create cases conversationally over the phone.

Note: For the Care Team Operations Case Creation Voice AI Agent to create cases, the Care Team Operations plugin for cases of that request type must be installed.

Australia Patch 1

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Care Team Operations for Environmental Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Facilities release notes

The ServiceNow® Care Team Operations for Facilities application contains the case types to report and fulfill facilities issues as a part of Healthcare Operations. Care Team Operations for Facilities was enhanced and updated in the Australia release.

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Care Team Operations for Facilities highlights for the Australia release

- Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments.
- Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone.
- Care Team Operations for Facilities has received security enhancements in the Australia release.

See Care Team Operations for Facilities for more information.

Important: Care Team Operations for Facilities is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Care Team Operations for Facilities to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.

Care Team Operations for Facilities features

Create support requests using Now Assist in Virtual Agent

Create support requests for healthcare IT, biomed, facilities, or environmental services departments through Now Assist in Virtual Agent conversationally. This workflow resolves missing or unclear details through clarifying questions and validates the request using the Care team operations case Intake and Care team operations case Creation AI agents and is available in Care Team Portal and Care Team Mobile.

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Activation information

Install Care Team Operations for Facilities by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Healthcare IT release notes

The ServiceNow® Care Team Operations for Healthcare IT application contains the case types to report and fulfill healthcare IT issues. Care Team Operations for Healthcare IT was enhanced and updated in the Australia release.

Care Team Operations for Healthcare IT highlights for the Australia release

- Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments.
- Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone.
- Care Team Operations for Healthcare IT has received security enhancements in the Australia release.

See Care Team Operations for Healthcare IT for more information.

Important: Care Team Operations for Healthcare IT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Care Team Operations for Healthcare IT to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

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Care Team Operations for Healthcare IT features

Create support requests using Now Assist in Virtual Agent

Create support requests for healthcare IT, biomed, facilities, or environmental services departments through Now Assist in Virtual Agent conversationally. This workflow resolves missing or unclear details through clarifying questions and validates the request using the Care team operations case Intake and Care team operations case Creation AI agents and is available in Care Team Portal and Care Team Mobile.

The Care Team Operations Case Creation Voice AI Agent enables care team members to create cases conversationally over the phone.

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Australia Patch 1

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Care Team Operations for Healthcare IT by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Work Management release notes

The ServiceNow® Care Team Work Management application enables clinicians to create and track ad-hoc and recurring tasks for their care team through the creation of orchestration and care team cases and tasks. Care Team Work Management is a new application in the Australia release.

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Care Team Work Management highlights for the Australia release

- Create ad-hoc or recurring scheduled task plans for care teams across one or more units.
- Use the unified workspace landing page for managing cases and tasks.
- Streamline rounding workflows and reduce administrative burden by leveraging the Operational Rounding playbook.

See Care Team Work Management for more information.

Important: Care Team Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Care Team Work Management features

Create single or multi-unit task plans for care teams to support ad hoc or recurring tasks. Multi-unit work plans can include orchestration cases and tasks, while single-unit work plans use care team cases and tasks. This feature helps teams coordinate work more efficiently across units and within their own teams.

Use the unified Care Team Work Management landing page to view and manage care team cases and care team tasks all in one place. This provides a streamlined and consistent experience across work activities for care team agents.

Operational Rounding playbook

Use rounding templates with required fields and clinical checklists to standardize operations activities. The playbook generates one-time and recurring rounding tasks across units using built-in scheduling within the Healthcare Workspace. It supports completing task, capturing evidence, and tracking progress.

Activation information

Install Care Team Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- Healthcare Orchestration (com.sn_hco_orc): Enables cross team collaboration between multiple healthcare organizations.
- Care Team Case (com.sn_cto): Enables care teams to create and track cases and tasks for operational work.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

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ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Healthcare and Life Sciences Service Management Core release notes

The ServiceNow® Healthcare and Life Sciences Service Management Core application delivers a seamless digital experience for your users and streamline healthcare operations with automated processes. Healthcare and Life Sciences Service Management Core was enhanced and updated in the Australia release.

Healthcare and Life Sciences Service Management Core highlights for the Australia release

Healthcare and Life Sciences Service Management Core has received security enhancements in the Australia release.

See Healthcare and Life Sciences Service Management for more information.

Important: Healthcare and Life Sciences Service Management Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Healthcare and Life Sciences Service Management Core to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.

Activation information

Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Operations and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

Healthcare Operations Core release notes

The ServiceNow® Healthcare Operations Core application streamlines and optimizes healthcare team operational tasks. Healthcare Operations Core was enhanced and updated in the Australia release.

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Healthcare Operations Core highlights for the Australia release

- Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments.
- Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone.
- Healthcare Operations Core has received security enhancements in the Australia release.

has received security enhancements in the Australia release.

See Healthcare Operations Core for more information.

Important: Healthcare Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Healthcare Operations Core to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.

Healthcare Operations Core features

Create support requests using Now Assist in Virtual Agent

Create support requests for healthcare IT, biomed, facilities, or environmental services departments through Now Assist in Virtual Agent conversationally. This workflow resolves missing or unclear details through clarifying questions and validates the request using the Care team operations case Intake and Care team operations case Creation AI agents and is available in Care Team Portal and Care Team Mobile.

The Care Team Operations Case Creation Voice AI Agent enables care team members to create cases conversationally over the phone.

Note: For the Care Team Operations Case Creation Voice AI Agent to create cases, the Care Team Operations plugin for cases of that request type must be installed.

Australia Patch 1

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Healthcare Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services

ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Work Management

ServiceNow® Care Team Work Management streamlines task creation, assignment, and tracking with audit-ready documentation, reducing administrative burdens so care teams can focus on patient care while maintaining regulatory compliance.

Impact release notes

ServiceNow® Impact is built on the ServiceNow AI Platform and combines customized service with a digital interface to provide tailored recommendations and guidance. Impact Store App was enhanced and updated in the Australia release.

Impact highlights for the Australia release

- Streamline the Impact Store Application configuration with the updated Impact guided setup.
- Proactively identify, prioritize, and resolve technical debt with the Impact Health Agent, a collection of AI-native tools embedded within the Impact Platform Health experience.
- Provide access to partners with the impact_partner_role.
- View true applications capabilities organized by product lines.

See Impact for more information.

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Important: Impact is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Impact to Australia

The Impact Store Application configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.

New in the Australia release

Now Assist for Platform Health

Help customers proactively identify, prioritize, and resolve technical debt by using the collection of AI-native tools embedded within the Impact Platform Health experience.

Track and resolve issues in developer code throughout the end-to-end workflow by reviewing and applying AI-recommended fixes through the Remediate Scan Engine findings with Now Assist, which provides AI-generated code fixes for leading practice violations.

New Accelerators in the Australia Release

Jumpstart your Impact Platform health, Data privacy, Walk-up experience, Digital product release, Modern change management, Major incident management, CSDM for service operations, and Integration hub by using technical Accelerators.

Improve your business outcomes by using the OCM: Preparing for change and adopt AI governance impact strategy Accelerators.

Assess your CSDM maturity, improve CSDM Data modeling, and accelerate your portal's user experience with the help of usage insights and virtual agent experience design provided by the architecture Accelerators.

Roles installed with Impact

Grant selected users with partner accounts access to the Impact Store Application through the new **Impact Partner** role. Users assigned with the partner role can efficiently manage Impact for their customers. You can view the users added as partners on the Impact homepage.

Manage Capabilities Maps for the Impact Store Application

The Capabilities Map homepage now shows true application capabilities organized by product line.

UI changes

Capabilities maps

Recommended capabilities has been renamed Squad-prioritized capabilities.

Changed in this release

Use Guided Setup for Impact Store Application configuration

The Impact Guided Setup provides a more efficient, streamlined way for you to configure the Impact Store Application. For information about how to upgrade, see Configure the Impact Store Application.

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Activation information

Impact

For information on package entitlement and features activation, see Impact packages.

For details on configuring Impact and its features, see Configuring Impact.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release.

Impact Health (com.sn_impact_health): Planned for deprecation in a future release. For this functionality, install the Now Assist for Platform Health Scan Engine application.

Related ServiceNow applications and features

Admin Center Hardware Asset Management

Admin Center provides a central hub for platform owners and admins to access platform capabilities, discover new applications, and get intelligent, actionable insights.

Strategic Portfolio Management

Strategic Portfolio Management (SPM) enables digital transformation by helping you plan, deliver, and track value across different methodologies.

Now Assist

Now Assist uses generative AI to enhance user productivity and efficiency through conversation and proactive experiences.

Industrial Connected Workforce release notes

Industrial Connected Workforce has new and updated application and features in the Australia release.

Industrial Connected Workforce Core release notes

The ServiceNow® Industrial Connected Workforce (ICW) Core is the foundational application that powers the entire ICW suite. This application provides the shared data models, governance structures, workflows, and integration framework required for consistent and reliable industrial operations. All other ICW applications depend on ICW Core for unified execution, cross-application interoperability, and enterprise-wide alignment. ICW Core is a new application in the Australia release.

ICW Core highlights for the Australia release

- Standardize your industrial data across equipment hierarchies, functional locations, calendars, and workforce structures to drive operational consistency.
- Strengthen governance of industrial task records, worker skills, and operational compliance across your organization.
- Accelerate cross-application task creation and record synchronization with expanded workflow orchestration.

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- Improve system responsiveness with performance optimizations that reduce load times and increase record processing throughput.
- Enhance interoperability across the ICW suite applications with improved integration capabilities for downstream applications.

See, ICW Core for more information.

Important: ICW Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

ICW Core is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

ICW Core (sn_icw): Contains the ICW Core application.

Related ServiceNow applications and features

Exploring Industrial Standards

Industrial Standards help define and govern Standard Operating Procedures (SOPs). Standards rely on ICW Core's shared data and workflow structures to generate and manage operational tasks. In addition, Industrial Standards provide common functions for every standard type within ICW. For example, scheduling, the standard hub, approvals, and data model.

Exploring Industrial Guided Tasks

Industrial Guided Tasks (IGT) creates structured, step#by#step workflows used for critical industrial activities. ICW Core standardizes equipment, functional locations, calendars, worker profiles, and industrial task records. IGT requires this data for task authoring, assignment, and execution.

Exploring Industrial Connected Workforce Mobile Experience

Delivers ICW capabilities to frontline workers through a mobile#first interface. Mobile apps rely on ICW Core for data integrity, user profiles, work assignments, and task execution records.

Industrial Standards release notes

The ServiceNow® Industrial Standards application provides a centralized, governed framework to define, publish, and maintain operational standards across plants and production lines. This application enables consistency through versioned definitions, reusable templates, and automated schedules that generate executable work. With clear life-cycle controls and skills-aware enforcement, it improves quality, traceability, and compliance at scale. Industrial Standards is a new application in the Australia release.

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Industrial Standards highlights for the Australia release

- Create and manage operational standards faster with a new authoring experience that includes built-in guidance, validation, and structure rules.
- Find and compare standards efficiently using an enhanced Standards Hub with faster filtering and optimized layouts for any screen size.
- Align task generation with shift handovers and production calendars through scheduling engine improvements that include offset configuration and richer recurrence patterns.
- Skills-based execution controls help to ensure that qualified operators are performing the designated work.
- Strengthen your audit process with a structured versioning model that logically categorizes standards across their life cycle.

See Exploring Industrial Standards for more information.

Important: Industrial Standards is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Industrial Standards features

Industrial Standards Library

Browse and compare standards using an upgraded hub that provides tile and list views with filters for state, scope, category, functional location, and equipment model.

Users can quickly compare similar standards and see linked tasks, skills, and knowledge.

Access policies differentiate enterprise and site standards to help prevent misapplication.

Scheduling standards

Generate recurring work from standards by configuring daily, weekly, monthly, and custom scheduling patterns to maintain a consistent operational cadence.

A system property (for example, an offset in minutes) lets admins align task creation with shift handovers or production calendar boundaries.

Runtime tracing improves visibility into created tasks, their status, and exceptions.

Skill-based task management

Define required skills or certifications within standards to ensure that only qualified operators execute safety#critical tasks. Supervisors can request waivers or alternative routing when skills are missing.

Activation information

Industrial Standards is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Plugin information

New plugins

The following plugins are new in Australia:

Industrial Standard (sn_icw_std): Contains the Industrial Standards application.

Related ServiceNow applications and features

Industrial Connected Workforce Core

ICW Core provides the foundational data models, workflows, and governance structures that power the entire Industrial Connected Workforce suite. It standardizes how organizations, equipment hierarchies, calendars, worker profiles, and industrial records are represented across applications. All other ICW applications rely on ICW Core for consistent execution, shared services, and data interoperability.

Industrial Guided Tasks

Industrial Guided Tasks delivers structured, step#by#step digital workflows that guide operators through critical industrial activities. It supports assessment#based scoring, automation triggers, and life-cycle governance for accurate and traceable task execution. Guided tasks are often generated from Industrial Standards and integrate with ICW Core for data, workflows, and reporting.

ICW Mobile Experience

The ICW Mobile Experience provides a mobile#first interface that enables frontline workers to perform tasks, report deviations, and access standards and knowledge while on the shop floor. It offers offline readiness, barcode or QR scanning, and streamlined execution flows optimized for industrial environments. Mobile capabilities extend the functions of ICW Core, Industrial Standards, and Industrial Guided Tasks directly to operators' handheld devices.

Industrial Guided Tasks release notes

The ServiceNow® Industrial Guided Tasks (IGT) application enables structured and guided execution of operational tasks using step-by-step digital workflows. IGT helps you maintain consistent work quality, safety compliance, and traceable execution. Industrial Guided Tasks is a new application in the Australia release.

Industrial Guided Tasks highlights for the Australia release

- Design structured digital workflows faster with an enhanced guided task authoring experience.
- Evaluate task outcomes accurately using a smart assessment engine with scoring rules, conditional logic, and validation.
- Improve frontline execution with usability features such as barcode or QR scanning, step-by-step guidance, and offline support.
- Track guided tasks through their full life cycle using intuitive workflow states that support clearer governance and audit readiness.
- Extend task governance across the ICW suite through integrations with Industrial Standards, ICW Mobile, and ICW Core.

See Exploring Industrial Guided Tasks for more information.

Important: Industrial Guided Tasks is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Industrial Guided Tasks features

Authoring Guided Tasks

Design structured workflows with sections, steps, assessments, and conditional paths by using an authoring interface that enforces consistency and quality.

Built#in rules help to maintain consistency by following correct steps sequence, naming, and safety requirements. Authors can preview the guided tasks' end#user experience before publishing.

Assessment-driven scoring, evaluation, and execution

Capture and evaluate task data by using multiple assessment types, including numeric inputs, selections, measurements, and conditional evaluations. Supports multiple assessment types including numeric inputs, selections, measurements, and conditional evaluations.

Automatic scoring determines the following task outcomes based on configured thresholds: Successful, Unsuccessful, or Not Scored. Assessment data is captured for reporting, quality control, and continuous improvement.

Automation and Smart Actions

Reduce manual intervention by configuring automation features that trigger follow#up work, standard tasks, or actions based on assessment results.

Complex logic can route execution flows, creating dynamic experiences that adapt to operator input. This reduces manual intervention and maintains consistent responses to equipment or process conditions. You need an additional plugin to use this functionality.

Template capabilities for duplication of task structures.

Easy accessibility and execution

Execute guided tasks through a clean step#by#step interface that supports images, instructions, validations, and attachments for accurate task completion.

Integrated barcode or QR scanning helps identify parts, equipment, or materials during task execution.

Offline access to guided tasks in the ICW mobile application. Offline mode minimizes interruption in your work, even in low#connectivity industrial environments.

IGT Lifecycle Governance

Govern your guided tasks through separated life-cycle states that provide clearer oversight and a better audit trail.

Review and approval workflows helps in maintaining quality, safety, and operational standards of guided tasks before release. Historical versions are archived for audits, root cause analysis (RCA) investigations, and long#term reporting.

Create standards using templates

Accelerate guided task creation by duplicating existing tasks or using them as reusable templates.

Structural components such as steps, assessments, and conditional logic can be reused across multiple workflows, which maintains consistency while reducing authoring time.

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Activation information

Industrial Guided Tasks is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. You can request ICW Mobile from the ServiceNow Store.

Plugin information

New plugins

The following plugins are new in Australia:

Industrial Guided Task (sn_icw_igt): Contains the Industrial Guided Tasks application.

Related ServiceNow applications and features

Industrial Connected Workforce Core

ServiceNow® Industrial Connected Workforce (ICW) Core provides the foundational data models, workflows, and governance structures that power the entire Industrial Connected Workforce suite. ICW Core standardizes how organizations, equipment hierarchies, calendars, worker profiles, and industrial records are represented across applications. All other ICW applications rely on ICW Core for consistent execution, shared services, and data interoperability.

Industrial Standards

Industrial Standards enables organizations to define, publish, and manage operational standards such as standard operating procedures (SOPs), inspections, and CIL routines. Industrial Standards provides version control, reusable templates, and automated scheduling to maintain consistent and compliant work execution. Other ICW applications use these standards as the authoritative source for task generation and operational guidance.

Industrial Connected Workforce Mobile Experience

Industrial Guided Tasks (IGT) provides the structured, step#by#step workflows that operators execute on the shop floor using the ICW Mobile. It acts as the primary execution channel for IGT, enabling workers to perform guided tasks with features like barcode/QR scanning, offline support, and attachment capture. In this way, ICW Mobile makes sure that the detailed guidance authored in IGT reaches frontline workers in a format optimized for real#world industrial environments.

Industrial Connected Workforce Mobile Experience release notes

The ServiceNow® Industrial Connected Workforce Mobile Experience (ICW Mobile) application provides a mobile-first experience for frontline industrial workers. This application enables them to perform tasks, report deviations, escalate issues, and access standards and knowledge content directly from handheld devices. Designed for reliability in high-activity environments, ICW Mobile enables operators to stay productive whether online or offline. ICW Mobile is a new application in the Australia release.

ICW Mobile highlights for the Australia release

- Empower shop floor workers with new mobile task views and production-day filtering to focus on what needs immediate attention.
- Access and navigate published standards on any device with an enhanced Standards Hub optimized for small-screen navigation.

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- Report issues faster with streamlined creation of actions, deviations, and breakdown reports directly from the shop floor.
- Find the information that you need quickly using AI-powered search functionality across tasks, standards, and articles from a single mobile interface.
- Improve guided task accuracy and speed with integrated barcode and QR scanning support.

See Exploring Industrial Connected Workforce Mobile Experience for more information.

Important: ICW Mobile is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

ICW Mobile features

Mobile Task Management

Manage all task#related activity from intuitive mobile views tailored for shop floor workers to improve visibility and responsiveness during operations.

Clear status indicators and color cues help in identifying critical or overdue tasks, improving responsiveness during operations.

Mobile Standards Hub

Browse, request, and access published standards tailored to your functional location using the mobile Standards Hub.

Embedded rating and feedback mechanisms support continuous improvement of documentation and frontline usability.

Intuitive and minimal input actions

Create actions, deviations, breakdowns, and follow#up tasks directly from the mobile interface with minimal input to accelerate issue reporting.

Integrated escalation workflows help operators move seamlessly from detection to analysis, such as starting an RCA directly from a deviation.

Guided Task Execution

Execute guided tasks on the shop floor by following step#by#step instructions with embedded media, validation checks, and barcode or QR scanning.

Skill validation helps prevent unauthorized execution of tasks that require specific certifications or training.

Performance & Reliability Enhancements

Continue working in low#connectivity environments with offline caching that saves your progress and synchronizes updates when connectivity returns.

Optimized load times and reduced latency to create a smooth user experience across industrial environments.

Report any safety related incident

Report, triage, and investigate health and safety#related incidents directly from the mobile interface through ICW integration with Health and Safety.

You can create Industrial Standards based on a safety incident that helps you maintain safe working environment.

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Activation information

Install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. Install ICW Mobile by requesting it from the ServiceNow Store. The application is optimized for latest iOS and Android devices and may require a Mobile UI Framework dependency provided by the ICW suite. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

ICW Mobile (sn_icw_mobile): Contains the Industrial Connected Workforce Mobile Experience application.

Related ServiceNow applications and features

Industrial Connected Workforce Core

Provides the foundational data, workflows, and governance structures that power all ICW applications. It standardizes organizational, equipment, and workforce models to keep all apps aligned.

Industrial Standards

Enables the creation and governance of SOPs, inspections, and CIL routines. ICW Mobile accesses these standards to generate tasks and deliver instructions to operators.

Industrial Guided Tasks

Industrial Guided Tasks provides structured, step#by#step workflows for industrial activities. These guided tasks integrate directly into the ICW Mobile experience for seamless execution on handheld devices.

IT Asset Management release notes

IT Asset Management has new and updated features in the Australia release

Asset Audit Response release notes

The ServiceNow® Asset Audit Response application provides workspaces where asset managers can manage their regulatory audits, request evidence for these audits, respond to these requests through a guided experience, and access regulatory content data to help drive more efficient and accurate responses to these requests. Asset Audit Response was enhanced and updated in the Australia release.

Asset Audit Response highlights for the Australia release

Australia Patch 1

- Automatically generate summaries of completed and in-progress evidence requests for your financial regulatory audits.
- Track and manage impacted records that are associated with your remediation tasks.
- Gain insight into the citations associated with your evidence requests.

See Asset Audit Response for more information.

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Important: Asset Audit Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Asset Audit Response to Australia

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Australia Patch 1

Automate the summarization of evidence requests

Use generative AI to summarize completed and in-progress evidence requests for your financial regulatory audits. Gain insight into the corresponding audit engagements, the associated financial regulations, and the evidence that was submitted for each request. In addition, view details about the remediation rules that were created for each request and the corresponding remediation tasks that were generated based on those rules. Use this information to help plan for and complete other in-progress evidence requests so that you can improve your operational efficiency.

Track impacted records that require remediation

Use the Impacted Records related list in your remediation tasks to track and take any necessary actions on the impacted records, including asset and configuration item (CI) records, that are associated with each task. These remediation tasks are automatically generated based on the remediation rules that you define during evidence request fulfillment.

View citations for your evidence requests

Gain insight into the citations that are associated with your evidence requests by using the Citation details fields in the Asset Response Guided Experience. Use these fields to identify the name, description, and supplemental guidance for any citation that is associated with a request.

Streamline the fulfillment of evidence requests by using financial regulatory context from the Digital Operational Resilience Act (DORA)

Associate your evidence requests with financial regulatory requirements and guidelines from the Digital Operational Resilience Act (DORA). By aligning the relevant requests with these requirements and guidelines, you can help your asset managers better understand the compliance obligations that are associated with each request. They can then use this information to fulfill each request more accurately and efficiently.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Asset Audit Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage the compliance and optimization of your software products and SaaS applications. You can reclaim unused rights, purchase new rights, and manage allocations for your entitlements.

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment.

Audit Management

The ServiceNow Audit Management application enables you to plan, execute, and report on your audit engagements so that you can mitigate risks and compliance issues before they lead to audit failures.

Cloud Cost Management 10.0 release notes

The ServiceNow® Cloud Cost Management application (formerly known as ServiceNow Cloud Insights) helps you to analyze the cloud resource costs so that you can identify and act on opportunities to save money and optimize the operations of your organization. Cloud Cost Management was enhanced and updated in the Australia release.

Cloud Cost Management highlights for the Australia release

- Manage your Azure cloud cost data with support for FinOps Open Cost and Usage Specification (FOCUS), the industry standard for cost and usage data.
- Gain financial clarity and reporting flexibility by choosing to view your cloud cost data in your preferred currency.
- Get centralized visibility into the Microsoft Partner Agreement (MPA) account spend when operating under a Managed Service Provider (MSP).

See Cloud Cost Management for more information.

Important: Cloud Cost Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Cloud Cost Management to Australia

The Cloud Cost Management platform support is available beginning with the Xanadu release. For instructions on upgrading Cloud Cost Management to Australia, see Upgrade Cloud Cost Management.

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New in the Australia release

Gain insights from your billing data with the FOCUS standard for Microsoft Azure billing

Enhance your ability to manage cloud costs using the FOCUS billing standard that enables better insights. This feature helps you make more informed decisions. Additionally, you experience seamless processing of billing data across multiple Azure billing models such as:

- Enterprise Agreement (EA)
- Microsoft Customer Agreement (MCA)
- Microsoft Partner Agreement (MPA)

View cloud cost data in your preferred currency for multiple cloud service providers

View your cloud cost data in your preferred local currency for better clarity and reporting flexibility. This capability enables you to view cost and usage details from multiple cloud service providers, including AWS, Azure, and GCP, in your selected currency.

Get support for your Azure MPA model when operating under an MSP

Gain full visibility into your cloud costs and actionable insights for your Azure cloud spend when operating under an MSP. Additionally, the feature provides a centralized view to monitor cloud spend and manage budgets.

UI changes

Multi-currency setup on the Operations view

The **Multi-currency setup** operation is available on the Cloud Cost Management Workspace Operations view to enable setting up display currency options for cloud cost and usage data.

Currency preference option on the Operations view

The **Currency preference** operation is available on the Cloud Cost Management Workspace Operations view to enable selecting preferred currency options for cloud cost and usage data.

Changed in this release

Granular instance operator role

Use the instance operator role to perform routine operational tasks without requiring the full admin role for basic operations. By using limited privileges in the instance operator role, you can help reduce security risks across your organization.

Activation information

Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Asset Management

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ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management release notes

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets, which enables you to maintain and maximize the life of your assets while minimizing any costly downtimes. Enterprise Asset Management was enhanced and updated in the Australia release.

Enterprise Asset Management highlights for the Australia release

Australia Patch 1

- Streamline the enterprise asset request process by using the help manage enterprise asset requests agentic workflow.
- Automatically generate troubleshooting, diagnostics, and repair instructions for your enterprise asset repairs by using the help repair enterprise assets agentic workflow.

Early Availability

- Streamline complex maintenance activities across assets, asset groups, or locations with unified work order plans.
- Streamline inventory asset management with the expanded and efficient inventory auditing process.

See Enterprise Asset Management for more information.

Important: The following applications are available in the ServiceNow Store:

- Enterprise Asset Management
- Enterprise Asset Management for Healthcare
- Enterprise Asset Management for Facilities
- Operational Technology (OT) Asset Management
- Enterprise Asset Management for Data Center and Network Asset Management (DCNAM)
- Enterprise Asset Management for Providers
- Expanded Model and Asset Classes

For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Automate enterprise asset sourcing by using an agentic workflow

Use the help manage enterprise asset requests agentic workflow to automate the process of sourcing assets for your enterprise asset requests. The workflow uses AI agents to fulfill these requests by allocating assets from local stockrooms, creating

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transfer orders to move assets between stockrooms, or generating purchase orders for the requested assets.

Automatically generate instructions for enterprise asset repairs by using an agentic workflow

Use the help repair enterprise assets agentic workflow, which is driven by AI agents, to automatically generate step-by-step troubleshooting, diagnostics, and repair instructions for your enterprise asset repairs in real time.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Early Availability

Define, schedule, and track complex asset-centric work tasks through work order plans

Manage complex asset-centric work tasks with unified work order plans that can be applied across assets, asset groups, or locations. The work order plans offer the following benefits:

- Save work order plans as reusable templates for use across assets.
- Organize sequential operations—shutdowns, safety inspections, calibrations, asset conditions, and restarts—using the structured playbook.
- Assign, schedule, and track work order tasks for technicians within the playbook.
- Enable technicians to receive assigned work order tasks and update task status through the ServiceNow Mobile Agent application.

Manage multimedia production equipment models and assets

Create, track, and manage multimedia production equipment models and assets in the Enterprise Asset Workspace. Get a comprehensive view of these models and assets so that you can manage them effectively throughout their life cycles.

Replace broad admin checks with granular admin roles and ACL updates

Manage admin access precisely with granular admin roles. Instead of giving full admin privileges to the users, you can assign specific roles based on the tasks they perform.

Enhanced and unified enterprise asset inventory auditing experience

Streamline and improve your inventory auditing experience with the enhanced and unified enterprise asset inventory process:

- Initiate a single audit that covers both hardware and enterprise assets assigned to a specific location or stockroom, eliminating the need to switch between multiple workspaces.
- Include consumable assets in the inventory audit to avoid asset shrinkage and ensure that inventory data remains accurate.
- The ServiceNow Agent app features selectable audit results, enabling you to view a real-time list of all scanned assets.

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- When new assets are identified during the single scan audit, essential information is collected in real time through the ServiceNow Agent app to initiate asset creation.
- Scanned asset locations are automatically updated to reflect their precise aisle, space, or sub location during the audit, supporting the accuracy and quality of inventory records.

UI changes

Early Availability

Work order plan reports in the Work management view

The Work management view of the Enterprise Asset Workspace includes work order plan status and task reports.

Work order plan tabs in the Work management view

The Work management view of the Enterprise Asset Workspace includes two new tabs:

- Work order plans- View existing work order plans and create plans
- Work order plan templates- Access available templates and create reusable templates

Affected assets tab in work orders and work order tasks

The **Affected assets** tab provides a comprehensive view of all assets associated with a work order. When a work order includes an asset group, the tab lists every asset belonging to that group.

Changed in this release

Early Availability

Multiple assets and asset groups in a work order

A work order and work order task can now be created for asset groups in addition to individual assets. Additionally, the sn_eam.enterprise_asset_manager role can add more assets to tasks while they're in the draft stage. When technicians start the task, they can take action on all included assets. The Deploy Asset, Swap Asset, and Remove Asset actions within work order tasks support multiple assets and asset groups.

Shutdown and Startup work types

The **Shutdown** and **Startup** work types available in the work order tasks enable you to manage asset shutdown and restart tasks.

Multiple calibration playbooks

When a calibration work order is created for multiple assets or an asset group, the system generates a separate calibration playbook for each asset in the Affected assets list.

Multiple condition lines

When an asset condition work order is created for multiple assets or an asset group, the system generates a separate condition line for each asset in the Affected assets list. All condition lines must be evaluated before the work order can be completed.

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Activation information

Install the following applications by requesting them from the ServiceNow Store:

- Enterprise Asset Management
- Enterprise Asset Management for Healthcare
- Enterprise Asset Management for Facilities
- OT Asset Management
- Enterprise Asset Management for Data Center and Network Asset Management (DCNAM)
- Enterprise Asset Management for Providers
- Expanded Model and Asset Classes

Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

Hardware Asset Management release notes

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment. Hardware Asset Management was enhanced and updated in the Australia release.

Hardware Asset Management highlights for the Australia release

Australia Patch 1- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries.

Australia Patch 0

- Gain insight into the approximated life-cycle dates for hardware and consumable products.
- Streamline inventory asset management with the expanded and efficient inventory auditing process.
- Streamline and improve the asset management process for retired assets with the expanded asset disposal workflow.
- Streamlined Advanced Shipment (ASN) import process with support for users with specific functional roles.
- Save time and effort by copying a model from the Content lookup portal to create a record in your ServiceNow instance.

See Hardware Asset Management for more information.

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Important: Hardware Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Hardware Asset Management to Australia

- To enhance security and manage admin access precisely, the granular admin roles are now installed. These roles replace broad admin checks by assigning specific privileges based on user tasks, rather than granting full admin access:
  - sn_hamp.ham_system_admin: Provides access to HAM licensing, HAM Guided Setup, HAM application properties and system properties, and a few tables.
  - sn_hamp.ham_asn_admin: Provides access to the Advanced Shipment Notification (ASN) feature.
  - asset_integration_admin: Provides access to Standard hardware Zero touch request and carrier integration features, and shipment tables.
  - asset_system_admin: Provides access to asset job log, content audit, transfer order, expense management, and model management.
  - asset_task_admin: Provides access to asset tasks.
  - procurement_system_admin: Provides access to procurement module, tables, and tasks.
  - contract_system_admin: Provides access to contract module, tables, and tasks.
  - asset_licensing_admin: Provides access to the ITAM licensing module.
  - asset_recommendation_admin: Provides access to recommendation actions.
- The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Manage your assets with comprehensive and real-time data

View consolidated asset information through AI-generated analysis summary on the asset record. The AI-generated summary dynamically updates based on the asset state and includes context from any active incidents or tasks. The summary displays the asset life cycle, current assignment and location, audit status, financial metrics, and identifies missing data to support asset management activities.

Australia Patch 0

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Gain visibility into approximated life cycle dates for hardware and consumable model

Enhance the operational efficiency by gaining visibility into the estimated and approximate life- cycle dates for models when manufacturers haven't explicitly published key dates, such as End of Life (EoL) and End of Service (EoS). This insight enables you to manage your asset portfolio strategically, reducing unexpected downtime and improve budgeting.

Enhanced and unified hardware asset inventory auditing experience

Streamline and improve your inventory auditing experience with the enhanced and unified hardware asset inventory process:

- Initiate a single audit that covers both hardware and enterprise assets assigned to a specific location or stockroom, eliminating the need to switch between multiple workspaces.
- Include consumable assets in the inventory audit to avoid asset shrinkage and verify that inventory data remains accurate.
- The ServiceNow Agent app features selectable audit results, enabling you to view a real-time list of all scanned assets.
- When new assets are identified during the single scan audit, essential information is collected in real time through the ServiceNow Agent app to initiate asset creation.
- Scanned asset locations are automatically updated to reflect their precise aisle, space, or sub location during the audit, supporting the accuracy and quality of inventory records.

Enhanced asset disposal workflow to streamline the management of retired assets

Resell the retired assets that are no longer in use to reduce waste and receive credit. The extended asset disposal flow in the Documentation stage enables you to resell planned assets instead of disposing of them, enabling you to receive credit.

Enable your key functional roles or personas to directly manage Advanced Shipment Notification (ASN) imports

Upload ASN files and trigger the import process from the Procurement view within the Hardware Asset Workspace without requiring admin privileges. Users with the ham_admin, ham_user, procurement_admin, or asset role can now initiate the ASN workflow themselves, creating asset records seamlessly.

Streamline model creation by copying a model directly from the Content lookup portal

Reduce manual effort by copying a model from the Content lookup portal to create a record in the Product Model [cmdb_model] table. The copied model is automatically normalized, where applicable, and relevant fields are pre-populated with information from the content record.

UI changes

Australia Patch 0

Unified audit record storage

Starting with Hardware Asset Management version 15.0.0, the audit inventory has been enhanced to store audit records in the common Asset Audits [sn_itam_common_asset_audit] table. If you have enabled the audit enhancements and switched to the common Asset Audits [sn_itam_common_asset_audit] table, the following user interface changes have been made:

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- The asset audit records are stored in the Asset Audits [sn_itam_common_asset_audit] table. After switching to the common audit table, deprecated audit records (created before the switch) are no longer visible in the **Asset audits** tab from the Inventory view. These records can be accessed from the Asset Operations view, when the *migrate_hamaudit* system property is set to **true**.
- The Asset Audits [sn_itam_common_asset_audit] table can't be accessed by navigating to **All** > **Asset Audits** > **Asset Audits**. You can access the legacy Asset Audits [sn_hamp_asset_audit] table instead.
- If your ServiceNow® instance is licensed for both Hardware Asset Management and Enterprise Asset Management, the **Stockroom Details** tab displays a single Asset Audits tile. This unified Asset Audits tile shows the open audit records for both hardware and enterprise inventory, instead of displaying separate tiles for Hardware Asset Audits and Enterprise Asset Audits.

Note: Note: If your ServiceNow instance isn't licensed for Enterprise Asset Management, the Hardware Asset Audits tile shows the number of open asset audit records for the hardware inventory audit.

Activation information

Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage the software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application enables you to create purchase orders and obtain items for fulfilling service catalog requests.

Software Asset Management release notes

The ServiceNow® Software Asset Management application enables you to systematically track, evaluate, and manage the cost, utilization, compliance, and optimization for software and SaaS applications.The Software Asset Management application was enhanced and updated in the Australia release.

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Software Asset Management highlights for the Australia release

Australia Patch 1

- Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment.
- Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures.
- Automate the process of assigning available licenses to the Microsoft 365 Admin Portal by using an agentic workflow.
- Leverage Obligation Management and AI-powered contract metadata and obligation extraction from an uploaded signed contract document in the Software Asset Workspace by using the combined capabilities of Software Asset Management and Contract Management Pro.

Australia Patch 0

- Streamline software lifecycle reporting and compliance management with a guided playbook.
- Use a consolidated Microsoft licensing report that unifies device and infrastructure deployment details with license consumption calculations and transparent explanations.

See Software Asset Management for more information.

Important: Software Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements

Leverage generative AI to upload contract documents and automatically extract licensing data, generating software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process.

Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance

Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention.

Use an agentic workflow to automate Microsoft 365 license assignment to users to improve efficiency

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Use AI agents to assign Microsoft 365 licenses automatically to users on the Microsoft 365 Admin Center without manual intervention. The AI agent analyzes whether there are available licenses and automatically assigns those licenses to the Microsoft 365 Admin Center, ensuring accuracy and compliance.

Software Asset Management integration with Contract Management Pro

Gain centralized visibility into software contract life cycles and streamline contract management by extracting key metadata and obligations from an uploaded signed contract document using the agentic AI workflow. Additionally, you can optimize costs through proactive tracking of contract renewals, expirations, and contractual obligations by integrating Software Asset Management with the Contract Management Pro application. Note that only Software Asset Management Enterprise users can leverage this functionality.

Australia Patch 0

Improve user activity tracking with the GitHub integration

Achieve more accurate user activity data and improved license reclamation for low or no-activity subscriptions by leveraging the enhanced GitHub integration for broader event coverage and extended retention.

Enhanced integration with OpenLM for tracking subscription and consumption licenses

Gain improved visibility into engineering application licenses across subscription-based and consumption models with the OpenLM integration. This capability provides support for named user allocation and usage tracking. Additionally, you can better monitor compliance risks and note denial patterns through actionable insights into automated processes and dashboards.

Leverage machine learning (ML) normalization for managing your software assets in protected government environments

Extend ML normalization capabilities to regulated markets for ServiceNow Protected Platform (SPP) in Singapore (SG) and Australia (AU).

Enhance the security of SAP ABAP on-premise integration using OAuth 2.0 authentication

Benefit from enhanced OAuth 2.0 authentication for your SAP ABAP on-premise integrations with improved security. This capability provides a more secure, compliant, and future-proof method for integrating the Software Asset Management application with your SAP systems.

Improve your license management experience through the enhanced support for Oracle WebLogic Suite licensing

Access flexible licensing options that align with different deployment models and usage patterns through comprehensive license management with support for the Oracle WebLogic Suite for both Per Processor and Named User Plus (NUP) metrics. The enhanced support now covers the entire WebLogic product family, including the flagship Suite edition.

Improve software normalization outcomes with expanded pattern-based normalization rules rule

Streamline the software model discovery process by leveraging the expanded pattern-based normalization rule, which eliminates the need to manually update or create new normalization rules for every minor variation in software discovery models. This rule automatically recognizes and matches diverse patterns and variations in software model data. As a result, discovered publisher, product, version, and edition values are seamlessly aligned with the ServiceNow® repository.

Enhanced SQL server enterprise edition license compliance to support Server/CAL licensing model

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Optimize licensing for legacy Microsoft SQL Server Enterprise Edition licenses under the Server+CAL licensing model with Software Assurance (SA) by using the enhanced licensing rule. A single server license can cover up to four virtual machines, provided that the combined processing power for these VMs does not exceed twenty hardware threads or cores at any given time.

Generate optimal software lifecycle reports using a guided playbook that ensures adherence to compliance and audit requirements.

Simplify the creation of optimal software life-cycle reports through a guided playbook that assists in defining report scope, identifying gaps, and performing corrective actions. The playbook also integrates with the success portal, enabling you to establish and monitor success metrics, organize tasks and activities, and effectively track progress toward your objectives.

Streamline license management for Microsoft server product Installations and license usage via a single report

Gain insights to a unified report for all Microsoft server product installations and license usage across license metrics. The Microsoft Server Infrastructure and License consumption report consolidates infrastructure data per device along with license usage and exemptions. Get detailed justifications for exemptions such as unlicensed or ignored installations, making it easier to monitor, analyze, and optimize your IT resources.

UI changes

Australia Patch 1

Troubleshoot button alongside the error message on the Integration profile form

The **Troubleshoot** button is available for all SaaS integrations on the error message that is displayed when connection validation fails due to an error. When selected, the button triggers the generation of error summary and resolution guidance.

Delete button on the Product Workload Mapping form

A **Delete** button is available on the Product Workload Mapping form for CrowdStrike integration profiles to enable you to delete existing workload-to-software model mappings directly from the integration profile.

Product workload mappings and breakdown data lists on the License operations view

View the product workload mappings, usage, and consumption lists on the License operations view without requiring additional configuration.

Engineering application licenses, usages, and denials lists on the License operations view

View engineering application lists including licenses, usages, concurrent usage, denials, and unidentified publisher integration map on the License operations view for quick access.

Changed in this release

Granular configuration admin roles

Use granular admin roles, such as sam_admin and sam_integrator, to complete administrative configuration tasks without requiring the full admin role. By using limited admin privileges that provide access to only certain tasks, you can help reduce security risks across your organization.

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Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugin, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace store app (sn_sam_workspace).

Note: After the new plugin is activated, you can't access the classic user interface.

The ServiceNow AI Platform® in the Australia release has limited support for the Software Asset Management classic user interface. However, it remains active in your instance, including when you upgrade to a newer ServiceNow AI Platform® release.

Install the listed Software Asset Management applications by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

- Software Asset Management - SaaS License Management
- Data Collection for Oracle Global Licensing and Advisory Services (GLAS)
- IBM License Compliance for Software Asset Management
- ITAM Health Check
- Software Asset Management Guided Experiences
- Software Asset Workspace

Related ServiceNow applications and features

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets, which enables you to maintain and maximize the life of your assets while minimizing any costly downtime.

Cloud Cost Management

The ServiceNow® Cloud Cost Management application enables you to analyze all costs that are associated with your cloud assets. You can use this information to optimize operations and reduce your cloud spend.

Contract Management

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The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

IT Operations Management release notes

IT Operations Management has new and updated features in the Australia release.

Event Management release notes

The ServiceNow® Event Management application helps you to identify health issues across the datacenter on a single management console. Event Management was enhanced and updated in the Australia release.

Event Management highlights for the Australia release

- Streamline Event Management setup with the new AI-guided Implementation Planner, helping admins configure ITOM AIOps faster and more accurately.
- Enable smarter alert grouping based on CMDB service relationships, with thresholds and seed prerequisites to reduce noise and improve operational efficiency.
- Enhance alert grouping by unifying Health Log Analytics and Event Management alerts, helping you reduce noise and act on alerts with greater confidence.
- Support OpenTelemetry (OTel) metrics through the MID Server API to simplify metric ingestion and enhance anomaly detection capabilities.

ServiceNow Store updates for Event Management and Service Operations Workspace

Some apps are updated monthly or quarterly via the ServiceNow Store. For information about cumulative release notes and compatibility information, see the ServiceNow Store version details:

- Event Management
- Integrations Launchpad
- Express List
- Alert Automation
- Service Operations Workspace (SOW) for ITOM

See Event Management or Service Operations Workspace for ITOM for more information.

Important: Event Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Unified alert grouping across Event Management and HLA

Improve alert quality, reduce noise, and achieve higher compression to act faster on issues by grouping Health Log Analytics and Event Management alerts.

Explicit node-based control for CI binding

Increase binding accuracy and reliability and improve alert-to-CI binding with explicit node-based control, configurable node-field usage, enhanced mapping logic, and backward-compatible updates.

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UI changes

Coral theme

The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI:

- A fully overhauled color system for smoother gradients and better contrast.
- Softer outlines and more rounded components for a modern, accessible look.
- A significantly improved dark mode with deeper blue tones for reduced eye strain.
- New AI gradient styles and subtle animations to highlight intelligent features.
- Smarter focus behavior that reduces visual clutter for mouse users.

Deprecations

- Alert Clustering Definitions (ACD) have been deprecated and fully replaced by Alert Automation in Service Operations Workspace. All existing configurations remain supported with full feature parity.
- Service Management Dashboard is now deprecated and no longer supported or available for new activation. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.

Related ServiceNow applications and features

Metric Explorer

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

ITOM Visibility release notes

The ServiceNow® ITOM Visibility application provides a unified, connected view of your entire IT infrastructure and the services that it supports. ITOM Visibility was enhanced and updated in the Australia release.

ITOM Visibility highlights for the Australia release

- Discovery: Power Shell 7 support for Discovery.
- Kubernetes Visibility Agent (KVA) and Service Mapping: Create service maps for extended services beyond Kubernetes.
- AI Agent Topology Mapping: Discover AI agent infrastructure and dependencies using the new AI Agent Topology Mapping application, including:
  - Amazon Bedrock AI agents, models, and prompts
  - Microsoft Foundry (Classic) AI agents, models, and prompts

Store updates for ITOM Visibility

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The majority of Visibility apps are updated monthly or quarterly via the ServiceNow Store. The latest updates are available in the ServiceNow Store. For cumulative release notes and compatibility information, see the ServiceNow Store version details.

- Service Mapping Plus
- Discovery Admin Workspace
- Discovery and Service Mapping Patterns
- Certificate Inventory and Management
- Kubernetes Visibility Agent
- Agent Client Collector for Visibility
- Service Graph Connector for AWS
- Service Graph Connector for Microsoft Azure
- Service Graph Connector for GCP
- Tag Governance

See ITOM Visibility for more information.

New in the Australia release

Install ITOM Visibility apps using Now Assist for Setup

Now Assist for Setup provides a centralized, guided installation experience for ITOM Visibility. From a single interface, administrators can review what applications are included in the installation, review the installation status, and install all required applications and plugins.

PowerShell 7 support for Discovery

Discovery now supports PowerShell 7, while maintaining backward compatibility with PowerShell 5.1. This update enhances security, accelerates onboarding, and reduces deployment blockers through improved runtime detection and comprehensive test coverage.

Discovery on Code Signing instances

Discovery now enforces code signing for probes, parameters, and sensors to guarantee authenticity, integrity, and secure execution on MID Servers. This update blocks unsigned or tampered payloads, provides signature validation, and strengthens compliance by helping prevent audit gaps without impacting discovery performance.

Discovery generic attributes

Enhance Configuration Management Database (CMDB) data accuracy with new Discovery capabilities that auto-populate non-discoverable attributes using a schedule-based mechanism. This update simplifies configuration item (CI) management by propagating generic attribute values across schedules and ranges, reducing manual effort and improving usability.

Use Kubernetes Visibility Agent (KVA) and Service Mapping to create service maps for extended services beyond Kubernetes

Service Mapping complements Kubernetes Visibility Agent (KVA) capabilities to map services that include Kubernetes and all related service resources beyond the Kubernetes environment. Install the latest version of Kubernetes Visibility Agent (KVA) to detect the latest changes in your Kubernetes cluster and run Service

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Mapping to have an up to date visualization of your services across Kubernetes and related resources.

Quick start tests for Service Mapping

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations.

Deprecations

- Starting with the Zurich release, Cloud Discovery Workspace is being prepared for future deprecation. It's hidden and no longer activated on new instances but continues to be supported. Discovery Admin Workspace provides the latest experience for this functionality. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
-

Activation information

ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility applications from the ServiceNow Store..

Plugin information

New plugins

The following ServiceNow Store application is new in Australia:

AI Agent Topology Mapping (itom_agent_pattern): Discovers and maps AI agents, large language models, and prompts across hyperscaler environments, and populates the CMDB with the results.

Related ServiceNow applications and features

ITOM Health

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Event Management gathers alerts from infrastructure events that both third-party monitoring tools and the ServiceNow® internal agent capture. Event Management uses IT-related information that ServiceNow® Discovery gathers so it can map alerts to configuration items. Based on the collected information, Event Management then provides dashboards that show a consolidated view of all service-impact events.

The Agent Client Collector application enables you to do the following:

- Monitor your service availability.
- Examine the health and performance of your environment.
- Ensure that your infrastructure and its applications are running properly.

Agent Client Collector collects events and metrics. It runs in either a Windows or Linux environment.

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ITOM Cloud Accelerate

ITOM Cloud Accelerate workflows streamline cloud automation across the cloud adoption journey via self-service catalogs and controlled workflows. It expedites application migration by facilitating assessment, planning, and resource migration tracking.

ITOM Cloud Accelerate includes the following apps:

- Cloud Account Management
- Cloud Services Catalog
- Cloud Configuration Governance
- Cloud Action Library

Learning Enhanced Automation Playbook (LEAP)

The Learning Enhanced Automation Playbook (LEAP) application uses AI to analyze incident data and facilitate the creation of automations that resolve high-impact issues for Service Operations teams. By leveraging data-driven analytics to accurately identify critical incidents, LEAP enables a more proactive problem management approach.

ITOM AIOps release notes

The ServiceNow® ITOM AIOps application helps you to keep track and maintain the health of the services in your organization. ITOM AIOps was enhanced and updated in the Australia release.

ITOM AIOps highlights for the Australia release

ServiceNow Store updates for ITOM AIOps

The majority of ITOM AIOps apps are updated monthly or quarterly via the ServiceNow Store. The latest updates are available in the ServiceNow Store. For cumulative release notes and compatibility information, see the ServiceNow Store version details:

- Service Reliability Management (SRM)
- Service Level Objective Management
- Service Observability
- Event Management
- Health Log Analytics
- AIOps Dashboards
- Agent Client Collector Log Analytics (ACC-L)
- Integrations Launchpad
- Express List
- Metric Intelligence
- Alert Automation
- Learning Enhanced Automation Playbook (LEAP)
- Service Operations Workspace (SOW) for ITOM
- Synthetic Monitoring

See ITOM AIOps for more information.

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Important: ITOMAIOps apps are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

Install ITOM AIOps apps by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

- ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.
- Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store.

Related ServiceNow applications and features

ITOM Visibility

The ServiceNow® ITOM Visibility product consists of ServiceNow® Discovery, ServiceNow® Service Mapping, Certificate Inventory and Management , Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

Discovery provides a replicable and reliable method to identify your enterprise IT infrastructure. Service Mapping creates an accurate, service-aware view of your infrastructure. Service Mapping continuously monitors IT resources for service-affecting changes and updates service maps in real time. For more information on ITOM Visibility, see ITOM Visibility .

Synthetic monitoring release notes

The ServiceNow® Synthetic monitoring application in the Service Operations Workspace (SOW) empowers organizations to proactively manage and enhance the performance and availability of critical service endpoints. By simulating user transactions on HTTP endpoints, this solution identifies performance bottlenecks, helps ensure up-time, and optimizes user experiences. Synthetic monitoring was enhanced and updated in the Australia release.

Synthetic monitoring highlights for the Australia release

- Create synthetic monitors directly from incidents to proactively detect issues and reduce repeat occurrences.
- Migrate and automate synthetic monitors via APIs for faster setup and easier scaling.

See Synthetic monitoring for more information.

Important: Synthetic monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Create monitors for existing incidents

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Use existing incidents to create monitors and proactively reduce re-occurrence of incidents.

Migrate existing monitors in bulk using APIs

Use REST APIs to streamline migration and automation of third#party synthetic monitors for easier scaling and reduced manual work.

UI changes

Add synthetic monitor card is available in the Recommendations section of existing incident's details page to help create synthetic monitors.

Activation information

Install synthetic monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

IT Service Management release notes

IT Service Management has new and updated features in the Australia release.

AI-native IT Service Management release notes

The ServiceNow® AI-native IT Service Management application provides simplified and automated implementation for administrators and a unified user experience for employees and fulfillers (service desk agents). AI-native IT Service Management is a new application in the Australia release.

AI-native IT Service Management highlights for the Australia release

- Configure your ITSM workflows with an AI-first, centralized, and guided administrator experience.
- Take advantage of conversational AI agents to configure ITSM workflows.
- Enable employees to find answers, order items, create incidents, and check status on the Employee Center portal through an AI-first, multi-channel experience.
- Enable fulfillers to experience simplified incident and request management through an AI-first experience with IT support.

See for more information.

Important: AI-native IT Service Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

AI-native IT Service Management features

Simplified AI-native employee experience

Simplify meeting employee needs by leveraging the automated self-service and browsing experience in the Employee Center portal. The following capabilities are available as part of the employee experience:

- A simplified Employee Center portal with a conversational experience that supports chat, catalog, and knowledge content.
- Prebuilt catalog items for common IT issues and requests.

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- Requester surveys for incidents and requested items.
- Multi-channel support through Employee Center, email, Microsoft Teams, and Slack.

Simplified AI-native fulfiller experience

Provide an efficient IT support experience for incident and request management by leveraging AI recommendations for the following:

- Resolution steps and knowledge base recommendations
- Incident and chat summaries
- Resolution notes and email response generation
- Recommended actions such as linking similar incidents or ordering catalog items

A role-based manager dashboard with key service desk metrics, date-range filtering, and agent-level filtering is available.

Automated and guided administrator experience

Set up multiple ITSM workflows (incident management and request management) by leveraging the guided and conversational setup process. The following capabilities are available for administrators:

- Default configuration settings that are automatically applied to installed products or modules. You can review and modify these settings.
- A guided configuration experience.
- AI agents to configure ITSM workflows from a single admin UI page using natural language. See Conversational AI Agents for configurations.

Activation information

Request the entitlement for AI-native IT Service Management from the ServiceNow Store and then install it. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

AI-native IT Service Management is available as a ServiceNow Store application.

Related ServiceNow applications and features

Provides a modular and personalized Admin Home dashboard that centralizes instance management and helps with faster completion of critical tasks. It supports context-aware insights and recommended next actions.

Now Assist

Provides the generative AI capabilities embedded throughout AI-native IT Service Management such as chat summarization, resolution notes generation, and agentic workflows for IT teams.

Unifies IT, HR, Finance, Procurement, Legal, and Workplace services on one AI platform, delivering a simplified and unified implementation, service delivery, and requester experience for mid-size companies.

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Change Management release notes

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services. Change Management was enhanced and updated in the Australia release.

Change Management highlights for the Australia release

- Configure the properties in Change Management application using the sn_change_admin role.
- Manage conflict detection for change request using the new **Exclude from conflict detection** option.
- Configure change templates with a specific change model.
- Use change templates to manage the change request creation process.

See Change Management for more information.

New in the Australia release

Granular admin role

Assign the single feature-specific granular sn_change_admin role to users to grant permission to configure Change Management features and system properties. This role replaces the previous general admin and ITIL roles. The sn_change_admin role includes the sn_change_writer, change_manager, and sn_change_cab.cab_manager roles.

Exclude change request records from conflict check

Exclude change requests from the conflict check process by setting the **Exclude from conflict detection** field to true. This setting also means that the change record is not displayed as a conflicting change when conflict checker is run on other change records.

Create change templates

Control mandatory and read-only fields for change models by configuring change templates and defining template field policies. Change templates provide baseline standardization for common changes, making changes easier to create as well as driving a higher standard of change and compliance. Similar to the concepts used for existing standard change templates, templates used for change models can be proposed, reviewed, versioned, or retired.

Enhanced data model for change templates

Use the enhanced data model that supports better categorization and role-based access for change templates for all change models automatically. This feature is optional for newly created standard changes.

This data model does not impact the existing standard change catalog and migration of these standard changes is not required.

Activation information

Change Management is a ServiceNow AI Platform feature that is active by default. The Change Management plugins listed are activated by default.

Plugin information

Change Management plugins

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The following plugins are new in Australia:

- Change Management-Flows (com.snc.service.change_management.flows): Implements the Change-Refresh Impacted Services flow to manage the Refresh Impacted Services process instead of relying on the Progress Worker table.
- ITSM Dynamic CI Flows (com.snc.service.dynamic_ci_flows): Implements flow (IPC- Dynamic CI Group) to manage the Sync Affected CI Dynamic Group process instead of relying on the Progress Worker table.
- Provides flows for State Transition Models (com.snc.itsm.state_transition_model.flows): Provides flows that manage the publishing and retirement life cycles of the State Transition templates.

Accessibility information

Reflow for Create a change request page

The Create a change request page now supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.

DevOps Change Velocity release notes

The ServiceNow® DevOps Change Velocity application improves visibility into your DevOps data in a single system, automates and accelerates change processes, and helps you gain insights to measure the performance of your DevOps environment. DevOps Change Velocity was enhanced and updated in the Australia release.

DevOps Change Velocity highlights for the Australia release

- Gather JFrog evidence seamlessly and create change records automatically.
- Connect to JFrog using the secure bearer token authentication.
- Connect to DevOps Change Velocity through HTTP proxy settings in your Docker deployment.

See DevOps Change Velocity for more information.

Important: DevOps Change Velocity is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Enhanced JFrog integration with DevOps Change Velocity

Gather JFrog evidence seamlessly and create change records automatically using the improved JFrog integration with DevOps Change Velocity.

Bearer authentication in JFrog

Connect to JFrog using the secure bearer token authentication to comply with JFrog's updated security policies.

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HTTP proxy for Docker

Connect to DevOps Change Velocity through HTTP proxy settings using environment variables in your Docker deployment for instances that run a proxy server.

Health scan enhancements

- Identify any callback processing issues in your instance.
- Identify any access control rule (ACL) that is incorrectly associated with a role in your instance.
- Verify whether all DevOps tables are present in your instance and confirm whether all metadata in sys_* tables is present.
- Verify whether all DevOps roles in your instance contain all expected roles, including inherited roles.

Auto close without Change Management - State Model [Legacy] plugin

Change requests can now be auto-closed without requiring you to install the Change Management - State Model [Legacy] plugin.

Activation information

Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Performance Analytics

The ServiceNow® Performance Analytics application is an in-platform process optimization solution to create management dashboards, report on Key Performance Indicators (KPIs) and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

Agile Development

The ServiceNow® Agile Development application helps you deliver software projects more efficiently by managing and tracking software development life cycles using an iterative, incremental, and flexible approach.

Risk Management

The ServiceNow® Governance, Risk, and Compliance Risk Management application helps you continuously monitor and identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

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Digital End-User Experience release notes

The ServiceNow® Digital End-User Experience application is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. Digital End-User Experience was enhanced and updated in the Australia release.

Digital End-User Experience highlights for the Australia release

- Enable service desk agents to view and manage the top 10 CPU and memory-consuming processes in the **Investigation** tab of incident records, with automated snapshots every 30 minutes to quickly identify and end processes causing device issues, thus improving service desk productivity.
- Diagnose and resolve Zoom call issues with the new Zoom AI capability, which provides device-level root cause analysis and suggested resolutions.
- Monitor device boot time and use Now Assist to quickly diagnose startup delays and get actionable resolutions to resolve boot performance issues.
- View device boot time metrics to assess system startup health and identify potential issues.
- Gain deeper visibility into device performance with GPU (Graphics Processing Unit) utilization metrics.
- Apply remedial actions to multiple devices at once directly from the Insights page to resolve issues faster with bulk remediation.
- Monitor system-level events from Windows and macOS devices to gain deeper insight into device health and stability. Configure events of interest and capture event data directly in ServiceNow to support incident investigation and proactive service desk operations.
- Generate event insights reports from collected event data to analyze device health trends and support incident investigation.
- Save custom insight reports and access them from the left navigation panel for faster, repeatable analysis.

See Digital End-User Experience for more information.

Important: Digital End-User Experience is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Reviewing top processes by resource usage in incident investigation with DEX

Service desk agents can now view automated snapshots of the top 10 CPU and memory-consuming processes directly in the **Investigation** tab of incident records. The snapshots that are captured every 30 minutes are initially triggered when an incident is created and a configuration item is tagged. You can refresh and filter snapshots over different time ranges and monitor processes causing device issues.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data.

Event monitoring with DEX

Monitor system events on Windows and macOS devices to track critical system events available with your base system, configure additional events to monitor, and review collected event data stored in your ServiceNow instance.

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Monitor system-level events, such as application crashes, unexpected shutdowns, disk space warnings, failed login attempts, and service failures. The DEX agent captures event data directly from managed endpoints. Activate or deactivate events or add custom events to extend monitoring beyond the base system catalog.

Generate an insights report from event log data collected by the DEX agent.

Save useful queries as named reports in the Insights reporting area to preserve them for future use. After you save a report, it appears in the left navigation panel for quick access. IT operators, L2 analysts, DEX engineers, and administrators can save, name, and retrieve reports. Role-based access controls restrict save and retrieval operations to the DEX Engineer and Administrator roles.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and knowledge articles to resolve boot performance problems quickly.

View GPU device metric details

Monitor GPU and VRAM (Video Random Access Memory) usage on the Device page to assess graphics performance and identify bottlenecks. GPU usage shows the percentage of graphics processing capacity in use, while VRAM usage highlights memory consumption for graphics intensive workloads. These metrics help detect rendering issues, memory intensive applications, and performance degradation enabling faster investigation and resolution of GPU related device problems.

Applications

Monitor application performance by application version to accelerate incident resolution and improve deployment quality. This enables the Service desk agent in faster root cause analysis and data-driven deployment decisions improving the overall end-user experience.

Bulk Remediation for Impacted Devices

Select multiple impacted devices from the Insights page and apply remedial actions in bulk. Service desk agents can now resolve issues across multiple devices simultaneously, improving productivity and reducing manual effort.

Digital End-User Experience Remedial Actions

The DEX base system includes the new remedial action Sync device to Intune.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

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Activation information

Install Digital End-User Experience by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Enable the DEX browser extension to monitor web applications for various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension.

Localization information

Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.

Related ServiceNow applications and features

Operational Sustainability Management (formerly Environmental, Social, and Governance)

Use the DEX integration with the Operational Sustainability Management to assess your organization's Green IT maturity, with actionable insights and the ability to identify improvement areas and help reduce unnecessary energy consumption and costs. Pinpoint energy waste across devices, hardware, and IT infrastructure, as well as track the carbon footprint of CO_2 emissions. You can see real-time energy consumption metrics on the ESG dashboard.

DEX for Service Desk agents

As a Service Desk agent, view device metrics from within the platform by navigating to the DEX Device health page. You can access the page from the Core UI incident experience or from the **Investigate** tab Service Operations Workspace (SOW).

Now Assist for IT Service Management (ITSM)

From Desktop Assistant, use generative AI to enhance your productivity and efficiency through conversation and proactive experiences.

ITSM Virtual Agent

The ServiceNow Virtual Agent application enables you to scale your IT organization, where technicians can address more challenging IT-related user requests and incidents.

ITSM Success Dashboard

The ServiceNow ITSM Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow IT Service Management (ITSM) implementation using the KPIs defined in the ServiceNow AI Platform®.

Incident Management release notes

The ServiceNow® Incident Management application helps you to restore normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Australia release.

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Incident Management highlights for the Australia release

- Perform the incident, major incident, task outage, and related communication features configurations using granular admin roles.
- Enhance communication capabilities with the form channel added to response templates.

See Incident Management for more information.

New in the Australia release

Introduction of granular admin roles

Configure all the incident, major incident, task outage and related communication features for both UI16 and SOW using the following granular admin roles:

- sn_incident_admin: Configure all Incident Management features including incident management properties.
- sn_mim_admin: Configure all Major Incident Management features including major incident properties and trigger rules.
- sn_tcm_admin: Configure all Task Communications Management features including communication plans and tasks.
- sn_iam_admin: Configure all Incident Communications Management features including creating, editing, or canceling incident communication plan, communication task, and managing contact information. Additionally, this role can administrate all Incident Communications Management capabilities."
- sn_contact_admin: Configure all Contact Management features including creating and editing contact definitions, contact responsibilities, configuration of MI users, recipient lists, and groups.
- sn_task_outage_admin: Configure all Task Outage features including the mapping between the Task [task] table and the Outage [cmdb_ci_outage] table.

Form channel for response templates

The form channel is added to the Need more information and Schedule meeting response templates. The channel enables you to access the response templates from the incident record, copy the response templates texts to the clipboard from the incident form to be shared in the work notes, comments or other communication channels.

Activation information

Incident Management is a ServiceNow AI Platform feature that is active by default.

Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings agentic AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Australia release.

Now Assist for IT Service Management (ITSM) highlights for the Australia release

Australia Patch 1

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- Answer incident-related questions with context-aware agents using the Incident assist agentic workflow.
- Submit a catalog item for an account unlock using the voice AI agent.
- Generate summaries and responses for Request Management records.
- Use the Knowledge Article Advanced Editor page to create and edit articles.
- Use the ITSM Conversational Analytics dashboard that provides usage adoption performance metrics in Now Assist in Virtual Agent.

See Now Assist for IT Service Management (ITSM) for more information.

Important: Now Assist for IT Service Management (ITSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for IT Service Management (ITSM) to Australia

To use the Knowledge Article Advanced Editor page in the generate a knowledge article skill, you must activate the knowledge content recommendation skill. Follow these steps to activate the skill.

1. Go to **Admin** > **Now Assist Admin**.
2. Select **Now Assist Skills**.
3. Select **Platform**.
4. Select **Knowledge**.
5. Make sure the knowledge content recommendation skill is active.

The Incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] Incident assist skill, with enhancements. When you upgrade to Australia Patch 1, if you have the [DEPRECATED] Incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Answer incident-related questions using context-aware agents. Handle queries about incident details and get information about related records.

Enhancements to the Incident assist skill

The features in the [DEPRECATED] Incident assist skill are available in the Incident assist agentic workflow. You may turn off this skill and use the agentic workflow that has enhanced capabilities.

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Creating a catalog item for unlocking accounts using the voice AI agent

Use the Submit account unlock catalog with the voice AI agent, which is a primer, to create a catalog item to unlock the specified account when a user calls the help desk.

Enhancements to Troubleshoot Outlook issue with voice AI agent

Email relevant troubleshooting articles and instructions to users when you troubleshoot Outlook issues for them.

Knowledge Article Advanced Editor page

Use the new Knowledge Article Advanced Editor page to create or edit Knowledge articles using open prompts.

ITSM Conversational analytics dashboard

Get insights into virtual agent adoption, usage trends, and track metrics in Now Assist in Virtual Agent.

Getting summary of an incident in the Details tab

Resolve incidents faster by getting the incident summary in the **Details** tab of the incident.

Configure summaries and responses for Request Management records

As an admin, you can configure the following Request Management skills:

- Request summarization
- Requested item summarization
- Catalog task summarization
- Request activity response generation
- Requested item activity response generation

Summarize Request Management records

View an aggregate of all relevant updates and progress indicators in a single, dynamic summary.

Generate a response to request activity

Generate a response in record activity streams of requests and requested items.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can diagnose and resolve Zoom call quality issues using the Digital End-User Experience (DEX) issue diagnosis and resolution agentic workflow, which integrates Zoom- specific diagnostics that correlate device, network, and application data.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant Knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and Knowledge articles to resolve boot performance problems quickly.

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Changed in this release

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Renaming the Incident assist skill

The Incident assist skill has been renamed to **[DEPRECATED] Incident assist**.

Renaming demo voice AI agents

The voice AI demo agents have been renamed as primers.

Skills activated by default in Now Assist for ITSM

For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Resolution notes generation
- Knowledge generation
- Chat reply recommendation

Editing change request skills using Now Assist Skill Kit (NASK)

Easily edit the change request risk explanation and change request summarization skill prompts and inputs directly in the Now Assist Skill Kit (NASK).

Configuration item details for suggest configuration items for a change request workflow

Provide details such as class, location, and environment to find configuration items (CIs) relevant to a change request while using the suggest configuration items for a change request agentic workflow from the Now Assist panel.

Role masking for change risk explanation skill

Enhance security for the change request risk explanation skill by enabling admins to limit roles that are inherited by the user.

Virtual agent topics available as demo data

The Virtual Agent topics listed in this table have been renamed and are now available as demo data.

Existing name	Updated name
Add Comment To Incident	(DEMO) Add Comment To Incident-LLM
Approve Sysapproval Approver	(DEMO) Approve Sysapproval Approver-LLM
Change Password	(DEMO) Change Password (Template) - LLM
Check IT Ticket Status	(DEMO) Check IT Ticket Status (Template)

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Existing name	Updated name
Close Incident	(DEMO) Close Incident-LLM
Explain change risk	(DEMO) Explain change risk
Mark Incident Unresolved	(DEMO) Mark Incident Unresolved-LLM
Open IT Ticket	(DEMO) Open IT Ticket (Template)-LLM
Reject Sysapproval Approver	(DEMO) Reject Sysapproval Approver-LLM
Reset Password	(DEMO) Reset Password (Template) - LLM
Resolve Incident	(DEMO) Resolve Incident-LLM
Unlock Account	(DEMO) Unlock Account (Template) - LLM
View And Add Comments	(DEMO) View And Add Comments-LLM

Activation information

Install Now Assist for IT Service Management (ITSM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

On-Call Scheduling release notes

The ServiceNow® On-Call Scheduling application enables you to verify that dedicated support team members are available to resolve issues when they occur. On-Call Scheduling was enhanced and updated in the Australia release.

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On-Call Scheduling highlights for the Australia release

- Configure on-call schedule features using granular roles.
- Configure a monthly roster rotation for an on-call schedule to simplify shift management.

See On-Call Scheduling for more information.

New in the Australia release

Monthly roster rotation for an on-call schedule

Simplify shift management by configuring a monthly roster rotation for an on-call schedule. This option is available only for the 2024 schedule engine.

Granular role for on-call schedule configurations

Configure on-call schedule features using the granular and specific role, sn_on_call_admin. It contains sn_trigger_table_cfg_read and sn_trigger_table_cfg_write roles.

Activation information

On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:

- FullCalendar library
- DHTMLX scheduler

Note: The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.

Related ServiceNow applications and features

Notify

In addition to email notifications, you can send on-call escalation notifications as SMS alerts and voice calls. Engage on-call escalation in ServiceNow® Notify conference calls.

ITSM Mobile Agent

Access the upcoming shifts and time-off requests of team members in the ServiceNow® ITSM Mobile Agent app. Send On-Call Scheduling escalation notifications as mobile push notifications.

Service Operations Workspace for ITSM

Identify available On-Call Scheduling members of a support group who can be contacted to resolve an issue in ServiceNow® Service Operations Workspace.

Service Operations Workspace for ITSM release notes

The ServiceNow® Service Operations Workspace (SOW) application is a configurable workspace that provides a unified agent experience for multiple IT Service Management and IT Operations Management capabilities. Service Operations Workspace for IT Service Management was enhanced and updated in the Australia release.

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ServiceNow® highlights for the Australia release

- Redirect UI16 module navigation links to the equivalent SOW experience.
- Access SOW configuration and property pages of various SOW applications using granular admin roles.
- Improve the focus on relevant contextual information by hiding the contextual side panel for a specific table and tab combination.
- Configure reference field auto-load behavior from the SOW Admin Center.
- Enable service desk agents to easily create, manage, and track checklists for Request and RITM records directly within the workspace to confirm that all steps are completed.

See Service Operations Workspace for ITSM for more information.

Important: Service Operations Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

UI16 links to SOW redirection behavior

Improve the fulfiller experience by redirecting UI16 module links such as forms and lists to the equivalent SOW experience. The UI16 module link redirection behavior is supported for all the applications in SOW when the system property *sn_sow_itsm_admin.experience_redirection_enabled.sow* is set to `true`.

For new instances, this redirection configuration is automatically available in the base system. For upgrade instances, administrators can configure the redirection behavior from the SOW Admin Center. You can enable this feature for the UI16 links and user groups or specifically for a custom table. You can also enable this feature for specific user groups or all user groups within the custom table or applications in SOW.

Mapping granular admin roles with SOW granular roles

Using granular admin roles, provide full administrative access to the configuration and property pages for the applications in SOW without requiring the administrator (admin) role. These granular admin roles are mapped with ACLs and contain the corresponding existing SOW granular roles.

UX property to hide contextual side panel

Use the Hide contextual side panel for specific table and tab combination option from the SOW Properties section in the SOW Admin Center to configure the hide *ContextualSidebar* UX page property. This property enables you to define the table with tab combination for which the default primary contextual side panel must be hidden, prioritizing the embedded contextual side panel within the tab instead.

Changed in this release

Configure reference field auto-load behavior from SOW Admin Center

Use the Reference field auto-load behavior option from the SOW Properties section of the SOW Admin Center to configure the *Reference search on click* (**ref_search_on_click**) UX page property. The option enables you to configure the automatic searching of field value results displayed for reference fields such as Configuration item, Service offering, and Service.

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Recent list links in SOW record

Selecting the Recent incidents, Recent interaction, or Recent tasks links from the Record information side panel of a SOW record displays the 10 most recent records irrespective of their timeline instead of showing the records from last seven days. You can select the **View All** option to view additional records as well.

Activation information

Service Operations Workspace for ITSM is active by default and its default version is 9.0 in Australia. When you upgrade from any previous release to Australia from the ServiceNow Store, Service Operations Workspace for ITSM 9.0 is automatically installed.

Related ServiceNow applications and Features

Change Management

Control the life cycle of a change and implement the change with minimum disruption to IT services.

Incident Management

Enable users to identify IT issues and log incidents through the Incident Management system. Efficiently track, classify, and prioritize incidents to work effectively toward their resolution.

Interaction Management

Respond to an incoming chat, phone, walk-up, or messaging interaction quickly by using an interaction that provides a centralized location for all communication channels.

Notify

Provide support for SMS and voice channels on the platform to communicate with your team and customers.

On-Call Scheduling

Identify available on-call members of a support group who can be contacted to resolve an issue.

Password Reset

The ServiceNow® Password Reset application enforces strong and secure passwords by enabling end users to reset or change their passwords either by using the self-service process or by requesting the assistance of a service desk agent.

Predictive Intelligence

Use machine-learning algorithms to provide dynamic and contextual recommendations for resolving an incident.

Problem Management

Identify the root cause of recurring incidents or a major incident to help prevent them from happening again.

Recommended Actions for ITSM in Service Operations Workspace

Get field recommendations and guidance in the side panel for the incident form in Service Operations Workspace.

Request Management

Initiate a catalog request flow from a different IT Service Management flow, such as an incident flow, by using catalog requests.

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Service Level Management

Access incident service level agreement (SLA) information on the Service Operations Workspace for ITSM landing page and incident record page.

Service Operations Workspace for ITOM

Configure your operator experience through a unified interface for multiple ServiceNow® IT Operations Management workflows.

Walk-up Experience

Manage walk-up interactions and queues effortlessly by using Service Operations Workspace for ITSM.

Manufacturing Commercial Operations release notes

The ServiceNow® Manufacturing Commercial Operations enables manufacturers, agents, and Dealers (internal and channel partners) to connect and track services and manage repair, recall, sales promotion campaigns, and quality management. Manufacturing Commercial Operations is a new application in the Australia release.

Manufacturing Commercial Operations highlights for the Australia release

- The product non-conformance management is an AI-powered unified portal that enables from submission to resolution with quality inputs, duplicate detection, and faster actions.
- The product non-conformance submission is an AI playbook portal that enables in refinement, prediction, extraction, duplicate detection, and pre-submission corrections.
- The product non-conformance resolution is an AI playbook resolution that enables context-aware recommendations, early corrections, reduced manual analysis.
- The data model for the recall management Agentic AI workflow.

See Manufacturing Commercial Operations for more information.

Important: Manufacturing Commercial Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

It's a unified, AI-assisted life-cycle management from submission to resolution, helping teams capture quality inputs, identify duplicates early, take faster informed actions, and maintain control throughout.

Dealers can submit product non-conformance issues through the dealer portal.

It's a playbook-driven resolution workflow that provides context-aware recommendations based on historical data. AI guidance identifies correction actions early, reducing manual analysis and enabling focus on validation, execution, and closure.

Recall management data model for parts availability and parts groups enable OEMs to manage complex product recalls by structuring parts, assets, and customer data for identification, grouping, tracking, and allocation across recall phases.

Activation information

Install Manufacturing Commercial Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Order management.

Optimize the lead-to-cash cycle with Order Management for Manufacturing Commercial Operations.

The following applications are supported for Manufacturing Commercial Operations:

- Product Catalog Management enables you to create and manage product catalogs for commercial and technical product offerings.
- Order management enables you to capture and fulfill product and service orders to create a seamless ordering experience for your customers.
- Pricing Management enables you to set the pricing for your products.

Customer Service Management

The Customer Service Management enables you to provide the service and support that your external customers need.

Field Service Management

The ServiceNow Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations.

Service Exchange

ServiceNow® Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that makes it easy to collaborate and process requests while giving users the convenience of working in their own ServiceNow instance

Strategic Portfolio Management

Align work with strategy to deliver products and services in a way that supports your business goals and priorities. The ServiceNow Strategic Portfolio Management (SPM) application enables you to use digital transformation to drive customer value.

Now Assist for Manufacturing Commercial Operations (MCO) release notes

The ServiceNow® Now Assist for Manufacturing Commercial Operations (MCO) application brings platform AI capabilities. Now Assist for Manufacturing Commercial Operations (MCO) was enhanced and updated in the Australia release.

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Now Assist for Manufacturing Commercial Operations (MCO) highlights for the Australia release

- Enable detect potential fraudulent claims component to detect duplicate warranty claims.
- Enable the recall manager to plan and execute phases and sub-phases recall campaigns using the plan and execute recall campaign phases and sub-phases AI agent.
- Enable a non-conformance description to verify that the requirements are clearly stated.

See Manufacturing Commercial Operations for more information.

Important: Now Assist for Manufacturing Commercial Operations (MCO) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Use the detect potential fraudulent claims to analyze dealer warranty claims for duplicate claims, mismatched parts and supporting documents/images, reused images/documents, similar claims within specified periods or for same end customers across assets, and product usage inconsistencies.

Use the plan and execute recall campaign phases and sub-phases AI agent for recall campaign planning and execution through multiple phases and sub-phases. The AI agent generates phases based on parts availability, asset location, operational readiness, and regulatory approvals, with key actions including phase plan creation, modification, recall manager approval, and impacted asset assignment.

It's a playbook-driven portal with AI capabilities for description refinement, field prediction, entity extraction, duplicate identification via intelligent search, and pre-submission correction details for improved resolution.

Activation information

Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

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Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Mobile Platform release notes

The ServiceNow® Mobile Platform application enables you to access your ServiceNow instance from anywhere. Mobile Platform was enhanced and updated in the Australia release.

Mobile Platform highlights for the Australia release

- Speak with an AI-powered voice assistant directly from your mobile device.
- Use the enhanced mobile offline capabilities, including seamless online-to-offline continuity.
- Assign the new mobile_admin role to administrators who specifically configure mobile applications.

See Mobile Platform for more information.

New in the Australia release

Mobile offline enhancements

Use the following enhancements added to the mobile offline capability:

- Use the seamless online-to-offline continuity, by enabling users to start a form online, save it, and then proceed offline. While offline, users can continue viewing and editing the same data, including attachments, comments, and navigation, for uninterrupted productivity in low or no-connectivity environments. All changes automatically sync after your connection is restored.
- Save or submit forms offline, and reopen them later while still offline with all data fully restored.
- Support of offline capabilities for descriptive elements in input forms.
- Support of offline capabilities for input actions in input forms.
- Improved outbox efficiency for input forms by continually combining saved and submitted data.

Dedicated mobile_admin role for mobile configuration

Assign the new mobile_admin role to administrators who configure mobile applications, granting them precisely the permissions needed to complete their tasks. This new role helps reduce reliance on the broader admin role for controlled, secure access of your ServiceNow® account.

Configurable timing for PIN application timeout

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Configure a new property to define the PIN timeout for different ServiceNow mobile apps. This configuration helps reinforce security by controlling how long users are can remain inactive before being required to reenter their PIN.

Dynamic variable support in record screens

Use the script screen field in record screens to display dynamic field values. For example, you can display translated content for dynamic variables within an email.

Mobile AI Voice Agent

Speak with an AI-powered voice assistant on your mobile device for real-time support. Follow along with live conversation transcripts that can also be saved or shared after the call.

Push notifications for logged-out users

Configure push notifications to be sent to users even when they’re logged out so critical updates aren't missed.

UI changes

Mobile App Builder live component previews

Support was added for live component previews to the following:

- Input form screens
- Navigation tabs
- Mobile app configurations
- UI rules

Mobile App Builder auto-loading

Auto-load records and its downstream components when opening a record for the first time.

Product branding in Virtual Agent

Add custom in-product branding to Virtual Agent.

Chat button in standard search results

Launch Virtual Agent directly from your standard search results to chat with the Virtual Agent about the selected search result.

Changed in this release

Enhanced prelogin page customization

Configure the placement of the branded landing page login button to be either in the top menu header or as a part of the web page. Integrating the button into a web page helps you to implement a secure flow that addresses issues like short authentication session lifetimes.

Tone in Virtual Agent

Adjust the Virtual Agent tone and response lengths in Assistant Designer.

Suggested actions

Configure suggested actions across all agentic workflows.

Input form screen buttons

Enable up to two top action buttons on mobile device input forms that have the **Screen presentation** attribute.

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Markdown support for tables in Virtual Agent

Render tables in Virtual Agent with markdown support to keep table sizing consistent.

Turn off mobile impersonation

Configure the **impersonationEnabled** property to turn off mobile impersonation functionality. With this property, administrators can hide the impersonation option from the mobile app, regardless of assigned user roles.

Activation information

Mobile Platform is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Improved readability on tablet devices.

Now Assist and agentic AI release notes

Now Assist and agentic AI product enhancements and updates in the Australia release.

Now Assist brings generative AI capabilities to the ServiceNow AI Platform. With Now Assist, you can improve the productivity and efficiency in your organization, deliver better self-service, recommend actions and provide answers, and empower your users to search more effectively.

Now Assist AI Agents release notes

The ServiceNow® Now Assist AI Agents application provides solutions that can perceive the environment, decide, and proactively act to achieve specific goals without the need for constant human oversight. Now Assist AI Agents was enhanced and updated in the Australia release.

Now Assist AI Agents highlights for the Australia release

Australia Patch 1

- Test an agentic solution in the playground in AI-native mode.
- Add widgets for tool outputs to provide an improved experience in AI-native mode.
- Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks.
- Get more insights into agentic AI asset performance with issue tracing and suggested optimizations from results pages.

See Now Assist AI agents for more information.

For the Platform Now Assist release notes, see Now Assist release notes.

Important: Now Assist AI agents are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Create an AI agent

The AI-native experience for an AI agent is available exclusively with the installation of the Off Glide Conversation Server plugin (com.glide.cs.offglide).

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Note: To use the AI agent in AI-native mode, make sure to test it so it works as expected.

Test an agentic solution in AI Native mode

Use the AI Native playground experience to test your agentic solutions.

Note: The AI-native playground experience is exclusively accessible when the Off Glide Conversation Server plugin (com.glide.cs.offglide) is installed. If the plugin is not installed, you will continue to access the standard testing playground.

Add tools and information to an AI agent

Add widgets for tool outputs to provide an improved experience in AI-native mode.

Note: The display output widget options are exclusively accessible when the Off Glide Conversation Server plugin (com.glide.cs.offglide) is installed. If the plugin is not installed, you will continue to access the standard add tool form.

UI changes

Changed in this release

Australia Patch 1

Create an external AI agent with the Agent2Agent protocol

Use the A2A Protocol integration for creating external agents in the AI Agent Studio to connect with the ServiceNow AI Platform.

Updates to platform agentic workflows

Several platform agentic workflows have seen updates to how they work and what configurations are available for AI admins. Analyze task trends and Identify ways to improve service now have post-analysis actions, including the option to download analysis and ask additional information. Generate my work plan can run as a scheduled job.

Agentic evaluation offer issue tracing and suggested optimizations

After an automated evaluation of an agentic AI asset, you can receive a list of issues and suggested optimizations to address those issues. Issues come with individual record node-by-node traces to pinpoint the exact source of problems. Optimizations are suggested, and you can apply them and run a reevaluation from a single guided flow.

Deprecated features

Australia Patch 1

- The support for manually integrating external agents has been deprecated from Australia Patch 1 release.

Activation information

Now Assist AI agents are available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist AI agents, see Install Now Assist AI agents.

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Additional requirements

You must first install the supported Now Assist version of the ServiceNow AI Platform to be able to use Now Assist AI agents. For more information, see Install Now Assist AI agents.

Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist AI agents support various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents aren't supported in Internet Explorer.

Accessibility information

Voice Input for Now Assist AI agents

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel.

After enabled, the Enable voice input for the Now Assist panel option is available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Localization information

The Now Assist AI agents application is built on the GPT-4o-based framework and supports localization according to the GPT-4o model.

Related ServiceNow applications and features

Now Assist panel

With the ServiceNow® Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party LLM (large language models) with your workflows.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers you need.

Now Assist Skill Kit

Use the ServiceNow® Now Assist Skill Kit to create and publish custom prompts and skills for Now Assist. Creating custom skills and prompts enables you to have greater flexibility with Now Assist generative AI capabilities.

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Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills and AI agents that can help you develop on the ServiceNow AI Platform efficiently. Now Assist for Creator was enhanced and updated in the Australia release.

Now Assist for Creator highlights for the Australia release

Australia Patch 1

- Generate readable documentation throughout the app development lifecycle using the new release lifecycle documentation AI agent.
- Generate themes and color palettes from brand images using the new theme generation workflow in Theme Builder.
- Learn about Build Agent updates in the new Build Agent release notes.

Australia early availability (March)

- Create and update applications in ServiceNow Studio using Build Agent.
- Generate application modules in UI Builder workspaces using natural-language prompts.
- Learn how to vibe code, using an AI-first approach to development, in the new vibe coding documentation.

See Now Assist for Creator for more information.

Important: Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Creator to Australia

Australia early availability (March)

- To upgrade the Build Agent application, upgrade the Now Assist for Creator application (sn_now_creator), which includes the Build Agent Pro plugin (sn_build_agent_pro). To upgrade the Build Agent (Trial) app, upgrade the sn_build_agent plugin.

New in the Australia release

Australia Patch 1

Improve transparency across your app development environment using the release lifecycle documentation AI agent to generate update set descriptions and release notes seamlessly.

Generate themes using the new theme generation workflow in Theme Builder

Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Australia early availability (March)

Build Agent in ServiceNow Studio

Use Build Agent in ServiceNow Studio to create and edit full-stack applications conversationally.

Generate modules using Now Assist

Now Assist generates application modules in UI Builder workspaces using natural-language prompts. The Now Assist agent processes your prompts and generates various modules, including lists, records, URLs, scripts, dashboards, and folders.

New vibe coding documentation

Documentation is now available that introduces vibe coding, which is a natural language approach to application development in ServiceNow, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.

Changed in this release

Use the app generation skill to generate apps

Build Agent is the default setting for app generation in ServiceNow Studio. To continue using the app generation skill, change the setting in ServiceNow Studio.

Removed in this release

Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.

Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

Australia Patch 1

New plugins

The following plugins are new in Australia Patch 1 release for the release lifecycle documentation AI agent:

- App Life Cycle AI Agents (com.sn_app_lc_agents): Scoped app: AI agent definition, script includes, REST API, system properties
- App Life Cycle AI Agents - Global (com.glide.app_lifecycle_agents.global): Hosted global plugin: UI actions, UI scripts, global utilities

Related ServiceNow applications and features

App Engine Management Center

Track and manage application requests, deployments, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

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Automated Test Framework (ATF)

ServiceNow® Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making changes.

Build Agent

The ServiceNow® Build Agent application enables developers to create, edit, and deploy full-stack applications and metadata through ac conversational interface.

Catalog Builder

ServiceNow® Catalog Builder enables you to create or edit catalog items (or record producers) using a visual and guided experience along with specified restrictions. The Catalog Builder experience enables you to delegate the creation and maintenance of the catalog.

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

Integration Hub

Automate integration tasks using ServiceNow® components for Workflow Studio, or develop custom integrations. A separate subscription is required.

Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Now Assist for App Engine

ServiceNow® Now Assist for App Engine enables you to enhance custom applications with AI capabilities, such as AI agents and skills, that you can leverage at runtime.

Now Assist for Code

With the Australia release, the code autocomplete skill of the Now Assist for Code is available in the ServiceNow IDE.

Playbooks

ServiceNow® Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. You can also use playbooks to provide end users with a simplified, task-oriented view of your process.

ReleaseOps

ReleaseOps is a solution to problem of deploying changes, customizations, and custom apps on the ServiceNow AI Platform. By automating the deployment process, ReleaseOps helps to increase the predictability and reliability of deployments, while also reducing the risk of releasing unwanted changes to production.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

ServiceNow IDE

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The ServiceNow® integrated development environment (IDE) application enables developers to create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the ServiceNow AI Platform.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

Theme Builder

The ServiceNow® Theme Builder application enables you to customize the visual experience for your users so that you can update the look and feel to be more like your brand.

UI Builder

The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components.

Workflow Studio

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications.

Now Assist for Collaborative Work Management (CWM) release notes

The ServiceNow® Now Assist for Collaborative Work Management (CWM) application uses generative AI skills to improve the time to value for tasks you perform in CWM. Now Assist for CWM is a new application in the Australia release.

CWM highlights for the Australia release

- Generate formulas for your CWM tasks using a natural language description of a calculation.
- Generate scrum tasks for stories based on their context.

See Now Assist for Collaborative Work Management (CWM) for more information.

Important: Now Assist for Collaborative Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Now Assist formula generation for CWM tasks

Generate formula columns by describing a calculation in plain language. When adding a formula column to the List view, prompt Now Assist to generate a formula by entering what you want to calculate. For example, `days between start date and end date` or `sum of estimated hours for subtasks`.

Now Assist scrum task generation for stories

Generate scrum tasks from user story descriptions and acceptance criteria using Now Assist. Trigger the scrum task generation from the story form or inline from the Sprint planning view, and receive a relevant set of tasks as a starting point for your sprint planning. You can then review, edit, and add the generated tasks to fit your team's workflow.

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Activation information

Install Now Assist for CWM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Collaborative Work Management

Collaborative Work Management (CWM) provides a central hub to plan, visualize, manage, and collaborate on work with your teams.

The Now Assist for CWM application uses generative AI skills to help save time and improve efficiency for actions you perform within CWM.

Now Assist

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use the Now Assist panel conversational interface in CWM to generate tasks from Docs and add them to CWM Boards.

Now Assist for Configuration Management Database (CMDB) release notes

The ServiceNow® Now Assist for Configuration Management Database (CMDB) application helps to improve the quality of CMDB data, search the CMDB quickly, find and remedy issues with Service Graph Connector import sets, and more. Now Assist for CMDB was enhanced and updated in the Australia release.

Now Assist for CMDB highlights for the Australia release

Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available.

- Compare your current manual (static) IRE processes with AI-powered Dynamic IRE.
- Automate the actions that a user would typically make for de-duplication tasks using the de-duplication task resolution assistant skill.
- Search the Service Graph database using natural language.
- Dive deeply into CI and class information while working in CI forms, dashboards, home pages, and other views on the workspace.
- Search the Service Graph database using natural language

See Now Assist for Configuration Management Database (CMDB) for more information.

Important: Now Assist for CMDB is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist for CMDB to Australia

To enable Now Assist to provide detailed descriptions of CIs and classes, you must activate the 'External Content Connectors' plugin, install the 'ServiceNow Product Documentation' connector, and then crawl the product documentation. For configuration instructions, see Configure the CI form contextual help skill.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

View CI attribute descriptions on CI forms

The skill answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. You can submit similar queries on the Explore CI view.

CMDB searches can include relationships

Search queries can depend on relationships between CIs and can span multiple tables. For example, you might ask: "Search for servers that depend on databases - only Linux servers running Redhat".

Search the Service Graph database using natural language

Now Assist for CMDB analyzes your search criteria, identifies implicit filters, determines the optimum search method (keyword search or query generation), queries Service Graph data, and then displays the results. You then have the option to refine the search using natural language in the Now Assist panel.

Changed in this release

New role required for the Create configuration item agentic workflow

The sn_cmdb_admin role is now required to use the 'Create configuration item' agentic workflow (was sn_cmdb_editor).

Skills now also require the now_assist_panel_user role

AI skills that execute in the Now Assist panel now require both the cmdb_dedup_admin and now_assist_panel_user roles.

Activation information

Install Now Assist for CMDB by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Now Assist for Employee Center Pro release notes

The ServiceNow® Now Assist for Employee Center Pro application offers the portal experience with all the employee communications and engagement tools. Now Assist for Employee Center Pro is a new application in the Australia release.

Now Assist for Employee Center Pro highlights for the Australia release

- Use AI-powered capabilities, enterprise search, and omnichannel delivery to meet your productivity needs.

See for more information.

Important: Now Assist for Employee Center Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important upgrade information for Now Assist for Employee Center Pro

Now Assist for Employee Center Pro only provides employee or requester conversations and might require other Now Assist products to deliver AI agents or other related features.

New in the Australia release

Manage approvals with Now Assist Approval Assistance AI agent

Accelerate request approvals by automatically aggregating relevant details, validating requests against policies, and recommending approval decisions to managers.

Quick start tests for Employee Center

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

Activation information

Now Assist for Employee Center Pro is a ServiceNow AI Platform feature that is available with activation of the now-activation-platform-default plugin. For details, see .

Plugin information

New plugins

The following plugins are new in Australia:

Employee Center Pro (sn_ex_sp_pro): Provides a platform for employees to communicate and engage.

Related ServiceNow applications and features

Now Assist for Employee Center Pro is layered with Employee Center Pro, a multi-department employee destination site that drives employee engagement and productivity. Now Assist, which improves productivity, efficiency, and self-service while empowering your users to search more effectively. AI Search, which enables your users to have a powerful consumer-grade search experience.

Related topics

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Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) was enhanced and updated in the Australia release.

Now Assist for Enterprise Architecture (EA) highlights for the Australia release

Australia Patch 1

- When you compare two versions of an Enterprise Modeling and Visualization diagram, the diagram canvas highlights the differences visually. This makes it easier to identify what has changed at a glance, without relying solely on the Now Assist change summary panel.
- Support for models OpenAI GPT-5 mini, Claude Haiku 4.5, and Google Gemini 3.0 Flash added for any Now Assist for Enterprise Architecture (EA) skill.

Australia Early Availability

- Generate insights for the widgets available on the Enterprise Architecture Dashboard page.
- Generate a context-sensitive summary for business applications based on the page that you're generating the summary from.
- Compare any two versions of a diagram and generate a summary in the Enterprise Modeling and Visualization page.

See Now Assist for Enterprise Architecture (EA) for more information.

Important: Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Business application summarization skill enhancements

Generate context-sensitive business application summaries from the following pages:

- Business capability hierarchy page: On generating a business application summary from this page, information such as the associated primary and secondary capabilities and the position in the capability hierarchy are displayed along with the general information about the business application.
- Application rationalization list view page: On generating a business application summary from this page, information such as the indicator scores (actual and normalized scores), and associated demand details are displayed along with the general information about the business application.

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- Application rationalization bubble chart page: On generating a business application summary from this page, information such as x and y-axis details, and planned disposition details are displayed along with the general information about the business application.

Generate insights for Enterprise Architecture Workspace dashboard widgets Now Assist

Generate insights for the widgets available on the Enterprise Architecture Dashboard page using the Now Assist Explorer icon available on the header of each widget.

Diagram change analysis skill enhancements

- Compare any two versions of a diagram and generate a summary of the changes.
- Select any version as a primary or secondary version to compare.
- Generate a summary for real-time changes made to the primary version while already comparing it to another diagram version.
- Modify diagram versions to compare using the Diagram comparison icon on the diagram comparison page.
- Identify differences faster when comparing two versions of a diagram, by using the color-coded highlights on the canvas. Newly added shapes and relationship lines appear in green and modified ones appear in yellow.

UI changes

- The Now Assist icon is added to the header of each widget on the Enterprise Architecture Dashboard page.
- The Now Assist icon is removed from the side panel of the Enterprise Modeling and Visualization diagram page. It's added to the Compare diagrams page, which opens when you select the **Compare versions** button in the diagram canvas header.
- The **Compare versions** button is added to the header of the canvas on the diagram comparison page.
- The diagram comparison canvas displays visual indicators to highlight new or modified shapes and entities. Newly added shapes and relationship lines appear in green and modified ones appear in yellow.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Enterprise Architecture release notes

The ServiceNow® Enterprise Architecture application unites strategic and operational teams, enabling organizations to achieve their business objectives.

Now Assist

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

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The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

Now Assist panel

Use the Now Assist panel to interact with and get assistance from generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in docs.

Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings agentic AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Australia release.

Now Assist for IT Service Management (ITSM) highlights for the Australia release

Australia Patch 1

- Answer incident-related questions with context-aware agents using the Incident assist agentic workflow.
- Submit a catalog item for an account unlock using the voice AI agent.
- Generate summaries and responses for Request Management records.
- Use the Knowledge Article Advanced Editor page to create and edit articles.
- Use the ITSM Conversational Analytics dashboard that provides usage adoption performance metrics in Now Assist in Virtual Agent.

See Now Assist for IT Service Management (ITSM) for more information.

Important: Now Assist for IT Service Management (ITSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for IT Service Management (ITSM) to Australia

To use the Knowledge Article Advanced Editor page in the generate a knowledge article skill, you must activate the knowledge content recommendation skill. Follow these steps to activate the skill.

1. Go to **Admin** > **Now Assist Admin**.
2. Select **Now Assist Skills**.
3. Select **Platform**.
4. Select **Knowledge**.
5. Make sure the knowledge content recommendation skill is active.

The Incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] Incident assist skill, with enhancements. When you upgrade to Australia Patch 1, if you have the [DEPRECATED] Incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill.

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New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Answer incident-related questions using context-aware agents. Handle queries about incident details and get information about related records.

Enhancements to the Incident assist skill

The features in the [DEPRECATED] Incident assist skill are available in the Incident assist agentic workflow. You may turn off this skill and use the agentic workflow that has enhanced capabilities.

Creating a catalog item for unlocking accounts using the voice AI agent

Use the Submit account unlock catalog with the voice AI agent, which is a primer, to create a catalog item to unlock the specified account when a user calls the help desk.

Enhancements to Troubleshoot Outlook issue with voice AI agent

Email relevant troubleshooting articles and instructions to users when you troubleshoot Outlook issues for them.

Knowledge Article Advanced Editor page

Use the new Knowledge Article Advanced Editor page to create or edit Knowledge articles using open prompts.

ITSM Conversational analytics dashboard

Get insights into virtual agent adoption, usage trends, and track metrics in Now Assist in Virtual Agent.

Getting summary of an incident in the Details tab

Resolve incidents faster by getting the incident summary in the **Details** tab of the incident.

Configure summaries and responses for Request Management records

As an admin, you can configure the following Request Management skills:

- Request summarization
- Requested item summarization
- Catalog task summarization
- Request activity response generation
- Requested item activity response generation

Summarize Request Management records

View an aggregate of all relevant updates and progress indicators in a single, dynamic summary.

Generate a response to request activity

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Generate a response in record activity streams of requests and requested items.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can diagnose and resolve Zoom call quality issues using the Digital End-User Experience (DEX) issue diagnosis and resolution agentic workflow, which integrates Zoom- specific diagnostics that correlate device, network, and application data.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant Knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and Knowledge articles to resolve boot performance problems quickly.

Changed in this release

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Renaming the Incident assist skill

The Incident assist skill has been renamed to **[DEPRECATED] Incident assist**.

Renaming demo voice AI agents

The voice AI demo agents have been renamed as primers.

Skills activated by default in Now Assist for ITSM

For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Resolution notes generation
- Knowledge generation
- Chat reply recommendation

Editing change request skills using Now Assist Skill Kit (NASK)

Easily edit the change request risk explanation and change request summarization skill prompts and inputs directly in the Now Assist Skill Kit (NASK).

Configuration item details for suggest configuration items for a change request workflow

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Provide details such as class, location, and environment to find configuration items (CIs) relevant to a change request while using the suggest configuration items for a change request agentic workflow from the Now Assist panel.

Role masking for change risk explanation skill

Enhance security for the change request risk explanation skill by enabling admins to limit roles that are inherited by the user.

Virtual agent topics available as demo data

The Virtual Agent topics listed in this table have been renamed and are now available as demo data.

Existing name	Updated name
Add Comment To Incident	(DEMO) Add Comment To Incident-LLM
Approve Sysapproval Approver	(DEMO) Approve Sysapproval Approver-LLM
Change Password	(DEMO) Change Password (Template) - LLM
Check IT Ticket Status	(DEMO) Check IT Ticket Status (Template)
Close Incident	(DEMO) Close Incident-LLM
Explain change risk	(DEMO) Explain change risk
Mark Incident Unresolved	(DEMO) Mark Incident Unresolved-LLM
Open IT Ticket	(DEMO) Open IT Ticket (Template)-LLM
Reject Sysapproval Approver	(DEMO) Reject Sysapproval Approver-LLM
Reset Password	(DEMO) Reset Password (Template) - LLM
Resolve Incident	(DEMO) Resolve Incident-LLM
Unlock Account	(DEMO) Unlock Account (Template) - LLM
View And Add Comments	(DEMO) View And Add Comments-LLM

Activation information

Install Now Assist for IT Service Management (ITSM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

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Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Legal Service Delivery (LSD) release notes

The ServiceNow® Now Assist for Legal Service Delivery (LSD) application leverages generative AI capabilities to summarize a legal request or legal matter. This summary can help you understand context quickly so you can then refresh the summary and add context to the work notes. Now Assist for Legal Service Delivery (LSD) was enhanced and updated in the Australia release.

Now Assist for Legal Service Delivery (LSD) highlights for the Australia release

- Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms.
- Legal Request and Matter summarization now considers data from extended practice area tables when summarizing.

Important: Now Assist for Legal Service Delivery (LSD) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Submit a Conflict of Interest (COI) request through a natural language conversation. The conversational intake for Legal Conflict of Interest is available in the base system.

Changed in this release

Australia Patch 1

Summarize a legal request or matter by using Now Assist for Legal Service Delivery (LSD)

Summarization now includes data from extended practice area tables, providing context#rich summaries for your legal requests and matters.

Activation information

Install Now Assist for Legal Service Delivery (LSD) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Browser requirements

To see the list of supported browsers for Now Assist for Legal Service Delivery (LSD), see Browser support.

Related ServiceNow applications and features

Legal Service Delivery

Connect employees and legal teams through a unified platform with intelligent workflows, streamlining legal requests and managing complex matters efficiently via the Legal Counsel Center.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist

Help improve productivity and efficiency in your organization, deliver better self-service, suggest actions, provide answers, and empower your users to search effectively.

Now Assist skills

Use Now Assist products to provide generative AI skills to meet the needs of users in different workflows. These AI skills include case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Manufacturing Commercial Operations (MCO) release notes

The ServiceNow® Now Assist for Manufacturing Commercial Operations (MCO) application brings platform AI capabilities. Now Assist for Manufacturing Commercial Operations (MCO) was enhanced and updated in the Australia release.

Now Assist for Manufacturing Commercial Operations (MCO) highlights for the Australia release

- Enable detect potential fraudulent claims component to detect duplicate warranty claims.
- Enable the recall manager to plan and execute phases and sub-phases recall campaigns using the plan and execute recall campaign phases and sub-phases AI agent.
- Enable a non-conformance description to verify that the requirements are clearly stated.

See Manufacturing Commercial Operations for more information.

Important: Now Assist for Manufacturing Commercial Operations (MCO) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Use the detect potential fraudulent claims to analyze dealer warranty claims for duplicate claims, mismatched parts and supporting documents/images, reused images/documents, similar claims within specified periods or for same end customers across assets, and product usage inconsistencies.

Use the plan and execute recall campaign phases and sub-phases AI agent for recall campaign planning and execution through multiple phases and sub-phases. The AI agent generates phases based on parts availability, asset location, operational readiness, and regulatory approvals, with key actions including phase plan creation, modification, recall manager approval, and impacted asset assignment.

It's a playbook-driven portal with AI capabilities for description refinement, field prediction, entity extraction, duplicate identification via intelligent search, and pre-submission correction details for improved resolution.

Activation information

Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Operational Technology Service Management (OTSM) release notes

The ServiceNow® Now Assist for Operational Technology Service Management (OTSM) application enables you to summarize Operational Technology (OT) incident information and generate incident resolution notes. Now Assist for OTSM is a new application in the Australia release.

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Now Assist for OTSM highlights for the Australia release

Australia

- Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill.
- Help save time by automatically updating the resolution notes for an OT incident.
- Generate a KB article when an OT incident is resolved by using an agentic workflow.

See Now Assist for Operational Technology Service Management (OTSM) for more information.

Important: Now Assist for OTSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for OTSM features

Early Availability

Summarize an Operational Technology incident by using Now Assist for Operational Technology Service Management (OTSM)

Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident.

Generate resolution notes for an Operational Technology incident

Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident.

Generate OT KB articles agentic workflow

Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information:

- Site
- OT Device
- Equipment model entity
- Summarization
- Resolution notes
- KB Base
- Author

UI changes

Australia

Summarize UI action

The **Summarize** UI action was added to OT incident records in the Industrial Workspace so you can automatically summarize the incident details.

Generate resolution notes UI action

The **Generate resolution notes** UI action was added to OT incident records in the Industrial Workspace so you can generate resolution notes after the incident state is set to **Resolved**.

Note: This UI action appears after the OT incident state is set to **Resolved**.

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Activation information

Install Now Assist for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

Now Assist for OTSM (com.sn_otsm_gen_ai): Contains the features, AI agents, and agentic workflows for Now Assist for OTSM.

Related ServiceNow applications and features

Operational Technology Incident Management

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) asset and production process issues quickly.

Now Assist release notes

The ServiceNow® Now Assist experience brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Australia release.

Now Assist highlights for the Australia release

Merge duplicate articles

Merge selected duplicate knowledge articles into a new consolidated article using Now Assist in Knowledge Management. The merge preserves references to source articles and helps maintain a clean, high#quality knowledge base.

Important: Now Assist is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist to Australia

If you customized actions on the user interface or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected.

If you run into issues when you're upgrading a Now Assist product, see the Issues and mitigation for Now Assist (generative AI) Applications and Plugin updates [KB1637452] article in the Now Support Knowledge Base. Log in to view the article.

The Australia release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new read_only_option field with granular control levels, including strict_read_onlyand client_script_modifiable. The changes occur in the back end and maintain backward-compatible behavior. This update helps strengthen instance security while preserving flexibility. If you have custom client scripts that modify read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to the KB2718122 article in the Now Support Knowledge Base to identify affected fields and adjust the settings.

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The existing access control lists (ACLs) have been updated to replace the admin role with purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API is replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the admin role in the code have been substituted with the granular roles for authorization use cases. For more information, see https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI agents and skills to deliver insights
- Advanced: AI agents and skills to boost productivity across relevant use cases
- Prime: Act autonomously with all AI agents and skills, and create your own

Merge duplicate articles

Use Now Assist in Knowledge Management to merge selected duplicate knowledge articles into a single consolidated article, preserving references to the original sources and maintaining a high#quality, well#organized knowledge base.

Changed in this release

Now Assist Conversational Help

The discovery of Conversational Help Skills from Now Assist panel is no longer configured as auto-enabled.

Activation information

Now Assist skills

Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available:

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
-
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability (formerly ESG)
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)

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- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
- Now Assist for Operational Technology Service Management (OTSM)
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

Plugin information

Now Assist Conversational Help

The following plugin is planned for deprecation in a future release:

Conversational Help Skills: Planned for deprecation in May 2026. Install the External Content Connectors Application Suite from the ServiceNow store. For configuration guidance, see External Content Connectors .

Additional requirements

The Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Internet Explorer.

Localization information

Now Assist supports Dynamic Translation for Australia.

Related ServiceNow applications and features

AI Search

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The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Document Intelligence

The ServiceNow®Document Intelligence (DocIntel) application is an AI solution that enables any organization to automate and accelerate the process of extracting data from documents. That data can easily be integrated into larger automation workflows to save time and resources.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or chat window for a seamless localization experience.

Generative AI Controller

The ServiceNow® Generative AI Controller helps you integrate third-party LLMs with your workflows.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in Knowledge Base. A Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

Knowledge Center

The ServiceNow® Knowledge Center plugin helps you manage your knowledge articles from a single interface consisting of dashboards that provide metrics of articles and facilitate swift actions.

Now Assist in Virtual Agent

Use generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses LLMs to create a natural-language, conversational experience that can improve the success of your self-service workflows.

Now Assist for Sales and Order Management for Telecommunications (SOMT) release notes

The ServiceNow® Now Assist for Sales and Order Management for Telecommunications (SOMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for SOMT was enhanced and updated in the Australia release.

Now Assist for SOMT highlights for the Australia release

Australia Patch 1

- Automatically create the fallout records based on reported issues in the order task work notes.
- Automate the customer move order capture journey to reduce the manual effort.

See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.

Important: Now Assist for SOMT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for SOMT features

Australia Patch 1

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The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Order fallout AI agent

Automatically create fallout records mapped to existing fallout types for streamlined error tracking and follow-up.

Move Order Voice AI agent

Use this agent to help you create a move order capture journey by collecting details such as the customer's name, current service location, product offering, and new service address.

Activation information

Now Assist features are available with activation of the Now Assist for SOMT plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Source-to-Pay Operations release notes

The ServiceNow® Now Assist for Source-to-Pay Operations are powered with generative AI skills to analyze email based on the tone, generate email responses and support natural language data exploration and reporting. The ServiceNow AI Platform. Now Assist for Source-to-Pay Operations was updated in the Australia release. Now Assist for Purchase Order Management (POM) is a new plugin in the Australia release.

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Now AssistSource-to-Pay Operations highlights for the Australia release

- Prioritize cases by using the sentiment analysis skill to analyze a fulfiller's tone or sentiment of invoice cases, procurement cases, supplier cases, and tasks.
- Draft professional email responses automatically for invoice cases, procurement cases, supplier cases, tasks with the email response generation skill.
- Generate reports, visualizations, and KPIs using natural language queries with the AI data explorer.
- Enable buyers execute the best mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.

New in the Australia release

Now Assist for Sourcing and Procurement Operations (SPO)

Analyze sentiment in procurement cases Helps procurement specialists to analyze procurement case fields and live agent chats to determine the tone of the fulfiller.

Generate email responses Analyze procurement case, sourcing request, purchase requisition, sourcing event, negotiation, and stretch items like procurement, sourcing, and receipt tasks to generate professional email response. This eliminates the need to manually look up information across multiple records and allows procurement specialists to handle inquiries effectively.

Upload a Statement of Work (SOW) to request a purchase Upload SOW documents to submit purchase requests. AI agents parse your documents, extract relevant data, and prepopulate your request, enabling you to focus on reviewing and approving submissions instead of manual data entry.

Conversational intake for sourcing and procurement agentic workflow Streamline end#to#end procurement workflows with a conversational intake experience powered by AI agent support. AI agents guide you through relevant steps while providing contextual recommendations and real-time progress updates.

Automatically assign categories during SR and PR creation Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the spend categorization AI agent.

Now Assist for Supplier Lifecycle Operations (SLO)

AI driven supplier onboarding using Now Assist for SLO Use theAI driven supplier onboarding workflow to automate data validation, duplicate checking, task generation, and supplier communication. Key enhancements include:

- Extract banking information from uploaded documents to reduce information mismatch.
- Use the document strategy generator AI agent to generate a customized onboarding task list using all published knowledge base articles.
- View a list of AI-suggested suppliers while reviewing supplier onboarding requests initiated through sourcing requests.
- Supplier relationship managers can manually approve or reject supplier onboarding requests.
- Resolve duplicate supplier onboarding requests from the Now Assist panel by updating the supplier legal name, contact email, or both.

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Automate supplier case creation from emails Convert supplier emails into cases automatically when registered supplier contacts send emails to a supplier inbox. Supplier cases are created for all SLO related queries and assigned to the supplier relationship manager. For queries unrelated to SLO, a universal request is created for resolution.

Summarize supplier performance in Source-to-Pay Workspace Generate comprehensive supplier performance summaries, including performance data, trends, and actionable insights, using the supplier performance summarization skill.

Analyze sentiments in supplier cases Use the sentiment analysis skill to analyze supplier case fields and determine the tone or sentiment of the fulfiller.

Generate an email response for supplier cases Use the email response skill to analyze the supplier case details and generate professional email response regardless of the record type using past email responses, KB articles, and related tasks.

Source-to-Pay Operations common skills

The Email response generation skill uses generative AI to automatically draft professional, context-aware email responses for supplier inquiries, procurement communications, and AP case management across Source-to-Pay workflows (APO, SPO, SLO), reducing manual effort and improving response consistency.

The Sentiment analysis skill uses large language models to detect emotional tone (Positive, Negative, or Neutral) in cases across Source-to-Pay workflows (APO, SPO, SLO).

The AI Data Explorer for Source-to-Pay (APO, SPO, SLO) supports AI-driven prompt understanding, recommended queries, and drill-down capabilities within a unified interface.

Now Assist for Accounts Payable Operations (APO)

Use the accounts payable document classification skill to identify and categorize email attachments, such as invoices, credit memos, and supporting documents, that were sent by suppliers.

Now Assist for Purchase Order Management (POM)

Convert supplier emails into purchase order exceptions automatically when a registered supplier contact sends emails to a supplier inbox. Purchase order exceptions are created for all purchase order queries and assigned to the operational buyer. For queries unrelated to purchase order exceptions, a universal request is created.

Use the define PO exception mitigation strategy agentic workflow in Now Assist for POM to identify and execute mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.

Activation information

Install for Now Assist for Sourcing and Procurement Operations (SPO), Now Assist for Supplier Lifecycle Operations (SLO) and Now Assist for Accounts Payable Operations (APO), and Now Assist for Purchase Order Management (POM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Plugin information

New plugin

The following plugin is new in Australia:

Now Assist for Purchase Order Management (POM) [sn_poem_gen_ai]: Automates purchase order exception creation and suggests mitigation strategies for order-related issues, helping buyers resolve disruptions quickly and keep procurement operations on track.

Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate project insights, create demands through conversations, and quickly gain updates into projects. Now Assist for Strategic Portfolio Management (SPM) was enhanced and updated in the Australia release.

Now Assist for SPM highlights for the Australia release

- Use the demand summarization skill to generate a concise summary of a demand.
- Deliver clear, executive-ready project status reports using AI.
- Use the AI insights page to view task, milestone, resource, financial, and RIDAC insights for a project.
- Use the goal insights skill to generate insights for goals to gain predictive, actionable visibility into goal health.
- Generate a story for your epic using Now Assist.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

Important: Now Assist for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Summarize demand records with the demand summarization skill

Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand.

AI-generated project status reporting

Generate AI-powered project status reports for quick visibility into project health and executive summaries.

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AI insights for a project

- Use the **AI insights** page to view consolidated information about project tasks, milestones, resources, financials, and RIDACs.
- Configure the insights to monitor critical project elements, such as financials and RIDACs, for a project.
- Send AI-generated project insights via email, including financials, RIDACs, milestones, resources, and project tasks.
- Track key project indicators, such as budget overruns, cost variance, high-risk items, issues, decisions, overdue actions, and change requests.

Additional admin configuration for the project insights generation skill

Configure additional settings as an admin for the project insights generation skill. Choose inputs, display and review the changes.

AI-generated insights for goals

Generate AI#powered insights using the goal insights skill to gain predictive, actionable visibility into goal health. By analyzing the goal, goal targets, subgoals, and aligned work, the system delivers data#driven insights that help goal owners and contributors manage risks proactively and improve goal outcomes. Insights include AI-forecasted status, confidence of achieving the goal, targets at risk, and aligned work or recommendations that have been delayed or stalled.

Story generation for epics in Agile Development 2.0 and EAP

Generate a complete user story, including title, description, and acceptance criteria, directly from an epic instead of creating one. By providing one or two lines of context, you can generate a story and edit inline before saving. This skill is available in both Agile Development 2.0 and EAP.

UI changes

Demand Management UI changes

The **Summarize** button has been added to a summary card in the demand form to initiate the demand summarization skill.

AI-generated status reports

The **Generate status report** button has been added to generate status reports with AI assistance.

Configure project insights modal UI enhancements

The **Financials** and **RIDAC** check boxes have been added in the configure project insights modal.

Project insights generation skill enhancements

New admin configuration options are available for the project insights generation skill.

Project insights email template enhancements

The Financials and RIDAC sections have been added in the email template.

Project Workspace UI enhancements

An AI Insights page has been added to capture AI#generated information for each project.

Skill name updates

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- Renamed the Project doc summarization skill to the Project doc generation and insights (Project Workspace) skill.
- Renamed the Planning item doc summarization skill to the Planning item doc generation and insights (Strategic Planning) skill.
- Renamed the EAP doc summarization skill to the EAP doc generation and insights (Enterprise Agile Planning) skill.
- Added the project status generation in Project Workspace.

Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use the Now Assist panel conversational interface in the Enterprise Agile Planning workspace to get story recommendations, split or combine stories, and create stories for your epics with the help of generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including feedback summarization, content summarization in Docs, demand creation, and epic to story generation.

Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for Telecommunications, Media and Technology (TMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for Telecommunications, Media and Technology (TMT) was enhanced and updated in the Australia release.

Now Assist for Telecommunications, Media and Technology (TMT) highlights for the Australia release

- Automatically draft, refine, and publish release announcement emails to the multiple customers regarding the product changes and features adoption.
- Identify and match internal experts to customer needs based on engagement context, skills, region, and real-time availability.
- Automatically monitor solution progress and sync real-time updates with the risk signals and solution synchronization agent.

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- Generate customized product adoption roadmaps by analyzing customer characteristics, goals, and similar product adoption patterns.
- Analyze call, chat, billing, and interaction data with sentiment analysis for proactive service recommendations and faster issue resolution.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

Important: Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Telecommunications, Media and Technology (TMT) features

Squad resource identifier

Recommend internal experts based on engagement context, skill set, region, and real-time availability. Assist customer success teams to quickly identify and connect with the right individuals to support success plays, initiatives, or critical escalations, helping to ensure faster and more effective collaboration across engagements.

Product release email communication

Automatically draft, refine, and publish release announcement emails. It identifies the right stakeholders, helps to ensure consistent messaging, and streamlines distribution.

Risk signals and solution synchronization

Monitor solution records linked to risk signals and automatically sync updates back to the original risk signal record. Notify customer success managers with a summarized status, and prompt them to close resolved risks.

Create product adoption roadmaps using Now Assist

Use generative AI to create product adoption roadmaps by analyzing customer characteristics, identifying similar products, and matching customer goals. Provide contract-level insights to support more effective renewal conversations and expansion opportunities.

Support renewals and expansion

Analyze renewal readiness automatically by evaluating health scores, product usage, and value achievement metrics using the Renewal Insight Engine. After receiving assessment reports, create opportunities directly within the renewal playbook.

Customer 360 AI insights

Analyze call, chat, billing, and interaction data with Knowledge Graph and Workflow Data Fabric. Provide service and network insights with recommendations on potential customer faults. Deliver task-based insights on recent cases, orders, A2A integration with RADCOM, voice agent interactions, and sentiment analysis related to customer health.

Auto-onboarding

Reduce onboarding complexity for consumers with automated onboarding. This feature autonomously manages onboarding workflows, establishes secure connections, synchronizes settings, and continuously monitors for errors to help ensure reliable, efficient integrations with minimal manual effort.

Analyze the sentiment of a service problem case using Now Assist for TMT

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Generates the customer's sentiment and the reasoning behind it on the complaint cases. Make informed decisions on complaint cases based on sentiment and link them to the Alternative Dispute Resolution (ADR) case record.

Summarize the linked records using Now Assist for Telecommunications, Media and Technology (TMT)

Generate a comprehensive summary of the service problem case records that you have linked on the ADR case.

Generate resolution notes for Alternative Dispute Resolution case using Now Assist for TMT

Enables you to generate resolution for the customer dispute in the ADR case record. You can propose this resolution to the customer and get the customer feedback.

Generate a deadlock letter using Now Assist for TMT

Generate details of a deadlock letter for an ADR case. If the customer doesn't agree with the ADR case resolution, then you can use this skill to generate the deadlock letter and share with the customer.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Contract Management release notes

The ServiceNow® Now Assist in Contract Management uses generative AI capabilities to analyze a contract for missing or non-standard clauses and conversational search to query documents using natural language. It also includes agentic AI capabilities that automatically extract metadata and obligations from signed contracts and calculate reminder dates for contract renewals or terminations. Now Assist in Contract Management was enhanced and updated in the Australia release.

Now Assist in Contract Management highlights for the Australia release

Australia Patch 1

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- Provide feedback on Now Assist contract analysis results to help improve the AI accuracy.
- Navigate directly to non-standard clause locations in a document when reviewing Now Assist suggestions in the Microsoft Word add-in.
- Configure use case mappings to extract metadata and obligations from a signed contract that is uploaded directly on a contract record.
- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.

See Now Assist in Contract Management for more information.

Important: Contract Management Pro - Prime is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

Feedback for Now Assist contract analysis

Provide feedback on AI-identified non-standard and missing clauses to help improve AI accuracy over time. When reviewing contracts using Now Assist contract analysis, you can indicate whether the AI suggestions were helpful or not helpful by using the thumbs up or thumbs down feedback options. You can also provide optional qualitative feedback with comments. The feedback option is available in both the workspace and Microsoft Word add-in.

The feedback provided on each clause is captured in the **Contracts Gen AI Feedback** table.

Automatically navigate to non-standard clauses in Microsoft Word add-in

Locate non-standard clauses easily in Microsoft Word. The document scrolls to the relevant section using AI citations when you select a Now Assist suggestion in the Microsoft Word add-in.

Changed in this release

Australia Patch 1

Configure use case mappings for metadata and obligation extraction

Clear the **Contracts created from contract request** check box on the use case mapping forms for the contract metadata extraction and contract obligation extraction skills to extract metadata and obligations form signed contracts that are uploaded directly on a contract record.

Conversational contract search and insights Workflow

The Now Assist powered conversational search feature's improved experience enables you to:

- View results in a listing view, making it easier to scan, compare, and navigate contract information.
- Open contract documents directly from the search results and perform an in-document search.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

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Activation information

Install Contract Management Pro - Prime by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Contract Management Pro

Use Contract Management Pro to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist - driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Document Intelligence release notes

The ServiceNow® Now Assist in Document Intelligence application uses generative AI to extract information from documents, summarize document content, and provide answers to predefined questions. Now Assist in Document Intelligence was enhanced and updated in the Australia release.

Now Assist in Document Intelligence highlights for the Australia release

Australia Patch 1

- Now Assist in Document Intelligence skills are now turned on by default.

Early Availability

- View citations for multiple attachments using the document and visual insights AI agent.
- Create skills with data extraction, question answering, and summarization capabilities using document and visual intelligence in Now Assist Skill Kit.

See Now Assist in Document Intelligence for more information.

Important: Now Assist in Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Early Availability

Document and visual insights AI agent enhancements

The document and visual insights AI agent can recognize and provide citations for multiple attachments.

UI changes

Australia Patch 1

Updated banner in the extraction review panel

Changed the label in the extraction review panel banner from Document Q&A to Extracted data.

Changed in this release

Australia Patch 1

Now Assist in Document Intelligence skills are now turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading: Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Early Availability

Document and visual insights AI agent enhancements

Tools used by the document and visual insights AI agent are consolidated to improve performance.

Changes to limitations

The file size limit for uploading a file using the attachment summarization feature is changed from 10MB to 20MB.

Add a tool

Document and visual intelligence capabilities used to leverage extraction, question answering, and summarization for skills created with Now Assist Skill Kit is available to users with the appropriate role(s).

Activation information

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:

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- Now Assist for Accounts Payable Operations (APO)
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
-
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability (formerly ESG)
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
- Now Assist for Operational Technology Service Management (OTSM)
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

For more information, see Configuring Now Assist in Document Intelligence.

Plugin information

Plugins planned for deprecation

The following plugin is planned for deprecation in a future release:

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The Document Intelligence Admin (sn_docintel_admin) plugin is planned for deprecation in the Brazil release. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.

Additional requirements

Now Assist in Document Intelligence requires the installation of the Document Intelligence application (sn_docintel) and at least one Now Assist product.

Related ServiceNow applications and features

Document Intelligence

Use ServiceNow® Document Intelligence to streamline the extraction and classification of data from a variety of documents. Document Intelligence is designed to work with existing automated systems, making operations more efficient and saving effort.

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Skill Kit

Use the generative AI skills in ServiceNow® Now Assist products to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Contract Management

Use ServiceNow® Now Assist in Contract Management to analyze contracts for non-standard and missing clauses, and extract information from signed contracts to automatically add in the contract repository.

Now Assist in Virtual Agent release notes

The ServiceNow® application <describe main product benefits>. was enhanced and updated in the Australia release.

Now Assist in Virtual Agent highlights for the Australia release

-
-
-

See for more information.

Important: is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist in Virtual Agent to Australia

New in the Australia release

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UI changes

Changed in this release

New experience

The new provides a more efficient, streamlined way for you to work. For information about how to upgrade, see . Note that is still supported in this release.

Removed in this release

-
-

Deprecated features

-
-

Activation information

Plugin information

New plugins

The following plugins are new in Australia:

():

Deprecated plugins

The following plugins are deprecated in Australia:

():

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

(): Planned for deprecation in .

Renamed or changed plugins

The following plugins were renamed or changed in Australia:

():

Additional requirements

Browser requirements

Accessibility information

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Localization information

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Operational Sustainability Management (formerly Environmental, Social, and Governance) release notes

The Operational Sustainability Management application (formerly known as Environmental, Social, and Governance Management) manages sustainability-related data, metrics, and reporting requirements. All existing functionality, features, and user roles remain unchanged. Operational Sustainability Management was enhanced and updated in the Australia release.

Operational Sustainability Management highlights for the Australia release

- Perform CSRD-compliant double materiality assessments in Socialsuite and automatically sync the results with the Operational Sustainability Management application.
- Configure thresholds with multiple levels, ranges, and automated actions that trigger when breaches occur.
- Automatically extract units from invoices and update metric data with accurate unit values.

See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.

Important: Operational Sustainability Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Integrating Operational Sustainability Management with Socialsuite

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After upgrading Operational Sustainability Management to version 22.0.1, streamline sustainability reporting and compliance processes by conducting CSRD-compliant double materiality assessments in Socialsuite and automatically syncing the results with Operational Sustainability Management. This integration supports impact and financial materiality assessments following Global Reporting Initiative (GRI) and European Sustainability Reporting Standards (ESRS) standards.

Create a threshold for a metric

After upgrading Operational Sustainability Management to version 22.0.1, you can configure thresholds with multiple levels and ranges for granular monitoring. Duplicate and modify existing thresholds to streamline creation. When thresholds are breached, automated actions trigger immediately.

Plugin information

Renamed or changed plugins

The following plugins were renamed in Australia:

- Environmental, Social, and Governance Management (com.sn_esg): Renamed Operational Sustainability Management (com.sn_esg)
- ESG integration with Concur (com.sn_esg_concur): Renamed Operational Sustainability Integration with Concur (com.sn_esg_concur)
- ESG integration with DEX (com.sn_esg_dex_intg): Renamed Operational Sustainability Integration with DEX (com.sn_esg_dex_intg)
- ESG Regenerative finance (com.sn_esg_refi): Renamed Regenerative Finance for Operational Sustainability (com.sn_esg_refi)
- ESG Risk Management (com.sn_esg_risk_mgmt): Renamed Operational Sustainability Risk Management (com.sn_esg_risk_mgmt)
- Materiality Assessment (com.sn_osm_ma): Renamed Operational Sustainability Integration with Socialsuite (com.sn_osm_ma)
- Now Assist for Environmental, Social, and Governance (ESG) (com.sn_esg_gen_ai): Renamed Now Assist for Operational Sustainability (com.sn_esg_gen_ai)
- Urjanet ESG integration (com.sn_esg_urjanet): Renamed Operational Sustainability Integration with Urjanet (com.sn_esg_urjanet)
- Watershed integration for ESG (com.sn_esg_watershed): Renamed Operational Sustainability Integration with Watershed (com.sn_esg_watershed)
- Workday ESG integration (com.sn_esg_workday): Renamed Operational Sustainability Integration with Workday (com.sn_esg_workday)

Activation information

Install Operational Sustainability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Operational Sustainability Management release notes

The ServiceNow® Now Assist for Operational Sustainability Management application brings generative AI to Operational Sustainability Management. Now Assist for Operational Sustainability Management was enhanced and updated in the Australia release.

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Now Assist for Operational Sustainability highlights for the Australia release

- Automatically extract units from invoices and update metric data with accurate unit values.

See Now Assist for Operational Sustainability (formerly ESG) for more information.

Important: Now Assist for Operational Sustainability Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
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- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Document intelligence for utility invoices

After upgrading Now Assist for Operational Sustainability Management to version 22.0.1, the system automatically extracts unit values from invoices and updates metric data accordingly. This automation reduces manual data entry and improves data accuracy.

Changed in this release

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Activation information

Install Now Assist for Operational Sustainability by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and Features

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Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Now Assist panel

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Operational Technology release notes

Operational Technology has new and updated features in the Australia release.

Industrial Process Manager release notes

The ServiceNow® Industrial Process Manager application enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. Industrial Process Manager was enhanced and updated in the Australia release.

Industrial Process Manager highlights for the Australia release

- View both unmapped and all Operational Technology (OT) devices in separate tabs while mapping them to equipment model entities for an organized view of your OT devices.
- Visualize your OT network using the OT Network Map.
- Automatically create a location for equipment model entities to visualize your location hierarchy.
- Use the updated Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature to uniquely identify OT devices during equipment model entity mapping.

See for Industrial Process Manager more information.

Important: Industrial Process Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Discovered subnets supported by the AMAZING feature

Use the AMAZING feature, which uses discovered subnets, to identify OT devices and assign them to the correct equipment model entity during OT subnet mapping.

Map OT devices to equipment model entities from the Equipment Model Manager

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Map OT devices to equipment model entities using the **Unmapped OT Devices** and the **All Devices** tabs in the Equipment Model Manager of the Industrial Workspace.

Generate a location hierarchy

Generate a complete location hierarchy for an ISA equipment model entity tree when no locations exist to establish location references that match the ISA hierarchy.

Use the OT Network Map to visualize your OT network

Visualize your OT network, subnets, and device-to-device connections with the OT Network Map in the Industrial Workspace.

UI changes

Additional fields in the OT Subnet Mapping table

The following fields were added for equipment model entity mapping:

- Subnet
- Managed Network
- VLAN ID

OT Discovered Subnets table

The OT Discovered Subnets table was added to the ServiceNow AI Platform and contains the discovered subnets in your OT network.

To access the table, navigate to **All** > **Industrial Workspace Admin** > **Industrial Process Manager** and select **OT Discovered Subnets**.

Discovered Subnet value added to the OT Subnet Mapping table

A Discovered Subnet value was added to the **Type** field in the OT Subnet Mapping table on the ServiceNow AI Platform to identify which mappings were done with discovered subnets.

Updated OT device mapping to equipment model entities in the Industrial Workspace

You can now map OT devices to multiple equipment model entities. When you navigate to the Equipment Model Manager and select the **Mapped OT Devices** tab in an equipment model record, you can select the **Map OT Device** button. In the Add OT Devices page, you can select the devices you want to map in both the **Unmapped OT Devices** tab and the **All Devices** tab. Then you can select the equipment model entities to map your devices to.

Location Validation Map tab

The **Location Validation Map** tab was added to the Equipment Model Manager of the Industrial Workspace so you can view a node map that displays the location hierarchy and validation status of an equipment model entity.

Changed in this release

Admin role dependency

Several new granular admin roles were added to enable developers to complete administrative configuration tasks without requiring the full admin role.

Activation information

Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests

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to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Operational Technology Manager

The ServiceNow Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

Operational Technology (OT) Discovery release notes

The ServiceNow Operational Technology Discovery (OT) application amplifies visibility of OT devices in your system. With the OT Discovery devices you can capture an inventory of devices on your OT network. Operational Technology Discovery (OT) is a new application in the Australia release.

Operational Technology Discovery highlights for the Australia release

- **Discovery Console for OT**
  - The Console provides situational awareness of your OT environment. This awareness starts at the Human Machine Interface (HMI Purdue Reference Model Levels 2 and 3) and goes down to the field devices (Level 0) through the Console Network and Sensors.
  - The Console is used to administer, manage, and review the device data and discovery schedules executed on the OT network.
- **Discovery Sensor for OT**
  - The Sensor executes the discovery of devices and creates the OT environment of device inventory.
  - The Sensor can be installed either on a virtual machine or bare-metal hardware and delivers native OT protocol support.
- **Service Graph Connector for ServiceNow OT Discovery**
  - The Service Graph Connector imports data from a connected OT environment and leverages the Integration Hub ETL framework to import CMDB.
  - The Service Graph Connector also
    - Imports OT devices discovered by the Discovery for OT solution and assign them to sites in ServiceNow.
    - Restricts access to detected OT devices based on an industrial site basis.
- **OT Discovery Collector**
  - The OT Discovery Collector is a lightweight software application that is used to discover devices within segments of the OT network where a sensor cannot reach.
  - The Collector(s) is deployed deep within the network zones in your OT environment.
  - The OT Discovery Collector delivers native OT protocol support without requiring any appliance, making it fast to implement and easy to scale.
  - The OT Discovery Collector can be deployed on Linux or Windows hosts.

Discovery Features

Operational Technology Discovery

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The **Discovery Console for OT** user interface is designed to provide the user with a consistent experience across the application. The Console **Home page** provides easy access to your assets, auto queries, variable sets, sensors, and sites.

The **APIs** delivered with the console provides mechanism to communicate with the **Service Graph Connector for ServiceNow OT Discovery** and ingest the data from the console into the ServiceNow CMDB.

The **Auto Query** functionality provides automatic asset queries for the Discovery Console for OT in a scheduled fashion The auto queries are classified into Simplified and Advanced.

Variable sets allow auto queries to use credentials required and allow users to manage these per site level.

You can create sites, associate **Network zones** and ranges to define scope of your OT network for discovery to query. You can create **ignore ranges** as well and select assets that need to be excluded from a query.

You can **monitor** and **manage** the configuration and health of the Sensors and Collectors used for discovery purposes from the Console.

You can register **Sensors** and **Collectors** to ensure that they can communicate with the **Console**.

The **Discovery Sensor for OT** and the **OT Discovery Collector** scan your OT environments and create an inventory that guarantees visibility of OT devices.

Activation information

Install the Operational Technology Discovery solution by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store.

Related ServiceNow applications and features

ServiceGraph Connector for ServiceNow OT Discovery

In your ServiceNow instance, you can navigate to the Service Graph Connector forServiceNow OT Discovery Guided Setup page and use the OT Discovery link to access installation packages.

Operational Technology Incident Management release notes

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) device and production process issues. Operational Technology Incident Management was enhanced and updated in the Australia release.

Operational Technology Incident Management highlights for the Australia release

- Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill.
- Help save time by automatically updating the resolution notes for an OT incident.
- Generate a KB article when an OT incident is resolved by using an agentic workflow.
- Report an OT incident without an OT incident role using the Employee Center for OT.

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See Operational Technology Incident Management for more information.

Important: Operational Technology Incident Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Early Availability

Summarize an Operational Technology incident by using Now Assist for Operational Technology Service Management (OTSM)

Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident.

Generate resolution notes for an Operational Technology incident

Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident.

Generate OT KB articles agentic workflow

Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information:

- Site
- OT Device
- Equipment model entity
- Summarization
- Resolution notes
- KB Base
- Author

Use the Employee Center for OT to report an OT incident

Create an OT incident as a user without an OT incident role with the Report OT incident item in the Employee Center for OT.

UI changes

Australia

Summarize UI action

The **Summarize** UI action was added to OT incident records in the Industrial Workspace so you can automatically summarize the incident details.

Generate resolution notes UI action

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The **Generate resolution notes** UI action was added to OT incident records in the Industrial Workspace so you can generate resolution notes after the incident state is set to **Resolved**.

Note: This UI action appears after the OT incident state is set to **Resolved**.

Catalog item for reporting an OT incident

The Report OT incident item has been added to the OT Service Catalog for use in the Employee Center for OT.

Changed in this release

Admin role dependency

Several new granular admin roles have been added, which enable developers to complete administrative configuration tasks without requiring the full admin role.

Activation information

Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Industrial Process Manager

Use the ServiceNow Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Operational Technology Manager release notes

The ServiceNow® Operational Technology Manager application enables you to aggregate Operational Technology (OT) device data from multiple sources so you can build foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Australia release.

Operational Technology Manager highlights for the Australia release

- Get a deeper look into your OT network with the OT network map in the Industrial Workspace, where you can view a site, its subnets, and the OT devices in each subnet.
- Keep your OT device data updated by using the Configuration Management Database (CMDB) OT class model updates and UI enhancements.

See for Operational Technology Manager more information.

Important: Operational Technology Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Australia release

Australia Patch 1

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Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Early Availability

Operational Technology Network Map

Use the OT network map available in the Industrial Workspace to view the subnets of a site and the OT devices in each subnet.

CMDB OT class model updates

Configure for your OT devices with the following CMDB OT class model updates:

- The IP Network Subnets related list was added to IT devices in the OT view to show all the subnets related to the device and show IP Network subnets for the selected OT device.

- The IP Network Subnets related list was added to the following CMDB classes:
  - cmdb_ci_display
  - cmdb_ci_firewall_network
  - cmdb_ci_security
  - cmdb_ci_ids_network
  - cmdb_ci_imaging
  - cmdb_ci_unclassed_hardware
  - cmdb_ci_multimedia
  - cmdb_ci_monitor_control
  - cmdb_ci_aix_server
  - cmdb_ci_computer
  - cmdb_ci_esx_server
  - cmdb_ci_hardware
  - cmdb_ci_hpux_server
  - cmdb_ci_hyper_v_server
  - cmdb_ci_iot
  - cmdb_ci_ip_firewall
  - cmdb_ci_ip_router
  - cmdb_ci_ip_switch
  - cmdb_ci_linux_server
  - cmdb_ci_monitor_control

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- cmdb_ci_netgear
- cmdb_ci_ot
- cmdb_ci_pc_hardware
- cmdb_ci_printer
- cmdb_ci_protocol_converter
- cmdb_ci_server
- cmdb_ci_solaris_server
- cmdb_ci_unix_server
- cmdb_ci_ups
- cmdb_ci_win_server

- You can now view the OT device details for the following CMDB classes:
  - cmdb_ci_esx_server
  - cmdb_ci_hyper_v_server
- Because the OT device details are included in the form view of the CMDB class table, the **OT device details** tab was removed for the following CMDB classes:
  - cmdb_ci_aix_server
  - cmdb_ci_hpux_server
  - cmdb_ci_pc_hardware
  - cmdb_ci_hyper_v_server
  - cmdb_ci_esx_server
  - cmdb_ci_solaris_server
  - cmdb_ci_unix_server
  - cmdb_ci_ups
- Admins can edit the protection policy for an OT View rule for all CMDB classes.

UI changes

Automated IT OT Bulk Conversion name change

The Automated IT OT Bulk Conversion menu item was replaced with Automated IT OT Bulk Contextualization on the ServiceNow AI Platform.

Banner messages for the Bulk Update Ruleset for Reassigning IT to OT feature

A banner message was modified during the Bulk Update Ruleset for Reassigning IT to OT feature process to reflect the correct information when you use this feature.

IP Network Subnets related list

The IP Network Subnets list was added for OT devices so you can see all subnets the selected OT device is associated with.

VLAN related list

The VLAN related list was added to the OT device form view to show the VLANs associated with a device.

Changed in this release

Use CMDB groups to add OT context to IT CIs

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When you use CMDB groups to add OT context to IT CIs, you can no longer create an Automated IT OT Bulk Contextualization record with more than one CMDB group.

Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job

The *Automated IT OT Bulk Contextualization - Using CMDB groups* scheduled job can only process 10,000 CIs at one time. If you have more than 10,000 CIs, the remaining CIs will be processed in the next job run.

Admin role dependency

Several new granular admin roles were added to enable developers to complete administrative configuration tasks without requiring the full admin role.

Removed in this release

- The **New** button was removed from the following related lists for users with read-only access to a site:
  - Network Adapters
  - Memory Modules
  - Software Installed
  - IP Addresses

Activation information

Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models app

The CMDB CI Class Models store application enables Operational Technology Manager to import and classify device data in ServiceNow. The Operational Technology Manager application automatically installs the latest version of the OT extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Recommended Actions for Operational Technology Service Management (OTSM) release notes

The ServiceNow® Recommended Actions for Operational Technology Service Management (OTSM) application enables you to set up and apply real-time, actionable recommendations. These recommendations help you speed up the triage process and resolve issues quickly across various records in the Industrial Workspace, including Operational Technology (OT) incidents. Recommended Actions for OTSM was enhanced and updated in the Australia release.

Recommended Actions for OTSM highlights for the Australia release

Use the AI Enhanced Recommended Actions for OTSM feature to access external sources related to an OT incident and review why the document is relevant to the incident.

See Recommended Actions for Operational Technology Service Management (OTSM) and AI Enhanced Recommended Actions for Operational Technology Service Management (OTSM) for more information.

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Important: Recommended Actions for OTSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Contextualize an external document

Contextualize an external document to get an explanation of why the document is relevant to the selected OT incident.

UI changes

Contextualize UI action

The **Contextualize** UI action was added to the Recommendations panel in the Industrial Workspace for external documents related to the selected OT incident.

Activation information

Install Recommended Actions for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Platform Analytics release notes

Platform Analytics has new and updated features in the Australia release.

Performance Analytics release notes

The ServiceNow®
Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced
and updated in the Australia release.

Performance Analytics highlights for the Australia release

Note: The highlights for this release all refer to the newer Data Snapshots indicator architecture, which requires RaptorDB Professional.

- Create new Data snapshots indicators with unlimited breakdowns. Previously you could convert only existing indicators. These indicators are supported in Data Visualizations and in KPI Details.
- Track intraday changes with indicators such as changes between shifts. You can track changes in shifts that are still in progress, with data retrieved down to the minute level.

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- View scores as they accumulate throughout the day without having to wait for end-of-day processing.
- When exploring a Data snapshots indicator with KPI Details, customizable score formats, apply flexible breakdowns and aggregation periods, direct alert subscriptions for targets and thresholds, and apply hierarchical roll-ups for breakdowns.

See Performance Analytics (Indicator data sources) for more information.

New in the Australia release

Create data snapshots indicators

Create data snapshots indicators and their sources rather than being able to enable data snapshots only on existing indicators. Benefit from the simplicity of data snapshots indicators, including the escape from the two-level breakdown limit. You can create either automated or formula indicators. Access control for these indicator is the same as for classic Performance Analytics indicators.

Create intraday indicators

Track process changes at a more granular level than daily, such as by work shift. Data snapshots indicator sources support business calendars with intraday periods, which can be as short as per minute.

Changed in this release

Explore native data snapshots indicators with KPI Details

KPI Details supports data snapshots indicators that you create, not only those that are enabled from classic indicators. The following features have been created for or extended to native data snapshots indicators:

- Subscriptions for alerts on targets and thresholds, which can be set from the targets and thresholds panels
- Adjustable filtering by breakdown, calendar, or time series aggregation
- Hierarchical breakdowns, with scores rolled up to parent elements
- Customizable score formatting options, such as precision and abbreviation

View data trends in data snapshots as data accumulates

When you select a field by which to trend a data snapshots automated indicator, you have the option to show the trend for incomplete collection periods. This feature shows the trend as it develops for live data without having to wait for the end of the collection period. You can set this behavior either on the automated data snapshot indicator record or in a time series data visualization for a data snapshot indicator.

Collect data snapshots scores with confidence

Data mining for data snapshots scores has the following improvements:

- Collect scores for tables with any volume of records.
- The system accurately and automatically handles data gaps when data mining is disabled.
- You are warned of the implications before you manually disable data mining (score collection).

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Activate data snapshots in more cases and with better information

- Activate indicators without active data collector jobs.
- Activate indicators regardless of underlying record volume. For example, the `INSERT_VOLUME_EXCEEDED` error no longer occurs.
- If the activation fails because of scripted breakdowns, the scripted breakdowns are listed in the failure message.
- Generic parsing errors have been rewritten into specific, categorized messages.

Deprecated features

- The **Dashboard Visualization** tab in KPI Composer is no longer supported. Existing data visualization tabs remain but you are not able to create new ones because this feature is connected to Core UI dashboards, which are themselves deprecated.
- Performance Analytics widgets are deprecated along with Core UI dashboards. Users with the pa_admin role are still able to create Performance Analytics widgets.
- The Analytics Hub has been replaced by KPI Details. Attempts to open the Analytics Hub are redirected to KPI Details.

Activation information

Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application.

The full features of Performance Analytics are available with a subscription. Activate the Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.

Related ServiceNow applications and features

Platform Analytics experience

The ServiceNow® Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products, including Performance Analytics.

Process Mining

Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

Platform Analytics experience release notes

The ServiceNow® Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products. The Platform Analytics experience was enhanced and updated in the Australia release.

Platform Analytics experience highlights for the Australia release

- Embed dashboards and visualizations directly in workspaces to see relevant KPIs where they act.
- Use a single, consistent visualization and filter model for table data, Performance Analytics indicators, Workflow Data Fabric, and UX analytics.

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- Author and adjust layouts within the dashboard, which enables business owners to make changes without heavy developer involvement.
- Use performance enhancements, such as dashboard caching and UX improvements, to help shorten load times and improve day-to-day usability for high-traffic dashboards.

See Platform Analytics experience for more information.

Important information for upgrading Platform Analytics experience to Australia

After upgrading, only admins can create Core UI analytics objects: reports, Performance Analytics widgets, responsive dashboards, and interactive filters. Other users can still view and edit Core UI objects but can create only Platform Analytics objects, such as data visualizations.

When upgrading, the published status on all Core UI reports changes to **false**, making them unpublished.

After upgrading, the Analytics Hub isn't available. Links to the Analytics Hub are redirected to KPI Details.

New in the Australia release

New UI Builder templates for Dashboards and Data visualization libraries

Create Dashboard and Data Visualization library pages within your workspaces in UI Builder by using new page templates.

View usage information in the data visualization library

As an analytics manager, view usage statistics in the data visualization library. Those statistics include the number of reports, data visualizations that aren't used in any dashboards, and the number of data visualizations not viewed for more than six months.

Get recommendations to review problematic analytics resources

As an analytics manager, view recommendations for which artifacts you should fix or delete in the Dashboard, Data Visualization, and Indicator libraries.

Executive dashboards

Use the new Executive Dashboards, which have been rebuilt using the Platform Analytics in-line dashboard capabilities.

View data snapshot indicators in data visualizations

Add indicators that are built from data snapshots sources to data visualizations.

UI changes

Use simplified navigation

You are moved to Next Experience navigation:

- The Analytics Overview page and all library pages now contain their own Platform Analytics navigation tree.
- The navigation path **Self-Service** > **Dashboards** redirects to **Platform Analytics** > **Library** > **Dashboards**.
- The navigation path **Reports** > **View / Run** redirects to **Platform Analytics** > **Library** > **Data Visualizations**.

Create a pie or donut data visualization

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Enable the **Show % of total in tooltip** option to show the percentage each data point contributes to the total alongside absolute values in the tooltip. Applies to time series, bar, bubble, donut, geomap, and heatmap visualizations.

New settings in Single Score data visualizations

Configure new color settings for Single Score data visualizations. You can also change the relative position of both the score and the title header.

Changed in this release

Manage Platform Analytics in the improved Analytics Overview page

Quickly discover artifacts, access relevant information and key metrics, and take actions to manage the health of the library. The Analytics Overview page (formerly Analytics Center) acts as a one-stop shop and entry point for role-specific access to all important information related to Platform Analytics.

Platform Analytics experience is enabled by default for all users on upgrade to Australia

Create content entirely within Platform Analytics.

Take role-based tours

Role-based guided tours are added to the Platform Analytics Migration Center and the Dashboards and Data Visualizations library pages.

Filter dashboards by string field values

Filter data by the contents of string-type fields with a single-select or multiple-select filter.

Explore native data snapshots indicators in KPI Details

- Employ intraday analysis with granularity based on work shifts.
- Customize score formatting options.
- Adjust breakdowns, calendar, and aggregation periods while exploring an indicator.
- Set up subscriptions for alerts on targets and thresholds directly from the targets and thresholds panels.
- Define hierarchical breakdowns with scores rolled up to parent elements.

Create hierarchical filters for Industrial Connected Workforce indicators

Create multilevel filters with roll-up aggregation across nested organizational structures, which moves from site, to plan, to department, to functional location.

Download data visualizations as CSV or Excel files

As a viewer, you now can download any data visualization, not only a List, as a CSV or XLS file.

Automatically set the aggregation period of data snapshots indicator trend lines

Set the **Aggregation period** field in the **Trend by** settings to Auto so , the system automatically selects the aggregation period of data snapshot indicator trend lines based on the date range and business calendar.

Automatic aggregation of date-filtered data based on date range

Filter dashboards by business calendar and have the system infer the appropriate aggregation level at runtime. If you put a time series data visualization on a dashboard with a date filter, the aggregation of shown data adjusts automatically depending on the selected date range. This adjustment applies to both table and data snapshots indicator data.

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Create custom data visualization filters with an improved condition builder

When creating a data visualization for table data, you can create a custom filter when you specify the data source. The condition builder for the custom filter now has menus of fields, operators, values, and related tables.

Hide the Refresh action on data visualizations

In the Headers and Borders section of data visualizations, use the **Show refresh option** check box to hide the **Refresh** icon in the Configuration settings of data visualizations. Data visualizations on cached dashboards never have the Refresh icon.

Migration Center enhancements

- As an analytics manager, migrate any Core UI dashboard to Platform Analytics in the Dashboard library.
- Edit migrated content before activating it in the Platform Analytics experience.
- Activate content selectively.
- Total views of Core UI reports and other widgets are now migrated along with the Core UI content.

Dashboard element enhancements

Moving and resizing dashboard elements no longer opens the configuration panel.

Enhanced scheduled exports

When scheduling the email of dashboards or data visualizations, limit recipients based on reference qualifiers.

Deprecated features

Business users can no longer create or edit the following Core UI objects:

- Reports

  Create new Core UI reports from sys_reports.list with the report_admin role.

- Interactive filters

  Create new Core UI interactive filters from sys_ui_hp_publisher.list with the report_admin role.

- Responsive dashboards

  Create new responsive dashboards from pa_dashboards.list with the dashboard_admin role.

- PA widgets

  Create new Performance Analytics widgets from pa_widgets.list with the pa_admin role.

Activation information

Platform Analytics experience is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Now Assist in Platform Analytics

Use AI-powered tools to enhance the value you get from Platform Analytics.

Performance Analytics (Indicator data sources)

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Create key performance indicators to optimize your business processes. Display these indicators in Platform Analytics.

Usage Insights

Monitor how users interact with your ServiceNow Core UI, Next Experience, Portal, and Mobile applications.

Task Mining

Collect and analyze workstation activities to understand how tasks are performed, identify inefficiencies, and make data-driven decisions.

Process Mining release notes

The ServiceNow® Process Mining application enables analysts and process owners to view their business processes, analyze them, and make decisions that improve their processes. Process Mining was enhanced and updated in the Australia release.

Process Mining highlights for the Australia release

- Use parallel processing for playbook data.
- Benefit from the new use cases through the enhanced process step filter and rule-based findings.
- Mine Agentic AI logs.
- Easily identify your improvement opportunities through four new automated findings.
- Take advantage of Process Mining and Task Mining integration.
- Filter the data from the parent and child tables in the multidimensional projects.

See Process Mining for more information.

New in the Australia release

Parallel processing for playbook data introduced

Analyze ServiceNow Playbooks, including their stages and individual activities using Process Mining. This capability enables Playbook authors and business process owners to do performance evaluations and optimize Playbooks.

Process Step filter (Previously Transition filter) & Rule-based Findings enhanced

Unlock new use cases and drive better process optimization outcomes through the enhanced process step filter and rule-based findings.

Intent and Activity analysis available with Now Assist

Efficiently summarize (human) agent tasks and their sequence in relation to problem types so you can pinpoint areas for improvement and take concrete actions to optimize your processes.

Mine Agentic AI logs

Create a Process Mining project on Agentic AI data logs by selecting the designated source from a readily available template.

Integration with Task Mining

Gain insights on the time the workstation users spend and how they accomplish tasks by analyzing their activities. Uncover inefficiencies, standardize best practices, and identify automation opportunities. You can create a Task Mining project from Opportunity details page and Analyst workbench of Process Mining.

New automated findings introduced

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Use the following automated findings to identify improvement opportunities where records follow specific patterns:

- Extreme duration (Node): Identifies patterns where records stay in a step for a significantly longer duration than usual
- High touchpoints (Node): Identifies patterns where a group of records in a step gets updated more often compared to another group to progress to any next step.
- Extreme touchpoints (Node): Identifies patterns where a step requires unusually large number of record updates than the normal range to progress to any next step.
- Slow duration (Node): Identifies patterns where a group of records stays longer in a step than the average duration of another group.

Multidimensional projects filters

Make analysis easier by filtering multidimensional projects based on child breakdowns and variants as a substitute for filtering on child attributes.

Evaluation project for security operations available

Try out an evaluation project for security incidents, which can provide improvement opportunities based on assignment group changes, time analysis, priority escalations, and automated indicators such as repeated states and assignment groups. You can target a maximum of 3.6K records that have been closed in the last seven days.

Introduced views to the Platform Analytics workspace for Process Mining

Display specific activity definitions within the Platform Analytics workspace for Process Mining using views. When working with graphs that contain multiple activity definitions, views help filter the map to show only activities relevant to the problem being analyzed.

Multidimensional maps are supported on the Opportunity details page and Platform Analytics components

Quickly analyze process maps with multiple tables through multidimensional maps on the Opportunity details page and Platform Analytics component of Process Mining.

Changed in this release

Automated finding names updated

The following automated finding names have been updated to include "Transition" in the name:

- Slow duration (Transition)
- Extreme duration (Transition)

Role names changed

Role names in Process Mining that previously included "optimization" have been updated to use the term "mining" instead. For example, the sn_process_optimization_admin role has been renamed sn_process_mining_admin.

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Removed in this release

You no longer require the now.assist.creator role to access Now Assist features in the Creator Pro Plus package. However, you must enable the relevant Process Mining skill, which serves as the necessary prerequisite. Additionally, you should have appropriate access to the project.

Deprecated features

Automation Discovery is deprecated. It will be hidden and no longer installed on new instances but will continue to be supported in the Australia release.

Activation information

Process Mining is available by default. For details, see Activating Process Mining.

Related ServiceNow applications and features

Platform Analytics experience

Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

Task Mining

Task Mining enables process owners to collect and analyze workstation activities to understand how tasks are performed, identify inefficiencies, and make data-driven decisions.

Usage Insights release notes

The ServiceNow® Usage Insights application, formerly known as User Experience Analytics, enables you to monitor how users interact with your ServiceNow Core UI, Next Experience, Mobile, and Service Portal applications so product managers and applicationners can gain insight into application usage and adoption. Usage Insights was enhanced and updated in the Australia release.

Usage Insights highlights for the Australia release

- User Experience Analytics is now known as Usage Insights.
- Tag and create new events and update event descriptions.
- View funnels you create in Usage Insights directly in Platform Analytics.
- Create dashboards for Platform Analytics directly in Usage Insights.

See Usage Insights for more information.

Important: Usage Insights is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Creating custom events

Create custom events without code directly in your application using the Usage Insights page overlay. Use event descriptions to provide greater visibility and clarity on Usage Insights events.

Funnels.

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Access funnels you create in Usage Insights directly in the Platform Analytics UI to view this data along with your organization's other business metrics.

Dashboards.

Customize dashboards or pages for Platform Analytics directly in Usage Insights.

Activation information

Usage Insights is a ServiceNow AI Platform feature that is active by default.

Public Sector Digital Services release notes

The ServiceNow® Public Sector Digital Services application enables government agencies to provide citizens, businesses, and other agencies with important services such as public records, licenses, permits, and social services. Public Sector Digital Services was enhanced and updated in the Australia release.

Public Sector Digital Services highlights for the Australia release

- Consolidate the case narrative, evidence, entities, team assignments, investigative tasks, and related cases into a single record page with Investigative Case Management Foundation.
- Manage persons, property, vehicles, organizations, locations, and events, including specialized entity types like firearms with detailed identification, specifications, origin, and ballistic information, and link them to cases and to each other with Investigative Case Management Entity Management.
- Manage physical and digital evidence tied to investigative cases, with structure fields for collection details, source and context, security classification, and links to related entities such as persons, vehicles, locations, and organizations using Investigative Case Management Evidence Management.
- Create Chain of custody documentation in every evidence record, capturing each transfer from the moment of collection.
- Synthesize narratives, entities, evidence, and activity history into a structured summary using Investigative Case Management Case Summarization.
- Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents with the Document Screening AI Skill, used with Now Assist for Public Sector Digital Services (PSDS).

See Public Sector Digital Services (PSDS) for more information.

Important: Public Sector Digital Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Public Sector Digital Services to Australia

After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.

New in the Australia release

Investigative Case Management

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Create an investigative case using Investigative Case Management. Investigative Case Management guides investigators through the process of organizing, tracking, and resolving investigations, developing case details, assigning investigators and team members, and track evidence with logging and metadata. The following features are available as part of Investigative Case Management:

- Entity Management
- Evidence Management

With Entity Management, investigators can create investigative tasks and workflows for investigative activities with automated metadata capture (time, source, entities, classification), as well as define processing with teams and attorneys and collaborate across agencies/divisions. With Evidence Management, investigators can log and triage evidence metadata (digital, physical, testimonial) and maintain an audit trail (Chain of Custody logging), as well as draft, review, and create reports with supporting evidence.

Use Now Assist for Public Sector Digital Services (PSDS) Skills to create case narratives and screen documents

Complete case narratives and make refinements to investigative case records using Now Assist for PSDS Gen-AI skills. Investigators can streamline case narrative refinement byedit, adjust tone, and regenerate narrative content for clarity and completeness.

Document Screening AI Skill for Social Benefits Playbook

Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents using the Social Benefits Playbook with the Document Screening AI Skill, part of Now Assist for Public Sector Digital Services (PSDS).

Granular configuration admin roles

Several new granular admin roles enable admins to complete administrative configuration tasks on the Public Sector Digital Services platform without requiring the full admin role. These granular access roles enable a high-level administrator to define and assign custom roles that contain only the specific permissions a user needs, decreasing the number of users with full administrative power over the instance. For more information on granular admin roles, see Granular admin roles.

UI changes

Updated Coral theme

The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI:

- A fully overhauled color system for smoother gradients and better contrast.
- Softer outlines and more rounded components for a modern, accessible look.
- A significantly improved dark mode with deeper blue tones for reduced eye strain.
- New AI gradient styles and subtle animations to highlight intelligent features.
- Smarter focus behavior that reduces visual clutter for mouse users.

Enhancements to Constituent Service Portals

UI Enhancements have been made to all Public Sector Digital Services constituent portals by replacing legacy widgets (for example, portal banners, data lists) with standardized, CSM Configurable Widgets and components. The update verifies backward compatibility, migration guidance, usage analytics, and provide training

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for admins, and also enables dynamic data rendering, and better filtering across service flows.

Changed in this release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Activation information

Install Public Sector Digital Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CSM Configurable Workspace

The ServiceNow® CSM Configurable Workspace application provides government agents with the tools to research information, respond to questions from the public, and resolve cases.

Now Assist

The ServiceNow® Now Assist application uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Retail release notes

The ServiceNow® retail applications streamline frontline operations and customer experiences. Retail applications were enhanced and updated in the Australia release.

Retail highlights for the Australia release

- Enable HQ users and regional managers to create operational store plans involving cases and tasks for multiple stores through a guided, streamlined user experience.
- Schedule and manage recurring tasks such as daily store opening procedures with parent cases for store-level tracking.
- Fulfillment of store case and task for regional managers and store teams through Retail mobile app.

See Retail for more information.

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Important: Retail is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Manage store plans

Store plans provide new capabilities for HQ and regional managers to create operational plans, schedule recurring tasks, and fulfill the tasks through the Retail mobile application.

Activation information

Install the Retail applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- Retail Playbook for Store Plan (sn_rtl_str_plan_pb): The Retail Playbook for Store Plan enables headquarters and regional managers to create structured operational plans. These plans include tasks and cases that are linked to store locations and schedules, providing a streamlined approach to managing store operations.
- Task plan template playbook activities (sn_tsk_plan_pb_act): The Task Plan Template Playbook Activities plugin enables users to create and execute task plan templates through guided playbook experiences. These playbooks include reusable activities for creating and managing template items, enforcing form validation, UI policies, and parent–child relationships to provide a consistent and streamlined authoring experience.
- PWM playbook activities (sn_pwm_pb_act): The PWM Playbook Activities plugin enables users to integrate Planned Work Management scheduling into guided playbook experiences. These playbooks include planned work scheduling and execution aligned with task plan templates, providing a streamlined approach to managing work schedules.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow ® Customer Service Management (CSM) application provides the foundation for the Retail Core application. Leverage the functionality of CSM applications to provide support to customers as well as retail sites.

Field Service Management

The ServiceNow ® Field Service Management application aligns with Retail Core by providing capabilities such as work orders for use by each retail location that uses the Retail Core application.

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Sales and Order Management release notes

ServiceNow® Sales and Order Management is a set of new and updated applications and features in the Australia release. These applications enable you to manage the product sales life cycle in your organization, including leads, pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales order changes and renewals.

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Note:

Sales and Order Management includes workflows for Customer Lifecycle Operations (Customer Life Cycle Management). For details on these features in the Australia release, see the Data Management release notes release notes.

Also, agents can use the Case Management for Order Operations and Case Management for Invoice Operations application to display order and invoice cases and case line items in CSM Configurable Workspace. The Case lines and workflows application provide the ability to reference multiple order line items on a case record.

Activity Management release notes

ServiceNow® Activity Management helps customer-focused teams to plan, execute, capture, and track customer interactions across multiple channels throughout the customer's association with your business. Activity Management is a new capability in the Australia release.

Activity Management highlights for the Australia release

- Enable email activity capture into ServiceNow Customer Relationship Management (CRM) software using the CRM Outlook Add-in.
- Define, plan, capture, and track customer interactions such as discovery calls, demos, and customer business reviews (CBRs) across different channels such as emails, calls, meetings, and more.

See Activity Management for more information.

Important: Activity Management applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activity Management features

CRM Outlook Add-in

Associate an email with an existing CRM record

Associate customer emails to the correct ServiceNow CRM record without leaving Microsoft Outlook. Manually search and associate emails with leads, opportunities, accounts, or contacts, so that engagement context is captured immediately and remains available for future correspondence and follow#up.

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Create new leads and contacts from email

Create a new lead or contact directly from an email when no matching CRM record exists, and automatically attach the originating email to the newly created record to preserve engagement history.

CRM Touchpoints

Touchpoints on CRM entities

Capture and track engagement activities for prospects and customers across communication channels such as email, phone, virtual meeting, in-person meetings, and social interactions by creating touchpoint records. Associate touchpoints with leads, opportunities, accounts, and contacts to maintain a complete engagement history.

Custom touchpoint types

Define custom touchpoint types in addition to the default types of discovery, demo, and customer business review (CBR), and so on to match your organization's specific engagement processes.

Activity capture and tracking

Capture emails, calls, meetings, and tasks within touchpoints such as discovery, demo, business value assessment, or CBRs in a single system of record. Track metrics such as primary channel and time spent for every interaction, giving leadership visibility into the activity volume per sales representative.

Activation information

Install CRM Outlook Add-in and CRM Touchpoints by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- CRM Outlook Add-in (com.sn_crm_outlook): Enables sales agents to associate emails and create CRM records directly from Microsoft Outlook.
- CRM Touchpoints (com.sn_crm_touchpoint): Enables sales and service teams to capture, track, and act on various touchpoints and activities throughout the customer's association with your business.

Related ServiceNow applications and features

Opportunity Management

The#ServiceNow® Opportunity Management application enables your sales agents and account executives to analyze customer needs and generate product recommendations for potential customers. Create touchpoints on opportunity records to track sales activities such as demos, business value assessments, and stakeholder meetings as deals progress through the pipeline.

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Advanced Approval Management release notes

The ServiceNow® Advanced Approval Management application enables you to define workflows for approving Sales and Order Management entities, such as customer quotes. Advanced Approval Management is a new application in the Australia release.

Advanced Approval Management highlights for the Australia release

- Create approval workflows that specify appropriate approvers and define the approval steps within a workflow.
- Automate the approval workflow by setting conditions that automatically trigger the approval process and route approvals to designated approvers.
- Prevent approval delays by automatically reassigning pending approvals when the original approver does not act within a set timeframe.
- Enable approval rule admins or approval rule writers to override an approval step when an approval is no longer required.
- Enable approvers or approval request writers to add relevant approvers during an active approval cycle without modifying existing approval rules.
- Keep requesters informed and approvers on track by using automated email notifications for approval status changes, escalations, overrides, and ad hoc approvals.

See Advanced Approval Management for more information.

Important: Advanced Approval Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Advanced Approval Management features

Flexible approval configurations

Build workflows that enable sequential approvals, parallel (simultaneous) approvals, or a combination of both.

- Define workflow approval steps and optional chains that progress through multiple approval levels based on rule evaluations.
- Set the approval order using combinations of levels, roles, and conditions.
- Define approval users and groups.
- Consolidate multiple email notifications on an approval request for an approver so that the approver receives a single email notification.

Intelligent routing rules and smart reapprovals

Automatically trigger approvals by setting conditions based on items such as discount percentage, deal size, and margin thresholds. Configure thresholds and conditions so the approval workflow skips approved steps that have already been approved if the underlying conditions haven't changed.

Escalations

Enable approval rule admins to escalate an approval request by reassigning a pending approval request to another approver automatically when the original approver does not act within a specified time.

Override an approval step

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As an approval rule writer who also has the approval admin role, override or bypass a pending approval request step to unblock an approval request when the approval is no longer required.

Automated notifications of approval status

Inform sales agents and approvers of the status of approval items moving through the approval workflow by setting up notifications. Use predefined system notifications for reminders and escalations.

Flexible submission for approval requests

Before submitting requests for approval, see the required approvals, approver names, approval reasons, and approval sequencing by creating and previewing approval requests. Requesters can recall approval requests for changes and resubmit them.

Ad-hoc approvers

As a requester or an approver, add one or more approvers or approval groups to an approval request, outside of the predefined approvers for a given rule. Enables approval users to add approvers who have more expertise on certain aspects of the request, for example if there are legal or regulatory issues relevant to the request.

Real-time status tracking and approval history

Monitor approval progress and access an audit trail with detailed status for each approval step including assigned approvers, actual approvers (for completed steps), approval comments, and assignment and completion timestamps.

Approval management

- Accept or reject approvals using multiple channels, such as email, push notifications, the CSM Configurable Workspace, or approval centers, such as My Approvals in the ServiceNow AI Platform®.
- Assign backup approvers with date-specific coverage periods for seamless continuity of the approval process.

Activation information

Install Advanced Approval Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugin is new in Australia:

Advanced Approval Management (com.sn_adv_appr_mgmt): Create workflows for approving entities such as customer quotes submitted by sales agents.

Related ServiceNow applications and features

Quote Management

The Quote Management application enables sales teams to create, configure, and manage customer quotes so that they accurately reflect products, pricing, and discounts throughout the sales cycle. Sales agents can submit quotes for approval using workflows defined in the Advanced Approval Management application.

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Buying Group release notes

The ServiceNow® Buying Group application provides information on the key#decision-making stakeholders of a company to whom you are trying to sell a particular product. Buying Group is a new application in the Australia release.

Buying Group highlights for the Australia release

Buying Group provides information on the customer stakeholders involved in a purchase decision for a product or solution, supporting multiple roles and persisting before, during, and after an opportunity.

See Buying Group for more information.

Important: Buying Group is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Buying Group features

Create separate buying groups for each product family or solution within an account

Avoid confusion or overlap and efficiently map the right stakeholders involved in different purchase decision for an account by creating separate buying groups for each product family or solution, which helps account for differing decision#makers, influencers, and users.

Add buying group members with different roles

Enable role#specific engagement, and improve alignment throughout the buying process by adding buying group members with defined roles.

Associate multiple buying groups against an opportunity

Improve stakeholder visibility, support complex deal management, and enable more targeted engagement across solutions by associating multiple buying groups with an opportunity.

Activation information

Install Buying Group by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugin

The following plugin is new in Australia:

Buying Groups (sn_buying_group): Introduces the Buying Group data model, permissions, and supporting framework required to manage buying groups and their lifecycle within the sales process.

Related ServiceNow applications and features

Opportunity Management

The Opportunity Management application helps enable your sales agents and account executives to analyze customer needs and generate product recommendations for potential customers.

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CPQ release notes

CPQ is a configuration engine that acts as the "C" in Configure, Price, Quote. It uses an attribute-based approach to simplify complex product logic. The engine delivers dynamic blueprints, real-time user interfaces, and a Commerce Logic Engine that generates accurate outputs like bills of materials.

With CPQ, organizations gain speed, flexibility, and precision in every sales and configuration experience.

Transaction Manager is a high-performance transaction and quoting application that centralizes complex commercial logic—products, pricing, rules, and life cycle—into a single, configurable user experience that scales across CRM and back-office ecosystems.

CPQ highlights for the Australia release

- Configure and manage thousands of line items with a single-page, scalable transaction user experience that includes search, filtering, rollups, and in-memory rule execution.
- Achieve consistent pricing, validations, and process control without heavy scripting using attribute-based rules, events, calculations, and workflow stages.
- Integrate with Salesforce, ServiceNow, and downstream systems using Transaction Manager's API-first design, which acts as the system of record for transaction data while remaining CRM-agnostic.
- Duplicate an existing solution configuration node in a set, directly from the solution configuration navigation sidebar to use it as the starting point for a new node.

For more information, see CPQ Configurator.

New in the Australia release

Transaction Access Control

Control precisely who can view and edit each transaction to improve security and compliance using Transaction Access Control. Admins and creators automatically receive full access and can grant access to others. Any user with access can also grant or remove access for others.

Transaction AI – Bulk Line Update via File Upload

Enables AI column and line item mapping to allow for seamless transition from third-party systems. Transaction AI can be used to add items from favorites enabling users to quickly add commonly used products via voice or text. Triggers events for users via voice or chat

AI Admin Uploads for Advanced Product Configurator and Transaction Manager

Enables admins to upload business and blueprint related context documents to provide Configuration AI and Transaction AI more context of business, standards product information etc.

Export Lines UI Effect

Export Transaction Lines to a .csv file via a new UI effect. The exported file includes all lines in the transaction that meet the current line sort, filter, and column show/hide settings.

Layout editor

Design and maintain layouts in a visual-based editor. Add and organize layout components, configure UI Effect and element properties, manage theming and more, all in an intuitive visual interface.

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Share product favorites

Improve collaboration and user efficiency by sharing saved favorite products and configurations with other users, enabling sharing and reuse of product configurations.

Tenant-configurable namespace prefixes for Salesforce fields

Configure a custom namespace at the tenant level to align Salesforce fields and references with your managed package. When a custom namespace is set, CPQ uses it for all generated Salesforce fields and all field lookups instead of the default LGK_ prefix. If no custom namespace is configured, the system defaults to LGK_ to preserve compatibility with existing tenants.

Dynamic selection of SOM catalog items in the CPQ admin UI

Select product offerings, product specifications, and product characteristic values directly in the CPQ admin UI without manually entering system IDs. Search and select SOM catalog items using built-in UI selectors when configuring products, creating product rules, or setting up pickers, advanced product actions, BOM enrichments, and library functions.

Duplicate an existing solution configuration node in a set, directly from the solution configuration navigation sidebar to use it as the starting point for a new node. The original node in a set must be in the valid state.

Manage transaction lines using natural language. You can upload CSV or XLSX files directly in the chat to add or update lines, map file columns to transaction fields through a guided conversation, preview the changes, and apply or cancel them before execution. Target specific transaction lines by referencing line numbers or ranges in your prompts, enabling precise updates such as modifying field values or removing selected lines.

Upload context documents for AI-assisted configuration and quoting

Upload organizational documents — such as pricing policies, standard operating procedures, product specifications, and playbooks — to provide Config AI and Quote AI with company-specific context during configuration and quoting. Supported formats include Excel, Word, PDF, text, markdown, and images (with OCR support). These documents are also used by Transaction AI to improve recommendations, product matching, and event suggestions during transaction sessions.

Configure complex products using natural language. Buyers can submit a configuration request through a prompt field on an administrator-designed landing page. The request is processed by an AI agent, which interprets the input and drives the product configuration session. For renewal scenarios, Config AI can reuse a previous configuration as a starting point, enabling faster upsell and cross-sell opportunities while maintaining continuity across renewal cycles. Using Config AI, you can:

- Submit product configuration requests using natural language through a prompt field on the landing page.
- Complete product configuration through a conversational interface within the buying experience.
- Design the Config Converse landing page using the CPQ layout editor with configurable elements such as text, images, fields, and a prompt component.
- Allow buyers to skip the landing page using a dismissal preference in the layout editor.

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- Check for a predicted configuration after the initial buyer request. Apply it automatically when Smart Predict is enabled for both the tenant and the layout. Smart Predict must be enabled separately at the tenant level and at the layout level.

Transaction edit history

Use the event start time column in the transaction edit history to help admins track the duration of individual transaction events.

Price and quantity ramps in the CPQ Configurator

Use the CPQ Configurator to configure price and quantity ramps for subscription products with recurring pricing. View and manage ramp segments directly within the configuration session through a summary table and detailed modal. Apply quantity updates as a delta across segments from the effective date, and save all changes back to the source. Relaunch the configurator for ramped products to support MACD scenarios, with child lines inheriting the correct ramp associations.

Activation information

Features such as product and configuration sharing in Transaction Manager features, require activation by ServiceNow. Submit a support ticket to enable these features.

Accessibility information

The CPQ runtime configuration experience includes the following keyboard and screen reader accessibility improvements.

- Navigate and select options in single-select picklists, selectable product cards, and the product picker grid using a keyboard.
- Shopping cart and bill of materials (BOM) column headers are announced as text with full, untruncated labels, and table cells reference their row and column headers for screen reader context.
- Field labels are read across transaction runtime fields, keyboard focus returns to the date input after a calendar selection, and the field edit page provides more descriptive context for related item tiles and tooltips.

Localization information

Japanese Localization for CPQ admin UI: The CPQ admin UI supports internationalization for the CPQ Configurator and Transaction Manager. Static user interface elements, including labels, headings, and system text, can be displayed in Japanese. This is part of an initial pilot to support SoftBank onboarding. Administrators can select their preferred language through the ServiceNow platform. If any static content is not translated, the system automatically falls back to English. It also supports Japanese character input across applicable fields and controls. User-generated content remains in the language in which it is entered.

Related ServiceNow applications and Features

Sales and Order Management

Sales and Order Management applications enable you to manage the product sales life cycle in your organization. This includes pre-sales leads and opportunities, sales quote generation, order capture, order fulfillment, order and invoice cases, and post-sales order changes and contract renewals.

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Customer Engagement Sequences release notes

The ServiceNow® Customer Engagement Sequences application enables customer-focused teams to execute structured, personalized outreach and follow-up activities to engage customers throughout the time they're associated with your business. Customer Engagement Sequences was enhanced and updated in the Australia release.

Customer Engagement Sequences highlights for the Australia release

- Enable click-to-call for agents using the new Schedule call activity that supports runtime outbound calling from sequence tasks.

See Customer Engagement Sequences for more information.

Important: Customer Engagement Sequences is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Customer Engagement Sequences to Australia

If you configured sequences with the Schedule call activity on a release before Zurich, the activity is now labeled **Schedule call - Deprecated** in the activity picker in Workflow Studio.

Existing sequences continue to work, but the Call icon doesn't appear on the **Callback number** field on the Sequence Steps page during runtime. To enable the click-to-call capability, update the Customer Engagement Sequences application to use the new Schedule call activity.

Activation information

Install Customer Engagement Sequences by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Customer self-service for Sales and Order Management release notes

The ServiceNow® Business Portal application enables your B2B customers to place orders, request quotes, and get support for orders and invoices through a self-service web portal. Business Portal was enhanced and updated in the Australia release.

Business Portal highlights for the Australia release

Australia Patch 1

- Enable business-to-business (B2B) customers to create invoice dispute cases through AI-powered chat and voice assistants that guide them through conversational dispute intake on the Business Portal.
- Provide uninterrupted handoff to human agents to support complex use cases, with full conversation context transferred to the CSM/FSM Configurable Workspace.

Australia Early Availability

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- Enable business-to-business (B2B) customers to create invoice dispute cases for quantity, pricing, or date discrepancies through an intuitive playbook experience.
- Enable customers to view invoices and invoice details directly from the Business Portal, providing transparency into billing information.
- Provide customers with visibility into invoice case status, resolution steps, and associated invoice lines to track dispute progress.

See Customer self-service for Sales and Order Management for more information.

Important: Business Portal is included with Customer Service Portal, which is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

AI-powered invoice case management for customers

Enable customers to report invoice disputes through an AI-powered virtual assistant on the Business Portal. Customers can describe quantity-related discrepancies through natural conversation. The assistant validates details, creates cases, and autonomously resolves eligible disputes by issuing credit notes or replacement orders or connecting customers with a human agent when needed. Interaction channels include chat and voice options.

Invoice dispute intake with voice assistant

Enable customers to report quantity-related invoice disputes using voice commands through an AI-powered voice assistant on the Business Portal. Customers can describe discrepancies through natural speech and the assistant captures dispute details to create invoice cases or connects customers with a human agent.

Human agent handoff with context transfer

Help customers to escalate complex disputes seamlessly to a live agent. The full conversation context, including invoice details, dispute reason, and prior AI actions are transferred to the CSM/FSM Configurable Workspace, enabling live agents to continue without asking customers to repeat information.

Now Assist for invoice case resolution

Help accelerate invoice dispute resolution by surfacing similar cases and common resolution patterns in the Now Assist panel. Agents can request help with an invoice case to view how similar disputes were resolved, reducing research time and improving consistency.

Automated email notifications for invoice cases

Keep customers informed with automated email notifications at key points in the invoice case life cycle, including case creation confirmation, resolution details with credit note or replacement order information, and the next steps for cases requiring human review.

Australia Early Availability

Invoice management on Business Portal

Enable your customers to view invoices and invoice line details directly on the Business Portal, providing transparency into quantity, billing location, shipping location, and sold product information.

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Invoice case creation through playbook experience

Provide self-service capability to your customers to create invoice dispute cases directly from the Business Portal for quantity, pricing, or date discrepancies using a guided self-service experience, supporting both single invoice and multiple invoice scenarios.

Invoice case management on Business Portal

Enable your customers to view and track invoice cases on the Business Portal, reducing support inquiries and keeping them informed on dispute resolution progress.

Activation information

The Business Portal application (sn_b2b_portal) is automatically installed when you install the Customer Service Portal (sn_csm_portal). Install the Customer Service Portal by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- Australia Patch 1

  Manage Invoice Operations (com.sn_inv_ops_aias): Delivers AI-powered assistants that handle invoice dispute intake directly from the portal, resolves eligible cases autonomously, and seamlessly escalates to a human agent when needed. In the workspace, it continues to assist human agents by providing relevant insights and actions to accelerate invoice case resolution.

Australia Early Availability

- Invoice Self-Service (com.sn_invoice_ss): Enable an efficient invoice management experience for B2B customers on the Business Portal, helping them to view and manage invoices efficiently and improve financial operations.
- Invoice Case Self-Service (com.sn_invoice_case_ss): Enable B2B customers to monitor and manage invoice-related cases efficiently through the Business Portal.
- Invoice Case Playbook (com.sn_inv_case_pb): Enable a secure, guided playbook experience for B2B customers on the Business Portal to create and manage invoice-related cases.

Related ServiceNow applications and features

Case Management for Invoice Operations

The Case Management for Invoice Operations application enables customer service agents to create and manage cases for specific lines from a single invoice or for multiple invoices.

Lead Management release notes

The ServiceNow® Lead Management application enables your sales agents and sales development representatives to create leads and nurture them into opportunities. Lead Management was enhanced and updated in the Australia release.

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Lead Management highlights for the Australia release

- Record early customer interactions and associate tasks with ongoing lead engagement using touchpoints throughout the pre-deal sales lifecycle.

See Lead Management for more information.

Important: Lead Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

View touchpoint records for a task

Record early customer interactions and associate tasks with ongoing engagement throughout the pre#deal sales lifecycle by:

- Creating a touchpoint from a lead to capture interactions such as discovery calls, follow-up emails, or qualification meetings.
- Linking a task to a lead touchpoint to track follow-up work related to an ongoing engagement until the lead is converted.

Activation information

Install Lead Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Activity Management

ServiceNow® Activity Management applications help sales and service teams work more productively by capturing, organizing, and acting on customer interactions in one place, helping to ensure complete context and effective follow#up across Customer Relationship Management (CRM) records.

Opportunity Management release notes

The ServiceNow® Opportunity Management application enables your sales agents and account executives to create and manage opportunities. These opportunities identify and track potential sales based on identified customer needs. Opportunity Management was enhanced and updated in the Australia release.

Opportunity Management highlights for the Australia release

- Record your planned or completed customer interaction or sales activity associated with an opportunity using a Touchpoint to capture engagement context throughout the sales life cycle.
- Associate competitors with opportunity product and product family, capture win/loss reasons, and record contributing factors to report and analyze competitor trends, product-level competitive pressure, and opportunity outcome patterns.
- Split opportunity revenue across multiple contributors using opportunity allocations to ensure accurate attribution, incentive crediting, and forecast reporting for collaborative sales teams.
- Capture Direct or Indirect deal types to align opportunities with defined routes to market.

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See Opportunity Management for more information.

Important: Opportunity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

View touchpoint records for a task

Gain complete visibility into customer engagement by viewing a complete touchpoint timeline on every opportunity so that teams have context at their fingertips.

Add competitors to an opportunity

Identify and store competitor information for product offerings/product family within an opportunity.

Support for opportunity allocation

Divide sales credit across multiple contributors on a single opportunity for accurate attribution and compensation.

Customer entities on opportunity

Capture the deal type (Direct or Indirect) on customer entities to align opportunities with defined routes to market and support consistent, compliant processing across systems and teams.

Removed in this release

- Removed the **New** Opportunity Line button from the platform and workspace view.

Activation information

Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Activity Management

ServiceNow® Activity Management applications help sales and service teams work more productively by capturing, organizing, and acting on customer interactions in one place, helping to ensure complete context and effective follow#up across Customer Relationship Management (CRM) records.

Order Management release notes

The ServiceNow® Order Management application enables you to capture, manage, and fulfill product and service orders from enterprise customers. Order Management was enhanced and updated in the Australia release.

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Order Management highlights for the Australia release

- Enable agents and customers to make faster, more confident decisions on orders by instantly seeing the impact of price and quantity changes, ensuring clarity on what's owed for every update.
- Improve order approval accuracy by validating contract start and end dates and terms for recurring and entitlement orders, while preventing contract dates from being set on one-time orders. This helps orders process correctly the first and contract obligations to be properly tracked.
- Enhance the Order management (OM) integration with Strategic Portfolio Management (SPM) for in-flight orders to support projects for site and maintain program project and sub-project hierarchy.

See Order management for more information.

Important: Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Delta pricing on orders

Calculate pricing and quantity changes during MACD activities and renewals by deriving deltas from existing products, contracts, or purchases. This improves accuracy when processing order modifications.

- Defaults contract type and contract line type when empty, based on the order and line actions being performed.
- Adds delta pricing–related header and line fields, along with pricing adjustment rule identifiers and conditions, and supports mapping these fields across order, product instance, and order copy flows.

Price and quantity ramps on order line items

View price and quantity ramps directly on order line items to model planned changes over time within a single order, providing visibility into pricing changes without managing multiple orders. For more information, see the Product Catalog Management and Pricing Management release notes

Manage order updates with Now Assist

Use a conversational AI assistant to improve order triage and resolution. The assistant understands order context and supports guided actions such as updating shipping addresses and quantities across order line items. For more information, see the .

Changed in this release

Managing inflight order for site projects

Use the OM integration with SPM for in-flight orders to support projects for site and maintain program project and sub-project hierarchy.

Activation information

Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store.

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For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CPQ Configurator

The CPQ Configurator interface streamlines the process of configuring and pricing customizable products in Sales and Order Management transactions, such as quotes and orders.

Pricing Management

The Pricing Management application enables your pricing organization to set, manage, and optimize pricing strategies for any Sales and Order Management solution. These pricing strategies enable your sales teams to generate opportunities, quotes, and orders with accurate and competitive pricing quickly.

Sales Agreement Management

The Sales Agreement application captures the scope and conditions from a quote for future sales transactions, over a specified period between a buyer and a seller.

Quote Management release notes

The ServiceNow® Quote Management enables your sales agents to generate and manage sales quotes for your customers. Quote Management was enhanced and updated in the Australia release.

Quote Management highlights for the Australia release

- Quickly understand the financial outcome of quote changes, making it easier to review, approve, and act on updated quotes with visibility into exact amounts owed.
- Enable sales agents to set a target outcome for a quote and let automated adjustments handle header-level discounting, removing manual trial-and-error and speeding up quote approvals.
- Improve quote data consistency by validating contract start and end dates across quote headers, parent lines, and child lines, preventing date conflicts during updates.
- Enable greater flexibility in managing amendment quotes by splitting active ramp segments into shorter intervals, adjusting quantities, and maintaining accurate line types throughout the quote life cycle.
- Enhance quote approval workflows with automated reminders, escalations, override capabilities, and ad-hoc approvals for greater control and accountability throughout the approval process.
- Summarize a quote for immediate, comprehensive insights into quote details (product, pricing, and terms) to improve quote accuracy, help teams align, reduce manual review, catch issues early, and accelerate quote turnaround.

See Quote Management for more information.

Important: Quote Management is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

New in the Australia release

Consolidate quotes

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Maintain traceability from orders to all originating contract lines when creating orders from consolidated quotes. Additional calculated fields on order lines provide visibility into uplift values derived from consolidation rules.

Add price ramps on a quote line item

Enable agents to create and manage custom ramp structures with flexible segment durations. Make ramp changes across the quote life cycle, including amendments and renewals, while maintaining pricing and quantity consistency across ramp segments.

Quote approvals

Use the Advanced Approval Management to create approval workflows for end-to-end visibility and control of quote approvals.

- Track approval status, steps, sequencing, approvers, and comments in real time
- Manage quote states and edit permissions automatically as quotes move through Draft, In Review, Approved, and Rejected states
- Receive email notifications for approvers and requesters as approval actions are taken
- Configure approval conditions and sequencing across quotes, quote lines, and related entities using serial, parallel, or hybrid flows driven by business and compliance rules
- Preserve approval history across submissions and quote versions for a complete audit trail

Customer entities on Quote

Capture the deal type (Direct or Indirect deals) and align it with different routes to market for consistency, compliance, and operational efficiency across systems and teams.

Summarize a quote using quote summarization with Now Assist

Generate a summary of a quote to:

- Summarize key quote components during early customer discussions or pre-discovery.
- Provide an updated view of the quote after revisions, without requiring review of multiple records.
- Provide a single, consolidated snapshot of all actions, tasks, and notes derived from a quote in one place.
- Highlight custom pricing, discounts, and negotiated changes made during the quoting process.
- Review the quote prior to sending it to the customer to confirm accuracy and completeness.
- Support internal handoffs by summarizing the quoted offer for internal teams.

For more information, see the .

Changed in this release

Enhancements to price ramps on quote lines

Modify active ramp segments on amendment quotes to better manage pricing changes over time.

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- Split an active ramp segment into multiple shorter segments within the original term, with the system automatically assigning the correct line types and effective dates for each resulting segment.
- Merge split segments back into the original ramp while the quote is in draft state.
- Remove segments that are no longer needed.
- Edit the quantity in the product configurator. The quantity field for the last ramp segment of configurable and bundled products is read-only.

Quote approvals

Build on existing quote approval workflows with greater control and flexibility

- Receive automated reminder notifications for pending approvals steps based on reminder schedules configured by your administrator.
- View the escalated approver on the approval step card when an approval step is escalated, so you can clearly identify who is responsible for the next action.
- Add ad-hoc approvers to an approval request outside the configured approval workflow when additional review is needed.
- Override an approval to advance a quote when permitted by your organization's approval configuration.

See Advanced Approval Management release notesfor more information.

Activation information

Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Advanced Approval Management

Submit customer quotes for approval and track approval status using approval workflows created in Advanced Approval Management.

CPQ Configurator

The CPQ Configurator interface streamlines the process of configuring and pricing customizable products in Sales and Order Management transactions, such as quotes and orders.

Pricing Management

The Pricing Management application enables your pricing organization to set, manage, and optimize pricing strategies for any Sales and Order Management solution. These pricing strategies enable your sales teams to generate opportunities, quotes, and orders with accurate and competitive pricing quickly.

Sales Agreement Management

The Sales Agreement application captures the scope and conditions from a quote for future sales transactions, over a specified period between a buyer and a seller.

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Partner Relationship Management

The ServiceNow® Partner Relationship Management application provides a unified workspace for sales, delivery, marketing, and operations to help you manage the entire partner life cycle. Partner Relationship Management was enhanced and updated in the Australia release.

Partner Relationship Management highlights for the Australia release

Use the CSM Configurable Workspace to enable your enterprise administrators to view all the details related to their partners and enable channel partners to track opportunities. See Partner Relationship Management for more information.

Important: CSM Configurable WorkspacePartner Relationship Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Install Opportunity Management for Channel Partners

Install the Opportunity Management for Channel Partners plugin (com.snc.partner_relationship_management_oppty) to enable channel partners to track opportunities with channel partners.

Activation information

Install Partner Relationship Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Partner Relationship Management is available with activation of the Partner Relationship Management plugin. For details, see Activate the Return Merchandise Authorization plugin.

Related ServiceNow applications and features

Exploring Customer Service Management

Learn how the Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can increase your customer satisfaction and retention.

Customer Contracts and Entitlements release notes

The ServiceNow® Customer Contracts and Entitlements application provides the foundation for storing and managing customer service contracts and entitlements. Customer Contracts and Entitlements was enhanced and updated in the Australia release.

Customer Contracts and Entitlements highlights for the Australia release

- Support derived priced products in Contracts and Entitlements workflows.
- Support contract consolidation and merge operations.
- Support hierarchical list view for contract lines in customer contracts.
- Enhance contract renewal performance with asynchronous processing.

See Customer Contracts and Entitlements for more information.

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Important: Customer Contracts and Entitlements is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

New in the Australia release

Derived priced products

Reflects dynamically calculated prices, ensuring consistency with underlying pricing logic and improving accuracy across contract#driven workflows.

Contracts consolidation

Enables users to merge multiple customer contract lines into a single consolidated renewed quote line. Users can also merge two renewal quotes for two different contracts into a single renewal quote. This capability will improve operational efficiency across multiple renewal by eliminating reducing duplication.

Contracts hierarchical list

Enable agents to view contract lines under a customer contract record as a collapsible hierarchical list, making it easier to apply workflows at the appropriate root level and navigate complex product offering hierarchies.

Contract renewal performance improvements

Reduce processing time for large-scale renewals by enabling asynchronous processing for contract renewal workflows across quotes, orders, and opportunities.

Activation information

Customer Contracts and Entitlements is a ServiceNow AI Platform feature that is available with activation of the (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Workflow Studio components enable you to invoke flows or subflows that are part of a workflow and are used to find out the output or execution status of the flows or subflows.

Order management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Sales Agreement Management application.

Install base management

ServiceNow® Install Base Management is used to capture a customer's use or purchase of a product across any industry with the Customer Service Management application.

Next Experience UI Builder

ServiceNow® Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Product Catalog Management

ServiceNow® Product Catalog Management organizes products into catalogs and categories so agents can easily find and add products and services to a quote.

Pricing Management

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ServiceNow® Pricing Management helps you set pricing for products and services that can be added to a quote. Pricing Management also enables agents to make pricing adjustments to products in the quote.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tools to tier 1 agents used to respond to customers and resolve cases.

Product Catalog Management and Pricing Management release notes

The ServiceNow® Sales and Order Management applications include the ServiceNow® Product Catalog Management and ServiceNow® Pricing Management features, which enable you to create and manage the product offerings, catalogs, pricing, and discounting strategies used in your organization. These foundational features were enhanced and updated in the Australia release.

Product Catalog Management and Pricing Management highlights for the Australia release

- Support pricing calculations for renewals of products with price and quantity ramps.
- Provide visibility into how the final price for a derived product is determined using adjustment records.
- Set up pricing floor and ceiling controls for product offerings to keep pricing within acceptable ranges.
- Use standard predefined formulas (SUM, AVG, MIN, and MAX) in derived pricing calculations to capture adjustments at each pricing step.
- Enable agents and customers to view attribute-based pricing where the product offering price is based on a combination of attributes.

See Product Catalog Management and Pricing Management for more information.

Important: Product Catalog Management and Pricing Management are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Product Catalog Management and Pricing Management to Australia

Pricing Management v16.0.0 provides a default pricing plan that includes changes to support pricing strategies introduced in this release. If you have been using a custom pricing plan from an earlier release, after upgrading to Pricing Management v16.0.0, the default pricing plan is in a Retired state. Determine whether you want to publish the default pricing plan for use or customize it.

New in the Australia release

Product Catalog Management features

Product families

Create product families to provide hierarchical classification similar to category trees. For example, you can use product families to roll up or aggregate measurable items, such as revenue forecasts for reporting or business insights.

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Pricing Management features

Renewal pricing for products with price and quantity ramps

Calculate renewal pricing for products with price and quantity ramps, using per year, per term, and price only uplift calculation methods.

Derived pricing support for sold products

- Use the `DerivedProductPriceExtensionPoint` extension to determine whether a source line for a quote or sold product and a target line are pairs.
- Use the `getAccountLevelDerivedPricedProductsLookupData(pricingEngineContext)` method to control the records scanned by the pricing engine to determine account-level derived prices for sold products.
- The pricing engine does the following:
  - Displays a message indicating when a change to a source product affects the price of a derived product.
  - Checks product offerings and excludes product offerings with child offerings from derived pricing.

Multi-attribute pricing rules

Display attribute-based pricing on transaction lines, where the offer price is determined by the combination of attributes, by setting up attribute-based pricing for product offerings based on multiple, combined attributes using the Attribute Adjustment matrix.

Blended pricing support for contract renewals

Enable sales agents to apply automatically calculated blended unit prices for renewals, based on the existing product price and the renewal uplift required. Blended pricing is used in upsell and down-sell scenarios and in contract line consolidation.

Changed in this release

Product Catalog Management changes

Product catalog interface enhancement

Quickly identify products with derived pricing through product tiles that display a message stating that the product price varies. Pricing is calculated and updated automatically based on selections made.

Pricing Management changes

Derived pricing enhancements

- The Derived Pricing Matrix supports the following enhancements:
  - Conditions defined on product offering fields for both source and target product offerings
  - Predefined formulas for specifying prices for target product offerings and using floor and ceiling price controls to maintain acceptable price ranges
- Visibility into how the final price for derived products is determined.
- Support for account-level scope, which uses both cart items and sold products when calculating derived prices.

Price and quantity ramp enhancements

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- Enable sales agents to create custom ramp type segments for quotes. Agents can view the cumulative price of product offers across all ramp segments.
- View ramps inside the CPQ Configurator.
- Enable sales agents to create ramps for quotes with amendments, contract renewals, and cancellations.

Delta pricing enhancement

Show the delta pricing view in the CPQ Configurator during modify and amend flows.

Configurable pricing plan enhancement

The Floor and Ceiling Calculation step in the default pricing plan applies the minimum and maximum prices for a product or service to help avoid pricing that isn't competitive or results in poor margins.

Activation information

The Product Catalog Management and Pricing Management features are included with Sales and Order Management store applications and don’t need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrixes from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CPQ Configurator

The CPQ Configurator interface streamlines the process of configuring and pricing customizable products in Sales and Order Management transactions such as quotes and orders.

Quote Management

The Quote Management application enables sales teams to create, configure, and manage customer quotes so that they accurately reflect products, pricing, and discounts throughout the sales cycle.

Sales Agreement Management

The Sales Agreement Management application captures the scope and conditions from a quote for future sales transactions over a specified period between a buyer and a seller.

Sales Forecasting release notes

The ServiceNow® Sales Forecasting application helps you project your future sales and revenue based on data from an opportunity pipeline. Sales Forecasting was enhanced and updated in the Australia release.

Sales Forecasting Highlights for the Australia release

- Recalculate the forecasts on the Sales Forecast dashboard on demand.
- Define individual forecast owners and rollup owners based on their unique forecasting hierarchies.
- Enable multiple forecast models to define and manage forecasting rules.
- Support multiple rollup periods (weekly, monthly, quarterly) simultaneously.

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- Support for submitting forecasts by both territory and product family.
- Enable forecast owners to submit and adjust forecasts at base forecast source.

See Sales Forecasting for more information.

Important: Sales Forecasting is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Real-time forecast rollup updates

Enhance forecast accuracy, reduce latency in pipeline views, and support faster, more informed decision#making by triggering on#demand recalculation for your hierarchy without having to wait for scheduled jobs.

Configurable Forecast Owner and Rollup Owner

Improve parallel forecasting across different product lines or business structures by configuring Forecast Owner and Rollup Owner in the Forecast Model to define ownership and roll#up responsibility.

Support for multiple configurable forecast models

Define and manage forecasting rules beyond the default model by configuring up to ten forecast models to support different forecasting structures.

Multi-Period forecast rollups within a single Forecast Model

Achieve better planning and strategy by configuring and managing forecasting for multiple time periods (weekly, monthly, quarterly) within a single forecast model for flexible data reporting.

Product Family based forecasting

Enable forecast owners to configure forecasting with product family as a secondary hierarchy with the primary hierarchy as territory or sales team. This feature enables forecast managers to submit forecasts for the product families they own and provides real-time rollups by product family and the primary hierarchy.

Enable forecasting at base forecast source

Provide forecast owners and managers with visibility into the opportunities and line items contributing to each forecast number, directly from the dashboard. Support forecast creation, submissions, and adjustments at the individual record level, such as opportunity and opportunity lines.

Activation information

Install Sales Forecasting by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store.

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. Adopting a proactive customer service approach helps increase your customer satisfaction and retention.

Opportunity Management

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The Opportunity Management application provides sales agents and account executives with product recommendations for customers based on a needs analysis. Seamlessly convert sales opportunities to quotes when the customer is ready.

Sales Territory Management release notes

The ServiceNow® Sales Territory Management application structures and optimizes the sales efforts of your organization based on territories. It involves overseeing daily sales activities, adjusting team assignments to verify complete customer coverage, monitoring sales performance against goals, and updating territory assignments as markets change. Sales Territory Management was enhanced and updated in the Australia release.

Sales Territory Management highlights for the Australia release

Sales Territory Member role gets access to view the sales territory associated on the CRM entities like Lead, Opportunity, Account, or Consumer.

See Sales Territory Management for more information.

Important: Sales Territory Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Sales Territory Management features

Sales Territory Management users

Activate the Sales Territory Management plugin to install the Sales Territory Member role for sales execution within assigned territories, with defined ownership, accountability, and territory#based CRM record assignment.

Activation information

Install Sales Territory Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Operations release notes

Security Operations has new and updated features in the Australia release.

Application Vulnerability Response release notes

The ServiceNow® Application Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Application Vulnerability Response was enhanced and updated in the Australia release.

Application Vulnerability Response highlights for the Australia release

- Import application vulnerability response data that includes application, Software Composition Analysis (SCA) and secrets data with the Wiz Application Vulnerability Response Integration.
- If you're currently using Application Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management (USEM) notes for more information about USEM and the Unified Security Exposure Management migration.
- Integrate with supported third-party scanners to import vulnerability data and use automated workflows to prioritize, remediate, and manage findings (application vulnerable items (AVITs)).

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Each application vulnerability represents a vulnerability entry in the Common Weakness Enumeration (CWE) or third-party libraries.

- Monitor your penetration test requests and findings, as well as your team's overall progress in the Penetration Test Workspace.
- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of application vulnerable items in the Vulnerability Manager Workspace.
- Compare application vulnerability-related data and determine if application vulnerabilities are found in an application.

See Application Vulnerability Response for more information.

Important: Application Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Application Vulnerability Response to Australia

- If you are currently using Application Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Application Vulnerability Response and for upgrades to supported third-party integration applications.
- For information about the new features of Vulnerability Response, see the Vulnerability Response release notes.
- For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Australia release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Australia release

Import application, Software Composition Analysis (SCA), findings, Secrets (passwords, tokens and keys) data with the following Wiz Vulnerability integrations:

- Application List Integration
- SCA Findings Integration
- Secret Findings Integration

You can configure these integrations on the Wiz Vulnerability Integration configuration page along with the other Wiz Vulnerability integrations. View imported application list data such as Product Model and Source application ID from Wiz on the Discovered Applications [sn_vul_app_release] table records, and SCA and Secrets data on the Application Vulnerable Items [sn_vul_app_vulnerable_item] table records.

GitHub Application Vulnerability Integration – Generic secrets support

The GitHub Secret Scanning Integration supports imports of generic secrets in addition to standard secrets from your GitHub repositories. An enhanced Manage generic secrets in ServiceNow configuration option lets you control whether generic secrets are ingested. Imported secrets are mapped to Application Vulnerable Items (AVITs) with the scan type, Secret, while generic secrets are mapped with the scan type, Generic Secret.

Improved vulnerability assessment workflows

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- CI filtering for vulnerability assessments: You can now filter which configuration items are included in a vulnerability assessment using a condition builder.
- Business Application population on AVITs: AVITs created from SBOM assessment results now include Business Application information, helping you understand application impact and prioritize remediation.
- Priority roll-down from vulnerability assessments: Updates to the priority of a vulnerability assessment now automatically roll down to associated VITs and AVITs, ensuring consistent prioritization based on the highest severity.

Enhanced Compensatory controls

When new vulnerable items are ingested and associated with a remediation task that already has an approved compensating control, the reduced risk rating is now automatically inherited by those new vulnerable items.

Activation information

Install Application Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Configuration Compliance release notes

The ServiceNow® Configuration Compliance application enables you to prioritize and remediate the most critical configuration-related vulnerabilities in your environment quickly and efficiently. Configuration Compliance was enhanced and updated in the Australia release.

Configuration Compliance highlights for the Australia release

- The AWS Integration for Security Exposure Management supports integrations with AWS Inspector and AWS Security Hub.
- If you're currently using Configuration Compliance and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management (USEM) notes for more information about USEM and the Unified Security Exposure Management migration.
- Import Wiz issues and configuration test results from the Wiz scanners into test results in the Configuration Compliance application with the Vulnerability Response Integration with Wiz.
- With the sn_vulc.remediation_owner role, create remediation tasks manually in the IT Remediation Workspace.
- With the sn_vulc.admin role, create remediation tasks manually in the Vulnerability Manager Workspace.

See Configuration Compliance for more information.

Important: Configuration Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Configuration Compliance to Australia

If you are currently using Configuration Compliance, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Configuration Compliance and for upgrades to supported third-party integration applications.

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The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community.

For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Australia release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Australia release

Qualys parameter to ignore passed test results

Starting with v15.2.5 of Configuration Compliance, the ignore_passed_result integration instance parameter for the Qualys Integration for Security Operations has been added.

This parameter is set to `false` by default so that passed test results imported by Qualys are not ignored.

Set the parameter to **true** to ignore passed test results on import.

> **Note:** If activated, this parameter does not impact closure of the test results. For example, if you activate the parameter, and a failed test result from a previous import has since passed, it will be closed correctly.

The AWS Integration for Security Exposure Management supports integrations with the following AWS services:

- AWS Inspector is an automated vulnerability management service that continuously scans EC2 instances, ECR container images, and Lambda functions for software vulnerabilities (CVEs) and unintended network exposure. The Vulnerability Response integration with AWS Inspector imports host and container vulnerability findings from AWS Inspector.
- AWS Security Hub is a security service that is used to centralize and update security checks across AWS accounts. It provides a unified view of security alerts and compliance status by integrating with various AWS services. The Vulnerability Response integration with AWS Security Hub imports host, container vulnerabilities, and misconfigurations from AWS Security Hub.

Optimized Tenable.io Compliance Results ingestion

Starting with v 6.1.3, the Tenable.io Compliance Results Integration is replaced by the Tenable.io Fixed Compliance Results Integration and Tenable.io Open Compliance Results Integration. Compliance results are now imported based on their status, optimizing ingestion performance and scalability for environments with large volumes of compliance data while keeping remediation and compliance tracking aligned with the current state of findings.

Qualys Integration – API enhancements

The Qualys Vulnerability Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into

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your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations.

Unified Microsoft Defender Integration for Security Exposure Management

The Microsoft Defender for Cloud and Microsoft Defender Threat and Vulnerability Management (MS TVM) plugins are now consolidated into a single plugin: Microsoft Defender Integration for Security Exposure Management. This consolidation deprecates the standalone Microsoft Defender for Cloud plugin. The unified plugin also introduces container image vulnerability ingestion from Microsoft Defender for Cloud, creating Container Vulnerable Items on your instance. A guided migration path is available to transfer existing data from the deprecated applications to the unified plugin.

Remediation task rule execution mode

You can now choose how remediation task rules are evaluated during ingestion. The new Match First execution mode evaluates rules sequentially and applies only the first matching rule, assigning each finding to exactly one remediation task. The default Match All mode continues to evaluate all applicable rules.

Activation information

Install Configuration Compliance and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Container Vulnerability Response release notes

The ServiceNow® Container Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Container Vulnerability Response was enhanced and updated in the Australia release.

Container Vulnerability Response highlights for the Australia release

- The AWS Integration for Security Exposure Management supports integrations with AWS Inspector and AWS Security Hub.
- If you're currently using Container Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management (USEM) notes for more information about USEM and the Unified Security Exposure Management migration.
- Import container image vulnerability data from the Wiz scanners into container vulnerable items (CVITs) with the Vulnerability Response Integration with Wiz.
- With the sn_vul_container.vulnerability_analyst or sn_vul_container.vulnerability_admin role, create container remediation tasks manually in the Vulnerability Manager Workspace.
- With the role sn_vul_container.remediation_owner, create container remediation tasks manually in the IT Remediation Workspace.

See Container Vulnerability Response for more information.

Important: Container Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Container Vulnerability Response to Australia

Enhancements to Container Vulnerability Response permit you to see enriched container vulnerability data on data imports from your third-party scanners. After you upgrade, you must perform a full import to view the features on discovered container image, container image finding, and container vulnerable item records that are described in the following New in the Australia release section.

If you're currently using Container Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Container Vulnerability Response and for upgrades to supported third-party integration applications.

For more information about the released versions of the Container Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Australia release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Australia release

Enhancements to Container Vulnerability Response

The image repository name format for new and existing discovered container images in the Container Vulnerability Response application has been updated to align with the discovery format. Perform a complete import to view the registry/repository enhancements on existing and new records.

- The registry/repository format is supported for all third-party integrations including the Vulnerability Response integration with Palo Alto Networks Prisma Cloud Compute and Vulnerability Response Integration with Wiz third-party integrations.
- Appended all repositories that are associated with an image to the Repository field on records on the Discovered Container Image [sn_vul_container_image] table, which can help you see images from specific repositories.
- The default integration instance parameter for configuring finding keys for the Container Vulnerability Integration includes src_ci, vulnerability, package, image_layer, and image_repository.

Added the source_id column to the Container Image Finding [sn_vul_container_image_findings] table. Mapped the id attribute from imports to the Source id field on findings records for all third-party integrations including the Vulnerability Response Integration with Palo Alto Networks Prisma Cloud Compute and Vulnerability Response Integration with Wiz third-party integrations.

The AWS Integration for Security Exposure Management supports integrations with the following AWS services:

- AWS Inspector is an automated vulnerability management service that continuously scans EC2 instances, ECR container images, and Lambda functions for software vulnerabilities (CVEs) and unintended network exposure. The Vulnerability Response integration with AWS Inspector imports host and container vulnerability findings from AWS Inspector.
- AWS Security Hub is a security service that is used to centralize and update security checks across AWS accounts. It provides a unified view of security

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alerts and compliance status by integrating with various AWS services. The Vulnerability Response integration with AWS Security Hub imports host, container vulnerabilities, and misconfigurations from AWS Security Hub.

Unified Microsoft Defender Integration for Security Exposure Management

The Microsoft Defender for Cloud and Microsoft Defender Threat and Vulnerability Management (MS TVM) plugins are now consolidated into a single plugin: Microsoft Defender Integration for Security Exposure Management. This consolidation deprecates the standalone Microsoft Defender for Cloud plugin. The unified plugin also introduces container image vulnerability ingestion from Microsoft Defender for Cloud, creating Container Vulnerable Items on your instance. A guided migration path is available to transfer existing data from the deprecated applications to the unified plugin.

Configure Image Vulnerability keys for Container Vulnerability Response CVIT creation

Configure records on the Configure Image Vulnerability Keys [sn_vul_container_image_vulnerability_keys] table in your ServiceNow AI Platform® instance for the Image Vulnerability Keys that create container vulnerable items (CVIT)s.

- The Universally Unique Identifier (UUID) provided by Wiz is now mapped as the detection key for the Wiz Host Vulnerability integration.
- AWS ECS (Elastic Container Service) and AWS EKS (Elastic Kubernetes Service) environments are supported.
- Cluster and Service are supported for AWS ECS environments.
- Namespace, Registry, and Service are supported for AWS EKS environments.
- Choose either Scanner (third-party scanners) or Discovery (Configuration Management Database (CMDB)) as sources for data import for AWS ECS and AWS EKS.

  Note:

  If you choose **Discovery** as the data source, the Populate image relationships scheduled job runs daily to pre-import cluster and service details, and you should schedule your third-party integration runs at least 4 hours after this scheduled job is completed to verify that the pre-import data is available. This job is activated by default, but you must set the schedule so it runs before your scheduled third-party integration runs.

  For new customers only: The system property, sn_vul_container.image_relationship_mapping_months sets the number of previous months (1-12) that you want your third-party integration to look for container image updates when processing relationship mappings. This data is used to filter images by the sys_updated_on field. The default setting is three months. After you configure the integration run, relationship mapping is created for images which have been scanned in the last 90 days and present in discovered container images.

- Column labels on the Container Vulnerable item [sn_vul_container_image_vulnerable_item] table are updated to support the scanner and discovery options, depending on your choice on the Configure Image Vulnerability Keys configuration page:

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- Cluster (Scanner) Namespace (scanner), and Service (scanner) for scanner data
- Cluster (Discovery), Namespace (Discovery) and Service (Discovery) for Discovery

Deprecated features

- The Path Column in the Container Image Package [sn_vul_container_image_package] table for the Vulnerability Response Integration with Palo Alto Networks Prisma Cloud Compute and Vulnerability Response Integration with Wiz third-party integrations. Path tracking has been moved to the Path Column on the Container Image Finding [sn_vul_container_image_findings] table to support accurate and consistent path and image association.

  If you use these integrations you must refer to the Path column available on the Container Image Finding [sn_vul_container_image_findings] table.

- The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you're currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. See more information about the Wiz integration at SecOps articles on the Security Operations Community.

Activation information

Install Container Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Vulnerability Response release notes

The ServiceNow® Now Assist for Vulnerability Response application can help your vulnerability analysts and remediation owners resolve vulnerable items autonomously with intelligent workflows and generative AI skills. Now Assist for Vulnerability Response was enhanced and updated in the Australia release to support the new AI native experience in the Vulnerability Response and Unified Security Exposure Management (USEM) workspaces.

Now Assist for Vulnerability Response highlights for the Australia release

For more information about application feature, generative AI skill, agentic workflows, and AI agents with Now Assist for Vulnerability Response, see Now Assist for Vulnerability Response.

Important: Now Assist for Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Vulnerability Response to Australia

To access the new AI native experience in the Vulnerability Response or Unified Security Exposure Management (USEM) workspaces, you must upgrade to the Australia release.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

For existing customers who have not upgraded to Australia, generative AI skills, agents, and workflows are supported in the Vulnerability Response workspaces and are included with the Now Assist for Vulnerability Response application.

Activation information

Install applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Incident Response release notes

The ServiceNow® Security Incident Response (SIR) application helps your organization connect security and IT teams, respond faster and efficiently to threats, and gain insight into your organization's security posture. Security Incident Response was enhanced and updated in the Australia release.

Security Incident Response highlights for the Australia release

- Enable automated response actions by integrating CrowdStrike Next-Gen SIEM with the ServiceNow Security Incident Response platform to retrieve detections and convert them into security incidents.
- Fetch closed offenses from IBM QRadar into Security Incident Response.
- Rapidly build integrations for Security Incident Response using auto-code generation through the Now Assist LLM-powered integration builder.
- Ingest MITRE D3FEND data and visualize attack–defense relationships through an interactive graph directly within a security incident.

See Security Incident Response for more information.

Important: Security Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

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CrowdStrike Next-Gen SIEM integration

As a profile admin:

- Discover CrowdStrike Next-Gen SIEM detections that are candidates for security incidents and automate the creation of these security incidents.
- Create detection profiles.
- Map CrowdStrike Next-Gen SIEM detection and events fields to SIR security incident fields.
- Filter CrowdStrike Next-Gen SIEM defects.
- Aggregate detections to existing open security incidents so you don't have to create duplicate security incidents.
- Automate CrowdStrike Next-Gen SIEM detection status updates for Security Incident Response.
- Synchronize CrowdStrike Next-Gen SIEM detection comments with SIR Work notes.

Components installed with Security Incident Response

A new Profile Admin role (sn_si.ingestion_profile_admin) provides access to configure plugins, and enables you to create, edit, delete, and manage profiles for Splunk ES, Splunk Enterprise Event Ingestion, and Microsoft Azure Sentinel integration for Security Operations application.

Add unmatched affected user for security incidents

The new “Security Incident Unmatched Users” table captures unmatched affected user records for security incidents, enabling analysts to identify and address discrepancies when user records don't match existing system records.

LLM-powered SIR integration builder

With the latest LLM-powered integrations on the ServiceNow AI Platform, you can create product-ready integration quickly. The LLM-powered integration builder has the following capabilities:

- Automatically generates integration code from a public API documentation
- Provides guided setup built on existing capabilities
- Provides easy edit and maintenance of the generated auto code

MITRE D3FEND framework

Security administrators can now ingest MITRE D3FEND data. Security analysts can explore MITRE ATT&CK and D3FEND techniques through an interactive, node-based visualization that maps attack techniques, defense techniques, and related artifacts within a Security Incident Response record.

Preserve manual security tags and restrict removal

Manual security tags applied by analysts are preserved when automatic tagging rules execute on security incidents, avoiding inadvertent tag removal during automated processes. Analysts can no longer manually remove security tags once applied to an incident, ensuring tag consistency throughout the incident life cycle.

Assign parent relationships to similar security incidents

Select multiple similar security incidents from the Similar Security Incidents related list and link them as children to the current security incident using the **Link as children** button.

View and update Security Incident Response system properties

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View and update system properties specific to the Security Incident Response workspace directly from the workspace administration settings interface.

Create quick filters for Security Incidents and Response Tasks lists

Enable rapid filtering of security incident lists based on predefined criteria by creating and managing quick filters for the Security incident [sn.si.incident] and Response tasks [sn_si_task] tables within the SIR Workspace. Filters are stored in the Quick Filters [sn_si_aw_quick_filters] table.

Configure auto refresh interval for security incident lists

Set up refreshing of the security incident list at specified intervals by using the `sn_si_incident.auto_refresh_interval` system property. The default refresh rate is five minutes.

Control external user access to security incident

SOC users can grant read-only access to specific security incidents for defined external users through the **Access to security incident** field in the SIR workspace.

Configure default landing tab for security analysts

Customize the default landing tab for security analysts and security managers when they open a security incident.

Compose emails from Response Tasks and Investigation tabs

Send emails without having to switch tabs by composing them directly from the Response Tasks and the Investigation tabs of a security incident.

Configure default view for contextual menu

Determine whether the contextual menu panel for a security incident is expanded or collapsed by default when a security analyst opens a security incident.

Changed in this release

Assign groups in PIR user assignment rules

User Assignment Rules for Post-Incident Review (PIR) assessments in the SIR module now support group-based assignment in addition to individual user selection. You can configure assignment rules using groups. The PIR automatically reflects group membership updates without requiring manual edits to the assignment rules configuration.

Activation information

Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Operations common functionality

The Security Support Common plugin is activated when any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated.

Plugin information

Deprecated plugin

The following plugin is deprecated in Australia:

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Security Incident Response UI (sn_app_secops_ui): This plugin is replaced by Security Incident Response Workspace (sn_si_aw).

Related ServiceNow applications and features

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and provide a definitive view of your security posture.

Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

Threat Intelligence Security Center release notes

The ServiceNow® Threat Intelligence Security Center application enables your organization to connect security and IT teams so you can respond faster and more efficiently to threats. Threat Intelligence Security Center was enhanced and updated in the Australia release.

Threat Intelligence Security Center highlights for the Australia release

- Introduced observable enrichment through the Have I been pwned? integration, enabling analysts to determine whether email address and domain observables appear in known data breaches and review associated breach metadata.
- Enhanced the vulnerability schema to support additional intelligence fields such as CVSS scoring, exploit details, and remediation information and RSS feed processing with support for additional fields such as tags, taxonomies, and expiration time, and enabled linking RSS feed to related artifacts.
- Added support for managing vulnerability intelligence in the Threat Intelligence Library, including related products, vendors, CWEs, and associated remediations, identifiers, attributes, and vendor comments.
- Added automated tagging and MITRE-ATT&CK extraction rules to apply tags, taxonomies, and associate relevant techniques. Added automated cleanup of duplicate source records generated during the aggregation process.
- Added automated zero day vulnerability detection from RSS feeds with enhanced correlation, streamlined Security Incident Response workflows, and integrated intelligence context in Security Incident to support faster threat analysis.

See Threat Intelligence Security Center for more information.

Important: Threat Intelligence Security Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Have I Been Pwned integration

Added support in TISC for Have I been pwned? (HIBP) observable enrichment, enabling analysts to identify whether observables have been exposed in known data breaches instances.

Configure Tagging Rules in TISC

Introduced automated tagging of RSS feed records using configurable tagging rules to apply tags and taxonomies.

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Create a CWE record

Introduced CWEs as related entities with support for relationship linking.

Create Remediations

Introduced remediations as related entities with support for relationship linking and added support for managing remediations.

Create a Product

Introduced products as related entities with support for relationship linking.

Create a Vendor to a Vulnerability

Associated vendors as related entities with support for relationship linking.

Automatically generate zero day vulnerability records from flagged RSS feeds with extracted and linked CPE, CWE, and CVE details for enhanced threat analysis. The catalog now includes the RSS feed for **Google Project Zero**, enabling real-time detection of emerging threats.

Initiate vulnerability assessments directly from identified issues for faster risk evaluation. Sample workflows and flow actions are included to automate the assessment process.

Create security incident records directly from detected vulnerabilities to expedite incident response and streamline threat management workflows.

View vulnerabilities and related intelligence in the **TISC Context** tab of Security Incident Response Workspace, allowing analysts to quickly access risk data during investigations without navigating to separate records.

UI changes

TISC Library Repository

Enhanced Threat Intelligence Library list views by grouping observables, indicators, threat entities, RSS feed, and vulnerability artifacts into appropriate categories for improved navigation.

Introduced a new button **Create Vulnerability Assessment** to conduct a vulnerability assessment for a specific vulnerability.

Introduced a new button **Create Security Incident** to facilitate identifying vulnerabilities and enable faster incident response within the threat analysis.

Threat Intelligence Security Center Catalog

Introduced a new catalog entry which includes the RSS feed for **Google Project Zero**, enabling real-time detection of emerging threats.

Changed in this release

MITRE ATT&CK Technique Extraction Rules and View extracted MITRE ATT&CK Techniques

Enabled MITRE-ATT&CK extraction rules for RSS feed to map and associate MITRE-ATT&CK techniques.

View RSS Feeds

Enhanced the RSS feed schema and parsers to support additional fields, including tags, taxonomies, status, and expiration time.

Export intelligence data , , and Add to TAXII Collections from Library List View

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Enhanced STIX 2.1 export to include Traffic Light Protocol (TLP) definitions applied to intelligence objects as TLP 2.0 marking definition objects. For more information, see Marking Definition.

System properties for TISC Reports

The system property `sn_sec_tisc.reporting.email_template_sn_sec_tisc_case` is no longer supported in TISC. It has been renamed to `sn_sec_tisc.default_report_email_template`, effective with the latest release.

Configure custom MISP API feed

Enhanced MISP API feed ingestion to handle events when the published timestamp is greater than the modified timestamp.

Define Vulnerability and Access the Vulnerability Entities

Enhanced the vulnerability schema to support additional vulnerability intelligence fields related to CVSS scoring, exploit details, and remediation information.

Activation information

Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Threat Intelligence

The ServiceNow Threat Intelligence application displays indicators of compromise (IoC) and enables you to enrich security incidents with threat intelligence data.

Security Incident Response

With Security Incident Response manage the life cycle of your security incidents from initial analysis to containment, eradication, and recovery. Security Incident Response enables you to get a comprehensive understanding of incident response procedures performed by your analysts, and understand trends and bottlenecks in those procedures with analytic-driven dashboards and reporting.

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

Security Operations common functionality

The Security Support Common plugin is activated when any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated.

Unified Security Exposure Management (USEM) notes

The ServiceNow® Unified Security Exposure Management (USEM) application enhances exposure management with role-based views, enabling faster decision-making, efficient task handling, and streamlined approvals. It centralizes workflows, improves visibility across exposures, and enforces governance through configurable rules. With consistent navigation and integrated configuration, USEM boosts productivity, collaboration, and control across security operations, delivering a unified experience for exposures across assets. USEM was enhanced and updated in the Australia release.

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Unified Security Exposure Management highlights for the Australia release

- USEM was enhanced and updated in the Australia release to support the new AI native experience.
- Administrators can manage user and group role assignments, create/update watchdogs with custom conditions, and access a centralized Advanced Settings page — all directly from the Security Exposure Management Workspace, eliminating the need to navigate multiple configuration pages.
- Assign tags to security incidents, response tasks, vulnerable items, observables, IoCs, and security cases to define metadata and access control all directly from the Security Exposure Management Workspace.
- Third-party source severity fields are now normalized into standard ServiceNow severity values all directly in the Security Exposure Management Workspace.
- Approvers can bulk approve or reject multiple requests in a single action.
- The AWS Integration for Security Exposure Management supports integrations with AWS Inspector and AWS Security Hub.

See Unified Security Exposure Management (USEM) for more information.

Important: Unified Security Exposure Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Unified Security Exposure Management to Australia

To access the new AI native experience in the Unified Security Exposure Management (USEM) workspace, you must upgrade to the Australia release.

> The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:
>
> - Foundation: AI basics to deliver insights
> - Advanced: AI to boost productivity across relevant use cases
> - Prime: Act autonomously with all AI assets, and create your own
>
> Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Unified Security Exposure Management is available to all customers who are entitled to Vulnerability Response, however, migrating to USEM is a major upgrade that introduces a unified architecture for improved performance, scalability, and streamlined workflows. Before upgrading, leverage the Migration assistant for Unified Security Exposure Management that is available as an update set. See the Migration Guidance to Unified Security Exposure Management [KB2556844] Knowledge Base article for more information. This tool provides a guided experience for plugin installation, data mapping, rule migration, and post-migration validation, reducing risk and manual effort. Ensure that all integrations and workflows are reviewed for compatibility before initiating migration. For more information, see Migrating from Vulnerability Response to Unified Security Exposure Management (USEM) and Migrate to Unified Security Exposure Management (USEM) from Vulnerability Response.

New in the Australia release

Auto-close rules now run in parallel, reducing processing time for large datasets

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Previously, auto-close rules ran as a single sequential job. Starting with v30.3.3, the system automatically splits processing into multiple concurrent jobs based on data volume — no configuration required. Simply enable an auto-close rule and the system handles the rest.

Deferred migration option for Unified Security Exposure Management (USEM)

If you're not ready to migrate to Unified Security Exposure Management (USEM), you can select **Upgrade later** button to defer the process. The Migration Assistant will be hidden from the main view but remains accessible via the Filter Navigator whenever you're ready to proceed.

Configure users and groups in Security Exposure Management Workspace

Administrators can now assign and remove product-specific roles for users and groups directly from the Security Exposure Management workspace. This workspace-based experience provides a consistent, centralized interface for controlling access across supported exposure management products.

Security tag groups and tags for organized security content

Administrators can now create and manage security tag groups and tags directly from the Security Exposure Management Workspace. Tags can be applied to security incidents, response tasks, vulnerable items, observables, IoCs, and security cases to attach metadata to responding records and define access controls for specific types of security content.

Watchdog configuration

Administrators can now create and manage watchdogs from the Security Exposure Management Workspace. Each watchdog monitors a specified table for conditions you define, and can be configured to notify designated users or groups when those conditions are met.

Severity mapping for third-party integrations

Administrators can now create and manage severity maps from the Security Exposure Management Workspace. Severity mapping normalizes source-specific severity fields from third-party integrations into the standardized severity scale used by Unified Security Exposure Management. This ensures consistent severity representation across all integrated data sources.

Background job configuration

A new Background Job Configuration tile is now available in the Other section of the Security Exposure Management Workspace Administration console. Selecting the tile opens the Background Job Configuration page providing a consistent workspace-based entry point for managing background job settings.

Advanced settings

Administrators can now configure advanced system-level settings from the Security Exposure Management Workspace. The Advanced Settings page provides a single location for managing behavior across exposure management, remediation workflows, compliance handling, and service impact calculations.

Bulk approval and rejection

Approvers can now process multiple exception requests simultaneously from a single list view, which can help with significantly reducing manual effort for high-volume approval workflows.

New KPI tiles for exception management

Added new KPI tiles to the Exception Management dashboard for Expiring Exceptions, Exception Extensions, and Repeated Rejections, giving approvers and managers additional visibility into exception health and lifecycle trends.

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The AWS Integration for Security Exposure Management supports integrations with the following AWS services:

- AWS Inspector is an automated vulnerability management service that continuously scans EC2 instances, ECR container images, and Lambda functions for software vulnerabilities (CVEs) and unintended network exposure. The Vulnerability Response integration with AWS Inspector imports host and container vulnerability findings from AWS Inspector.
- AWS Security Hub is a security service that is used to centralize and update security checks across AWS accounts. It provides a unified view of security alerts and compliance status by integrating with various AWS services. The Vulnerability Response integration with AWS Security Hub imports host, container vulnerabilities, and misconfigurations from AWS Security Hub.

Unified Microsoft Defender Integration for Security Exposure Management

The Microsoft Defender for Cloud and Microsoft Defender Threat and Vulnerability Management (MS TVM) plugins are now consolidated into a single plugin: Microsoft Defender Integration for Security Exposure Management. This consolidation deprecates the standalone Microsoft Defender for Cloud plugin. The unified plugin also introduces container image vulnerability ingestion from Microsoft Defender for Cloud, creating Container Vulnerable Items on your instance. A guided migration path is available to transfer existing data from the deprecated applications to the unified plugin.

Optimized Tenable.io Compliance Results ingestion

Starting with v 6.1.3, the Tenable.io Compliance Results Integration is replaced by the Tenable.io Fixed Compliance Results Integration and Tenable.io Open Compliance Results Integration. Compliance results are now imported based on their status, optimizing ingestion performance and scalability for environments with large volumes of compliance data while keeping remediation and compliance tracking aligned with the current state of findings.

Qualys Integration – API enhancements

The Qualys Vulnerability Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations.

GitHub Application Vulnerability Integration – Generic secrets support

The GitHub Secret Scanning Integration now imports generic secrets in addition to standard secrets from your GitHub repositories. A new Manage generic secrets in ServiceNow configuration option lets you control whether generic secrets are ingested. Imported secrets are mapped to Application Vulnerable Items (AVIs) with the scan type, `Secret`, while generic secrets are mapped with the scan type, `Generic Secret`.

Changed in this release

Improved vulnerability assessment workflows

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- CI filtering for vulnerability assessments: You can now filter which configuration items are included in a vulnerability assessment using a condition builder.
- Business Application population on AVITs: AVITs created from SBOM assessment results now include Business Application information, helping you understand application impact and prioritize remediation.
- Priority roll-down from vulnerability assessments: Updates to the priority of a vulnerability assessment now automatically roll down to associated VITs and AVITs, ensuring consistent prioritization based on the highest severity.

Remediation task rule execution mode

You can now choose how remediation task rules are evaluated during ingestion. The new Match First execution mode evaluates rules sequentially and applies only the first matching rule, assigning each finding to exactly one remediation task. The default Match All mode continues to evaluate all applicable rules.

Enhanced Compensatory controls

When new vulnerable items are ingested and associated with a remediation task that already has an approved compensating control, the reduced risk rating is now automatically inherited by those new vulnerable items.

Activation information

Install Unified Security Exposure Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Vulnerability Response release notes

The ServiceNow® Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Vulnerability Response was enhanced and updated in the Australia release.

Vulnerability Response highlights for the Australia release

- The AWS Integration for Security Exposure Management supports integrations with AWS Inspector and AWS Security Hub.
- The Central Vulnerability Database (CVDB) introduces a source-agnostic vulnerability data layer that consolidates data from multiple sources, improving accuracy and traceability.
- Define the number of background jobs that run concurrently to reduce system resource consumption, with a new Background Job Configuration tile available in the Vulnerability Manager Workspace Admin console under the Others section.

See Vulnerability Response for more information.

Important: Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Vulnerability Response to Australia

If you're currently using Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Vulnerability Response and for upgrades to supported third-party integration applications.

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For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Australia release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base

New in the Australia release

Unified Microsoft Defender Integration for Security Exposure Management

The Microsoft Defender for Cloud and Microsoft Defender Threat and Vulnerability Management (MS TVM) plugins are now consolidated into a single plugin: Microsoft Defender Integration for Security Exposure Management. This consolidation deprecates the standalone Microsoft Defender for Cloud plugin. The unified plugin also introduces container image vulnerability ingestion from Microsoft Defender for Cloud, creating Container Vulnerable Items on your instance. A guided migration path is available to transfer existing data from the deprecated applications to the unified plugin.

The AWS Integration for Security Exposure Management supports integrations with the following AWS services:

- AWS Inspector is an automated vulnerability management service that continuously scans EC2 instances, ECR container images, and Lambda functions for software vulnerabilities (CVEs) and unintended network exposure. The Vulnerability Response integration with AWS Inspector imports host and container vulnerability findings from AWS Inspector.
- AWS Security Hub is a security service that is used to centralize and update security checks across AWS accounts. It provides a unified view of security alerts and compliance status by integrating with various AWS services. The Vulnerability Response integration with AWS Security Hub imports host, container vulnerabilities, and misconfigurations from AWS Security Hub.

Optimized Tenable.io Compliance Results ingestion

Starting with v 6.1.3, the Tenable.io Compliance Results Integration is replaced by the Tenable.io Fixed Compliance Results Integration and Tenable.io Open Compliance Results Integration. Compliance results are now imported based on their status, optimizing ingestion performance and scalability for environments with large volumes of compliance data while keeping remediation and compliance tracking aligned with the current state of findings.

Qualys Integration – API enhancements

The Qualys Vulnerability Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations.

Vulnerability Data Management with Central Vulnerability Database (CVDB)

The Central Vulnerability Database (CVDB) introduces a unified, source-agnostic vulnerability data layer that consolidates data from multiple sources into a single authoritative record, improving accuracy, consistency, and traceability. Key capabilities include:

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- Unified vulnerability record: Correlates vulnerability data from multiple sources, supports sources including National Vulnerability Database (NVD), scanner intelligence, European Union Vulnerability Database, Japanese Vulnerability Database, and vulnerability intelligence feeds.
- Priority-based data reconciliation configuration:
  - Field-level priority: Ensures each attribute (e.g., CVSS, remediation, exploit status) can be configured from the most reliable provider.
  - Source-level priority: Applies a global ranking when field-level rules are not defined.
  - Hybrid model: Field-level rules take precedence, with source-level fallback; all source data is preserved for full traceability.
- Source attribution and traceability: Maintains detailed source metadata, timestamps, and change history to ensure full auditability and transparency.
- Data enrichment: Combines CVSS scores, exploit intelligence, and remediation guidance to provide a richer and more actionable vulnerability context.

Changed in this release

Vulnerability Response assignment rules

The sn_vul.rerun_task_rules system property for rerunning assignment rules was changed to sn_sec_rem.rerun_task_rules. Users must activate this property (set to 'true') to rerun assignment rules.

Improved vulnerability assessment workflows

- CI filtering for vulnerability assessments: You can now filter which configuration items are included in a vulnerability assessment using a condition builder.
- Business Application population on AVITs: AVITs created from SBOM assessment results now include Business Application information, helping you understand application impact and prioritize remediation.
- Priority roll-down from vulnerability assessments: Updates to the priority of a vulnerability assessment now automatically roll down to associated VITs and AVITs, ensuring consistent prioritization based on the highest severity.

Remediation task rule execution mode

You can now choose how remediation task rules are evaluated during ingestion. The new Match First execution mode evaluates rules sequentially and applies only the first matching rule, assigning each finding to exactly one remediation task. The default Match All mode continues to evaluate all applicable rules.

Enhanced Compensatory controls

When new vulnerable items are ingested and associated with a remediation task that already has an approved compensating control, the reduced risk rating is now automatically inherited by those new vulnerable items.

Activation information

Install Vulnerability Response and supported third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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ServiceNow AI Platform administration release notes

ServiceNow AI Platform® administration product enhancements and updates in the Australia release.

Use ServiceNow AI Platform administration features to address the business needs of your organization. Administration features are active by default on all instances.

AI Search release notes

The ServiceNow® AI Search application provides a consumer-grade search experience for ServiceNow AI Platform® users. AI Search was enhanced and updated in the Australia release.

AI Search highlights for the Australia release

Australia Patch 1

- Provide actionable search and chat responses in global and workspace search with support for Now Assist Multi-Content Response Genius Results.
- Improve search precision and contextual relevance with hybrid search.
- Augment the enhanced chat experience by configuring AI Search as the source for Ask Now Assist suggestions.
- Gain insights into search behavior with a refreshed and updated Search Preview UI.

See AI Search for more information.

New in the Australia release

Australia Patch 1

Improve search precision and contextual relevance with hybrid search

Hybrid search combines keyword-based search with semantic understanding to deliver more accurate and relevant search results, with fewer zero-result searches.

Configure AI Search as the source for Ask Now Assist suggestions

Admins can configure the system to use AI Search as the source for Ask Now Assist suggestions in enhanced chat. Making this change activates suggestion term highlighting in Ask Now Assist and provides improvements such as wildcard searching and lemmatization for suggestions.

UI changes

By default, AI Search displays no borders between search result cards on the portal search results page. Administrators can enable display of borders between search result cards on the portal search results page by configuring the Faceted Search Service Portal widget.

By default, AI Search displays no borders between search result cards on the global search results page. Administrators can enable display of borders between search result cards on the global search results page by configuring the search result wrapper component for the Unified Navigation app in UI Builder.

Changed in this release

Australia Patch 1

Now Assist Multi-Content Response Genius Results

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If you have Now Assist in AI Search installed, Now Assist Multi-Content Response Genius Results are supported in global and workspace search. Activating Now Assist Multi-Content Response Genius Results in global or workspace search profiles overrides all other Genius Result configurations, so that global and workspace searches only display Genius Result answers from Now Assist Multi-Content Response Genius Results. Virtual Agent topic citations from Now Assist Multi-Content Response Genius Result answers in global or workspace search open the selected topic in the Now Assist panel so the user can continue their conversation on that topic.

Search Suggestions

Search administrators with the ais_admin granular admin role can access all Search Suggestions tables. Assign search administrators this role to eliminate needless propagation of full admin access.

Gain insights into search behavior with a refreshed and updated Search Preview UI.

Preview search query results using settings from a search application configuration or a search profile. Choose between keyword and hybrid search modes. Display search results as individual EVAM cards or as a JSON-format search query response object, with search and syntax highlighting. Review search query behavior and results and specify search query settings with the new Summary, Genius Results, Details, and Profile admin tools.

Activation information

AI Search is a ServiceNow AI Platform feature that is active by default.

Browser requirements

AI Search doesn't support Internet Explorer.

Localization information

AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

Related ServiceNow applications and features

Advanced AI Search Management Tools

The Advanced AI Search Management Tools application adds new functionality to AI Search. Administrators can review dashboards with metrics, trends, and reports relating to AI Search usage and configuration.

Now Assist in AI Search

The Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated answers from relevant Knowledge articles.

External Content Connectors

The External Content Connectors ServiceNow Store application enables AI Search applications to search content and metadata from supported external source systems, including Atlassian Confluence Cloud, Atlassian Jira, Google Drive, Microsoft SharePoint Online, Microsoft Teams, Salesforce Slack, ServiceNow product documentation, and public websites supported by the predefined web sources external content connector.

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Application Manager release notes

The ServiceNow® Application Manager enables you to install, update, and manage licensed applications and plugins for your instance. Application Manager was enhanced and updated in the Australia release.

Application Manager highlights for the Australia release

- Reduce potential runtime errors by installing and updating Now Assist applications with suites of interdependent versions.
- View all ServiceNow Store applications that are licensed or available for procurement from the **Available for you** tab.
- Gain insights about application installation requirements and blockers with application state indicators.

See Application Manager for more information.

Important information for upgrading Application Manager to Australia

Application Manager is active by default on instances on the Australia release. Upgrade your instance to Australia patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.

New in the Australia release

Now Assist suites for version compatibility

Use the Application Manager to install and update Now Assist applications with suites of compatible application versions. Now Assist suites help verify that new Now Assist applications and versions remain compatible with the ones already installed to your instance.

Application state indicators

Review information about any applicable installation considerations, requirements, and blockers in the header of application details.

UI changes

Coral theme

The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI:

- A fully overhauled color system for smoother gradients and better contrast.
- Softer outlines and more rounded components for a modern, accessible look.
- A significantly improved dark mode with deeper blue tones for reduced eye strain.
- New AI gradient styles and subtle animations to highlight intelligent features.
- Smarter focus behavior that reduces visual clutter for mouse users.

Changed in this release

Unlicensed application information

In addition to details about applications that are already licensed, the "Available for you" tab of the Application Manager now includes information about applications that haven't been procured from the ServiceNow Store yet.

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Activation information

Application Manager is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

ServiceNow Store

Get applications that haven't been licensed yet from the ServiceNow Store, then install and update them through the Application Manager.

Now Assist

The Application Manager helps verify that Now Assist applications that you install or update remain compatible with any other Now Assist applications on your ServiceNow AI Platform instance.

Clone Admin Console release notes

The ServiceNow® Clone Admin Console application copies data and metadata from one ServiceNow instance to another ServiceNow instance to easily synchronize your instances. Clone Admin Console was enhanced and updated in the Australia release.

Clone Admin Console highlights for the Australia release

- Access all clone functions from the Clone Admin Console menu navigation item.
- Submit additional clone requests to a target instance with an existing scheduled clone that is at least seven days apart.

See Instance Clone for more information.

Changed in this release

Updated clone menu navigation items

All clone-related functions are now available under the Clone Admin Console menu navigation item.

Submit a new clone even if another clone is scheduled

Create an additional clone request even if there's already a future clone for that target. This feature helps with the limitation where you can't submit another clone until all existing requests have been canceled.

Clone summary

Help prevent clone conflicts with the Clone summary, which highlights clones that are scheduled in the next 30 days that involve the same target instance.

Deprecated Features

- Clone requests via lists and forms (legacy) are no longer supported. The page redirects to the new request page after 30 seconds.
- Legacy clones no longer appear in the Clone Admin Console dashboard.

Activation information

Clone Admin Console is a ServiceNow AI Platform feature that is active by default.

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Data Management release notes

The ServiceNow® Data Management capabilities enable you to manage the growth of data in your instance. Data Management capabilities were enhanced and updated in the Australia release.

Data Management highlights for the Australia release

- Store archive records and attachments in a secondary object storage outside the primary instance.
- Enable users to complete administrative tasks in Data Management without the full admin role.

See Data Management for more information.

New in the Australia release

Archive data in secondary object storage

Store archive records and attachments in columnar format in an object storage outside the primary instance, freeing up primary storage and improving query performance for active data. The secondary object storage is exclusive to RaptorDB Professional V2.

Granular admin role

Enable administrators to perform basic Data Management tasks by granting the data_mgmt_tools_admin role instead of the full admin role.

Activation information

Data Management and system archiving are ServiceNow AI Platform capabilities that are active by default.

The ability to store archive data in object storage is available with activation of the Data Archiving (com.glide.db.columnar.archive) plugin, which requires a separate subscription. For details, see Activate columnar storage.

Plugin information

New plugins

The following plugins are new in Australia:

- Data Archiving (com.glide.db.columnar.archive): Enables you to archive data in object storage and set up scheduled jobs to migrate archive tables.

Instance Scan release notes

The ServiceNow® Instance Scan engine is used to interrogate your instance for configurations that indicate health issues and identify opportunities to address ideal configurations. Instance Scan was enhanced and updated in the Australia release.

Instance Scan highlights for the Australia release

- Enable parallel scans to streamline processing and reduce completion times.
- Experience the new scan_check_writer role to write checks in the Instance Scan table.
- Execute scans on inactive and base system records by enabling certain system properties.

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See Instance Scan for more information.

New in the Australia release

Parallel execution of scans

Enable parallel execution of scans instead of sequential processing, eliminating bottlenecks and significantly reducing completion times.

New role to write checks in Instance Scan

Experience the new scan_check_writer role that has the privilege to write checks on the scan_check table.

Instance Scan extension for IDE

You can now access Instance Scan from integrated development environment (IDE) on the ServiceNow AI Platform.

Changed in this release

Scan execution of inactive and base system checks

You can now execute scans on inactive checks by setting the glide.scan.inactive_records property to true. Add and enable glide.scan.base_system_records property to execute scans on base system checks.

Activation information

Instance Scan is a ServiceNow AI Platform feature that is active by default.

Legacy Application Manager release notes

The ServiceNow® Legacy Application Manager application enables administrators to install and manage applications. This application is deprecated as of Australia patch 1.

Deprecated features

Legacy Application Manager is being deprecated as of Australia patch 1. Bookmarks to Legacy Application Manager redirect to the new Application Manager experience.

Localization Workspace release notes

The ServiceNow® Localization Workspace application is a targeted translation management experience for content owners and translation fulfillers that you can use to manage and deliver multilingual content at scale. Localization Workspace was enhanced and updated in the Australia release.

Localization Workspace highlights for the Australia release

- Set up language providers and language groups with confidence, assisted by the new Guided Tours in the Localization Workspace interface.
- Upload your glossaries to the new **Language Asset Management** tab for editing and storage.
- Cancel translation requests, delete draft requests, and review archived requests from the Localization Workspace landing page.
- View the translation method from the translation request summary.
- Use intelligent due date suggestions based on the size and scope of your requests when creating translation requests.

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See Localization Workspace for more information.

Important: Localization Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Guided tours in the Localization Workspace interface

Leverage new guided tours that assist users with setting up language providers and language groups.

Language Asset Management

Upload, store, and edit multiple glossaries in the new **Language Asset Management** tab of Localization Workspace. Each glossary can include terms translated into multiple languages. In the Australia release, Language Asset Management provides upload, storage, and editing functions only.

Changed in this release

Cancel translation requests, delete draft requests, and review archived requests from the landing page

Monitor and control your requests on the landing page with functions to cancel translation requests, delete draft requests, and review archived requests.

View the translation method from the translation request summary

View the translation method, such as TMS or machine translation, from the translation request summary. The summary is available from the My Requests list on the landing page.

Use intelligent due date suggestions based on the size and scope of your requests

Use intelligent due date suggestions, which provide an estimated completion date for your translations, based on the size and scope of your translation request. You can accept the suggested due date when submitting your request.

Activation information

Install Localization Workspace by requesting it from the ServiceNow Store. See Localization Workspace on the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Dynamic Translation

Translate user-generated content live on your instance to streamline communication for your agents and end users. Integrate with the machine translation service provider of your choice to enable translation on forms, activity streams, and chats.

Localization Framework

Localization Framework uses configurable workflows to standardize the process of translating artifacts across the platform. Translate Cloud Services Catalog items, Knowledge Base articles, Document Templates, and more.

System Localization

Give your users specialized support with System Localization. Define locales and adjust localization settings to display specific time, date, and currency to users.

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Notifications release notes

The ServiceNow® Notifications application enables you to create, manage, and send custom notifications in workflows for important events, actions, and alerts. Notifications was enhanced and updated in the Australia release.

Notifications highlights for the Australia release

- Integrate personal corporate mailboxes with in ServiceNow to send and receive emails.
- Send outbound emails from the ServiceNow instance using Microsoft Graph.
- Encrypt inbound email attachments in CLE-enabled tables and decrypt them for outbound emails.
- Enhanced inbound email classification to support thread-index header for emails generated via Microsoft or Microsoft Outlook ecosystem.
- Deliver critical push notifications even when users are logged out.
- Create and modify email notifications and email templates using natural language prompts through the Notification Agent.

See Notifications for more information.

New in the Australia release

User mailbox integration

Enable agents to integrate their personal corporate mail boxes to send and receive emails.

Granular admin roles required to secure the instance

The granular admin role enables developers and administrators to complete administrative configuration tasks for Notifications without requiring the full admin role.

The Notification agent enables platform administrators to create and modify email notifications and templates using natural language prompts, reducing the need of navigating complex forms & scripts.

UI changes

Create an email client template

Added a check box for the email client template.

Configure templates for personal corporate mailboxes

Added a new **From Generation Type** for the User Email Addresses for email client templates.

Integrate personal corporate mailbox for receiving emails

Added the Forwarding Address option for the email account type.

Changed in this release

Sending email using Microsoft Graph

Connect Microsoft email accounts using Microsoft Graph within the ServiceNow instance for sending outbound emails.

Email threading for inbound reply email

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Enable classification of inbound emails by using the thread-index header for emails originating from Microsoft or Microsoft Outlook ecosystem.

Column Level Encryption for email attachments

Attachments from inbound emails are now encrypted when stored in CLE-enabled tables and decrypted when sent in outbound emails, ensuring secure access without requiring scripting.

Enable push notifications for logged-out users

Push notifications can now be configured to be sent to users even when they are logged out, ensuring critical updates are not missed.

Activation information

Notifications is a ServiceNow AI Platform feature that is active by default.

Install Notifications Email Agents by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

The Notification Agent requires the Implementation Agent (IA) Orchestration framework and is not supported as a standalone feature.

Now Assist for Setup release notes

The ServiceNow® Now Assist for Setup application centralizes instance management through a modular, personalized Admin Home dashboard, reducing administrative ambiguity and improving task efficiency. Now Assist for Setup is a new application in the Australia release.

Now Assist for Setup highlights for the Australia release

- Automates setup and configuration by installing required products and applying default settings.
- Simplifies administration with a clear, modular Admin Home UI that centralizes access and accelerates task completion.
- Introduces Product Hubs to centralize discovery, installation, and configuration of entitled Now Assist products through guided, modular setup flows.
- Delivers an intuitive, customizable experience with streamlined access to critical tools based on user entitlements.

See for more information.

Important: Now Assist for Setup is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Setup features

Enhanced Admin Home experience

Leverage an enhanced Admin Home dashboard to centralize access to Now Assist for Setup and key applications, with context#aware guidance and recommended next actions, available after installing the Now Assist for Setup store app.

Centralized application setup

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You can now set up Now Assist Admin and other entitled applications directly from Admin Home using a guided experience that installs required components and applies default configurations from a single starting point.

Product module Product Hubs

You can now access product#specific Product Hubs from Admin Home to discover, install, and configure entitled Now Assist products through guided setup flows that install required components and apply default configurations.

Guided module configuration

Configure the Platform module and applicable product modules from a unified configuration experience that guides you through module#specific setup, with the Platform module appearing only when the selected product includes platform#level changes for the installation.

Activation information

Install Now Assist for Setup by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

- app-ia
- app-ia-content
- app-ia-now-assist
- app-ia-common
- app-ia-config
- admin-center

ServiceNow AI Platform core feature release notes

The ServiceNow AI Platform® core features provide configurations for applications and other parts of the ServiceNow AI Platform. The ServiceNow AI Platform core features were enhanced and updated in the Australia release.

ServiceNow AI Platform core features highlights for the Australia release

Control whether read-only fields can be updated through client scripts and server-side operations by configuring read-only options.

See Administer the ServiceNow AI Platform for more information.

Important information for upgrading ServiceNow AI Platform core features to Australia

The dynamic schema application framework was revised in the Zurich release. If you implemented dynamic schema in the Xanadu or Yokohama releases, the application is automatically migrated to a new framework as part of the upgrade to releases starting with the Zurich release. For details on the migration and steps you might need to perform, see the

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Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base.

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

Granular read-only security options

Control the editability of read-only fields by configuring read-only options, allowing for customized behavior that balances usability and security. Read-only options provide granular control over whether read-only fields can be updated through client scripts and server-side operations. You can also test stricter read-only controls in non-production instances before implementing them in production.

Support for reference data types in Dynamic Schema

Create dynamic attributes using reference data types.

Work with Dynamic Schema elements in the Workspace condition builder

Filter Workspace lists using dynamic schema elements in the condition builder.

Toggle the mail icon display

Show or hide the mail icon in email fields by configuring the hide_email_icon dictionary attribute.

AI indicator in forms

Easily identify AI involvement across the ServiceNow AI Platform® through a visual cue that identifies form fields in configurable workspace and Core UI that have been updated with AI-generated content.

Guest API access control

Manage guest access to REST and GraphQL API endpoints using path-based ACLs while maintaining separate authenticated user controls.

Granular admin roles

Grant specific permissions to developers or users who perform minor administrative tasks without granting them unrestricted access to the full admin role by reviewing and assigning available granular admin roles.

Optional trailing slash configuration

Align with external specifications and industry standards by configuring REST APIs with optional trailing slash support.

Path-based REST ACL control

Control access to REST services by creating path-based ACLs using specific HTTP method and path combinations.

Automatically generate request definitions for scripted REST API resources

Use sample requests made to an API resource to generate request header associations, query parameter associations, and a request schema for that resource and the related scripted REST API service.

Resource-level security configuration

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Enable public access or custom ACL authorization by configuring resource-level security settings.

Address field type with auto-suggestions

Reduce manual entry errors through a new Address field type for Core UI and Workspace forms, which provides real-time address suggestions displayed as you type.

Changed in this release

Country setting added to Language and Region preferences

Users can select their country from the Next Experience language and region preferences.

New options for date and time format in the User record

Users can select from new options for Date format and Time format in the User record.

Control whether date and time formats reflect the user locale by default

Configure date and time formats to reflect the user locale when no date or time format has been selected in user preferences through the *glide_i18n.date.default_to_locale* system property.

Control how to set the language for guest users

Use a guest user's IP address to set their language through the *glide_i18n.ip_geolocation* system property.

Activate additional choices for countries

Activate additional choices for countries in the Next Experience language and region preferences or in a User record.

ECMAScript 2021 (ES12) JavaScript mode supports additional scripting features

Use additional scripting features in applications or scripts that use the ECMAScript 2021 (ES12) JavaScript mode.

JavaScript engine updated with changes from the Rhino engine

The JavaScript engine on the ServiceNow AI Platform was updated to incorporate changes from the open-source Rhino JavaScript engine.

New Normalization Data Services system property

Create duplicate records in core_company extension tables by setting the *com.glide.acl_check_all_filter_on_new* system property to true to reference account records.

System properties secured by default

Glide properties that can impact instance security are set to secure values by default. For more information about which system properties are affected and why, see the Glide Property Hardening [KB1982254] article in the Now Support Knowledge Base.

Tracking records in unauthenticated users' sessions

Track records created, modified, or deleted by unauthenticated users to enable session-based ACL access on public forms, portals, or workflows.

Manage guest user access to records

Restrict guest user access to records they created or updated during their current session using the 'is in session' condition builder on the ACL form for Sys ID fields.

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Session-based guest access

Manage REST GraphQL security with path-based ACLs that are enforced without needing to require authentication for access to an API.

Support duplicate company names across core_company extension tables

Avoid normalization conflicts when creating records with the same company name in both the Company [core_company] table and its extension tables, such as Customer Account [customer_account], using the *glide.cmdb.canonical.use_base_core_company_only* property. It ensures that uniqueness enforcement applies only to base core_company records.

Deprecated features

Starting with the Australia release, the legacy user interfaces commonly referred to as UI11 and UI15 are deprecated. These legacy UIs no longer receive enhancements or defect fixes, and will no longer be supported. Certain system features might continue to display through legacy rendering paths (for example, printer-friendly views) and will be addressed case by case as part of ongoing platform improvements. Use the Next Experience for a modern, accessible, unified interface. For information about activating the Next Experience UI, see Considerations for activating Next Experience.

Activation information

The ServiceNow AI Platform core features are active by default.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

Form designer (com.glide.ui.ng.fd): Planned for deprecation in the C release. Form Builder is the recommended replacement for all form configurations. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Accessibility information

Format Painter plugin for TinyMCE enables you to apply consistent font styles, sizes, and table formats within the HTML editor field. This improvement helps users with cognitive disabilities and low vision by reducing confusion and supporting clear, predictable formatting throughout documents. Keyboard navigation is supported, providing added ease of use for keyboard-only users. For more information, see Configure the HTML toolbar.

Subscription Management release notes

The ServiceNow® Subscription Management application enables you to manage your subscriptions proactively and monitor subscription usage on your instances. Subscription Management was enhanced and updated in the Australia release.

Subscription Management highlights for the Australia release

- View and filter Now Assist usage by domain in domain-separated instances.
- Monitor Workflow Data Fabric usage and view token use rate of each capability.

See Subscription Management for more information.

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Important: Subscription Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Subscription Management to Australia

Subscription Management version 6.1 is active by default on all instances of the Australia release. Update to Subscription Management version 6.1 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin.

New in the Australia release

Support for domain separation

View and filter subscribers by domain for user-based subscriptions and view Now Assist usage by domain.

Monitor Workflow Data Fabric usage

Monitor and track Workflow Data Fabric capability usage and view the relative token use rate of each capability.

Changed in this release

Now Assist usage excludes demo data

Demonstration instances are excluded from the total Now Assist usage count to improve tracking of Assist consumption. The accrual time field displays when Now Assist data was last accrued.

Changes to Now Assist usage measurement

Now Assist usage measurement is evolving. Update Subscription Management to version 6.1 or later on all instances to avoid mixed measurement states. For more information, see Now Assist Usage - Overview & New Measurement Logic: January 2026 [KB2704710] on the Now Support Knowledge Base.

Streamlined user-based subscription allocation

To simplify the Subscription Management experience, the manual allocation workflow for user-based subscriptions has been removed for administrators who have never used it. Administrators who have manually allocated user-based subscriptions before can still make manual allocations.

Hidden user-based subscription allocations

To help prevent inaccuracy when allocations aren't complete, allocation details for user-based subscriptions are now hidden from the Subscription Management overview. Contact your account executive for user-based subscription allocation details.

Activation information

Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the ServiceNow Store. For cumulative release notes information for applications available on the ServiceNow Store, see ServiceNow Store release notes.

Upgrade Console release notes

The ServiceNow® Upgrade Console application guides you for a comprehensive and efficient upgrade experience. Upgrade Console was enhanced and updated in the Australia release.

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Upgrade Console highlights for the Australia release

- Access the ATF troubleshooting agent directly from the Upgrade console.
- Manage your application version compatibility by updating the Now Assist suite.

See Upgrade Console for more information.

Important: Upgrade Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

App version compatibility support

Update the Now Assist suite to manage application version compatibility by automatically updating all related applications to compatible versions when you upgrade an application in the compatibility matrix.

ATF Troubleshooting agent access

You can now troubleshoot failed tests by accessing the ATF troubleshooting agent from the Conduct post-testing step in the post-upgrade activities of a non-production instance.

Activation information

Upgrade Console is a ServiceNow AI Platform feature that is active by default.

SQL API Release Notes

The ServiceNow® SQL API enables RaptorDB Professional users to bring their Business Intelligence (BI) tools to ServiceNow. Users can perform BI analytics on their ServiceNow data without mass data export. SQL API is only available with RaptorDB Professional.

SQL API highlights for the Australia release

- Query your ServiceNow data directly without replicating it to external repositories or data warehouses.
- Access data using read-only operations to avoid unintended changes to your ServiceNow records. Allow access only to the desired tables.
- Integrate standard BI platforms such as Power BI, DBvisualizer, and other ODBC or JDBC-compatible tools directly with your ServiceNow data.
- Merge your ServiceNow data with external datasets in your analytical platforms for comprehensive analysis.
- Write targeted SQL queries to retrieve only the data you need, reducing network overhead on data pipeline and data transformation, and improving performance.

For more information, see Access your ServiceNow data using SQL API.

Important: SQL API is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important upgrade information for SQL API

ServiceNow provided customers with a free SOAP-based ODBC client. If you have an active RaptorDB Professional entitlement, you can migrate to the REST-based SQL API client by

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completing the required configuration on both the server and client sides. For more information, see Configuring SQL API.

SQL API features

Access your ServiceNow data using SQL API

The ServiceNow Store SQL API enables you to access your ServiceNow Store instance data through ODBC and JDBC drivers. Using SQL API, you can directly access your instance data from third-party BI tools and other data analysis applications without exporting or replicating your data. The ServiceNow SQL API plugin uses ServiceNow web services support for a query-only interface.

Activation information

SQL API is a ServiceNow feature that is available with the activation of SQL API plugin (com.glide.rest.sqlapiserver). The ServiceNow instance requires RaptorDB Professional entitlement to activate the SQL API server-side plugin. The SQL API drivers are freely available for download by anyone with a valid account to the ServiceNow Store. However, the SQL API client would not be able to connect to the ServiceNow instance until the server-side plugin is enabled. For more information, see Install SQL API plugin on your ServiceNow instance.

Plugin information

New plugin

The following plugin is new in Australia:

SQL API (com.glide.rest.sqlapiserver): Unified installer for the ServiceNow ODBC and JDBC server#side plugin. This plugin works with ServiceNow client#side drivers to enable clients to query and retrieve data from a ServiceNow instance using ODBC and JDBC API standards. You can download and install the client#side drivers on your client machines from the ServiceNow Store.

Additional requirements

You must download the SQL API ODBC and JDBC drivers on your client machine. These drivers enable your BI tools and data analysis platforms to connect to your ServiceNow data and run the SQL API queries. You can download the ODBC and JDBC drivers from ServiceNow Store.

Related ServiceNow applications and features

RaptorDB

RaptorDB Professional is a licensed database that supports ServiceNow AI Platform generative AI and machine-scale data use cases, user growth, applications, workloads, and analytics.

ServiceNow AI Platform capabilities release notes

ServiceNow AI Platform® capabilities were enhancements and updates in the Australia release.

Expand the services your system of action delivers with ServiceNow AI Platform capabilities. Activate and configure these optional features to create custom business logic, manage and secure data, and build alternate user interfaces.

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Configuration Management Database (CMDB) release notes

The ServiceNow® Configuration Management Database (CMDB) application stores data about the infrastructure of your organization. CMDB was enhanced and updated in the Australia release.

CMDB highlights for the Australia release

- Users with CMDB related roles can perform all CMDB functions as access to CMDB tables is no longer restricted to users with elevated privileges.
- Switch into using the Service Graph Workspace instead of CMDB Workspace. The Service Graph Workspace provides access to data such as company, location, user and CMDB. The new workspace is specifically organized to help CMDB administrators, data owners, and analysts work efficiently with the CMDB.
- Simplify duplicate CI remediation by using the Now Assist for CMDB remediation option in the Duplicate CI Remediator, and using the automatically-filled remediation options.
- Use Dynamic Identification and Reconciliation Engine (IRE) that eliminates the need for manually-created identification rules and reduces incorrect detection of duplicate CIs in the CMDB.
- Protect sensitive information with domain separation that supports key CMDB tables such as the Key Value [cmdb_key_value] table.

See Configuration Management for more information.

Important information for upgrading CMDB to Australia

Due to changes in the Configuration Item [cmdb_ci] table, if you're upgrading to Australia, you might experience an increased upgrade time. To learn more about this change and reducing its impact, see the Increased Australia Upgrade Time due to cmdb_ci composite index addition [KB2588894] article in the Now Support Knowledge Base.

If you're upgrading from Xanadu or Yokohama directly to the Australia release, you must run the *`Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles`* scheduled job to correctly configure some user roles, such as CMDB Admin and CMDB Editor. For more information about this scheduled job and its use, see the CMDB Zurich release notes.

The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New in the Australia release

CMDB Workspace v8.0:

Create a CI with a lookup identifier entry that contains mandatory attributes in the CMDB Workspace. When you select a lookup identifier entry on the Required attributes page, you can set those mandatory attribute values for proper IRE processing. For more information, see Create a CI manually in CMDB Workspace.

CMDB Workspace v9.0:

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- Use the Service Graph Workspace to view data, such as company, location, user, and CMDB data, using panels and dashboards. The Service Graph Workspace is specifically organized to help CMDB administrators, data owners, and analysts work with the CMDB. You can search the CMDB in Service Graph Workspace without having detailed knowledge of the CMDB data model by using contexts that are mapped to CI classes as navigation.
- Configure de-duplication remediation processes for related tables to turn off automated workflows, such as ignoring errors and skipping business rules, that might block referenced duplicate CIs from updating to the main CI. Skipping automated workflows for related tables enables de-duplication tasks, which would otherwise fail, to complete successfully. For more information, see Effects on related tables (such as Change) and Turn off workflows of related tables during remediation.

Dynamic IRE

Use Dynamic IRE to accurately identify CIs across multiple data sources, and by so, minimize duplicate CIs. Dynamic IRE is applicable only to the Hardware [cmdb_ci_hardware] class and its descending class, using a dynamic identification process which eliminates the need to manually create and maintain identification rules.

Simplify resolving de-duplication tasks by using a Now Assist for CMDB skill

Use the De-duplication task resolution assistant skill in the Duplicate CI Remediator to use preselected remediation options instead of manually making selections. An AI agent preselects the options to resolve the task, such as the choice of the main CI. Then, before initiating the remediation, you can review all suggested options with supported reasoning.

To use the De-duplication task resolution assistant skill, you must install the Now Assist for CMDB version v3.0.

Quick start tests for CMDB

Run quick start tests after upgrades and deployments of new applications or integrations to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.

Changed in this release

Elevated user roles are no longer required for CMDB tasks:

Access to CMDB tables is no longer restricted to users with elevated privileges. Instead, for improved security, users with access privileges that are trimmed to CMDB features can complete any administrative or end-user CMDB task:

- CMDB tables that required the admin or itil_admin roles are now also accessible to the sn_cmdb_admin user role.
- CMDB tables that required the itil role are now also accessible to the sn_cmdb_editor user role.

For more information, see the CMDB Granular Role EPIC changes [KB0561055] article in the Now Support Knowledge Base.

Automatically generate de-duplication tasks for lookup and related tables

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Configure IRE to automatically generate de-duplication tasks for specific lookup or related tables during the identification process. You can then process those de-duplication tasks to remediate any duplications.

Remediate duplicate related items in lookup tables

Configure IRE to create de-duplication tasks for duplicate related items in a lookup table, detected during a lookup-based identification. Sort which duplicates do or don't require remediation by configuring the system property *glide.identification_engine.lookup_match.create_duplicate_task_ci.enable*
For more information, see Detecting duplicate CIs.

Domain separation for key CMDB tables

The following tables now support domain separation on instances which are configured with domain separation:

- Key Value [cmdb_key_value]
- Printer Instance [cmdb_print_queue_instance]
- Software Instance [cmdb_software_instance]
- Client Access [samp_client_access]
- Oracle Options [samp_oracle_options]

Domain separation can help protect sensitive information by supporting domain-specific data segregation.

For more information about domain separation and how to activate it, see Domain separation setup and administration.

The CMDB Query Builder expanded its support for various types of query structures that can run in V2 engine mode. Also, the performance of running queries in V2 mode is improved. Query structures that aren't supported include related list conditions, NOT operators combined with filters, certain Service Mapping relationships, and OR operators unless explicitly enabled by the *glide.cmdb.query.or_execution_mode* system property.

Removed in this release

The Multisource Report Builder has been removed. Use CMDB 360 in CMDB Workspace or in Service Graph Workspace to generate reports for multisource data. For more information, see CMDB 360.

Activation information

Configuration Management Database (CMDB) is a ServiceNow AI Platform feature that is active by default.

The Australia release includes an installation of CMDB Workspace. However, you can download the latest version of CMDB Workspace store app (which includes Service Graph Workspace) so that you can use its latest features in your Australia instance. For more information, visit the ServiceNow Store.

Plugin information

New plugins

The following plugins are new in Australia:

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Service Graph Workspace - Content (sn_cmdb_sgw_conten): Provides the contexts definitions and the quick class filters, and enables the associated option to explore data by contexts in the Search and Explore view in Service Graph Workspace.

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

Service Graph Connector for OpenTelemetry (com.snc.cmdb.lightstep_integration): Planned for deprecation in C. There is no replacement for this application.

Related ServiceNow applications and features

Common Service Data Model (CSDM)

Common Service Data Model (CSDM) provides prescriptive guidelines for service modeling within CMDB and is the standard for all ServiceNow products that use CMDB. CSDM provides a framework for mapping data from your IT services and other products to CMDB. Following the CSDM framework helps confirm that the required data for your ServiceNow application maps correctly to the appropriate CMDB tables.

Service Graph Connectors

Use predefined ServiceNow® Service Graph Connectors to import data from third-party applications, such as Microsoft SCCM, into your CMDB. In addition, you can use the IntegrationHub ETL store app to create and manage custom ETL transform maps so that you can integrate third-party data into CMDB without compromising its integrity.

CMDB Workspace store app

Use the CMDB Workspace store app to search, explore, and gain insights into CMDB. The CMDB Workspace is a store app that provides a central place for working with CMDB. In CMDB Workspace you can examine the health and recent activity related to CMDB, and access various CMDB dashboards and tools to support the tasks in your organization.

Now Assist for Configuration Management Database (CMDB)

Use ServiceNow® Now Assist for CMDB to improve the quality of CMDB data, get help as you search the CMDB, troubleshoot issues with Service Graph Connector import sets, remediate duplicate CIs, manually create CIs, and view the comprehensive summaries for CIs. For release notes, see Now Assist for Configuration Management Database (CMDB) release notes.

Document Services release notes

The ServiceNow® Document Services application provides a broad range of services that are related to document management, such as creating, maintaining, and converting documents, as well as integrating with third parties like Microsoft SharePoint. Document Services was enhanced and updated in the Australia release.

Document Services highlights for the Australia release

- Introduced granular roles to complete administrative configuration tasks without requiring the full admin role.
- Manage documents in Workspace with a comprehensive, user-friendly document management system that consolidates and enhances platform capabilities.
- Manage documents quickly and get complete visibility across all entity-level folders and business records in a single unified view.

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- Streamline operations with drag-and-drop uploads and direct cloud integration, allowing file management through quick actions directly from file cards.
- Enhanced control provides teams with real-time visibility over the document life cycle via in-line metadata editing, automatic version tracking, granular permissions, and embedded workflow assignments on the file card.

See Document Services for more information.

New in the Australia release

Document Management components in Workspace

Organize, access, and collaborate on files efficiently with unified Document Management in Workspace through intuitive folder structures, streamlined cloud integration, one-click actions, and embedded workflows.

Granular admin roles required to secure the instance

Enable developers and administrators to complete administrative configuration tasks for Document Services without requiring the full admin role.

Activation information

Document Services is a ServiceNow AI Platform feature that is active by default.

Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For more details, see Activate Document Management.

Multi Provider Document Services Framework must be installed by requesting it from the ServiceNow Store. For more information, see Multi Provider Document Services Framework. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Hermes Messaging Service release notes

The ServiceNow® Hermes Messaging Service application enables you to integrate your Apache Kafka environment with your ServiceNow® instance. Hermes Messaging Service was enhanced and updated in the Australia release.

Hermes Messaging Service highlights for the Australia release

- Create more Hermes topics for specific events or integrations with an expanded topic limit.
- View granular usage metrics in the Hermes Usage Dashboard.
- Restrict access to the Hermes cluster based on the client IP address.

See Hermes Messaging Service for more information.

New in the Australia release

Expanded topic limits in Hermes

Create more topics in Hermes with an increased topic limit. The total number of partitions across all topics can't exceed 960.

Hermes Usage Dashboard improvements

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View Hermes data usage by source, including the total number of bytes received and bytes sent over time, in the Hermes Usage Dashboard.

Access restrictions by IP address

Restrict access to Hermes by enabling IP address access control rules.

View-only role

Enable administrators to view topics and namespaces in Hermes by granting the hermes_viewer role instead of the full admin role.

Activation information

Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or the installation of the Log Export Service application. For details, see Activating the Hermes Messaging Service.

Related ServiceNow applications and features

Using Stream Connect for Apache Kafka

Produce Apache Kafka messages from your ServiceNow instance using Workflow Studio and then consume the messages in an external application. You can also produce Apache Kafka messages from an external application and then consume the messages in your ServiceNow instance using a variety of consumers with Stream Connect.

Exploring Log Export Service (LES)

Export log data securely to your external data lake for reporting, auditing, or regulatory purposes using Hermes Messaging Service with the Log Export Service.

Instance Data Replication

Improve the performance and processing efficiency of Instance Data Replication by upgrading the replication sets that you created before the Washington DC release to use Hermes Messaging Service.

Import and Export release notes

The ServiceNow® Import and Export applications enable you to import and export data to and from the ServiceNow AI Platform. Import and Export were enhanced and updated in the Australia release.

Import and Export highlights for the Australia release

- Enable large exports with parallel export sets. Exporting data in parallel can enable your integrations to finish in less time and create less of an impact on other tasks.
- Configure a separate connection alias for JDBC data sources. Configuring the connection alias separately enables you to reuse it rather than having to reconfigure it with each JDBC data source.

See Imports and Exports for more information.

New in the Australia release

Enable large exports with parallel export sets

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Export data with multiple small attachments in parallel. Exporting data in parallel can enable your integrations to finish in less time and create less of an impact on other tasks.

Use a connection alias for a JDBC data source

Configure a separate connection alias for JDBC data sources. Configuring the connection alias separately enables you to reuse it rather than having to reconfigure it with each JDBC data source.

Changed in this release

The mssql-jdbc.7.4.1.jre8 jar file is no longer part of the MID Server distribution

If you have a JDBC data source integration that uses this jar file (that is, any MSSQL connections) install this jar file or the vendor recommended jar file according to KB0862383.

Activation information

Import and Export is a ServiceNow AI Platform feature that is active by default.

Instance Data Replication release notes

The ServiceNow® Instance Data Replication (IDR) application simplifies the data replication process between instances. Instance Data Replication was enhanced and updated in the Australia release.

IDR highlights for the Australia release

View updated diagnostic test descriptions and results on the redesigned IDR Diagnostics page.

See Instance Data Replication for more information.

Important information for upgrading IDR to Australia

Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table that are created before the upgrade are automatically truncated.

New in the Australia release

IDR Diagnostics page improvements

Access detailed test descriptions and results on the redesigned IDR Diagnostics page.

Activation information

IDR is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.

Related ServiceNow applications and features

Hermes Messaging Service

Hermes Messaging Service is a multi-tenant, multi-cluster data transport and queuing service built on Apache Kafka that enables your instance to produce and consume large volumes of Kafka events reliably.

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Knowledge Center release notes

The ServiceNow® Knowledge Center helps you manage your knowledge articles from a single interface. It consists of dashboards that provide metrics of articles and facilitate swift actions. Knowledge Center is introduced in the Australia release.

Knowledge Center highlights for the Australia release

- Use Knowledge Center to manage and distribute organizational knowledge through a centralized and organized interface.
- Enhance productivity, reduce redundant work, and help confirm that users have access to the latest and most accurate information.
- Format your content within a knowledge article using editing tools in the article editor.
- Improve the quality and health of knowledge articles with article optimization scans, confirming that the information is latest and relevant.
- Merge duplicate knowledge articles with Now Assist to improve content quality, maintain the source references, and keep your knowledge base clear, reliable, and easy to manage.

See Knowledge Center for more information.

Important: Knowledge Center is available in the ServiceNow Store. For details, see the **Activation information** section of these release notes.

Knowledge Center features

Search knowledge article

Build a complete and accurate knowledge base, focus on continuous improvement by discovering and filling content gaps, removing redundant information, and optimizing existing articles for better quality.

Knowledge Center Article Optimization

Improve the quality and health of your knowledge articles by using the Article Optimization tool in the Knowledge Center to scan the articles, and get instant, actionable feedback.

Knowledge Center article editor

Use the editing tools in the Knowledge Center to format knowledge article content such as text, images, and media.

Potential knowledge gaps

Proactively identify and fill potential knowledge gaps. Identify missing knowledge articles and recurring issues that have incomplete or no knowledge article to refer to.

Merge duplicate articles

Merge selected duplicate knowledge articles into a new consolidated article using Now Assist in Knowledge Management. The merge preserves references to source articles and helps maintain a clean, high#quality knowledge base.

Add a knowledge block to a knowledge article

Insert one or more knowledge blocks into a knowledge article within a knowledge base. Each knowledge block is secured by user criteria, which control who can read or not read the content in an article.

Article optimization with article length scan

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The article length scan is a script#based, non#AI scan that runs in the background while authors work on articles. This scan evaluates articles against two length#based criteria, namely: minimum length for search engine optimization, and maximum length for AI search. Articles with fewer than 300 words are flagged for search engine optimization, and do not appear in search results. Articles exceeding 10,000 words are flagged for AI search indexation, and do not appear in AI#powered search results.

UI changes

Knowledge Center Home Page

The Knowledge Center home page comes equipped with dashboards. New features like article optimization, identify knowledge gaps and manage duplicate articles improve productivity. The enhanced article editor is integrated with article optimization support to generate high-quality content effortlessly.

Knowledge Center article editor

The article editor displays a word count indicator, visible next to the editor size controls. The indicator enables authors to see the total number of words in an article as they write, helping them stay within recommended limits.

Activation information

Knowledge Center would be available by default to all the roles of Knowledge Management.

Plugin information

Knowledge Center plugin

The following plugin is new in Australia:

Knowledge Center (*com.snc.knowledge_center*): Knowledge Center helps you manage your knowledge articles from a single interface that is equipped with dashboards, insights, and AI powered features.

Related ServiceNow applications and features

CSM Configurable Workspace

The ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read Knowledge articles attached to their cases and gain additional information that helps them resolve cases more efficiently.

Field Service Management

Enable field service agents to read Knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Knowledge articles on ServiceNow Agent.

Communities

Harvest Knowledge information from posts on a Community site. Create structured Knowledge articles from unstructured discussions around a question.

Problem Management

Create structured Knowledge articles from information generated from a problem form that could be useful to solve similar issues.

Incident Management

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Resolve issues by searching for Knowledge articles from an incident. Flag issues with an article, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

Employee Service Management

Use Knowledge blocks with HR Knowledge Management to simplify both HR Knowledge authoring for writers and Knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

CSM Configurable Workspace

The ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read Knowledge articles attached to their cases and gain additional information that helps them resolve cases more efficiently.

MID Server release notes

The ServiceNow® MID Server application enables communication and data transfers between a ServiceNow instance and external applications, data sources, and services. MID Server was enhanced and updated in the Australia release.

MID Server highlights for the Australia release

- MID Server comes bundled with Java Runtime Environment version 21.0.7 and requires a minimum JRE version 17.0.10.
- MID Server's CyberArk integration adds a REST-based CCP option alongside the existing AIM SDK method, providing flexible, interchangeable integration choices.
- MID Server smart workload manager continuously evaluates load and assigns jobs in a cluster to ensure that no server is overloaded.

See MID Server for more information.

Important information for upgrading MID Server to Australia

For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 21.0.7.

If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE:

- If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
- If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.

Only one Windows MID Server service is permitted according to the executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.

For more information about MID Server upgrades, see the following topics:

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- MID Server pre-upgrade check : Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
- Upgrade the MID Server manually : Describes how to upgrade your MID Servers manually.

Changed in this release

MID Server supports PowerShell 7 for Discovery

MID Server now supports PowerShell 7, while maintaining backward compatibility with PowerShell 5.1. This update enhances security, accelerates onboarding, and reduces deployment blockers through improved runtime detection and comprehensive test coverage.

Configure the MID Server for CyberArk CCP

MID Server's CyberArk integration adds a REST-based CCP option alongside the existing AIM SDK method, providing flexible, interchangeable integration choices. This additional option can reduce dependency overhead and enables you to choose between the AIM SDK and REST-based approaches according to your requirements.

Smart Workload Manager in clusters

MID Servers in a cluster now assign jobs based on the true load, using a variety of criteria. The smart workload manager continuously evaluates the queue size, execution time, CPU usage, and buffer size. The manager then assigns tasks to ensure that no server is overloaded.

MID Server is bundled with Java Runtime Environment 21

MID Server comes bundled with Java Runtime Environment version 21.0.7 and requires a minimum JRE version 17.0.10. The installer automatically configures Java 21.0.7 to run in your environment. If you have installed your own JRE, see the **Important information for upgrading MID Server to Australia** section to ensure your JRE is compatible.

Activation information

MID Server is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Discovery

ServiceNow® Discovery uses the MID Server to launch probes and patterns that return information to the CMDB about devices and applications running in your environment. Discovery schedules select appropriate MID Servers based on their configured capabilities and assigned IP ranges.

Orchestration

ServiceNow® Orchestration uses the MID Server to do work on internal and external systems. Orchestration selects MID Servers based on their capabilities and the applications that they're allowed to use.

Service Mapping

ServiceNow® Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

Event Management

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ServiceNow® Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

Cloud Management

ServiceNow® Cloud Management uses the MID Server to collect and process VMware events.

Operational Intelligence

ServiceNow® Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

Health Log Analytics

ServiceNow® Health Log Analytics uses the MID Server to collect log data streaming into your instance and helps you identify the root cause of issues.

Notify release notes

The ServiceNow® Notify application adds support for SMS and voice channels on the ServiceNow AI Platform to communicate with customers. Notify was enhanced and updated in the Australia release.

Notify highlights for the Australia release

Use the Notify granular admin role to configure Notify features.

See Notify for more information.

New in the Australia release

Granular admin roles in Notify

Configure the Notify application features using the granular Notify admin role (notify_setup_admin).

Activation information

Notify is a ServiceNow AI Platform feature that is active by default.

Password Reset release notes

The ServiceNow® Password Reset application enables you to set up your end users to reset and change their passwords either using self-service or with the help of a service desk agent. Password Reset was enhanced and updated in the Australia release.

Password Reset highlights for the Australia release

Use the Password Reset granular admin role to configure Password Reset features.

See Password Reset for more information.

New in the Australia release

Granular admin roles in Password Reset

Configure the Password Reset application features using the granular Password Reset admin role (password_reset_admin).

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Activation information

Password Reset is a ServiceNow AI Platform feature that is active by default.

Service Catalog release notes

The ServiceNow® Service Catalog application provides a requester view of the available services and products offered by the departments within your organization. Service Catalog was enhanced and updated in the Australia release.

Service Catalog highlights for the Australia release

- Enable other users, who are added to the **Secondary owner** field, to edit catalog items.
- Let your requesters view the stage and the state of their requests while using the service fulfillment step.
- Configure catalog UI policies with scripts and multiple catalog UI policy actions in the Catalog Builder to facilitate the creation of complex catalog items.
- Hide or show variables on a grid layout of the multi-row variable set (MRVS) for a catalog item.
- Configure the update set prefix to set a custom name for the update set that gets generated automatically in the Catalog Builder.

See Service Catalog for more information.

New in the Australia release

Enable editing of catalog items by multiple users

Enable other users, who are added to the **Secondary owner** field, to edit catalog items. To enable these users, add people to the **Secondary owner** user-criteria field in the sc_cat_item and sc_cat_item_producer tables, enabling others to make changes to catalog items owned by another person.

Define and add stages in fulfilment step

Define and add distinct stages and states in the fulfillment step when building a catalog item in Catalog Builder, enabling requesters to view the request-related current stages and their states together.

Use advanced UI policy capabilities in Catalog Builder

Configure catalog UI policies with scripts and multiple catalog UI policy actions in the Catalog Builder to facilitate the creation of complex catalog items. With these enhancements, catalog item creators can confidently take advantage of advanced options, simplifying and speeding up the entire catalog development process.

Configure variable visibility on multi-row variable set grids

Configure the visibility of a variable on the grid layout within a multi-row variable set (MRVS) for a catalog item by using the **Hide on grid** check box. By default, the check box is not selected.

Configure update set prefix

Configure the update set prefix to set a custom name for the update set that gets generated automatically in Catalog Builder, making update sets easy to identify and track for consistency. Use the *glide.sc.cb.item.update_set_prefix* property to standardize update set names. By default, the property uses the value *CB_${template_name}_${item_name}_${timestamp}*.

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Changed in this release

Use UI Policy tab to add and manage the UI policies

Previously, when creating or editing a question in Catalog Builder, users could define UI policies or dynamic behavior by selecting the UI policies icon (). This option has been removed. Now, users must directly use the UI Policy tab to add and manage the UI policies (actions, conditions, scripts, and other required details) to the catalog item.

Activation information

Service Catalog is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Now Assist in Catalog Builder

Use ServiceNow® Now Assist in Catalog Builder to create catalog items of your choice in Catalog Builder by giving text inputs.

ServiceNow AI Platform security release notes

ServiceNow AI Platform® security product enhancements and updates in the Australia release.

Use ServiceNow AI Platform® security to secure the instance, encrypt your data, authenticate users, and view your current compliance levels based on application security standards.

Access Management release notes

The ServiceNow® Access Management application provides robust tools to manage security data on the ServiceNow AI Platform. Access Management includes many controls, such as Access Control Lists (ACLs), Security Attributes, Security Data Filters, and Machine Identity Access Control. These controls provide granular control and help improve security for managing data access. Access Management was enhanced and updated in the Australia release.

Access Management highlights for the Australia release

Early Availability

- Use ServiceNow® Access Analyzer v6.1, a self-service tool designed for AI administrators or creators to validate the access controls configured within agentic assets (agentic workflows and AI agents).
- Use new preconfigured query ACLs for most platform plugins, as part of ongoing security risk mitigation. These base system ACLs significantly reduce the need to run the QueryRangeACLAuditor tool.

See Access Control List Rules for more information.

Changed in this release

Early Availability

Query ACLs

Query ACLs now load automatically during plugin installation for most platform plugins. These preconfigured ACLs reduce the need to run the QueryRangeACLAuditor tool to generate query ACLs. Store app query ACLs aren't included in preconfigured query ACLs. For more information about preconfigured

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query ACLs, see the Maintenance Information [KB2046494] article in the Now Support Knowledge Base.

Existing custom query ACLs are preserved and loaded as inactive. To view inactive ACLs, use this command: `<INSTANCE_URL>/sys_security_acl_list.do?[query_parameters]`

QueryRangeACLAuditor tool modifications are preserved.

ACL rule types

Core field and datatype ACLs are replaced with more comprehensive rules to optimize ACL volume.

Access Analyzer

Use ServiceNow® Access Analyzer v6.1, a tool designed for AI administrators or creators to validate the access controls configured within agentic assets (agentic workflows and AI agents) on the ServiceNow AI Platform.

Important: Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

Activation information

Access Management is a ServiceNow AI Platform feature that is active by default.

Authentication release notes

The ServiceNow® Authentication application supports many authentication mechanisms that enable you to validate the identity of users. Authentication was enhanced and updated in the Australia release.

Authentication highlights for the Australia release

Australia Patch 1

Knowledge-based factor enhancement for AI voice service

Following are the knowledge-based authentication (KBA) enhancements:

- Voice input support for KBA questions: Configure KBA questions to support Voice as an input type, allowing users to provide spoken responses during identification and authentication. When Voice input is enabled, you can configure the expected format, provide examples, and optionally define a validation pattern using regular expressions.
- Script-based validation for external systems: Configure KBA answers to validate that are created against external systems using custom scripts through the Script Configuration field. When set to Identification mode, you can write scoped scripts that validate caller identity against external authentication systems instead of internal ServiceNow AI Platform tables.

Australia

- Enable caller access to AI voice agents by configuring the required identification and authentication factors.
- Secure the web embeddables feature for authenticating the ServiceNow®'s web components that are used in third-party portals.

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- Use the granular roles to complete administrative configuration tasks for Authentication without requiring the full admin role.
- Use the enhanced Auth Scope for your Inbound Integrations.

See Authentication for more information.

New in the Australia release

Authentication factors for AI voice service

Enable caller access to AI voice agents by configuring the required identification and authentication factors.

Web Embeddables

Secure the web embeddables feature for authenticating the ServiceNow®'s web components that are used in third-party portals.

Granular admin roles

The granular admin role enables developers and administrators to complete administrative configuration tasks for Authentication without requiring the full admin role.

Changed in this release

OAuth enhancements

Following are the OAuth enhancements:

- Use **Opaque** or **JWT** token option for your inbound integration endpoints.
- Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations.
- Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider.

Deprecated features

- Due to the launch of new simplified inbound integration configuration in Machine Identity Console, the following inbound integrations configurations in the Application registry page are deprecated:
  - OAuth API endpoint for external clients
  - OAuth JWT API endpoint for external clients
  - OIDC provider to verify ID tokens
- The (`glide.login.no_blank_password`) property is deprecated, since the property is no longer used and changing this property value doesn't effect login behavior.

Activation information

Authentication is a ServiceNow AI Platform product that is active by default.

Accessibility information

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Related ServiceNow applications and features

Secure your instance

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed log in and encrypted password protection, access control rules, and audit logs.

Code Signing release notes

The Code Signing (CS) application validates scripts and code that runs on your instance. Code Signing was enhanced and updated in the Australia release.

Code Signing highlights for the Australia release

- Gain complete visibility into Code Signing coverage by proactively identifying eligible records with missing signatures using the optimized guardrail scan.
- Install build time signatures for records in all trued-up ServiceNow Store application versions, thus eliminating the self-signing process.
- Ensure reliable script verification by supporting multiple signatures for a record across certificates. Reduce upgrade failures and improve compliance for customers using custom and ServiceNow® certificates.

See Code Signing for more information.

New in the Australia release

Utilities Dashboard

Use the **Utilities Dashboard** tab within the Code Signing Health and Status dashboard to monitor signature status, detect configuration issues, and maintain the overall health of your Code Signing environment.

Multiple signatures for a record across certificates

Leverage support for multiple signatures for records across different certificates, thus ensuring that valid signatures from any trusted source are recognized. Allow multiple signatures to be added to a record and have the system determine validity by evaluating all existing signatures from newest to oldest.

Code Signing OOB Apps Signatures plugin

Use this plugin (`com.glide.code_signing.oob_apps_signatures`) to install build time signatures for all relevant records in trued-up ServiceNow® Store application versions.

New key pair

A new cryptographic key pair is generated to strengthen the Circle of Trust and to ensure a secure signing process. You can see this key pair within the **Key Pair and Certificates** tab of the **Code Signing Health and Status** dashboard.

Wild Card Purpose for KMF Signature Configuration

Use the "Wild Card Purpose" entry in the signature configurations to eliminate import warnings for script includes and business rules.

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Code signing for probes

Discovery now enforces code signing for probes, parameters, and sensors to guarantee authenticity, integrity, and secure execution on MID Servers. This update blocks unsigned or tampered payloads, provides signature validation, and strengthens compliance by helping prevent audit gaps without impacting discovery performance.

Changed in this release

Guardrail process optimization and scope increase

Allows you to run the guardrail scan and identify records that have missing signatures, enabling you to proactively address records that are eligible for code signing but remain unsigned. Previously, the system only checked records with existing signatures and marked them as valid or invalid, which meant records without signatures were overlooked. Now, the process starts from the signature configuration itself, every eligible record is checked to see if it has a signature. If a record is missing a signature, it's clearly identified.

Activation information

Code Signing is a ServiceNow AI Platform feature that is available with activation of the Code Signing (*com.glide.code_signing_enterprise*) plugin. Installing this plugin automatically installs the Code Signing OOB App Signatures plugin (*com.glide.code_signing.oob_apps_signatures*). For details, see Configuring Code Signing.

Plugin information

New plugins

The following plugin is new in Australia:

Code Signing OOB Apps Signatures (com.glide.code_signing.oob_apps_signatures): This plugin installs build time signatures for all relevant records in the trued-up ServiceNow® Store application versions.

Related ServiceNow applications and features

Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database by using block encryption, with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle.

Data Privacy release notes

The ServiceNow® Data Privacy application enables you to classify sensitive data, remove personally identifiable information (PII) from user data in a production instance, and anonymize

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data in production and non-production instances. Data Privacy was enhanced and updated in the Australia release.

Data Privacy highlights for the Australia release

- Discover and block sensitive data from user inputs to prevent it from entering the platform, alert users when sensitive data is entered to raise awareness, and leverage sensitive data logs to understand where and who is entering sensitive data.
- Scan and quarantine attachments that contain sensitive data to restrict their access and downloading.
- Define conditions for the anonymization of sensitive data to meet business specific requirements. Use the enhanced data anonymization dashboard to obtain insights and metrics about data protection and anonymization for executive reporting.

See Data Privacy for more information.

Important: Data Privacy is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Real-time alerting and blocking of sensitive data

Analyze user input in real time at the field level to identify sensitive data and alert users about potential sensitive data entry. You can also choose to block users from saving this information.

Data logs for real-time sensitive data

Leverage real-time alerting and blocking capabilities to obtain insights into where sensitive data is being entered into the instance and by which users.

Real-time sensitive data-scanning for attachments

Scan attachments for sensitive data during user uploads into fields. If sensitive data is detected, the attachment is quarantined. This restricts the access and download of the file to the original document owner and authorized users until the admin reviews the files.

New Named Entity Recognition (NER) model data patterns

Employ new AI/ML-based model data patterns (Address, City, State, Country, Job Position, and Salary) to detect and anonymize sensitive data.

Anonymization support for catalog variables

Anonymize sensitive data in catalog items (including record producers) using anonymization jobs (in production and during cloning).

New base system Regular Expression (RegEx) data patterns

Employ new base system regular expression data patterns to detect and anonymize sensitive data in line with global compliance requirements.

Enhanced anonymization reporting

Demonstrate defensible compliance to regulators, auditors and internal teams using the new anonymization dashboard to provide quantitative insights into anonymization and data protection operations.

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UI changes

- Use the improved anonymization dashboard to get more details about anonymization. For example, what data was anonymized and how (real-time or through anonymization jobs).
- Use the new real-time protection module to configure real-time alerting and your blocking policies. You can also view real-time sensitive data logs.

Changed in this release

New experience

- Optional condition filter when running anonymization jobs to fine tune the scope of data to be anonymized.
- Specific anonymization policy for catalog variables to anonymize sensitive data in catalog requests.

Activation information

Data Privacy is available with activation of the Data Privacy plugin (`sn_dp_store_app`). For details, see Activate data privacy.

Domain Separation release notes

The ServiceNow® Domain Separation application enables you to separate data, processes, and administrative tasks into logically defined domains. Domain Separation was enhanced and updated in the Australia release.

Domain Separation highlights for the Australia release

- System and domain administrators can now review a dedicated dashboard of process overrides that were affected by global process upgrades. Filter and sort overrides by date and process type to prioritize review and take action.
- Domain visibility queries now complete in under one second for large instances — a 70% improvement for MSPs managing thousands of domains and users.

See for more information.

New in the Australia release

Upgraded Process Overrides Report

System and domain administrators can now track and review process overrides that are affected by global process upgrades. A new admin dashboard provides a comprehensive list of impacted overrides with filtering and sorting by date and process type. Use the scriptable API to build custom integrations or automations on top of the override tracking data.

Domain Visibility Performance Improvements for Large MSPs

Domain visibility queries now complete in under one second on average — a 70% reduction from the previous 3.2 second average for large instances. A new query optimization replaces multiple OR conditions with a single IN clause on the domain ID for instances that exceed the configured domain collection size threshold. All 785 Domain Separation customers benefit from faster queries, with the greatest impact for the 20 customers operating 10,000 or more domains.

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Changed in this release

Dot-Walk Scoping Bypass Compliance (DIRS0000335)

Domain Separation has been updated to comply with the platform-wide dot-walk scoping bypass directive (DIRS0000335). Customers who have customizations involving dot-walk queries on domain-separated tables should review their configurations after upgrading.

Java 21 Runtime Support

Domain Separation has been validated and updated to run on the Java 21 runtime introduced in the Australia release. Deprecated Java APIs have been removed from the Domain Separation codebase. No action is required for customers — this update is included automatically with the Australia upgrade.

Activation information

Domain Separation is a ServiceNow AI Platform feature available with activation of the `com.glide.domain.activation_utility` plugin. For details, see Domain separation plugin.

Encryption release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the Australia release.

Encryption highlights for the Australia release

- ManageField Encryption and Field Encryption Enterprise using the redesigned user interface.
- Enhance data security with the newly added External Key Management Service (EKMS) integration, enabling you to store encryption keys outside the instance for enhanced security.

See Encryption for more information.

New in the Australia release

Manage Field Encryption Enterprise with an enhanced Administration interface

Configure encryption settings, monitor key usage, and streamline administration for Field Encryption and Field Encryption Enterprise with the following features:

- Simplify key rotation and policy updates.
- Access encryption status and audit details.
- Navigate improved layouts for faster configuration.

Integrate External Key Management Service (EKMS) with Encryption Modules

Configure and manage encryption keys externally through EKMS integration with an enhanced encryption framework, which enables you to:

- Hold encryption keys outside the instance for improved security.
- Perform key rotation and revocation with automated security tasks.
- Manage EKMS configurations and enforce the immutability of critical fields after they're active.
- Simplify rekeying following instance clone and restore operations.

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- Monitor key state transitions, encrypted cache, and node-to-node communication.
- Access UI improvements for configuration visibility and error handling.
- Benefit from telemetry and performance-tested operations.

UI changes

Field Encryption user interface changes

The new Field Encryption and Field Encryption Enterprise UI includes updates to key rotation and policies, access to encryption status and audit details, and changes to layouts.

Activation information

Platform Encryption is available with activation of the com.glide.encryption.external_kms, which requires a separate subscription. For details, see Encryption and Key Management subscription bundle.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

- Column Level Encryption (com.glide.encryption): Planned for deprecation in the C release. Activate the Field Encryption Starter or Field Encryption Enterprise plugins instead.
- Column Level Encryption Enterprise(com.glide.now.platform.encryption): Planned for deprecation in July 2031. Activate the Field Encryption Starter or Field Encryption Enterprise instead.
- Edge Encryption (com.glide.edgeencryption): Planned for deprecation in December 2028. Use Platform Encryption instead. For more information, see the Edge Encryption End of Renewal [KB2007685] article on the Now Support Knowledge Base.
- Edge Encryption Core (com.glide.edgeencryption.core): Planned for deprecation in December 2028. Use Platform Encryption instead. For more information, see the Edge Encryption End of Renewal [KB2007685] article on the Now Support Knowledge Base.

Key Management release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the Australia release.

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Encryption Key Management highlights for the Australia release

- GlideDigest has been updated to allow creation and verification of message digests using the SHA512 cryptographic hash function
- Admins can share module keys between instances offline to facilitate instance clones between on-premise instances using KMF.
- The signing and verification processes for JWTs are now integrated as operation types in the existing KMFCryptoOperation class.

See Key Management Framework for more information.

Important information for upgrading to Australia

- In pre-Zurich releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the Australia release in preparation for a full deprecation of GlideEncrypter/3DES in the future:
  - New Australia instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
  - if you're upgrading your Australia instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.
  - Learn more about 3DES deprecation in KB1704481.

New in the Australia release

Added SHA512 support for message digests

GlideDigest has been updated to allow creation and verification of message digests using the SHA512 cryptographic hash function.

Offline key exchange to share module keys between instances

Admins can share module keys between instances offline to facilitate instance clones between on-premise instances using KMF.

Sign and verify JSON web tokens (JWT) through KMFCryptoOperation

The signing and verification processes for JWTs are now integrated as operation types in the existing KMFCryptoOperation class.

Centralized Crypto Management console

Use the new Crypto Management Console to streamline and track the certificate management lifecycle. The new console scans your instance for certificates and displays their details in a central location,

Clone and restore support for on-premise instances

Support for cloning and restoring on-premise instances. Support has also been added from migrating a commercial instance to on-premise instances, and vice-versa.

Certificate Revocation List (CRL) validation support

ServiceNow now supports Certificate Revocation List (CRL) validation for certificate revocation checks as an alternative to Online Certificate Status Protocol (OCSP), with automatic fallback when OCSP is unavailable.

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Changed in this release

Updated workflow for creating cryptographic modules

Use the streamlined workflow designed for faster, easier creation of cryptographic modules.

SecurityUtils Enhancements

The SecurityUtils API has been enhanced to help prevent cross-site scripting attacks, including methods to sanitize and escape input.

Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption.

Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.

Identity release notes

The ServiceNow® Identity application supports mechanisms that let you validate the identity of users. Identity was enhanced and updated in the Australia release.

Identity highlights for the Australia release

- Use the granular roles to complete administrative configuration tasks for Identity without requiring the full admin role.
- Configure AI Agents or AI users by selecting the `AI` option from the Identity type drop-down menu.
- Use the ai_user_admin role for creating, editing, and role management of AI users. Using the role you can view, create, edit, assign roles to, and delete users with the identity type as `AI`.
- Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions.
- Use the Identity sub-type field to categorize the identity type while creating a user.

See Identity for more information.

New in the Australia release

Granular admin roles

The granular admin role enables developers and administrators to complete administrative configuration tasks for Identity without requiring the full admin role.

Changed in this release

Role masking in Now Assist AI agents

Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions.

User management enhancements

User management enhancements:

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- Configure AI agents or AI users by selecting the `AI` option from the Identity type drop-down menu.
- Use the ai_user_admin role for creating, editing, and role management of AI users. Use this role to view, create, edit, assign roles to, and delete users with the identity type as `AI`.
- Use the Identity sub-type field to categorize the identity type while creating a user.
- Use the new date and time formats based on the user's preference while creating users.

Federated ID

Use Federated ID to uniquely identify roles across multiple instances. Federated ID provides a unique identifier for roles, making it easier to manage and track them across instances.

Machine Identity Console

View the Inbound API Integration Usage dashboard under the Machine Identity Console's Unique API calls page to access statistics for requesters and their API calls.

Scripting Governance Tool

Manage user permissions for scripting on the ServiceNow AI Platform from the enhanced scripting governance tool.

Activation information

Identity is a ServiceNow AI Platform product that is active by default.

Accessibility information

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Related ServiceNow applications and features

Secure your instance

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed log in and encrypted password protection, access control rules, and audit logs.

Security Center release notes

The ServiceNow Security Center empowers admins to maintain the highest level of security posture for their ServiceNow deployment with ease. Security Center was enhanced and updated in the Australia release.

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Security Center highlights for the release

- Use the granular roles to complete administrative configuration tasks for Security Center without requiring the full admin role.
- Admins can create Security Tasks directly from any Platform Security page using a simple and intuitive chatbot experience within the Now Assist panel.
- Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics.

See for more information.

Important: is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the release

Accept risk for hardening settings

Accept risk for hardening settings that are not applicable to your organization's security requirements. When accepting risk, provide a mandatory justification and review the projected security score impact before saving your decision. The compliance status updates to **Accepted Risk** and reflects in all security score calculations. Use the **Accept Risk Settings** filter to quickly identify and manage all accepted risk items across your instance.

Granular admin role for Security Center

The granular admin role enables developers and administrators to complete administrative configuration tasks for Security Center without requiring the full admin role.

Explore Access management console

Use the new Access Controls console within Security Center to review and remediate access issues and misconfigurations. The Access Controls console provides enhanced visibility and control of your Access Analyzer findings, and streamlines remediation efforts by enabling you to track, prioritize, and resolve access issues by assigning tasks.

Enhanced IAM Integration in Security Center

Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics. This integration simplifies the administrative experience by bringing essential IAM functionality directly into Security Center, reducing the need to navigate multiple separate tools.

Version-based hardening settings

Security Center now only shows hardening settings that apply to your instance's family version. This change helps eliminate irrelevant recommendations and provides clearer guidance and a more accurate security experience.

Changed in this release

Security Hardening tool Updates

The security Hardening tool has been updated to the latest Instance Security Hardening Settings V7.

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Activation information

Security Center is a ServiceNow AI Platform application that is installed by default with the Zurich release. In addition, Security Center can be updated from the ServiceNow Store in between family releases for faster adoption of new features.

ServiceNow® Vault release notes

The ServiceNow® Vault application provides a set of data security tools that protect sensitive information from unauthorized access, corruption, or theft throughout its entire life cycle. ServiceNow Vault was enhanced and updated in the Australia release.

ServiceNow Vault highlights for the Australia release

Australia Patch 1

- Enhance your security posture by securing the data in your custom applications with Ask Now Assist.
- Surface sensitive data access by users automatically by leveraging Now Assist to configure, audit, and summarize your Access Observer logs.

Early Availability

- Identify potential threats and data leaks using the new AI Insights section within the ServiceNow Vault console dashboard.
- Use guided setup to begin autoclassifying sensitive data within your custom applications.

See ServiceNow Vault for more information.

Important: ServiceNow Vault is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ServiceNow Vault to Australia

ServiceNow Vault is a bundle of the following products:

- ServiceNow Vault
- Data Discovery
- Data Privacy
- Zero Trust Access (ZTA)
- Field Encryption
- Code Signing
- Log Export Service (LES)

Note: Field Encryption, Data Discovery, and Data Privacy can be automatically installed using Vault Console.

New in the Australia release

Australia Patch 1

Guided setup for custom applications

Use Ask Now Assist to enhance your security posture autonomously by identifying, classifying, and protecting sensitive data in your custom applications.

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Propose data classifications and available protections for a custom application. When you install Now Assist for Vault, this agentic workflow is turned on by default.

View, create, deactivate, and delete Access Observer settings for a particular field. The access observer configuration agentic workflow helps you monitor the people and processes that access data on your instance. When you install Now Assist for Vault, this agentic workflow is turned on by default.

Review and summarize access logs for a specific field, identifying access sources, users, and their roles. For example, you can ask Now Assist to summarize access logs to view users who accessed a field, along with their roles and how they accessed the data. When you install Now Assist for Vault, this agentic workflow is turned on by default.

Encrypt specific fields and configure secure access to users with designated roles using the field encryption with Vault module agentic workflow. When you install Now Assist for Vault, this agentic workflow is turned on by default.

Early Availability

Sensitive data monitoring in AI Insights

Identify unprotected sensitive data across your configured tables using the AI Insights section in the Vault console dashboard. View users entering sensitive data in unprotected columns and channels, grouped by sensitive data patterns. This information can further be used to prioritize protection efforts.

Guided setup for custom applications

Autoclassify and protect the occurrences of sensitive data within your custom applications using guided setup for Vault. This flow helps you to quickly start using Vault capabilities in your own applications.

Activation information

Install ServiceNow Vault and Now Assist for Vault by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Data Discovery

Run a discovery scan to look for data patterns that might be sensitive data. After it's discovered, data can be reviewed or classified for further protection and management.

Data Classification

Create data classes and organize your data into data classes for better data management. After it's classified, data can be protected at the class level.

Data anonymization

Anonymize data by data class with different anonymization techniques to preserve data patterns while removing sensitive data. Data anonymization can help when sanitizing instances for development or removing specific user data because of rights to be forgotten.

Encryption

Securely protect sensitive data while providing access for authorized users, which helps you increase protections from bad actors.

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Zero Trust Access (ZTA)

Use continuous authentication on classified sensitive data in real time.

ServiceNow AI Platform user interface release notes

ServiceNow AI Platform® user interface product enhancements and updates in the Australia release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Content Management System release notes

The Content Management System (CMS) is a ServiceNow application that enables users to create a custom interface for the ServiceNow platform and ServiceNow applications. This application can no longer be activated and will be deprecated in the C release (GA).

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation:

- CMS core plugin (com.glide.cms): Planned for deprecation in the C release (GA). It will be hidden and no longer available for activation but will continue to be supported for regression and security defects until the C release (GA). Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.
- CMS core plugin (com.glide.cms.extensions): Planned for deprecation in the C release (GA). It will be hidden and no longer available for activation but will continue to be supported for regression and security defects until the C release (GA). Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.

Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the ServiceNow AI Platform®. Next Experience was enhanced and updated in the Australia release.

Next Experience highlights for the Australia release

- Manage the visibility of page alerts with a new accessibility user preference.
- Explore a modernized Coral theme with better contrast, rounded UI elements, improved dark mode, and AI-focused enhancements.

See Next Experience UI for more information.

New in the Australia release

Enable auto-focus on page alerts new accessibility preference

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Turn on the Enable auto-focus on page alerts preference to automatically move focus to the page alert. See the Accessibility section for details.

Next experience all menu editing

Create and edit application menus and modules directly from the Next Experience UI. Admins can configure Record, List, Dashboard, and Custom page modules from a centralized, platform-native interface.

UI changes

Updated Coral theme

The Coral theme has been improved to enhance usability across web, mobile, and portal experiences that use Next Experience and Core UI:

- A fully overhauled color system for smoother gradients and better contrast.
- Softer outlines and more rounded components for a modern, accessible look.
- A significantly improved dark mode with deeper blue tones for reduced eye strain.
- New AI gradient styles and subtle animations to highlight intelligent features.
- Smarter focus behavior that reduces visual clutter for mouse users.

New Works with ServiceNow badge added to user menu

The Works with ServiceNow badge now appears in the user menu for custom-branded accounts. This applies to web and mobile experiences with Next Experience or Core UI enabled. All other branding and theme settings remain unchanged. This update applies automatically.

Deprecated features

Starting with the Australia release, the legacy user interfaces commonly referred to as UI11 and UI15 are deprecated. These legacy UIs no longer receive enhancements, defect fixes, and will no longer be supported. Certain system features may continue to display through legacy rendering paths (for example, printer-friendly views) and will be addressed case by case as part of ongoing platform improvements. Use the Next Experience for a modern, accessible, unified interface. For information activating Next Experience see Considerations for activating Next Experience.

Activation information

Next Experience is a ServiceNow AI Platform® feature that is active by default when the user loads or upgrades to the Australia release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created before upgrade.

Theme Builder comes with the Next Experience and is active by default.

Browser requirements

The Australia release doesn't support Internet Explorer 11. The iOS version of Firefox is also not supported.

Accessibility information

Enable auto-focus on page alerts new accessibility preference

When enabled, this preference automatically moves your keyboard focus to important alerts so you don't miss critical messages while navigating with a keyboard or screen reader.

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Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with a modular portal framework. Service Portal was enhanced and updated in the Australia release.

Service Portal highlights for the Australia release

- View the updated user interface for the Service Portal New Organization Chart widget. It includes additional display configurations, such as default and secondary field names.
- Use portal-specific authentication methods to allow users access to different portals without having to customize Service Portal authentication.
- Enhance Service Portal accessibility navigation for screen readers by using semantic tags.
- Use a Coral dark theme on a portal to improve focus, readability, and accessibility.
- Create theme variants for the Service Portal themes to tailor the visual experience for your users.

See Service Portal for more information.

Important: Service Portal is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Configure Service Portal Approval Configuration record

The Approval assistance AI agent allows checklist generation from documents that are stored in integrated third-party cloud providers such as Microsoft SharePoint, Google Drive, or a custom internal table.

New Organization Chart widget

Use the Service Portal New Organization Chart widget to show additional display configurations, such as default and secondary field names, location, department, and so on, to gain visibility into employees within their organization.

Create a portal

Configure and apply different authentication configurations for each portal to enable different login experiences for each portal. For example, you can set an authentication method like Okta for an internal employee portal or use Microsoft Azure for an external portal.

UI changes

Create a portal theme

Create theme variants for Service Portal themes to tailor the visual experience for your users, which can help you match your brand.

Activation information

Service Portal is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Enable dark theme

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Use the Dark theme in Service Portal to improve focus and provide better accessibility support. This option is commonly used to alleviate eye strain and improve readability.

Add and edit more semantic tags within the Service Portal Designer to define key areas of a portal to support clearer navigation and descriptions for screen readers. This update helps users who are blind or have low vision by making it easier for assistive technology to identify and understand different sections of each page.

Related ServiceNow applications and features

Sitemap Generator

Define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages.

Now Assist AI agents

AI agents can perform tasks that range from simple automated responses to complex problem solving. By using AI agents, you can reduce the workloads of your live agents and help increase their productivity.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search experience for ServiceNow AI Platform® users.

Authentication

Authentication in ServiceNow validates the identity of a user who accesses an instance, and then authorizes the user to features that match the user's role or job function.

Theme Builder release notes

The ServiceNow® Theme Builder application enables you to customize the visual experience for your users so that you can update the look and feel to be more like your brand. Theme Builder was enhanced and updated in the Australia release.

Theme Builder highlights for the Australia release

- Generate color palettes instantly by uploading a brand image and let our AI theme generator automatically detect your brand colors.
- Customize fonts by category and adjust font sizes to scale typography across specific component categories like headers, buttons, and form fields, or by size groups for consistent styling.
- Access the new icon library to configure and override default icons using custom assets.

See Working with themes in Next Experience for more information.

Important: Theme Builder is available by default and upgrades are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

AI-powered color palette theme creation

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Use AI to generate themes from brand images, preview multiple options, and refine results all within the updated Create a theme wizard. If you prefer, you can skip the AI step and continue creating your theme manually using the existing workflow. This feature requires Now Assist for Creator.

Generate themes using Now Assist

Leverage Now Assist to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. This feature requires Now Assist for Creator and a theme creation workflow enabled in AI Agent Studio.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Override default icons for a fully branded experience

View and manage your theme's icon library in Theme Builder, including uploading custom assets to replace default icons. Icons support size variants, outline and fill styles, and dynamic color adjustments and integrate with embeddable components.

Control typography at the component category level

Assign fonts to individual component categories to create clearer visual distinction across your interface.

Flexible Font size control

Fine-tune font sizes across component categories for a polished, consistent look. Use font#size controls to tailor default or custom fonts to your brand needs. Applies across Next Experience and embeddable components, ensuring a consistent brand look even on external sites.

UI changes

Updated Editor page Global styles preview options

The Global styles panel has been updated in the following ways:

- The UI styles preview tab has been renamed to Abstract UI.
- The Experience preview tab has been renamed to Experiences.
- A Categories tab is now available allowing you to view groups of components by font or font size. This tab appears only when the Typography panel is open.

Global styles panel updated

The Global styles panel has been updated in the following ways:

- Global styles panel was relocated to simplify theme editing and provide a more consistent interface.
- The Typography panel now features two dedicated tabs, Fonts and Sizes allowing you to manage typefaces and font scales independently. In addition, the panel supports a new structure for editing typography at a category level, bridging the previous gap between global and individual component styling.

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Create a theme wizard updated

The existing create a theme wizard has been updated and streamlined in the following ways:

- Primary and secondary colors are now selected in a single step.
- The neutral color step has been removed. You can now choose a neutral color from the Global styles overview panel when needed.
- The additional colors step has been removed. Additional brand colors can also be selected from the Global styles overview panel.
- Custom font upload is now available directly from the font selector.
- The final step is still the theme summary, with all editing options accessible directly from this page.

Activation information

Theme Builder is included as a core plugin with the Next Experience application and is available by default. You can update to the latest version of Theme Builder from the ServiceNow Store.

Related ServiceNow applications and features

Build apps using App Engine Studio

Use ServiceNow® App Engine Studio for developing rich web applications to store information, automate business processes, and solve business problems.

UI Builder

Use ServiceNow® UI Builder to build pages for workspaces that are generated with App Engine Studio or custom web experiences by using Next Experience Components and custom web components.

Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist for Creator

ServiceNow® Now Assist for Creator application includes generative AI skills that can help you develop on the ServiceNow AI Platform efficiently.

AI Agent Studio

Create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Configurable Workspace release notes

The ServiceNow® Configurable Workspace application provides tools to agents, case managers, help desk professionals, and managers for answering customer questions and resolving customer problems. Configurable Workspace was enhanced and updated in the Australia release.

Configurable Workspace highlights for the Australia release

- Add a background color to fields including unsaved fields and fields with highlighted values.
- Apply commands with keyboard shortcuts for journal fields.
- Set conditions and use the email composer within form templates.

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- Edit or delete Activity stream posts, and add knowledge base links from recommended actions.
- Implement declarative actions without assuming page ownership, and override attributes without altering the base action.

See Configurable Workspace UI for more information.

New in the Australia release

UI interactions for declarative actions

Combine logic, script, and configurable UI with a UI interaction, and apply it from any page event or declarative action. When you use a declarative action to apply a UI interaction, you can extend a page without taking ownership.

UI changes

Session tabs

The following UI changes have been made to session tabs:

- The icon to close a tab displays on hover only.
- Overflow text on a tab is blurred instead of displaying an ellipsis.
- Overflow tabs are displayed as a **More** tab with a split button.

Lists for mobile devices

List design and behavior adapt to mobile devices to help improve usability.

Forms

The following UI changes have been made to forms:

- Annotation fields provide rich text markup to enhance contextual form information.
- The HTML editor toolbar displays a modern design.

Form templates

The following UI changes have been made to form templates:

- The button to add a form template field has been updated to be more discoverable.
- View selected conditions as a card below a field.

Activity stream

The following UI changes have been made to the Activity stream:

- Filter Activity stream posts by user.
- The Activity stream features a responsive design for stacking content, typography styles, and spacing.
- System tokens for Activity stream components provide a consistent look and feel without needing to manually update style properties for every component.

Email composer

The following UI changes have been made to the email composer:

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- All email layouts display a minimized recipient field and borderless rich text editor.
- A message displays in the header when an email is saved as a draft.
- Copy and apply text formatting for emails using the format painter.

Changed in this release

Record List component bundle enhancements in UI Builder

Configure these enhancements to the Record List component bundle in UI Builder:

- Pin columns to keep them visible while scrolling horizontally.
- Change the medium default size for highlighted values.
- View list data as a data visualization.
- Show a filter overview in the list header for a summary of the filters currently applied to the list.
- Catalog variables and questions are supported as list columns.
- Open lists in multiple session tabs from the list menu.
- Customize gallery list card layouts including images, icons, text placement, and sizing.

AI filter assist

Convert everyday language into an encoded query with AI filter assist.

Track record list changes

Get an AI-generated summary of recent changes made to a list without manually reviewing each record.

Grouping for related lists

Configure related lists to persist selections for the Group by filter.

Predicate Builder component enhancements in UI Builder:

Configure these enhancements to the Predicate Builder component in UI Builder:

- Customize condition rows.
- Configure a simple filtering mechanism.
- Use a search term for filtering panel definitions.
- Configure fixed queries.

Hierarchical queries

Configure a record hierarchy to create filter queries that traverse levels of hierarchy.

Dynamic queries

Configure dynamic attributes and dynamic categories to create filter queries that use the dynamic schema field type.

Form component enhancements in UI Builder:

Configure these enhancements to the Form component in UI Builder:

- Wrap field labels on mobile devices.
- Display an indicator dot on unsaved fields.

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- Add a background color to unsaved fields to make them more noticeable.
- Add an address field to forms that searches, validates, and automatically fills an address.

AI indicator

The AI indicator is a visual cue that identifies form fields in configurable workspace and Core UI that have been updated with AI-generated content, providing a consistent and clear indication of AI involvement across the platform.

Unsaved field indicator

Configure the unsaved field indicator for your entire workspace experience instead of individual pages.

Background color for unsaved fields

Configure a background color to display on unsaved fields for your entire workspace experience instead of individual pages.

Background color for highlighted values

Configure a background color for fields with highlighted values.

Text commands for journal fields

Configure text commands that can be applied by keyboard shortcuts within journal fields.

HTML editor toolbar

Configure toolbar options for the HTML editor within journal input fields.

Inline validation for string fields

Configure inline validation for string fields that formats inputs automatically, persists guidance text as a placeholder, and restricts unsupported characters.

Watch lists

Add and remove yourself and multiple records from a watch list.

Form Templates component enhancements in UI Builder

Configure these enhancements to the Form Templates component in UI Builder:

- Preview form templates before applying them to the record page.
- Display an alert message and confirm reuse when a selected form template is already applied to that record.

Activity Stream component enhancements in UI Builder

Configure these enhancements to the Activity Stream component in UI Builder:

- Edit and delete Activity stream posts after submitting.
- Add knowledge base links from recommended actions to Activity stream posts.

Keyboard shortcuts for emails

Use keyboard shortcuts to open drafts, email templates, and response templates.

Attachments component enhancements in UI Builder

Configure these enhancements to the Attachments component in UI Builder:

- Open the file viewer as a modeless dialog.
- Customize the attachment header, upload instructions, and menu actions in both the full and compact modes.

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- Display the loading skeleton as a spinner or as three cards.
- Enable a visible drop zone for file uploads in the compact mode.

Form action layout groups for declarative actions

Upgrade form action layout groups to customize the order, label, and icons for declarative actions without altering the base action.

Declarative actions and UI actions on public pages

Non-logged in users may access specified declarative actions and UI actions on embedded web pages while maintaining integrity with security guidance and access control list permissions.

Activation information

Configurable Workspace is a ServiceNow AI Platform feature that is active by default.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

Agent Workspace - Ribbon (com.snc.agent_workspace.ribbon): Planned for deprecation in the C release. Beginning with the Australia release this plugin will be migrated to a store application. Upgrade your instance to Australia or later release versions and the store applications will be automatically installed.

Browser requirements

Configurable Workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge, Chromium or one of the other supported browsers that are listed in Browser support.

Accessibility information

Screen Summarization

Screen Summarization is a feature that supports visually impaired and low-vision users by providing AI-generated summaries of workspace pages and their sections. The summaries can be read aloud with a screen reader to help reduce navigation and comprehension time.

Install Screen Summarization by requesting it from the ServiceNow® Store. Visit the ServiceNow® Store to view all the available apps and information about submitting requests to the store.

Related ServiceNow applications and features

UI Builder

Use UI Builder to build your Configurable Workspace experience.

Adoption Services release notes

The ServiceNow® Adoption Services application is a suite of solutions, both products and features, that provide user support and critical information when a user needs it most. Adoption Services was enhanced and updated in the Australia release.

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Adoption Services highlights for the Australia release

Explore Dynamic Guidance within In-product help features of Adoption services as the proactive AI assistant that generates an engaging voice based, step by step guidance, dynamically, across platforms.

See Adoption services for more information.

New in the Australia release

Help Center

text

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

For existing customers who upgrade to Australia, use Theme Builder to publish Coral theme to your instance or add Coral theme to the Next Experience UX Parent App Theme table.

Easy discoverability of Guided Tours

Guided Tours are now prominently displayed on the Help Center, making them easier to find. Based on your role, you will have access to guided tours that provide an interactive experience, allowing you to engage directly with the application.

Onboarding modals

The images in the Onboarding modals now match the theme of the instance that you choose, whether dark, light, or coral to provide a visually cohesive experience.

Activation information

Adoption Services is active by default with the plugins. You don't need to activate this feature.

Accessibility information

Guided Tours

Guided Tours is enhanced with more accessibility features including:

- Descriptive page titles
- Keyboard assistance for suggesting required fields through screen reader
- Keyboard assistance for focussed user interface controls like, tool tip icons and check-boxes

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Australia release.

Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables accounts payable specialists to automate cost allocations in the invoice lines using distribution sets. The AI-

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powered agent provides business owner recommendations for non-PO invoices based on historical patterns. The Accounts Payable Operations was enhanced and updated in the Australia release.

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Accounts Payable Operations highlights for the Australia release

- Leverage Accounts payable document classification skill to classify email attachments into invoice, credit memo, or supporting documents based on the AI recommended confidence score resulting in error free invoice data extraction.
- Validate supplier provided tax against a system-calculated tax by integrating an enterprise-grade tax engine resulting in straight-through processing of invoice while improving accuracy, compliance, and operational efficiency.

See Accounts Payable Operations for more information.

Important: Accounts Payable Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Tax Engine Integration

The tax engine integration framework validates supplier-provided tax against system tax at invoice line level, maintains compliance with regional and global tax regulations. This integration triggers automatic tax validation, handles exceptions for tax variance and missing data, enables manual revalidation and rolling up of system tax.

Changed in this release

Configure Document Intelligence using Now Assist for Accounts Payable Operations (APO)

The Document classification skill auto-classifies supplier email attachments as invoice, credit memo, or supporting documents with an AI-recommended confidence score. After the classification, separate invoice processing cases are created for invoices and credit memo with supporting documents linked to both the cases. The playbook allows you to configure the confidence threshold for auto-approval or involve AP specialists to manually review them.

Activation information

Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Localization information

Accounts Payable Operations supports multiple languages. However, the current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model.

Plugin information

New plugins

The following plugins are new in Australia:

Tax Engine Integration with Vertex (com.sn_fsc_vertex): This plugin enables the integration of APO with Vertex (vendor) to perform tax validation on invoices resulting in tax accuracy and compliance.

Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application provides your employees with a simple automated tool that they can use to shop for goods and services that they need at work. Sourcing and Procurement Operations was enhanced and updated in the Australia release.

Sourcing and Procurement Operations highlights for the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Australia Early Availability

- View supplier amounts in both local and original currencies across to-dos, emails, and relevant purchasing views.
- Enter and edit decimal quantities for service-based purchase requisitions and purchase orders, and enforce validation to prevent decimal quantities for goods.
- Classify service requests, purchase requisitions, and purchase orders into the correct spend categories automatically.
- Purchase on behalf of other users directly from Shopping Hub and track purchases using the business owner filter.
- Create a single sourcing request when a requester submits an intake request with multiple products or services.

See Sourcing and Procurement Operations for more information.

Important: Sourcing and Procurement Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Multi-currency support in Shopping Hub

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Enable multi-currency display across approval-related views, including To-Dos, tasks, email notifications, and the Bundles page. Currency values are shown in both the approver's local currency and the original supplier currency where applicable. The local currency is displayed as the primary value, with the original currency shown as a secondary reference. This display format provides consistent currency visibility for approvers during review.

Decimal quantity support for service-based purchases in Shopping Hub

Enable requesters to enter and edit decimal quantities for service-based purchase requisitions and purchase orders without validation errors. Decimal quantities are supported only for services to maintain data integrity. Decimal quantities for goods are not supported and return a clear validation message. This validation logic is consistent across Shopping Hub and Employee Center.

Automatically assign categories during SR and PR creation

Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the Spend categorization agent. This classification process reduces manual classification effort and improves consistency across procurement workflows.

Purchase on behalf of another user in Shopping Hub

Enable users to purchase on behalf of others without requiring delegate configuration in Shopping Hub. Users can manage individuals they are authorized to purchase for, directly within the buying experience. Purchases made on behalf of others are visible through filtering by business owner in the My Purchases view.

Activation information

Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist for Sourcing and Procurement Operations (SPO)

Use the ServiceNow® Now Assist for SPO application to simplify request creation with conversational intake and summarize records to help fulfillers act promptly.

Source-to-Pay Workspace

Provide experiences and tools to support key activities, such as procuring goods and services, onboarding high-performing suppliers, and processing invoices.

Purchase Order Management release notes

The ServiceNow® Purchase Order Management application helps you identify, track, and resolve anomalies or irregularities in the purchase order (PO) execution process. Purchase Order Management was enhanced and updated in the Australia release.

Purchase Order Management highlights for the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Australia Early Availability

- Create PO exceptions from universal requests during triage.
- Create PO exception tasks and track their progress directly from the PO exception.
- Get relevant data insights with improved visualization of new purchase order exceptions and PO exception workload distribution.
- Convert supplier emails into purchase order exceptions automatically when a registered supplier contact sends emails to a supplier inbox.
- Analyze delivery gaps and view suggested edits to orders with alternative suppliers with the Define purchase order exception mitigation strategy agentic workflow

See Purchase Order Management for more information.

Important: Purchase Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Create purchase order exception from Universal Request

Enable buyers to convert universal requests that were generated by the Create purchase order exception via email agentic workflow into purchase order exception records. When emails processed by the workflow lack sufficient context to be automatically converted to purchase order exception records, the workflow creates universal request records. After manual review, buyers can turn universal requests into purchase order exception records.

Create and assign a purchase order exception task

Create tasks directly from a purchase order exception and assign these tasks to operational buyers or collaborators. Buyers can also track tasks directly from a purchase order exception.

Updated visualization of purchase order exceptions

View the expanded New activity today section on the Purchase order management landing page, reassign exceptions, and view additional details in the Exception intelligence section. Suppliers can also apply filters to purchase order line lists, enabling quick identification of relevant orders.

Automated purchase order exception creation from emails

Convert supplier emails into purchase order exceptions when a registered supplier contact sends emails to a supplier inbox. Purchase order exceptions are created for all purchase order queries and assigned to the operational buyer. For queries unrelated to purchase order exceptions, a universal request record is created.

Identify and execute mitigation strategies for purchase order exceptions

Use the Define PO exception mitigation strategy agentic workflow to identify and execute mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.

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UI changes

Changes in the purchase order exception page

The New activity today section on the Purchase Order Management landing page has been expanded to list the most recent exceptions and tasks.

The **Exception intelligence** tab is enhanced to show the supplier spend patterns over time.

Activation information

Install Purchase Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugin is new in Australia:

Now Assist for Purchase Order Management (POM) (sn_poem_gen_ai): Automates purchase order exception creation and suggests mitigation strategies for order-related issues, helping buyers resolve disruptions quickly and keep procurement operations on track.

Related ServiceNow applications and features

Now Assist for Source-to-Pay Operations

ServiceNow® Now Assist for SPO includes improved AI search, enhanced AI agents, and Summarization skills for fulfillers on the ServiceNow AI Platform.

Source-to-Pay Operations

ServiceNow® Source-to-Pay Operations unifies sourcing, procurement, and payments into a single experience. It automates transaction processes, integrates with ERP systems, and accelerates implementation, enabling teams to optimize spend, reduce risk, and achieve their organizational ESG goals through sustainable sourcing.

Supplier Lifecycle Operations

ServiceNow® Supplier Lifecycle Operations empowers suppliers with self-service to simplify operations and improve productivity. You can effectively collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle.

Source-to-Pay Operations Integrations release notes

he ServiceNow® Source-to-Pay Operations extends its capabilities by integrating with third-party applications. The Source-to-Pay Operations integration with SAP, Oracle EBS, Coupa, SAP Ariba, and Oracle Financial Cloud are new applications in the Australia release.

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Source-to-Pay Operations Integrations highlights for the Australia release

- Handle sales orders, procurement, finance, and so on, in Oracle Financial Cloud from your ServiceNow instance using the Source-to-Pay integration with Oracle Financial Cloud.
- Added enhancements to the Purchase Requisition Line (PRL) outbound staging table.
- Performance optimizations applied to the Purchase Order (PO) transform map.

See Source-to-Pay integration with third-party applications for more information.

Important: Source-to-Pay Operations Integrations with third-party apps is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Source-to-Pay Operations Integration with third-party apps to Australia

Important: Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.

New in the Australia release

Source-to-Pay integration with Oracle Financial Cloud

- You can use this integration to perform Integration Hub actions for invoices, cost centers, product models, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, plant addresses, and legal entities.
- You can also fetch currencies, GL accounts, legal entities, and payment terms information from Oracle Financial Cloud.

Changed in this release

Source-to-Pay integration with SAP

- Enhanced integration to support data retrieval from SAP ECC, SAP OData, and SAP HANA RFC using the updated Buyer Group staging process.
- Enhanced integration to support Read-Only security directives to strengthen data protection, applying required field-level changes in alignment with the Read-only field remediation guidelines to ensure compliance and consistency across integrations.
- Updated entity naming convention from Department to Buyer Groups for improved standardization.

Source-to-Pay integration with SAP Ariba

- Enhanced integration to support fetch shipment details from SAP Ariba.
- Updated entity naming convention from Department to Buyer Groups for improved standardization.

Source-to-Pay integration framework

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- Enhanced the Purchase Requisition Line (PRL) outbound staging table to improve data completeness and consistency for outbound Purchase Requisition integrations.
- Performance optimizations have been applied to the Purchase Order (PO) transform map to improve efficiency and scalability when processing high-volume PO data.

Related ServiceNow applications and features

Integrate Sourcing and Procurement Operations with other applications

Extend the capabilities of Sourcing and Procurement Operations and connect with other departments by integrating with other applications.

Integrate Supplier Lifecycle Operations with other applications

Extend the capabilities of Supplier Lifecycle Operations by integrating with other applications.

Integrate APO with other applications

Extend the capabilities of APO by integrating with other applications.

Supplier Lifecycle Operations release notes

The ServiceNow® Supplier Lifecycle Operations application enables you to quickly onboard and collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle. Supplier Lifecycle Operations was enhanced and updated in the Australia release.

Supplier Lifecycle Operations highlights for the Australia release

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Australia Early Availability

- Enable supplier managers and admins to create and manage smart assessments in bulk for internal and external users.
- Enhance email interactions for supplier managers by creating a centralized email view displaying all emails within the Source-to-Pay workspace at case, task, and supplier levels.
- Improved action plans with Gantt chart visualizations, email notifications, messaging, and activity streams.
- Automate the monitoring and follow-up of the expiring supplier documents. As documents approach expiration, supplier tasks are automatically generated in the supplier portal or workspace, requesting the document owner to submit updated documentation. After document expiry also, automatic tasks are created in place of follow-ups via email reminders and supplier cases.

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- Enable supplier contacts to upload documents from the portal even if the supplier document configuration isn't done.

Note: This facility is already enabled for supplier managers in the previous releases. They can upload documents from the workspace even if the supplier document configuration isn't done.

Important:

- The plugin Supplier Operations (com.snc.sn_so) **must** be installed after upgrading to Supplier Lifecycle Operations Australia release. For more information, see Install Supplier Operations.
- The Supplier Lifecycle Operations plugin (com.snc.sn_supplier_mgmt) is renamed to Supplier Case Management. For more information, see Supplier Case Management.
- Supplier Lifecycle Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Smart Assessments

Supplier managers can use the segmentation rules and assessment templates to create smart assessments in bulk for users. Smart assessments provide a survey-like experience with enhanced UI capabilities for both internal and external users. This feature utilizes the capabilities of the Smart Assessment Engine application.

Emails view for supplier managers in the Source-to-Pay Workspace

Supplier managers can access their emails within the Source-to-Pay Workspace from the **Emails** tab in the case, task, and supplier details pages respectively. Email actions are reflected and incomplete email errors are handled. Email-summarization is available from the workspace for tasks and cases only.

Supplier contacts receive the emails and they can perform the assigned tasks directly via email without logging in to the Supplier Collaboration Portal.

Internal stakeholders receive the emails and they can perform the assigned tasks directly via email without logging in to the Source-to-Pay Workspace.

AI driven supplier onboarding using Now Assist for SLO

Use theAI driven supplier onboarding workflow to automate data validation, duplicate checking, task generation, and supplier communication. Key enhancements include:

- Extract banking information from uploaded documents to reduce information mismatch.
- Use the document strategy generator AI agent to generate a customized onboarding task list using all published knowledge base articles.
- View a list of AI-suggested suppliers while reviewing supplier onboarding requests initiated through sourcing requests.
- Supplier relationship managers can manually approve or reject supplier onboarding requests.
- Resolve duplicate supplier onboarding requests from the Now Assist panel by updating the supplier legal name, contact email, or both.

Automate supplier case creation from emails

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Convert supplier emails into cases automatically when registered supplier contacts send emails to a supplier inbox. Supplier cases are created for all SLO related queries and assigned to the supplier relationship manager. For queries unrelated to SLO, a universal request is created for resolution.

Summarize supplier performance in Source-to-Pay Workspace

Generate comprehensive supplier performance summaries, including performance data, trends, and actionable insights, using the supplier performance summarization skill.

Analyze sentiments in supplier cases

Use the sentiment analysis skill to analyze supplier case fields and determine the tone or sentiment of the fulfiller.

Generate an email response for supplier cases

Use the email response skill to analyze the supplier case details and generate professional email response regardless of the record type using past email responses, KB articles, and related tasks.

Activation information

Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist for Supplier Lifecycle Operations (SLO)

Use the ServiceNow® Now Assist for Supplier Lifecycle Operations (SLO) application to guide your supplier managers through a conversation-like experience for their supplier needs.

Source-to-Pay Workspace

Provide experiences and tools to support key activities, such as procuring goods and services, onboarding high-performing suppliers, and processing invoices.

Strategic Portfolio Management release notes

Strategic Portfolio Management has new and updated features in the Australia release.

Agile Development 2.0 release notes

The ServiceNow® Agile Development 2.0 application helps you implement a pure agile approach over the entire life cycle of a product, or a hybrid approach using agile methods within a traditional project structure. Starting with Australia release, Agile Development 2.0 and its related plugins are planned for deprecation.

Plugin information

Plugins planned for deprecation

The following plugins are planned for deprecation in a future release:

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- Agile Development 2.0 (com.snc.sdlc.agile.2.0): Planned for deprecation in the August 2030. Install the Collaborative Work Management application from ServiceNow Store.
- Agile Development 2.0 - ATF Tests (com.snc.sdlc.agile.2.0.atf): Planned for deprecation in the C release. There is no replacement for this application.
- Agile Development 2.0 - Development ATF Tests (com.snc.sdlc.agile.2.0.atf.dev): Planned for deprecation in the C release. There is no replacement for this application.
- Agile Development — Unified Backlog (com.snc.sdlc.agile.multi_task): Planned for deprecation in the C release. Install the Collaborative Work Management application from ServiceNow Store.
- Scrum Programs (com.snc.sdlc.scrum_program): Planned for deprecation in the C release. There is no replacement for this application.
- Atlassian Jira Integration for Agile Development (app_agile_jira_integrations): Planned for deprecation in the C release. Install the SPW Jira Integrations application from the ServiceNow Store.
- Microsoft Azure DevOps Integration for Agile Development (app_agile_ado_integration): Planned for deprecation in the C release. There is no replacement for this application.
- Work Progress Status for Agile Teams (com.sn_scrum_progress): Planned for deprecation in the C release. There is no replacement for this application.
- Performance Analytics Content Pack for Agile 2.0 (com.sn_scrum_dashboards): Planned for deprecation in the C release. Install the Collaborative Work Management application from ServiceNow Store.
- Agile Development v2 (com.snc.sdlc.agile.mobile): Planned for deprecation in the C release.There is no replacement for this application.

Collaborative Work Management release notes

The ServiceNow® Collaborative Work Management (CWM) application provides a central hub to plan, visualize, and collaborate on work with team members across your organization. CWM was enhanced and updated in the Australia release.

Collaborative Work Management highlights for the Australia release

- Save time and find relevant work easily by using filters in the Kanban view.
- Generate scrum tasks for user stories using AI and improve visibility into sprint work.
- Spot bottlenecks early by linking work items as blocking or related, with visual cues that surface dependencies across Kanban, List, and Gantt views.

See Collaborative Work Management for more information.

Important: Collaborative Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Formula columns in CWM

Gain deeper insights into your work by adding formula columns to your List view in CWM Boards. Create calculations that automatically compute values across your tasks, such as summing hours, calculating date differences, or deriving metrics from existing fields.

Build formulas manually using the Formula Builder panel, which guides you through selecting functions and referencing columns with inline suggestions. As you type, the builder validates your formula in real-time and displays clear error messages if corrections are needed.

You can accelerate formula creation with AI by describing your calculation in natural language. AI generates a valid formula that you can insert directly into the editor, saving you the time to manually build a valid formula.

Kanban board filters

Save time finding the work that matters most by applying quick filters directly on your Kanban board.

As you adjust filter conditions in the header, the quick filter panel stays in sync, and vice versa. Your filter choices automatically apply to saved views and CWM Board templates, so the next time you open the board, your preferences are readily available.

Scrum tasks

Improve sprint execution by breaking user stories into scrum tasks that make estimation easier and daily progress visible. These tasks appear as nested children in the List, Kanban, and Sprint planning views, so that your team sees how individual efforts roll up into the larger story.

Using AI to generate an initial set of scrum tasks based on your story descriptions, you can reduce the overhead of task creation. Trigger the scrum task generation from the story form or inline from the Sprint planning view, and receive a relevant set of tasks as a starting point for your sprint planning. You can then review, edit, and add the generated tasks to fit your team's workflow.

Task dependencies and relationships

Increase visibility into how work is connected by linking related items directly in CWM and avoid switching context to track dependencies.

As these relationships surface across Kanban, List, and Gantt views with clear visual cues, you can improve planning confidence for your teams. Blocked items stand out at a glance, helping teams spot bottlenecks early, communicate delays quickly, and plan tasks in the right sequence.

Team member roles for project work

View and update project and demand tasks directly in CWM using team member roles, installed alongside Collaborative Work Management.

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The team member read role lets users view project and demand tasks and leave comments. The team member read-write role also lets users edit those tasks. Team members can view and manage the work assigned to them and their team through **My Work** and **Connected Work** in CWM.

Image download from docs

Save images from your CWM documents directly to your device, making it easier to share or use them outside of the Docs environment.

UI changes

Formatting toolbar changes in Docs

Quickly confirm which text formatting is active for your text selection. A green checkmark now appears next to the currently applied format in the formatting toolbar, giving you a clear visual indicator of the active formatting.

Sprint section footer changes in Sprint planning view

For sprints that are not started yet, the footer of the sprint section in the Sprint planning view now shows only the % of capacity utilized, and the story points remaining for the sprint.

Activation information

Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

Reflow

Docs in CWM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.

Related ServiceNow applications and features

Now Assist for Collaborative Work Management (CWM)

The ServiceNow®Now Assist for CWM application uses generative AI skills to save time and improve efficiency for the actions you perform within the CWM workspace.

Strategic Planning

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Prioritize, roadmap, and track work when using traditional, Agile, or hybrid methodologies with the ServiceNow® Strategic Planning application. Align strategy to execution by defining and tracking goals across your organization. Strategic Planning is available with an SPM Professional license.

Data Separation release notes

The ServiceNow® Data Separation application enables organizations to restrict access to sensitive data based on a lens hierarchy and its leaf node.

Deprecated features

- This application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
- Alternatively, you can use Data Filters and access control lists (ACLs) to configure data separation for your use cases. For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB0558290] article in the Now Support Knowledge Base.

Goal Framework for SPM release notes

The ServiceNow® Goal Framework for SPM application enables you to automate the actual value of your targets for the goals that are defined using the ServiceNow® Goal Framework application. Goal Framework for SPM was enhanced and updated in the Australia release.

Goal Framework for SPM highlights for the Australia release

Define targets across multiple organizational levels with the **Assigned entity** field in the target form.

See Goal Framework for SPM for more information.

Important: Goal Framework for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Define targets at multiple organizational levels

Define targets across multiple organizational levels with the **Assigned entity type** and **Assigned entity** fields in the target form. This enables targets created at higher levels (for example, Company) to be directly assigned to lower levels (for example, Business Unit, Department), eliminating redundant subgoal creation, and streamlining overall goal management.

UI changes

Changes to Target form

The **Assigned entity type** and **Assigned entity** fields have been added to the Target form to support defining targets at multiple organizational levels.

Activation information

Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Strategic Planning

Use the Goal Framework for SPM application in the ServiceNow® Strategic Planning application to automate the progress of your targets.

Important: You can install Goal Framework for SPM only when you own the ServiceNow® Strategic Portfolio Management (SPM) Pro license. When you own the SPM Pro license and install Strategic Planning, the Goal Framework for SPM application is installed automatically.

Goal Framework

The ServiceNow® Goal Framework application helps you create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

The Goal Framework for SPM application is an extension to the Goal Framework application. When you install Goal Framework for SPM, you get all the features of Goal Framework along with the target automation feature.

Goal Framework release notes

The ServiceNow® Goal Framework application enables your business to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes. Goal Framework was enhanced and updated in the Australia release.

Goal Framework highlights for the Australia release

Use the enhanced Goal, Target, and Strategic Priority forms to more effectively manage and track your organization's goals.

See Goal Framework for more information.

Important: Goal Framework is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

UI changes

Changes to Goal and Target forms

The **Cancelled** option has been added to the **State** field in both the Goal and Target forms, enabling you to set their status to **Cancelled** when needed.

Changes to Strategic Priority form

The **Status** field has been added to the Strategic Priority form, enabling you to set the status of a strategic priority as **None**, **Green**, **Yellow**, or **Red**.

Activation information

Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

AI Control Tower

ServiceNow AI Control Tower enables you to track and monitor all your strategies and goals that are categorized as Artificial Intelligence using the Goal Framework application.

Goal management in Strategic Planning

Use the Goal Framework application in the ServiceNow® Strategic Planning application to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

Goal Framework for SPM

Use the ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application to automate the actual value of your targets for the goals that are defined using Goal Framework. The Goal Framework for SPM application is an extension to the Goal Framework application.

Project Portfolio Management

ServiceNow® Project Portfolio Management provides a simplified, team-oriented approach to managing project portfolios and IT development by combining several individual applications. In combination with the Goal Framework application, you can create a goal relationship with the Project and Demand work items and the Program strategic item.

Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate project insights, create demands through conversations, and quickly gain updates into projects. Now Assist for Strategic Portfolio Management (SPM) was enhanced and updated in the Australia release.

Now Assist for SPM highlights for the Australia release

- Use the demand summarization skill to generate a concise summary of a demand.
- Deliver clear, executive-ready project status reports using AI.
- Use the AI insights page to view task, milestone, resource, financial, and RIDAC insights for a project.
- Use the goal insights skill to generate insights for goals to gain predictive, actionable visibility into goal health.
- Generate a story for your epic using Now Assist.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

Important: Now Assist for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Australia Patch 1

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The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Summarize demand records with the demand summarization skill

Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand.

AI-generated project status reporting

Generate AI-powered project status reports for quick visibility into project health and executive summaries.

AI insights for a project

- Use the **AI insights** page to view consolidated information about project tasks, milestones, resources, financials, and RIDACs.
- Configure the insights to monitor critical project elements, such as financials and RIDACs, for a project.
- Send AI-generated project insights via email, including financials, RIDACs, milestones, resources, and project tasks.
- Track key project indicators, such as budget overruns, cost variance, high-risk items, issues, decisions, overdue actions, and change requests.

Additional admin configuration for the project insights generation skill

Configure additional settings as an admin for the project insights generation skill. Choose inputs, display and review the changes.

AI-generated insights for goals

Generate AI#powered insights using the goal insights skill to gain predictive, actionable visibility into goal health. By analyzing the goal, goal targets, subgoals, and aligned work, the system delivers data#driven insights that help goal owners and contributors manage risks proactively and improve goal outcomes. Insights include AI-forecasted status, confidence of achieving the goal, targets at risk, and aligned work or recommendations that have been delayed or stalled.

Story generation for epics in Agile Development 2.0 and EAP

Generate a complete user story, including title, description, and acceptance criteria, directly from an epic instead of creating one. By providing one or two lines of context, you can generate a story and edit inline before saving. This skill is available in both Agile Development 2.0 and EAP.

UI changes

Demand Management UI changes

The **Summarize** button has been added to a summary card in the demand form to initiate the demand summarization skill.

AI-generated status reports

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The **Generate status report** button has been added to generate status reports with AI assistance.

Configure project insights modal UI enhancements

The **Financials** and **RIDAC** check boxes have been added in the configure project insights modal.

Project insights generation skill enhancements

New admin configuration options are available for the project insights generation skill.

Project insights email template enhancements

The Financials and RIDAC sections have been added in the email template.

Project Workspace UI enhancements

An AI Insights page has been added to capture AI#generated information for each project.

Skill name updates

- Renamed the Project doc summarization skill to the Project doc generation and insights (Project Workspace) skill.
- Renamed the Planning item doc summarization skill to the Planning item doc generation and insights (Strategic Planning) skill.
- Renamed the EAP doc summarization skill to the EAP doc generation and insights (Enterprise Agile Planning) skill.
- Added the project status generation in Project Workspace.

Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use the Now Assist panel conversational interface in the Enterprise Agile Planning workspace to get story recommendations, split or combine stories, and create stories for your epics with the help of generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including feedback summarization, content summarization in Docs, demand creation, and epic to story generation.

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Portfolio Planning release notes

The ServiceNow® Portfolio Planning application helps you enhance traditional product and portfolio management by visualizing the alignment of work with organizational objectives. Portfolio Planning was enhanced and updated in the Australia release.

Portfolio Planning highlights for the Australia release

- Create and manage demands from the Next Experience for Demand Management in Portfolio Planning.
- Guide demand managers and users through predefined stages and actions for each demand process using Playbook in Next Experience for Demand Management.
- Link AI systems to a demand using a Playbook activity in Next Experience for Demand Management.
- Review the financial records of your planning items in both project currency and investment currency when you migrate them from Classic to Next Experience.
- Create financial baselines with multicurrency to capture, view, and track the financial health of your planning item using project baselines and investment baselines.

See Portfolio Planning for more information.

Important: Portfolio Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Next Experience for Demand Management

Manage strategic and operational demands in a unified experience in Portfolio Planning. This Next Experience interface consolidates demand creation, assessment, collaboration, and conversion in one place, eliminating context switching and reducing reliance on the classic Demand Workbench.

Create and manage demands in Next Experience for Demand Management

- Create and manage a demand in Next Experience for Demand Management using guided tabs. These tabs help you define alignment, estimate costs, and confirm readiness as you build out the demand.
- Collaborate on demands through Docs, which syncs execution and planning.
- View, add, and edit cost plans and budgeting details using related lists.

Use Playbook in Next Experience for Demand Management

Help teams manage demands with greater structure and consistency using Playbook in Next Experience for Demand Management.

Playbooks enable you to define multiple governance processes across the organization using a low-code/no-code configuration experience. Create clear stages and guided activities from demand intake to completion by using a default playbook or creating a custom playbook to support your organization's multiple demand management processes.

Associate AI systems with demands in Next Experience for Demand Management

Use a playbook activity in Next Experience for Demand Management to associate AI systems with a demand. You can link impacted systems and add new ones directly within the demand workflow.

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Portfolio plan enhancements

- Access the Hierarchy tab directly from the Planning page, located next to the Prioritization tab. This new placement replaces the previous access point within the Prioritization tab, providing a more efficient way to view and manage planning items.
- Save filter views specific to the Hierarchy tab without affecting views in the Prioritization tab.
- View planning items in the new Hierarchy tab on the Planning page, now sorted using global rank when available. Drag and drop is supported for lowest-level items, enabling you to rerank them within their groups.

Financials for planning items

View the financial baselines in investment currency and project currency after migrating them from Classic to Next Experience. Migrated financial baselines include actuals, costs, benefits, and budget values from the project currency to the investment currency.

Using multicurrency, new and existing customers see only investment currency fields in demand and project records. Planned costs, actual costs, planned benefits, actual benefits, and budget fields are included in the financial baselines.

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UI changes

Next Experience for Demand Management

- The Demands icon  has been added to the Portfolio Planning L1 menu to open the All Demands home page.
- The **State** field on the All Demands home page has been color-coded for each state value.
- The **Playbook**, **Details**, and **Docs** tabs have been added to the L2 menu of each demand to clearly and consistently group information.
  - The **Details** tab has been added to add and manage demand information such as financials and resource assignments.
  - The **Playbook** tab has been added to define clear stages and guided activities to read and follow. Selecting the name of a stage or activity navigates you to that stage or activity in the playbook. The **Skip**, **Update**, and **Mark Complete** options have been added to the activities of the playbook.
  - The **Docs** tab has been added to view and manage the documentation on the demand.
- If you have the AI Control Tower plugin installed and the investment type of the demand is set to artificial intelligence:

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- The **AI Associations** section in the Demand details is displayed. The following fields are included:
  - **Product**: Enables you to select the product or system that the demand relates to.
  - **Impacted AI systems**: Links the impacted AI systems with the demand. You can select existing AI systems from the list or remove systems that are no longer relevant.
- The **AI Checkpoint** stage is added to the demand default playbook. This stage includes the **Product** and **Impacted AI systems** fields.
- The **Create AI System** option is added to the **Details** page of a demand for users with the sn_ai_steward role.

Activation information

Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization.

Project Portfolio Management release notes

The ServiceNow® Project Portfolio Management application enables you to create and manage a wide range of planning items from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Australia release.

Project Portfolio Management highlights for the Australia release

- Update the idea and demand-related system properties by using the idea_admin or pps_admin roles.
- Link AI systems to demands in Demand Management.
- Generate a concise summary of a demand by using the demand summarization skill.

See Explore Project Portfolio Management for more information.

New in the Australia release

Admin role enhancements in Demand Management

- Enabling all users to create ideas with a minimum read role added to the *com.snc.idea.universal_request.copy_fields* system property.
- The *com.snc.idea.universal_request.copy_fields* system property can be updated only by users with the idea_admin or pps_admin roles.
- Help ensure that only authenticated users have access to the bubble chart workbench through the UserIsAuthenticated condition added to the bubble chart workbench ACL (access control list).

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Associate AI systems with demands in Demand Management

Add and manage AI system associations directly from the **AI Associations** tab in Demand Management. You can select impacted AI systems or create AI systems using related links directly within the demand workflow.

Summarize demand records with the demand summarization skill

Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand.

Admin role enhancements in Project Management

The Project properties can be edited only by users with the pps_admin role.

Admin role enhancements in Innovation Management

- The write role has been added for the *idea.notification.sender.email* and *com.snc.innovation_management.im_editor_attachment_tag_id* system properties.
- The *idea.notification.sender.email* and *com.snc.innovation_management.im_editor_attachment_tag_id* system properties can be added or updated only by users with idea_admin roles.

UI changes

Demand Management UI changes

- The **Start date** and **Due date** column labels have been renamed **Planned start date** and **Planned end date**, respectively. This change is applicable only for new installations of the Australia version. To ensure continuity, if you're upgrading to the Australia release from an earlier release, you'll continue to see the prior labels.
- If you have the AI Control Tower plugin installed and the investment type of the demand is set to artificial intelligence:
  - The **AI Associations** section in the Demand form is displayed. The following fields are included:
    - **Product**: Enables you to select the product or system that the demand relates to.
    - **Impacted AI systems**: Links the impacted AI systems with the demand. You can select existing AI systems from the list or remove systems that are no longer relevant.
  - An option to create an AI system under Related Links in the Demand form is available for users with the sn_ai_steward role.

Changed in this release

Next Experience for Demand Management

The new Next Experience for Demand Management provides a unified layout, guided stages, improved navigation, and enhanced capabilities such as Playbooks and Docs integration. As you move to Next Experience for Demand Management, you'll find it easier to create, review, and manage demands with a cleaner layout and guided actions. The classic UI is still available, but new improvements will appear in the workspace.

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Next Experience for Demand Management is available with the Strategic Portfolio Management (SPM) Standard and Pro licenses.

Removed in this release

- For Demand Management:
  - The permission to edit the value of the **dmn_stakeholder_register.number** field in the Stakeholder Register [dmn_stakeholder_register] table has been removed for the admin role.
  - The admin role ACL has been removed for the bubble chart workbench.
  - The duplicate app module that was created for the admin role has been removed.

Deprecated features

- Starting with Australia release, Scenario Planning for PPM (com.snc.ppm_scenario_planning) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

  Alternatively, Strategic Planning Workspace (for SPM pro users) or Portfolio Planning Workspace (for SPM standard users) provides the Scenario Planning capability. For details, see Scenario planning in Strategic Planning or Scenario planning in Portfolio Planning.
- Starting with Australia release, the Project Status Report (com.sn_store_ppm.mobile) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Project Workspace provides the Status Report capability.
- Starting with Australia release, the PMO dashboard is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Execution dashboard provides the PMO dashboard capability.
- Starting with Australia release, the Investment Portal is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Portfolio Planning Workspace provides the Investment Portal capability.
- Starting Australia, Project Workbench is no longer deployed, enhanced, supported or available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Project Portfolio Management is a ServiceNow AI Platform feature that is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For details, see Activate PPM Standard (Project Portfolio Management).

Related ServiceNow applications and features

Project Workspace

The Project Workspace application provides an intuitive user experience that enables project managers to plan and manage their projects.

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Project Workspace release notes

The ServiceNow® Project Workspace application provides an intuitive user experience that enables project managers to plan and manage their projects. Project Workspace was enhanced and updated in the Australia release.

Project Workspace highlights for the Australia release

- Integrate Hardware Asset Management (HAM) requests and refresh with Project Workspace, enabling hardware requests and refreshes to be planned and managed as part of strategic initiatives.
- Enable tracking of the hardware requests that are part of a Strategic Portfolio Management (SPM) project.
- View, assign, and approve resources directly from Resources page in Project Workspace without navigating to the Resource Management Workspace.

See Project Workspace for more information.

Important: Project Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Admin role enhancements

Project properties can be edited only by users with the pps_admin role.

Create an Asset Project Request from Project Workspace

- Create and track the number of requests with project reference or requests which are created as part of an SPM project.
- Provide portfolio and project managers with visibility into the status of associated hardware requests.
- Enable project-based tracking of hardware requests, improving traceability across project plans.
- Help portfolio or project managers quickly understand which asset requests are tied to the project and track their current status.

Manage resources directly in Project Workspace using interoperability

- View assigned and unassigned work from the embedded resource board.
- Assign unassigned work using automatic or manual effort distribution.
- Preview real-time effort allocations before assigning work.
- Identify resource availability and overutilization using visual indicators.
- Approve, unapprove, or reprioritize assignments by updating the resource status directly from the resource board.
- Extend or update assignments, including assignments for unassigned tasks, without leaving Project Workspace.

UI changes

Project Workspace UI changes

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- Added a Project reference field to request and refresh forms that enables you to associate hardware requests with an SPM project.
- Added an Asset Requests related list on the Project form that enables project managers to view, track, and monitor all associated hardware requests directly from a project.
- The Resources tab in Project Workspace now opens the resource board within the same page instead of launching a new browser tab.

Deprecated features

- Starting with the Australia release, the Project Status Report (com.sn_store_ppm.mobile) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Project Workspace supports status report capability.
- Starting with Australia release, the Project Management Office (PMO) dashboard is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Execution dashboard supports PMO dashboard capability.
- Starting with Australia release, the Investment Portal is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Portfolio Planning Workspace supports Investment Portal capability.

Activation information

Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Portfolio Management

Use a simplified, team-oriented approach to Project Management and IT development by combining several individual applications.

Strategic Planning release notes

The ServiceNow® Strategic Planning application helps you accomplish end-to-end planning using a single workspace. Strategic Planning was enhanced and updated in the Australia release.

Strategic Planning highlights for the Australia release

- Create and manage demands from the Next Experience for Demand Management in Strategic Planning. Guide demand managers and users through predefined stages and actions for each demand process using Playbooks in Next Experience for Demand Management.
- Link AI systems to a demand using a playbook activity in Next Experience for Demand Management. Generate a concise summary of a demand using the demand summarization skill.

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- Use boards in Strategy and Goals to group and manage strategic priorities and objectives for your organization.
- Send notifications to target owners or contributors to ensure timely updates of target actuals. Define targets across multiple organizational levels with the Assigned entity field in the target form.
- Consistent financial reporting across all baselines by support of investment currency on migrated financial baselines.
- Simplified user experience and focus on investment level financials view on investment currency fields for new customers. Complete and accurate currency data in all financial baselines for existing customers are now upgraded to include investment currency values.

See Strategic Planning for more information.

Important: Strategic Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Next Experience for Demand Management

Next Experience for Demand Management delivers a unified experience for managing strategic and operational demands in Strategic Planning. This Next Experience interface consolidates demand creation, assessment, collaboration, and conversion in one place, eliminating context switching and reducing reliance on the classic Demand Workbench.

Create and manage demands in Next Experience for Demand Management

- Create and manage a demand in Next Experience for Demand Management using guided tabs that help you define alignment, estimate costs, and confirm readiness as you build out the demand.
- Collaborate on demands through Docs, with execution and planning synced.
- View, add, and edit cost plans and budgeting details using related lists.

Use Playbooks in Next Experience for Demand Management

Help teams manage demands with greater structure and consistency using Playbook in Next Experience for Demand Management.

Playbooks enable you to define multiple governance processes across the organization using a low-code/no-code configuration experience. Create clear stages and guided activities from demand intake to completion by using a default playbook or creating a custom playbook to support your organization's multiple demand management processes.

Associate AI systems with demands in Next Experience for Demand Management

Use a playbook activity in Next Experience for Demand Management to associate AI systems with a demand. You can link impacted systems and add new ones directly within the demand workflow.

Summarize demands with demand summarization skill

Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand.

Strategy and Goals

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Use boards in Strategy and Goals to organize and manage your organization's strategic priorities and objectives. A board is a collection of strategic plans, priorities, objectives, and key results based on your selected filter criteria—helping you stay focused and manage them effectively.

- Managing boards:
  - Create boards step by step, choosing whether to base them on strategic plans, priorities, goals, or both. Define what items to display using advanced filter conditions.
  - Build boards tailored to specific goals by entity type and entity, ensuring focus on the goals that matter most.
  - Share boards with stakeholders to align efforts and drive shared outcomes.
  - Add boards to your favorites for faster navigation.
- Managing strategy and goals using boards:
  - Create and organize strategic plans, strategic priorities, goals, and key results in a single, focused view.
  - Associate work or planning items with goals or targets to align your current or future work with your strategic priorities, helping your team achieve goals and targets efficiently.
  - As the goal or process owner, send notifications to target owners or contributors to ensure timely updates of target actuals.
  - Target owners and contributors receive reminder notifications for check-in updates before the due date.
  - With Now Assist for Strategic Portfolio Management (SPM), generate measurable targets for your goals to reduce the effort of defining clear success criteria, and gain actionable insights to identify at-risk goals, assess forecasted status, and act on AI-driven recommendations.

Portfolio plan goals enhancements

- Owners and contributors are notified when they're mentioned in a goal, target, or when comments are added.
- Define targets across multiple organizational levels with the Assigned entity field in the target form. This enables targets created at higher levels (for example, Company) to be directly assigned to lower levels (for example, Business Unit, Department), eliminating redundant subgoal creation, and streamlining overall goal management.

Portfolio plan enhancements

- Visualize planning items in lanes with the new Kanban tab in the Planning page and access the Hierarchy tab directly from the same location. These tabs replace the previous access point in the Prioritization tab, offering a more streamlined way to view and manage planning items.
- Save filter views specific to the Kanban tab and the Hierarchy tab without affecting views in the Prioritization tab.
- View planning items in the new Hierarchy tab on the Planning page, now sorted using global rank when available. Drag and drop is supported for lowest-level items, enabling you to rerank them within their groups.

Hierarchy tab for EAP teams

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Gain visibility into how your work connects to broader organizational goals by viewing the complete work item hierarchy directly in the EAP workspace. Expand any epic to see its capabilities, features, and stories across Solution Trains, ARTs, and Agile Teams without switching between multiple screens or running separate reports.

Customize your view by selecting which columns appear in the hierarchy grid and adjusting column widths to match your workflow. Your column preferences persist across sessions, so your configured view is ready each time you return.

Open EAP work items in new browser tab

Open work items from the EAP Backlog and Hierarchy pages in a new browser tab, so you never lose your context. Right-click any work item, or use the item options menu, to open its full details in a separate tab. This feature lets you review and compare multiple work items side by side without losing your current view.

Admin role enhancements in Feedback

The read role sn_align_core.pf_read and write role sn_align_core.apw_admin are added to the following system properties in Feedback and Product idea:

- sn_apw_advanced.product_feedback_allowed_non_planning_items_for_link_item
- sn_apw_advanced.product_feedback_product_idea_filters
- sn_apw_advanced.product_feedback_feedback_filters
- sn_apw_advanced.feedback.idea_feedback_queue_address

Financials for planning items

- Migration of financial baselines:
  - Migrate the financial baselines of projects, which includes investment currency support.
  - While migration, financial baselines will now include actuals, costs, benefits, and budget values from the project currency to the investment currency.
- Streamlined currency fields while using multicurrency:
  - New and existing customers will now see only investment currency fields in demand and project records.
  - Planned costs, actual costs, planned benefits, actual benefits, and budget fields are included in the financial baselines.

UI changes

Next Experience for Demand Management

- The Demands icon  has been added to the Strategic Planning L1 menu to open the All Demands home page.
- The **State** field on the **All Demands** page has been color-coded for each state value.
- The **Playbook**, **Details**, and **Docs** tabs have been added to the L2 menu of each demand to clearly and consistently group information.

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- The **Details** tab has been added to add and manage demand information such as financials and resource assignments.
- The **Playbook** tab has been added to define clear stages and guided activities to read and follow. Selecting the name of a stage or activity navigates you to that stage or activity in the playbook. The **Skip**, **Update**, and **Mark Complete** options have been added to the activities of the playbook.
- The **Docs** tab has been added to view and manage the documentation on the demand.

- If you have the AI Control Tower plugin installed and the investment type of the demand is set to artificial intelligence:
  - The **AI Associations** section in the Demand details is displayed. The following fields are included:
    - **Product**: Enables you to select the product or system that the demand relates to.
    - **Impacted AI systems**: Links the impacted AI systems with the demand. You can select existing AI systems from the list or remove systems that are no longer relevant.
  - The **AI Checkpoint** stage is added to the demand default playbook. This stage includes the **Product** and **Impacted AI systems** fields.
  - The **Create AI System** option is added to the **Details** page of a demand for users with the sn_ai_steward role.

Changes to Target form

The following fields have been added to the Target form to support defining targets at multiple organizational levels.

- **Assigned entity**
- **Company**
- **Business Unit**
- **Department**
- **Portfolio**
- **Product model**
- **Value stream**
- **Initiative**
- **Strategic Program**

Changes to Strategic Priority form

The **Status** field has been added to the Strategic Priority form, enabling you to set the status of a strategic priority as **None**, **Green**, **Yellow**, or **Red**.

Hierarchy and List views in Prioritization

The **Kanban** and **Hierarchy** views have been removed from the Prioritization page and are now available as separate tabs in the Planning page. This change improves navigation by consolidating all planning-related views in one place.

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Activation information

Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Control Tower

ServiceNow AI Control Tower enables you to track and monitor all your strategic priorities, goals, targets, planning items, and execution items—projects and demands categorized as Artificial Intelligence in the Strategic Planning Workspace.

Now Assist for Strategic Portfolio Management (SPM)

Now Assist enables you to use generative AI skills in multiple SPM apps. With Now Assist for SPM, summarize product feedback, create stories for epics, generate concise project summaries, rephrase content for docs, create demands through a conversational experience, and quickly gain insights into projects.

Digital Product Release Workspace

ServiceNow Digital Product Release Workspace helps product managers track the planning items associated with the product enhancements that are defined in the Strategic Planning Workspace using the Digital Product lens.

Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Australia release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

- Telecommunications Service Management connects your entire telecommunications operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Product Support for Technology
  - Customer Success Management
  - Customer Service Problem Management
- Sales and Order Management for Telecommunications. See Sales and Order Management release notes.
- Telecommunications Network Inventory
- Telecommunications Service Operations Management
- Strategic Portfolio Management for Telecom
- Field Service Management for Telecommunications
- Now Assist for Telecommunications, Media and Technology (TMT)

Technology products and applications

The Technology industry solution includes the following applications:

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- Technology Service Management connects your entire technology operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Product Support for Technology
  - Customer Success Management
- Sales and Order Management for Technology Providers. See Sales and Order Management release notes.
- Now Assist for Telecommunications, Media and Technology (TMT)

Customer Success Management release notes

The ServiceNow® Customer Success Management application helps you to streamline your onboarding process, define and track objectives and outcomes, identify and mitigate risks, and increase renewal rates. Customer Success Management was enhanced and updated in the Australia release.

Customer Success Management highlights for the Australia release

- Guide users through the product adoption roadmap.
- Provide increased expansion and advocacy opportunities.
- Search the record's title, subject, or short description using AI search.

See Customer Success Management for more information.

Important: Customer Success Management is available in the ServiceNow Store. For details, see the Activation information section of these release notes.

New in the Australia release

Product adoption roadmap

Enable customer success managers to create structured roadmaps that can guide customers through adoption of purchased products based on business value and current adoption scores. The planner supports two planning levels—Product (strategic) and Capabilities (tactical)—with sequencing to establish clear adoption pathways.

Changed in this release

Touchpoint home page

Internal touchpoints ensure that the internal teams are aligned on the objectives and outcomes of the engagement.

Activation information

Install Customer Success Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

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The following plugins are new in Australia:

Customer Success Advanced (app-cust-succ-adv): New pro plus plugin for customer success

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management application enables you to automate your onboarding and case monitoring processes and provides service agents with visibility into the customer systems and tools that you need to deliver proactive services to your customers.

Service Exchange

ServiceNow® Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that enables efficient collaboration and request processing while giving users the convenience of working in their own ServiceNow instance.

Customer Service Problem Management release notes

The ServiceNow® Customer Service Problem Management application helps customer to identify and resolve service problems. Customer Service Problem Management was enhanced and updated in the Australia release.

Customer Service Problem Management highlights for the Australia release

Use Alternative Dispute Resolution (ADR) feature to acknowledge and register customer disputes, complaints, or ADRs, conduct investigations, and deliver timely resolutions.

See Customer Service Problem Management for more information.

Important: Customer Service Problem Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Alternative dispute resolution management

Use the ADR case type to capture complete case details and manage investigations and resolutions while enforcing Service Level Agreement (SLA) compliance. You can also maintain audit and Root Cause Analysis (RCA) history and generate deadlock letters for customer or partner communication.

Activation information

Install Customer Service Problem Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugin is new in Australia:

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Alternative Dispute Resolution (sn_telco_adr_mgmt): The Alternative Dispute Resolution captures the case details of the issue or problem faced by the customer and manages investigations and expected resolution. It tracks all actions required to identify the root cause of the ADR and resolve it.

Additional requirements

You must install Case Playbook for Complaints (sn_complaint) plugin to use the ADR case type.

Related ServiceNow applications and features

Customer service case types

A case type represents the processes and the data that are needed to resolve a specific type of customer issue. Use the case types feature to create and configure the different types of customer service cases that your organization needs.

Now Assist for Sales and Order Management for Telecommunications (SOMT) release notes

The ServiceNow® Now Assist for Sales and Order Management for Telecommunications (SOMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for SOMT was enhanced and updated in the Australia release.

Now Assist for SOMT highlights for the Australia release

Australia Patch 1

- Automatically create the fallout records based on reported issues in the order task work notes.
- Automate the customer move order capture journey to reduce the manual effort.

See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.

Important: Now Assist for SOMT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for SOMT features

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Order fallout AI agent

Automatically create fallout records mapped to existing fallout types for streamlined error tracking and follow-up.

Move Order Voice AI agent

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Use this agent to help you create a move order capture journey by collecting details such as the customer's name, current service location, product offering, and new service address.

Activation information

Now Assist features are available with activation of the Now Assist for SOMT plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for Telecommunications, Media and Technology (TMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for Telecommunications, Media and Technology (TMT) was enhanced and updated in the Australia release.

Now Assist for Telecommunications, Media and Technology (TMT) highlights for the Australia release

- Automatically draft, refine, and publish release announcement emails to the multiple customers regarding the product changes and features adoption.
- Identify and match internal experts to customer needs based on engagement context, skills, region, and real-time availability.
- Automatically monitor solution progress and sync real-time updates with the risk signals and solution synchronization agent.
- Generate customized product adoption roadmaps by analyzing customer characteristics, goals, and similar product adoption patterns.
- Analyze call, chat, billing, and interaction data with sentiment analysis for proactive service recommendations and faster issue resolution.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

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Important: Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Telecommunications, Media and Technology (TMT) features

Australia Patch 1

The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

- Foundation: AI basics to deliver insights
- Advanced: AI to boost productivity across relevant use cases
- Prime: Act autonomously with all AI assets, and create your own

Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

Squad resource identifier

Recommend internal experts based on engagement context, skill set, region, and real-time availability. Assist customer success teams to quickly identify and connect with the right individuals to support success plays, initiatives, or critical escalations, helping to ensure faster and more effective collaboration across engagements.

Product release email communication

Automatically draft, refine, and publish release announcement emails. It identifies the right stakeholders, helps to ensure consistent messaging, and streamlines distribution.

Recommend risk signal solutions

Monitor solution records linked to risk signals and automatically sync updates back to the original risk signal record. Notify customer success managers with a summarized status, and prompt them to close resolved risks.

Generate product adoption roadmaps using Now Assist

Use generative AI to create product adoption roadmaps by analyzing customer characteristics, identifying similar products, and matching customer goals. Provide contract-level insights to support more effective renewal conversations and expansion opportunities.

Support renewals and expansion

Analyze renewal readiness automatically by evaluating health scores, product usage, and value achievement metrics using the Renewal Insight Engine.

Generate Telecom customer 360 insights

Provide data source configurability to bring call, chat, billing data from external sources and generate insights. Deliver task-based insights on recent cases, orders, and sentiment analysis related to customer health.

Generate resolution notes for Alternative Dispute Resolution case using Now Assist for TMT

Generates resolution notes for a customer dispute in the Alternative Dispute Resolution (ADR) case record.

Analyze the sentiment of a service problem case using Now Assist for TMT

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Analyze customer sentiment on the case records that are linked with the customer dispute. This skill enables you to select the relevant linked records for ADR case record.

Summarize the linked records using Now Assist for Telecommunications, Media and Technology (TMT)

Generates a comprehensive summary the case records that are linked to the customer dispute in the ADR case record.

Generate a deadlock letter using Now Assist for TMT

Generates a deadlock letter details for a customer dispute in the ADR case record. You can generate the deadlock letter when the customer rejects the complaint resolution and opt for legal procedures.

Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection preliminary troubleshooter agentic workflow

Processes task requests that require payment status, contextual information from similar cases and Knowledge Base articles.

Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection service test and repair agentic workflow

Runs the test groups that are mapped to a task and creates repair tasks for the failed test runs. This workflow also updates the consolidated summary in work notes and runs autonomously in the background without any user interaction.

Remote hands case record

Remote Hands Request Summarization generates contextual summary of a Remote Hands case by combining current case data with insights from similar historical cases, using information submitted by the DCIM user through the CSM portal.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

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Product Support for Technology release notes

The ServiceNow® Product Support for Technology helps your technical support teams identify your impacted customers, communicate directly with them, escalate a case if needed, and auto-generate cases for faster issue resolution. Product Support for Technology was enhanced and updated in the Australia release.

Product Support for Technology highlights for the Australia release

- Use analytics dashboards on the Service Delivery Overview page to improve usability and operational visibility.
- Use the customer impact tab to improve operational clarity, reduce navigation time, and manage the Proactive Service Experience Workflows (PSEW) processes.

See Product Support for Technology for more information.

Important: Product Support for Technology is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Service delivery overview

Use Service Delivery Overview L1 menu to access the analytics dashboards. The Service Delivery Overview enables you to access charts and summary data on metrics such as proactive cases, account escalations, SLAs, channels used, core KPIs, and more. The Service Delivery Overview page is available in Service Operations Workspace in all releases. For CSM/FSM Configurable Workspace, it is available only in the Zurich and Australia releases.

Use the customer impact tab in the incident, change, and problem case records. This tab shows key metrics and insights across customer accounts, reactive cases, and install base items. It improves visibility and streamline decision-making during PSEW processes. You can also generate proactive cases and communicate with customers or consumers.

UI changes

Service delivery overview

The Service Delivery Overview L1 menu is added to the Service Operations Workspace and CSM/FSM Configurable Workspace.

Removed in this release

- The **Analytics** tab is removed from the customer account view.
- The **Notify Customers** UI action is removed from the case record.

Activation information

Install Product Support for Technology and Proactive Service Experience Workflows by requesting them from the ServiceNow® Store.

Related ServiceNow applications and features

Field Service Management

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The ServiceNow® Field Service Management application helps organizations manage work tasks performed on location. Match tasks to agents based on skills, geographic territory assignments, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.

Incident Management

ServiceNow® Incident Management restores normal service operation while minimizing the impact to business operations and maintaining quality. You can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

Sales and Order Management for Telecommunications (SOMT) release notes

The ServiceNow® Sales and Order Management for Telecommunications (SOMT) application enables you to capture, manage, and fulfill product and service orders from enterprise customers. Sales and Order Management for Telecommunications (SOMT) was enhanced and updated in the Australia release.

Sales and Order Management for Telecommunications (SOMT) highlights for the Australia release

- Provide customers with the option to configure product workflows using the data-driven catalog subflow as an alternative to Flow Designer, giving more options for implementing product configurations.

See Sales and Order Management for Telecommunications (SOMT) for more information.

Important: Sales and Order Management for Telecommunications (SOMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Define tasks and their dependencies using the task plan template to orchestrate the fulfillment journey for a product to standardize fulfillment processes across products.

Activation information

Install Order Management for telecom, media, and tech by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

CPQ Configurator

The CPQ Configurator interface streamlines the process of configuring and pricing customizable products in Sales and Order Management transactions, such as quotes and orders.

Pricing Management

The Pricing Management application enables your pricing organization to set, manage, and optimize pricing strategies for any Sales and Order Management solution. These pricing strategies enable your sales teams to generate opportunities, quotes, and orders with accurate and competitive pricing quickly.

Sales Agreement Management

The Sales Agreement application captures the scope and conditions from a quote for future sales transactions, over a specified period between a buyer and a seller.

Service Exchange (formerly Service Bridge) release notes

The ServiceNow® Service Exchange application, formerly known as Service Bridge, enables providers and consumers to connect and track services directly between instances without having to configure and maintain custom integrations. Service Exchange was enhanced and updated in the Australia release.

Service Exchange highlights for the Australia release

- Service Bridge has been renamed Service Exchange.
- Streamline data replication from consumer to provider instances with consumer outbound foundation data sync.
- Get enhanced visibility into your instances with the Service Exchange center.
- Reduce onboarding complexity for consumers with auto-onboarding.

See Service Exchange for more information.

Important: Service Exchange is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Service Exchange features

Consumer outbound FDS

Reduce manual effort and eliminate the need to share data externally by sharing selected foundational data types with your provider on a scheduled cadence. This data transfer supports the service life cycle by providing foundational data context for operational workflows.

Service Exchange center

Detect problems early, understand connection status, and resolve issues efficiently with the Service Exchange center, a centralized interface that provides real-time visibility into scan check issues, connection health and statuses, and access to all Service Exchange scan suites. Service Exchange admins can access their respective centers through the Provider and Consumer center links in the navigation menu.

Auto-onboarding

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Reduce onboarding complexity for consumers with automated onboarding. This feature autonomously manages onboarding workflows, establishes secure connections, synchronizes settings, and continuously monitors for errors to ensure reliable, efficient integrations with minimal manual effort.

UI changes

Health dashboard

The Health dashboard has been relocated to the Service Exchange Center. Access a more holistic view of system health that includes a resolution center, connection health, and built-in scan suites providing centralized visibility and faster troubleshooting of integration issues.

Important upgrade information for Service Exchange

Important: Do not upgrade your ServiceNow® instance to the Australia release if you rely on Service Exchange. A known RPS issue prevents Service Exchange from functioning correctly. Proceed with the upgrade only after Australia Patch 1 becomes available.

- Service Exchange version 2.x.x, which was first released with the Xanadu release, doesn't support migration of Service Exchange (Legacy) versions.

  Service Exchange (Legacy) version: Before you upgrade to the Australia release, consult the Service Exchange for Providers (Legacy) - Migration Utility [KB1499823] article in the Now Support Knowledge Base to find out how to migrate your configuration data.

- Service Exchange version 1.x.x: When upgrading, consult the Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release) [KB1700387] article in the Now Support Knowledge Base to find out how to migrate your Service Exchange applications.
- Service Exchange version 2.x.x: New entitlements that require the latest compatibility version cannot be activated until both consumers and providers upgrade to Service Exchange version 2.x.x. New entitlements configured with a lower compatibility version can be activated. Older active entitlements continue to work but new ones can't be activated.
- When using Service Exchange for Providers and Service Exchange for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. If the versions diverge, a scan check will report version mismatches and the Health Dashboard will show a version mismatch issue. After upgrading, run and validate the post-upgrade scan suite to identify and resolve any post-upgrade issues.
- If you have upgraded to Service Exchange version 2.0.55 before upgrading the platform to the Australia release and your instance has Sales and Order Management plug-in version 1.0.4 installed, the new Deny ACLs aren't installed. After upgrading to the Australia release, select Repair to reinstall the Service Exchange application to ensure Deny ACLs are installed.
- When you install the Service Exchange application, the Service Exchange Global script include is automatically installed or updated on the following platform versions:
  - Yokohama
  - Zurich
  - Australia

Activation information

Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For

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cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Sales and Order Management

The Sales and Order Management applications enable you to manage the product sales life cycle in your organization, including pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Supporting information for HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Telecommunications Network Inventory Release Notes

The ServiceNow® Telecommunications Network Inventory application enables network planners to model physical, logical, or virtual networks, support datacenter infrastructure management, and perform design and assign services Telecommunications Network Inventory was enhanced and updated in the Australia release.

Telecommunications Network Inventory highlights for the Australia release

- Enable customers to request services for equipment housed in your facility using Remote Hands.
- View a concise summary of Remote Hands Request

See Telecommunications Network Inventory for more information.

Important: Telecommunications Network Inventory is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Remote Hands Request Management

Enable your customers to request services such as power usage enquiries, equipment installation, equipment restarts, and more by connecting with onsite operations agents at your facility. Securely store your customer requests in the Remote Hands Case table, with role-based access controls. View an auto-generated summary of your requests for quick reference.

UI changes

Network topology

Topology map icons updated to support dark theme colour contrast.

Activation information

Install Network Inventory Advanced plugin (sn_ni_adv) by requesting it from the ServiceNow Store. For installation details, see Install Telecommunications Network Inventory. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Australia:

Remote Hands Request Management (sn_remote_hands): Remote Hands plugin enables you to use the Remote Hands request feature in the Customer Service Management portal.

Additional requirements

You must install Customer service install base management (sn_cs_sm_request) plugin and Remote Hands plugin from the ServiceNow Store to use the Remote Hands feature.

Accessibility information

Improved overall accessibility across Network Inventory application, focusing on keyboard navigation, screen readers, zoom levels, colour contrast, and text spacing.

Related ServiceNow applications and features

Using the Customer Service Portal

Customer Service Management Service Portal activity usually begins on the homepage. Organizations usually customize their landing pages, and logged-in users often see different information than users who are not logged in.

Request an item or service from the Customer Service Portal

Browse the catalog and create a request from the Customer or Consumer Service Portals.

Telecommunications Customer 360 release notes

The ServiceNow® Telecommunications Customer 360 application provides a unified interface that aggregates data from multiple systems into a single platform. Telecommunications Customer 360 is a new application in the Australia release.

Telecommunications Customer 360 highlights for the Australia release

- Provide agents with customer information, context, and insights for service problem analysis and faster resolution.
- Enable agents to create cases for billing and service-related issues, manage orders, and book field service appointments directly from the customer view.
- Provides data source configurability to bring call, chat, billing data from external sources and generate insights.
- Receive insights on customer health and top recent issues.

See Telecommunications Customer 360 for more information.

Important: Telecommunications Customer 360 is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Telecommunications Customer 360 features

Customer information

View customer account, contact, or consumer information including contact details, location, and recent interaction summary for efficient service delivery.

Interaction history

Track customer interactions over time with date range filtering. View chronological history of customer engagements to understand previous communication context.

Trend charts

Monitor key customer metrics through visual charts including NPS and CSAT scores with target comparisons and trend lines. View last updated timestamps for each metric.

Billing

Review customer billing information and invoices for the selected billing account. Search and filter billing records to quickly locate specific invoice details.

Products

Identify active products and services associated with the customer account. View counts of related cases, service problem cases, incidents, and test results for each product to understand product-specific issues.

Cases, tasks, and orders

Manage multiple task types including service problem cases, cases, customer orders, work orders, complaint cases, and invoice cases in a unified view. View details such as case numbers, descriptions, state, sold products, and priority levels across all task records.

Activation information

Install Telecommunications customer 360 by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugin is new in Australia:

Telecommunications Customer 360 (`com.sn_telecom_c360`): The Telecommunications Customer 360 plugin is a scoped application that includes the data model and all the modules of the Telecommunications Customer 360 application.

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management application enables you to automate your onboarding and case monitoring processes and provides service agents with visibility into the customer systems and tools that you need to deliver proactive services to your customers.

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Telecommunications Service Operations Management (TSOM) release notes

The ServiceNow® Telecommunications Service Operations Management (TSOM) application helps service providers enhance operational efficiency and network reliability. The application provides visibility into network infrastructure and streamlining data accuracy across systems. The features are designed to support proactive issue detection, reduce downtime risk, and enable faster, data-driven decisions—empowering organizations to deliver more reliable services. Telecommunications Service Operations Management (TSOM) was enhanced and updated in the Australia release.

Telecommunications Service Operations Management highlights for the Australia release

- Gain comprehensive SD-WAN visibility with new Telecom Discovery connectors for Cisco Meraki and Fortinet FortiManager.
- Extend discovery pattern capabilities with support for switch stacks, card models, lifecycle attributes, and improved error handling.
- Monitor SD-WAN health in real time with new Telecom Event and Metric connectors that enable intelligent event categorization, correlation, and KPI aggregation.

See Telecommunications Service Operations Management for more information.

Important: Telecommunications Service Operations Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Australia release

Gain full visibility into your SD-WAN landscape with automated discovery and mapping for Cisco Meraki and Fortinet FortiManager.

Changed in this release

SD-WAN Discovery connectors **SD-WAN data model**

Enable comprehensive SD-WAN visibility by leveraging new Telecom Discovery connectors. Standardize data processing through the SD-WAN Data Model integrated into the Telecom Discovery Builder Framework ETL pipeline.

Discrepancy identification – types of discrepancies

Enhance discovery accuracy and data quality with SD-WAN-specific discrepancy audits that validate discovery results against the CMDB. Reconcile discrepancies manually or automatically using the remediation engine. When the audit detects a newly discovered CI not present in the CMDB, a single follow-on task is created at the equipment level for streamlined resolution.

Activation information

Install Telecommunications Service Operations Management applications and plugins by requesting them from ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

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The following plugins are new in Australia:

- TSOM Event Management Connectors (sn_tsom_em_connectors): TSOM Assurance Connectors for events and metrics
- TSOM Event Management Core (sn_tsom_em_core): TSOM AssuranceCore features

Related ServiceNow applications and features

ITOM AIOps

The ServiceNow® ITOM AIOps application includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Release notes summaries for Australia features

Consolidated release notes information for new and updated Australia features.

Learn about specific themes for multiple Australia products

In the Australia family, ServiceNow® features and products were introduced or updated. Every new or updated feature and product has its own individual release notes topic, which includes information such as upgrade tasks, new features, changed features, browser requirements, and other specifications. These product-specific release notes are listed in Features and changes by product.

To help users look over different classes of information at a glance, each release notes section has its own summary topic. For example, the aggregates all browser requirements for features that were introduced or updated in Australia.

Highlights for all Australia features and products

Cumulative release notes summary on highlights of Australia features and products.

Review the product highlights to learn what's new in Australia.

Application or feature	Details
AI Control Tower	Early Availability • AI assets—including AI models, AI systems, prompts, datasets, and MCP servers can be categorized as either managed or unmanaged. • AI connections are introduced in AI Control Tower using Service Graph Connectors (SGC). • The AI model providers supported by ServiceNow contains providers such as Now LLM Service, AWS Claude, Now LLM LTS model etc. • The AI model providers configured by your organization contains providers such as Perplexity, IBM Watson etc. • AI Gateway offers Global MCP clients, which once created can be used across all MCP severs. • A Gateway offers MCP Catalog to choose while adding MCP servers into AI Control Tower.

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Application or feature	Details
	For more information on AI Control Tower See AI Control Tower for more information.
AI Risk and Compliance	• Classify AI systems based on regulatory risk at intake by applying a configured Risk Assessment Methodology (RAM), enabling early risk identification and consistent AI governance decisions across the system life cycle. • Submit AI cases anonymously to report potential AI risks or concerns without disclosing your identity, helping improve early risk visibility and participation in AI governance. • Offboard AI assets with structured life-cycle tasks to help ensure governance and risk activities are completed when systems are retired or replaced. See AI Risk and Compliance for more information.
AI Search	Australia Patch 1 • Provide actionable search and chat responses in global and workspace search with support for Now Assist Multi-Content Response Genius Results. • Improve search precision and contextual relevance with hybrid search. • Augment the enhanced chat experience by configuring AI Search as the source for Ask Now Assist suggestions. • Gain insights into search behavior with a refreshed and updated Search Preview UI. See AI Search for more information.
API	• Use server-side JavaScript APIs in scripts to change the application functionality. • Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes. • Use inbound REST APIs to interact with various ServiceNow functionalities within your application. • Client Next Experience APIs include client APIs compatible with the Next Experience UI. See API implementation and reference for more information.
Access Management	Early Availability

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Application or feature	Details
	• Use ServiceNow® Access Analyzer v6.1, a self-service tool designed for AI administrators or creators to validate the access controls configured within agentic assets (agentic workflows and AI agents). • Use new preconfigured query ACLs for most platform plugins, as part of ongoing security risk mitigation. These base system ACLs significantly reduce the need to run the QueryRangeACLAuditor tool. See Access Control List Rules for more information.
Accounts Payable Operations	• Leverage Accounts payable document classification skill to classify email attachments into invoice, credit memo, or supporting documents based on the AI recommended confidence score resulting in error free invoice data extraction. • Validate supplier provided tax against a system-calculated tax by integrating an enterprise-grade tax engine resulting in straight-through processing of invoice while improving accuracy, compliance, and operational efficiency. See Accounts Payable Operations for more information.
Activity Management	• Enable email activity capture into ServiceNow Customer Relationship Management (CRM) software using the CRM Outlook Add-in. • Define, plan, capture, and track customer interactions such as discovery calls, demos, and customer business reviews (CBRs) across different channels such as emails, calls, meetings, and more. See Activity Management for more information.
Adoption Services	See Adoption services for more information.
Advanced Approval Management	• Create approval workflows that specify appropriate approvers and define the approval steps within a workflow. • Automate the approval workflow by setting conditions that automatically trigger the approval process and route approvals to designated approvers. • Prevent approval delays by automatically reassigning pending approvals when the original approver does not act within a set timeframe. • Enable approval rule admins or approval rule writers to override an approval step when an approval is no longer required.

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Application or feature	Details
	• Enable approvers or approval request writers to add relevant approvers during an active approval cycle without modifying existing approval rules. • Keep requesters informed and approvers on track by using automated email notifications for approval status changes, escalations, overrides, and ad hoc approvals. See Advanced Approval Management for more information.
Advanced Risk	• Assign risk event owners, issue owners, and risk event approvers based on entity fields, in addition to static user or group selection. • Use the Risk Suggestion AI Agent to refine and confirm risks, by providing additional context and reviewing, updating, renaming, or removing suggested risks before they're added. • Use a structured workflow to draft, review, and approve control objective updates before making them active. Australia Patch 1
Advanced Work Assignment (AWA)	Use AWA with non-task and non-interaction tables such as leads, opportunities, orders, and quotes. See Advanced Work Assignment for more information.
Agent Workspace for HR Case Management	• Enable CCaaS providers to display native voice and callback integrations so that HR agents can manage customer calls directly from HR Agent Workspace. • Recommend actions based on the context of the case, helping HR agents resolve HR cases efficiently. See Agent Workspace for HR Case Management for more information.
Agent experience for CSM	• Minimize drafts of comments, work notes, and emails to a dock at the bottom of CSM Configurable Workspace and keep track of documents in this centralized location. • Enable agents to work from a single location with the ability to view CSM Configurable Workspace record pages in other workspaces. • Populate interaction wrap-up codes and notes by using AI, saving agents time. • Auto-populate record fields and email drafts with dynamic values using form templates. See CSM Configurable Workspace for more information.

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Application or feature	Details
App Engine Management Center	Use the improved filter feature to sort requests based on specific criteria. See App Engine Management Center for more information.
App Engine Studio	Several Integration Hub flow templates are being deprecated. See Build apps using App Engine Studio for more information.
Application Manager	• Reduce potential runtime errors by installing and updating Now Assist applications with suites of interdependent versions. • View all ServiceNow Store applications that are licensed or available for procurement from the **Available for you** tab. • Gain insights about application installation requirements and blockers with application state indicators. See Application Manager for more information.
Authentication	Australia Patch 1 **Knowledge-based factor enhancement for AI voice service** Following are the knowledge-based authentication (KBA) enhancements: • Voice input support for KBA questions: Configure KBA questions to support Voice as an input type, allowing users to provide spoken responses during identification and authentication. When Voice input is enabled, you can configure the expected format, provide examples, and optionally define a validation pattern using regular expressions. • Script-based validation for external systems: Configure KBA answers to validate that are created against external systems using custom scripts through the Script Configuration field. When set to Identification mode, you can write scoped scripts that validate caller identity against external authentication systems instead of internal ServiceNow AI Platform tables.
Buying Group	Buying Group provides information on the customer stakeholders involved in a purchase decision for a product or solution, supporting multiple roles and persisting before, during, and after an opportunity. See Buying Group for more information.

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Application or feature	Details
CPQ	• Configure and manage thousands of line items with a single-page, scalable transaction user experience that includes search, filtering, rollups, and in-memory rule execution. • Achieve consistent pricing, validations, and process control without heavy scripting using attribute-based rules, events, calculations, and workflow stages. • Integrate with Salesforce, ServiceNow, and downstream systems using Transaction Manager's API-first design, which acts as the system of record for transaction data while remaining CRM-agnostic. • Duplicate an existing solution configuration node in a set, directly from the solution configuration navigation sidebar to use it as the starting point for a new node. For more information, see CPQ Configurator.
Card data security	• Display sensitive documents, and mask or reveal PANs in the FSO workspace with the Card data security container. • View external documents from card networks, acquirers, and merchants at the transaction level of a dispute in an updated Attachments view. See Card Data Security for more information.
Care Team Operations for Biomed	• Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments. • Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone. • Care Team Operations for Biomed has received security enhancements in the Australia release. See Care Team Operations for Biomed for more information.
Care Team Operations for Environmental Services	• Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments. • Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone. • Care Team Operations for Environmental Services has received security enhancements in the Australia release. See Care Team Operations for Environmental Services for more information.

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Application or feature	Details
Care Team Operations for Facilities	• Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments. • Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone. • Care Team Operations for Facilities has received security enhancements in the Australia release. See Care Team Operations for Facilities for more information.
Care Team Operations for Healthcare IT	• Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments. • Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone. • Care Team Operations for Healthcare IT has received security enhancements in the Australia release. See Care Team Operations for Healthcare IT for more information.
Care Team Work Management	• Create ad-hoc or recurring scheduled task plans for care teams across one or more units. • Use the unified workspace landing page for managing cases and tasks. • Streamline rounding workflows and reduce administrative burden by leveraging the Operational Rounding playbook. See Care Team Work Management for more information.
Case and Knowledge Management	• Restrict access to HR data with Granular admin roles in Case and Knowledge Management. • Find users who can access HR cases in an instance based on COE security policies, using the COE Security Diagnostics tool. See Case and Knowledge Management for more information.
Case management for CSM	• Major cases now have the same case type as the original case, and associated child cases also have the same case type. • Enhancements to task plan templates to support task dependency, and to support document attachments in task plan template items. • Migrating several applications from family to store.

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Application or feature	Details
	See Case management for Customer Service Management for more information.
Change Management	• Configure the properties in Change Management application using the sn_change_admin role. • Manage conflict detection for change request using the new **Exclude from conflict detection** option. • Configure change templates with a specific change model. • Use change templates to manage the change request creation process. See Change Management for more information.
Clone Admin Console	• Access all clone functions from the Clone Admin Console menu navigation item. • Submit additional clone requests to a target instance with an existing scheduled clone that is at least seven days apart. See Instance Clone for more information.
Cloud Cost Management 10.0	• Manage your Azure cloud cost data with support for FinOps Open Cost and Usage Specification (FOCUS), the industry standard for cost and usage data. • Gain financial clarity and reporting flexibility by choosing to view your cloud cost data in your preferred currency. • Get centralized visibility into the Microsoft Partner Agreement (MPA) account spend when operating under a Managed Service Provider (MSP). See Cloud Cost Management for more information.
Collaborative Work Management	• Save time and find relevant work easily by using filters in the Kanban view. • Generate scrum tasks for user stories using AI and improve visibility into sprint work. • Spot bottlenecks early by linking work items as blocking or related, with visual cues that surface dependencies across Kanban, List, and Gantt views. See Collaborative Work Management for more information.

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Application or feature	Details
Common Governance, Risk, and Compliance feature	• Automatic redirection from GRC notification links to the appropriate workspace view based on the recipient's persona and access permissions. • The Tasks page now loads faster by showing an instant overview of task counts and progressively loading detailed tasks. See Common Governance, Risk, and Compliance features for more information.
Compliance Case Management	• Automatically generate an AI-recommended compliance case summary from varied compliance case data, reducing investigation time and enabling faster, more consistent decision-making. • Anonymously report compliance violations through a secure portal that maintains complete identity protection while enabling organizational trust and regulatory compliance. See for more information.
Configurable Workspace	• Add a background color to fields including unsaved fields and fields with highlighted values. • Apply commands with keyboard shortcuts for journal fields. • Set conditions and use the email composer within form templates. • Edit or delete Activity stream posts, and add knowledge base links from recommended actions. • Implement declarative actions without assuming page ownership, and override attributes without altering the base action. See Configurable Workspace UI for more information.
Configuration Management Database (CMDB)	• Users with CMDB related roles can perform all CMDB functions as access to CMDB tables is no longer restricted to users with elevated privileges. • Switch into using the Service Graph Workspace instead of CMDB Workspace. The Service Graph Workspace provides access to data such as company, location, user and CMDB. The new workspace is specifically organized to help CMDB administrators, data owners, and analysts work efficiently with the CMDB. • Simplify duplicate CI remediation by using the Now Assist for CMDB remediation option in the Duplicate CI Remediator, and using the automatically-filled remediation options. • Use Dynamic Identification and Reconciliation Engine (IRE) that eliminates the need for manually-created identification rules and reduces incorrect detection of duplicate CIs in the CMDB. • Protect sensitive information with domain separation that supports key CMDB tables such as the Key Value [cmdb_key_value] table.

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Application or feature	Details
	See Configuration Management for more information.
Continuous Authorization and Monitoring	• Automatically generate engagements by importing Assessment Plan (AP) files. Additionally, export engagement data in OSCAL format from the current instance. • Make incremental changes to control sets in authorized packages without having to reset the entire package life cycle. • Inherit individual requirements for baseline controls from multiple Common Control Providers (CCPs) across different authorization packages. • View and edit Controls and Engagements sections in Authorization Packages in a hierarchical grid. • Control visibility of UI elements across different workflow steps through state model attributes. See Continuous Authorization and Monitoring for more information.
Customer Contracts and Entitlements	• Support derived priced products in Contracts and Entitlements workflows. • Support contract consolidation and merge operations. • Support hierarchical list view for contract lines in customer contracts. • Enhance contract renewal performance with asynchronous processing. See Customer Contracts and Entitlements for more information.
Customer Service Problem Management	Use Alternative Dispute Resolution (ADR) feature to acknowledge and register customer disputes, complaints, or ADRs, conduct investigations, and deliver timely resolutions. See Customer Service Problem Management for more information.
Customer Success Management	• Guide users through the product adoption roadmap. • Provide increased expansion and advocacy opportunities. • Search the record's title, subject, or short description using AI search. See Customer Success Management for more information.
Customer self-service for Sales and Order Management	Australia Patch 1

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Application or feature	Details
	• Enable business-to-business (B2B) customers to create invoice dispute cases through AI-powered chat and voice assistants that guide them through conversational dispute intake on the Business Portal. • Provide uninterrupted handoff to human agents to support complex use cases, with full conversation context transferred to the CSM/ FSM Configurable Workspace. Australia Early Availability • Enable business-to-business (B2B) customers to create invoice dispute cases for quantity, pricing, or date discrepancies through an intuitive playbook experience. • Enable customers to view invoices and invoice details directly from the Business Portal, providing transparency into billing information. • Provide customers with visibility into invoice case status, resolution steps, and associated invoice lines to track dispute progress.
Data Management	• Store archive records and attachments in a secondary object storage outside the primary instance. • Enable users to complete administrative tasks in Data Management without the full admin role. See Data Management for more information.
Data Management for CSM	• Implement granular administrative roles across the Customer Data Foundation (CDF) for better access control over user permissions and data. • Support unified user modeling with Contact as Consumer functionality, enabling the user to function as both a business-to-business (B2B) and a business-to-consumer (B2C). • Migrate the Household (com.snc.household) plugin to ServiceNow Store for improved packaging and deployment flexibility. • Renamed Service Model Foundation entities for clarity and consistency. Update any configurations, scripts, or integrations that reference these entities. • Enable billing account support on Sold Products to give agents instant financial context, accelerate billing case resolution, and improve billing accuracy and transparency. See Data management for Customer Service Management feature for more information.
Data Privacy	• Discover and block sensitive data from user inputs to prevent it from entering the platform, alert users when sensitive data is entered to raise awareness, and leverage sensitive data logs to understand where and who is entering sensitive data.

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Application or feature	Details
	• Scan and quarantine attachments that contain sensitive data to restrict their access and downloading. • Define conditions for the anonymization of sensitive data to meet business specific requirements. Use the enhanced data anonymization dashboard to obtain insights and metrics about data protection and anonymization for executive reporting. See Data Privacy for more information.
DevOps Change Velocity	• Gather JFrog evidence seamlessly and create change records automatically. • Connect to JFrog using the secure bearer token authentication. • Connect to DevOps Change Velocity through HTTP proxy settings in your Docker deployment. See DevOps Change Velocity for more information.
Developer Sandboxes	• Upgrading an instance recreates sandboxes and backs up any update sets. • Cloning automatically recreates sandboxes on an instance. • A new plugin supports clone preservation when cloning an instance with sandboxes. See Developer Sandboxes for more information.
Digital End-User Experience	• Enable service desk agents to view and manage the top 10 CPU and memory-consuming processes in the **Investigation** tab of incident records, with automated snapshots every 30 minutes to quickly identify and end processes causing device issues, thus improving service desk productivity. • Diagnose and resolve Zoom call issues with the new Zoom AI capability, which provides device-level root cause analysis and suggested resolutions. • Monitor device boot time and use Now Assist to quickly diagnose startup delays and get actionable resolutions to resolve boot performance issues. • View device boot time metrics to assess system startup health and identify potential issues. • Gain deeper visibility into device performance with GPU (Graphics Processing Unit) utilization metrics. • Apply remedial actions to multiple devices at once directly from the Insights page to resolve issues faster with bulk remediation. • Monitor system-level events from Windows and macOS devices to gain deeper insight into device health and stability. Configure events of interest and capture event data directly in ServiceNow to support incident investigation and proactive service desk operations.

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Application or feature	Details
	• Generate event insights reports from collected event data to analyze device health trends and support incident investigation. • Save custom insight reports and access them from the left navigation panel for faster, repeatable analysis. See Digital End-User Experience for more information.
Dispute Content Pack for US Regulations	Improve compliance with US Regulation E (Reg E) and Regulation Z (Reg Z) through the Service Level Agreement (SLA) definitions enhancements. See Dispute Content Pack for US Regulations for more information.
Dispute Rules Content Pack for Mastercard	• Ensure that dispute cases are compliant with Mastercard core rules through refined chargeback eligibility rules. • Streamline dispute intake process through an updated questionnaire. See Dispute Rules Content Pack for Mastercard for more information.
Document Services	• Introduced granular roles to complete administrative configuration tasks without requiring the full admin role. • Manage documents in Workspace with a comprehensive, user-friendly document management system that consolidates and enhances platform capabilities. • Manage documents quickly and get complete visibility across all entity-level folders and business records in a single unified view. • Streamline operations with drag-and-drop uploads and direct cloud integration, allowing file management through quick actions directly from file cards. • Enhanced control provides teams with real-time visibility over the document life cycle via in-line metadata editing, automatic version tracking, granular permissions, and embedded workflow assignments on the file card. See Document Services for more information.
Domain Separation	• System and domain administrators can now review a dedicated dashboard of process overrides that were affected by global process upgrades. Filter and sort overrides by date and process type to prioritize review and take action. • Domain visibility queries now complete in under one second for large instances — a 70% improvement for MSPs managing thousands of domains and users. See for more information.

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Application or feature	Details
Employee Center	• Add editable, tab-specific filters to the Enhanced Requests Experience functionality on the Employee Center portal to make searching and managing requests more streamlined. • Enable employees to check their latest company news and upcoming events using Now Assist in Virtual Agent with the Company News & Events AI Agent in the Now Assist for Employee Experience. The AI Agent displays a list of all the latest news and planned events in the company. • Employees can check all their to-do tasks and pending approvals using Now Assist in Virtual Agent for Microsoft Teams. • Add granular admin roles to create an Employee profile. • Simplify how employees move through by providing a modern, left-aligned, one-level navigation that reduces cognitive load and adapts seamlessly across desktop and mobile. • Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies. See Employee Center for more information.
Employee Center Pro	Add granular admin roles to the Integrated experience and service feedback functionality to decentralize administrative task management. See Employee Center Pro for more information.
Encryption	• ManageField Encryption and Field Encryption Enterprise using the redesigned user interface. • Enhance data security with the newly added External Key Management Service (EKMS) integration, enabling you to store encryption keys outside the instance for enhanced security. See Encryption for more information.
Enterprise Architecture	• Publish a Technology Reference Model (TRM) catalog using the ServiceNow Knowledge Management product to easily find, adopt, and share approved technology standards through a centralized, risk-managed TRM catalog that is searchable using AI search capability. The published TRM catalog is accessible across the organization or beyond, as needed. • Create documents for Enterprise Modeling and Visualization diagrams to publish, share, and archive diagrams together with their associated data. With a single action, you can transform diagrams into ready-to-use documents, reducing manual copy-and-paste effort. The generated documents support collaboration and editing, can be exported to PDF, and can support approval workflows for governed review and lifecycle management.

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Application or feature	Details
	• Add and manage labels on the relationship lines more easily in empty diagrams, hierarchy diagrams, and Business Process Modeling Notation (BPMN) diagrams. • Visually explore and analyze architecture data modeled using the Architecture Analyzer feature in the Enterprise Architecture Workspace. • Store and manage architectural documents, including documents generated from diagrams in the modeling tool using the Architectural Documents under Information Portfolio. • Explore and analyze Common Service Data Model (CSDM) architecture relationships directly on a visual canvas in the Enterprise Architecture Workspace. You can assess current state of an entity, understand dependencies, and share the insights with stakeholders. • Apply the granular level admin role changes to provide safer and more controlled approach to manage access in the Enterprise Architecture Workspace. • Determine the bubble size using the Overall score indicator on the Application Rationalization Bubble Chart page. See Enterprise Architecture Workspace for more information.
Enterprise Asset Management	See Enterprise Asset Management for more information. Early Availability • Streamline complex maintenance activities across assets, asset groups, or locations with unified work order plans. • Streamline inventory asset management with the expanded and efficient inventory auditing process.
Event Management	• Streamline Event Management setup with the new AI-guided Implementation Planner, helping admins configure ITOM AIOps faster and more accurately. • Enable smarter alert grouping based on CMDB service relationships, with thresholds and seed prerequisites to reduce noise and improve operational efficiency. • Enhance alert grouping by unifying Health Log Analytics and Event Management alerts, helping you reduce noise and act on alerts with greater confidence. • Support OpenTelemetry (OTel) metrics through the MID Server API to simplify metric ingestion and enhance anomaly detection capabilities. **ServiceNow Store updates for Event Management and Service Operations Workspace** Some apps are updated monthly or quarterly via the ServiceNow Store. For information about cumulative

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Application or feature	Details
	release notes and compatibility information, see the ServiceNow Store version details: • Event Management • Integrations Launchpad • Express List • Alert Automation • Service Operations Workspace (SOW) for ITOM See Event Management or Service Operations Workspace for ITOM for more information.
Field Service Management	
Financial Services Card Operations	Streamline dispute document submission to Mastercard with the document attachment and validation enhancement. See Financial Services Card Operations for more information.
Financial Services Operations Integration with Mastercard	• Help prevent storage or transmission of Payment Card Industry (PCI) data for card disputes within your ServiceNow instance by using updated subflows. • Streamline dispute document submission to Mastercard with the document attachment and validation enhancement. See Financial Services Operations Integration with Mastercard for more information.
Financial Services Operations Integration with Visa	Use updated subflows to help prevent storage or transmission of Payment Card Industry (PCI) data for card disputes within your ServiceNow instance. See Financial Services Operations Integration with Visa for more information.
Goal Framework	Use the enhanced Goal, Target, and Strategic Priority forms to more effectively manage and track your organization's goals. See Goal Framework for more information.
Goal Framework for SPM	Define targets across multiple organizational levels with the **Assigned entity** field in the target form. See Goal Framework for SPM for more information.
Hardware Asset Management	Australia Patch 0

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Application or feature	Details
	• Gain insight into the approximated life-cycle dates for hardware and consumable products. • Streamline inventory asset management with the expanded and efficient inventory auditing process. • Streamline and improve the asset management process for retired assets with the expanded asset disposal workflow. • Streamlined Advanced Shipment (ASN) import process with support for users with specific functional roles. • Save time and effort by copying a model from the Content lookup portal to create a record in your ServiceNow instance. See Hardware Asset Management for more information.
Healthcare Operations Core	• Use the conversational abilities of Now Assist in Virtual Agent in Care Team Portal or Care Team Mobile to create requests for support departments. • Leverage the Care Team Operations Case Creation Voice AI Agent enables to create cases conversationally over the phone. • Healthcare Operations Core has received security enhancements in the Australia release. has received security enhancements in the Australia release. See Healthcare Operations Core for more information.
Healthcare and Life Sciences Service Management Core	Healthcare and Life Sciences Service Management Core has received security enhancements in the Australia release. See Healthcare and Life Sciences Service Management for more information.
Hermes Messaging Service	• Create more Hermes topics for specific events or integrations with an expanded topic limit. • View granular usage metrics in the Hermes Usage Dashboard. • Restrict access to the Hermes cluster based on the client IP address. See Hermes Messaging Service for more information.
ITOM AIOps	**ServiceNow Store updates for ITOM AIOps** The majority of ITOM AIOps apps are updated monthly or quarterly via the ServiceNow Store. The latest updates are available in the ServiceNow Store. For cumulative release notes and compatibility information, see the ServiceNow Store version details:

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Application or feature	Details
	• Service Reliability Management (SRM) • Service Level Objective Management • Service Observability • Event Management • Health Log Analytics • AIOps Dashboards • Agent Client Collector Log Analytics (ACC-L) • Integrations Launchpad • Express List • Metric Intelligence • Alert Automation • Learning Enhanced Automation Playbook (LEAP) • Service Operations Workspace (SOW) for ITOM • Synthetic Monitoring See ITOM AIOps for more information.

ITOM Visibility	• Discovery: Power Shell 7 support for Discovery.
	• Kubernetes Visibility Agent (KVA) and Service Mapping: Create service maps for extended services beyond Kubernetes.
	• AI Agent Topology Mapping: Discover AI agent infrastructure and dependencies using the new AI Agent Topology Mapping application, including:
	  ○ Amazon Bedrock AI agents, models, and prompts
	  ○ Microsoft Foundry (Classic) AI agents, models, and prompts
	
	Store updates for ITOM Visibility
	The majority of Visibility apps are updated monthly or quarterly via the ServiceNow Store. The latest updates are available in the ServiceNow Store. For cumulative release notes and compatibility information, see the ServiceNow Store version details.
	• Service Mapping Plus
	• Discovery Admin Workspace
	• Discovery and Service Mapping Patterns
	• Certificate Inventory and Management
	• Kubernetes Visibility Agent
	• Agent Client Collector for Visibility
	• Service Graph Connector for AWS
	• Service Graph Connector for Microsoft Azure

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Application or feature	Details
	• Service Graph Connector for GCP • Tag Governance See ITOM Visibility for more information.
Identity	• Use the granular roles to complete administrative configuration tasks for Identity without requiring the full admin role. • Configure AI Agents or AI users by selecting the `AI` option from the Identity type drop-down menu. • Use the ai_user_admin role for creating, editing, and role management of AI users. Using the role you can view, create, edit, assign roles to, and delete users with the identity type as `AI`. • Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions. • Use the Identity sub-type field to categorize the identity type while creating a user. See Identity for more information.
Impact	• Streamline the Impact Store Application configuration with the updated Impact guided setup. • Proactively identify, prioritize, and resolve technical debt with the Impact Health Agent, a collection of AI-native tools embedded within the Impact Platform Health experience. • Provide access to partners with the impact_partner_role. • View true applications capabilities organized by product lines. See Impact for more information.
Import and Export	• Enable large exports with parallel export sets. Exporting data in parallel can enable your integrations to finish in less time and create less of an impact on other tasks. • Configure a separate connection alias for JDBC data sources. Configuring the connection alias separately enables you to reuse it rather than having to reconfigure it with each JDBC data source. See Imports and Exports for more information.
Incident Management	• Perform the incident, major incident, task outage, and related communication features configurations using granular admin roles. • Enhance communication capabilities with the form channel added to response templates.

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Application or feature	Details
	See Incident Management for more information.
Industrial Connected Workforce Core	• Standardize your industrial data across equipment hierarchies, functional locations, calendars, and workforce structures to drive operational consistency. • Strengthen governance of industrial task records, worker skills, and operational compliance across your organization. • Accelerate cross-application task creation and record synchronization with expanded workflow orchestration. • Improve system responsiveness with performance optimizations that reduce load times and increase record processing throughput. • Enhance interoperability across the ICW suite applications with improved integration capabilities for downstream applications. See, ICW Core for more information.
Industrial Connected Workforce Mobile Experience	• Empower shop floor workers with new mobile task views and production-day filtering to focus on what needs immediate attention. • Access and navigate published standards on any device with an enhanced Standards Hub optimized for small-screen navigation. • Report issues faster with streamlined creation of actions, deviations, and breakdown reports directly from the shop floor. • Find the information that you need quickly using AI-powered search functionality across tasks, standards, and articles from a single mobile interface. • Improve guided task accuracy and speed with integrated barcode and QR scanning support. See Exploring Industrial Connected Workforce Mobile Experience for more information.
Industrial Guided Tasks	• Design structured digital workflows faster with an enhanced guided task authoring experience. • Evaluate task outcomes accurately using a smart assessment engine with scoring rules, conditional logic, and validation. • Improve frontline execution with usability features such as barcode or QR scanning, step-by-step guidance, and offline support. • Track guided tasks through their full life cycle using intuitive workflow states that support clearer governance and audit readiness. • Extend task governance across the ICW suite through integrations with Industrial Standards, ICW Mobile, and ICW Core. See Exploring Industrial Guided Tasks for more information.

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Application or feature	Details
Industrial Process Manager	• View both unmapped and all Operational Technology (OT) devices in separate tabs while mapping them to equipment model entities for an organized view of your OT devices. • Visualize your OT network using the OT Network Map. • Automatically create a location for equipment model entities to visualize your location hierarchy. • Use the updated Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature to uniquely identify OT devices during equipment model entity mapping. See for Industrial Process Manager more information.
Industrial Standards	• Create and manage operational standards faster with a new authoring experience that includes built-in guidance, validation, and structure rules. • Find and compare standards efficiently using an enhanced Standards Hub with faster filtering and optimized layouts for any screen size. • Align task generation with shift handovers and production calendars through scheduling engine improvements that include offset configuration and richer recurrence patterns. • Skills-based execution controls help to ensure that qualified operators are performing the designated work. • Strengthen your audit process with a structured versioning model that logically categorizes standards across their life cycle. See Exploring Industrial Standards for more information.
Instance Data Replication	View updated diagnostic test descriptions and results on the redesigned IDR Diagnostics page. See Instance Data Replication for more information.
Instance Scan	• Enable parallel scans to streamline processing and reduce completion times. • Experience the new scan_check_writer role to write checks in the Instance Scan table. • Execute scans on inactive and base system records by enabling certain system properties. See Instance Scan for more information.

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Application or feature	Details
Integration Hub	• Integrate your on-premise ServiceNow instance with your local Kafka environment with Direct Kafka. • Simplify topic management in Stream Connect with topic aliases. A topic alias is a unique topic name that can be connected to any underlying Hermes or Direct Kafka topic. • View detailed statistics and monitor the health of your Integration Hub Remote Process Sync (RPS) integrations with the Remote Process Sync Dashboard. See Integration Hub for more information.
Intelligence for CSM	Australia Patch 1 • Availability of filter controls in Now Assist Guardian for Now Assist for CSM. • Availability of AI Workflow tab in Core UI. • Use AI to populate interaction wrap-up codes and notes, saving agents time. • Simplify metadata management by granting developer roles and privileges to your granular admin users.
Key Management	• GlideDigest has been updated to allow creation and verification of message digests using the SHA512 cryptographic hash function • Admins can share module keys between instances offline to facilitate instance clones between on-premise instances using KMF. • The signing and verification processes for JWTs are now integrated as operation types in the existing KMFCryptoOperation class. See Key Management Framework for more information.
Knowledge Center	• Use Knowledge Center to manage and distribute organizational knowledge through a centralized and organized interface. • Enhance productivity, reduce redundant work, and help confirm that users have access to the latest and most accurate information. • Format your content within a knowledge article using editing tools in the article editor. • Improve the quality and health of knowledge articles with article optimization scans, confirming that the information is latest and relevant. • Merge duplicate knowledge articles with Now Assist to improve content quality, maintain the source references, and keep your knowledge base clear, reliable, and easy to manage. See Knowledge Center for more information.

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Application or feature	Details
Localization Workspace	• Set up language providers and language groups with confidence, assisted by the new Guided Tours in the Localization Workspace interface. • Upload your glossaries to the new **Language Asset Management** tab for editing and storage. • Cancel translation requests, delete draft requests, and review archived requests from the Localization Workspace landing page. • View the translation method from the translation request summary. • Use intelligent due date suggestions based on the size and scope of your requests when creating translation requests. See Localization Workspace for more information.
MID Server	• MID Server comes bundled with Java Runtime Environment version 21.0.7 and requires a minimum JRE version 17.0.10. • MID Server's CyberArk integration adds a REST-based CCP option alongside the existing AIM SDK method, providing flexible, interchangeable integration choices. • MID Server smart workload manager continuously evaluates load and assigns jobs in a cluster to ensure that no server is overloaded. See MID Server for more information.
Manufacturing Commercial Operations	• The product non-conformance management is an AI-powered unified portal that enables from submission to resolution with quality inputs, duplicate detection, and faster actions. • The product non-conformance submission is an AI playbook portal that enables in refinement, prediction, extraction, duplicate detection, and pre-submission corrections. • The product non-conformance resolution is an AI playbook resolution that enables context-aware recommendations, early corrections, reduced manual analysis. • The data model for the recall management Agentic AI workflow. See Manufacturing Commercial Operations for more information.
Mobile Platform	• Speak with an AI-powered voice assistant directly from your mobile device. • Use the enhanced mobile offline capabilities, including seamless online-to-offline continuity. • Assign the new mobile_admin role to administrators who specifically configure mobile applications. See Mobile Platform for more information.

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Application or feature	Details
Next Experience	• Manage the visibility of page alerts with a new accessibility user preference. • Explore a modernized Coral theme with better contrast, rounded UI elements, improved dark mode, and AI-focused enhancements. See Next Experience UI for more information.
Next Experience Components	• Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Horizon site Components section. • Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers. • Reuse components across multiple user interfaces to create a cohesive experience for your end users. • Use preset property values to configure properties and event handlers automatically for a component so that the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).
Next Experience Developer (NED) Tools	• View an updated homepage in the Service Workers tab. • Exclude filters in the Events tab to filter out specific events. • Get a log of updates from the journal section in the Components tab. See Next Experience Developer Tools for more information.
Notifications	• Integrate personal corporate mailboxes with in ServiceNow to send and receive emails. • Send outbound emails from the ServiceNow instance using Microsoft Graph. • Encrypt inbound email attachments in CLE-enabled tables and decrypt them for outbound emails. • Enhanced inbound email classification to support thread-index header for emails generated via Microsoft or Microsoft Outlook ecosystem. • Deliver critical push notifications even when users are logged out. • Create and modify email notifications and email templates using natural language prompts through the Notification Agent. See Notifications for more information.

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Application or feature	Details
Notify	Use the Notify granular admin role to configure Notify features. See Notify for more information.
Now Assist	**Merge duplicate articles** Merge selected duplicate knowledge articles into a new consolidated article using Now Assist in Knowledge Management. The merge preserves references to source articles and helps maintain a clean, high#quality knowledge base.
Now Assist for Collaborative Work Management (CWM)	• Generate formulas for your CWM tasks using a natural language description of a calculation. • Generate scrum tasks for stories based on their context. See Now Assist for Collaborative Work Management (CWM) for more information.
Now Assist for Configuration Management Database (CMDB)	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available. • Compare your current manual (static) IRE processes with AI-powered Dynamic IRE. • Automate the actions that a user would typically make for de-duplication tasks using the de-duplication task resolution assistant skill. • Search the Service Graph database using natural language. • Dive deeply into CI and class information while working in CI forms, dashboards, home pages, and other views on the workspace. • Search the Service Graph database using natural language
Now Assist for Creator	Australia early availability (March) • Create and update applications in ServiceNow Studio using Build Agent. • Generate application modules in UI Builder workspaces using natural-language prompts. • Learn how to vibe code, using an AI-first approach to development, in the new vibe coding documentation. See Now Assist for Creator for more information.
Now Assist for Employee Center Pro	• Use AI-powered capabilities, enterprise search, and omnichannel delivery to meet your productivity needs.

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Application or feature	Details
	See for more information.
Now Assist for Enterprise Architecture (EA)	Australia Patch 1 • When you compare two versions of an Enterprise Modeling and Visualization diagram, the diagram canvas highlights the differences visually. This makes it easier to identify what has changed at a glance, without relying solely on the Now Assist change summary panel. • Support for models OpenAI GPT-5 mini, Claude Haiku 4.5, and Google Gemini 3.0 Flash added for any Now Assist for Enterprise Architecture (EA) skill. Australia Early Availability • Generate insights for the widgets available on the Enterprise Architecture Dashboard page. • Generate a context-sensitive summary for business applications based on the page that you're generating the summary from. • Compare any two versions of a diagram and generate a summary in the Enterprise Modeling and Visualization page.
Now Assist for IT Operations Management (ITOM)	
Now Assist for Manufacturing Commercial Operations (MCO)	• Enable detect potential fraudulent claims component to detect duplicate warranty claims. • Enable the recall manager to plan and execute phases and sub-phases recall campaigns using the plan and execute recall campaign phases and sub-phases AI agent. • Enable a non-conformance description to verify that the requirements are clearly stated. See Manufacturing Commercial Operations for more information.
Now Assist for Operational Sustainability Management	• Automatically extract units from invoices and update metric data with accurate unit values. See Now Assist for Operational Sustainability (formerly ESG) for more information.
Now Assist for Operational Technology Service Management (OTSM)	Australia • Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill. • Help save time by automatically updating the resolution notes for an OT incident. • Generate a KB article when an OT incident is resolved by using an agentic workflow.

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Application or feature	Details
	See Now Assist for Operational Technology Service Management (OTSM) for more information.
Now Assist for Sales and Order Management for Telecommunications (SOMT)	• Automate the customer move order capture journey to reduce the manual effort. See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.
Now Assist for Source-to-Pay Operations	• Prioritize cases by using the sentiment analysis skill to analyze a fulfiller's tone or sentiment of invoice cases, procurement cases, supplier cases, and tasks. • Draft professional email responses automatically for invoice cases, procurement cases, supplier cases, tasks with the email response generation skill. • Generate reports, visualizations, and KPIs using natural language queries with the AI data explorer. • Enable buyers execute the best mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.
Now Assist for Strategic Portfolio Management (SPM)	• Use the demand summarization skill to generate a concise summary of a demand. • Deliver clear, executive-ready project status reports using AI. • Use the AI insights page to view task, milestone, resource, financial, and RIDAC insights for a project. • Use the goal insights skill to generate insights for goals to gain predictive, actionable visibility into goal health. • Generate a story for your epic using Now Assist. See Now Assist for Strategic Portfolio Management (SPM) for more information.
Now Assist for Telecommunications, Media and Technology (TMT)	• Automatically draft, refine, and publish release announcement emails to the multiple customers regarding the product changes and features adoption. • Identify and match internal experts to customer needs based on engagement context, skills, region, and real-time availability. • Automatically monitor solution progress and sync real-time updates with the risk signals and solution synchronization agent.

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Application or feature	Details
	• Generate customized product adoption roadmaps by analyzing customer characteristics, goals, and similar product adoption patterns. • Analyze call, chat, billing, and interaction data with sentiment analysis for proactive service recommendations and faster issue resolution. See Now Assist for Telecommunications, Media and Technology (TMT) for more information. • Automatically draft, refine, and publish release announcement emails to the multiple customers regarding the product changes and features adoption. • Identify and match internal experts to customer needs based on engagement context, skills, region, and real-time availability. • Automatically monitor solution progress and sync real-time updates with the risk signals and solution synchronization agent. • Generate customized product adoption roadmaps by analyzing customer characteristics, goals, and similar product adoption patterns. • Analyze call, chat, billing, and interaction data with sentiment analysis for proactive service recommendations and faster issue resolution. See Now Assist for Telecommunications, Media and Technology (TMT) for more information.
Now Assist for Third-party Risk Management (TPRM)	Early availability Use generative AI to recommend issues for reviewer validation. See for more information.
Now Assist in Document Intelligence	Early Availability • View citations for multiple attachments using the document and visual insights AI agent. • Create skills with data extraction, question answering, and summarization capabilities using document and visual intelligence in Now Assist Skill Kit. See Now Assist in Document Intelligence for more information.
On-Call Scheduling	• Configure on-call schedule features using granular roles. • Configure a monthly roster rotation for an on-call schedule to simplify shift management. See On-Call Scheduling for more information.

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Application or feature	Details
Operational Resilience	• Export Digital resilience incident reporting (DRIR) action tasks in Microsoft Word, Microsoft Excel, or JSON for regulatory reporting. • Generate consistent, regulator-ready reports using optional currency conversion and third-party expense aggregation in Digital Operational Resilience Act (DORA) Register of Information reporting. • Leverage AI-native experience built into the product. See Operational Resilience for more information.
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	• Perform CSRD-compliant double materiality assessments in Socialsuite and automatically sync the results with the Operational Sustainability Management application. • Configure thresholds with multiple levels, ranges, and automated actions that trigger when breaches occur. • Automatically extract units from invoices and update metric data with accurate unit values. See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.
Operational Technology Incident Management	• Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill. • Help save time by automatically updating the resolution notes for an OT incident. • Generate a KB article when an OT incident is resolved by using an agentic workflow. • Report an OT incident without an OT incident role using the Employee Center for OT. See Operational Technology Incident Management for more information.
Operational Technology Manager	• Get a deeper look into your OT network with the OT network map in the Industrial Workspace, where you can view a site, its subnets, and the OT devices in each subnet. • Keep your OT device data updated by using the Configuration Management Database (CMDB) OT class model updates and UI enhancements. See for Operational Technology Manager more information.

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Application or feature	Details
Opportunity Management	• Record your planned or completed customer interaction or sales activity associated with an opportunity using a Touchpoint to capture engagement context throughout the sales life cycle. • Associate competitors with opportunity product and product family, capture win/loss reasons, and record contributing factors to report and analyze competitor trends, product-level competitive pressure, and opportunity outcome patterns. • Split opportunity revenue across multiple contributors using opportunity allocations to ensure accurate attribution, incentive crediting, and forecast reporting for collaborative sales teams. • Capture Direct or Indirect deal types to align opportunities with defined routes to market. See Opportunity Management for more information.
Order Management	• Enable agents and customers to make faster, more confident decisions on orders by instantly seeing the impact of price and quantity changes, ensuring clarity on what's owed for every update. • Improve order approval accuracy by validating contract start and end dates and terms for recurring and entitlement orders, while preventing contract dates from being set on one-time orders. This helps orders process correctly the first and contract obligations to be properly tracked. • Enhance the Order management (OM) integration with Strategic Portfolio Management (SPM) for in-flight orders to support projects for site and maintain program project and sub-project hierarchy. See Order management for more information.
Password Reset	Use the Password Reset granular admin role to configure Password Reset features. See Password Reset for more information.
Performance Analytics	**Note:** The highlights for this release all refer to the newer Data Snapshots indicator architecture, which requires RaptorDB Professional. • Create new Data snapshots indicators with unlimited breakdowns. Previously you could convert only existing indicators. These indicators are supported in Data Visualizations and in KPI Details. • Track intraday changes with indicators such as changes between shifts. You can track changes in shifts that are still in progress, with data retrieved down to the minute level. • View scores as they accumulate throughout the day without having to wait for end-of-day processing.

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Application or feature	Details
	• When exploring a Data snapshots indicator with KPI Details, customizable score formats, apply flexible breakdowns and aggregation periods, direct alert subscriptions for targets and thresholds, and apply hierarchical roll-ups for breakdowns. See Performance Analytics (Indicator data sources) for more information.
Performance Analyzer	• Group pages by variant to identity performance issues • Filter client interaction lists to investigate user-specific performance issues. • View a waterfall with macroponent server-side calls. See Performance Analyzer for more information.
Platform Analytics experience	• Embed dashboards and visualizations directly in workspaces to see relevant KPIs where they act. • Use a single, consistent visualization and filter model for table data, Performance Analytics indicators, Workflow Data Fabric, and UX analytics. • Author and adjust layouts within the dashboard, which enables business owners to make changes without heavy developer involvement. • Use performance enhancements, such as dashboard caching and UX improvements, to help shorten load times and improve day-to-day usability for high-traffic dashboards. See Platform Analytics experience for more information.
Playbook	• Nest playbooks within other playbooks. • Enable runtime users to launch a playbook on demand. • Test playbooks with the Automated Test Framework. • Preview the UI for an activity in when configuring a playbook activity in Workflow Studio. See Exploring Playbook for more information.
Policy and Compliance Management	• Manage control objective changes through a structured workflow without affecting the active published record. • Rationalize UCF and non-UCF control objectives together in a single rationalization process. See Policy and Compliance Management for more information.

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Application or feature	Details
Portfolio Planning	• Create and manage demands from the Next Experience for Demand Management in Portfolio Planning. • Guide demand managers and users through predefined stages and actions for each demand process using Playbook in Next Experience for Demand Management. • Link AI systems to a demand using a Playbook activity in Next Experience for Demand Management. • Review the financial records of your planning items in both project currency and investment currency when you migrate them from Classic to Next Experience. • Create financial baselines with multicurrency to capture, view, and track the financial health of your planning item using project baselines and investment baselines. See Portfolio Planning for more information.
Predictive Intelligence	A new Predictive Intelligence Usage Analytics dashboard provides you with actionable insights into model performance, user engagement, adoption trends, and product health. See Predictive Intelligence for more information.
Privacy Management	• Automatically generate an AI-recommended privacy case summary from varied compliance case data, reducing investigation time and enabling faster, more consistent decision-making. • Anonymously report compliance violations through a secure portal that maintains complete identity protection while enabling organizational trust and regulatory compliance. See Privacy Management for more information.
Process Mining	• Use parallel processing for playbook data. • Benefit from the new use cases through the enhanced process step filter and rule-based findings. • Mine Agentic AI logs. • Easily identify your improvement opportunities through four new automated findings. • Take advantage of Process Mining and Task Mining integration. • Filter the data from the parent and child tables in the multidimensional projects. See Process Mining for more information.

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Application or feature	Details
Product Catalog Management and Pricing Management	• Support pricing calculations for renewals of products with price and quantity ramps. • Provide visibility into how the final price for a derived product is determined using adjustment records. • Set up pricing floor and ceiling controls for product offerings to keep pricing within acceptable ranges. • Use standard predefined formulas (SUM, AVG, MIN, and MAX) in derived pricing calculations to capture adjustments at each pricing step. • Enable agents and customers to view attribute-based pricing where the product offering price is based on a combination of attributes. See Product Catalog Management and Pricing Management for more information.
Product Support for Technology	• Use analytics dashboards on the Service Delivery Overview page to improve usability and operational visibility. • Use the customer impact tab to improve operational clarity, reduce navigation time, and manage the Proactive Service Experience Workflows (PSEW) processes. See Product Support for Technology for more information.
Project Portfolio Management	• Update the idea and demand-related system properties by using the idea_admin or pps_admin roles. • Link AI systems to demands in Demand Management. • Generate a concise summary of a demand by using the demand summarization skill. See Explore Project Portfolio Management for more information.
Project Workspace	• Integrate Hardware Asset Management (HAM) requests and refresh with Project Workspace, enabling hardware requests and refreshes to be planned and managed as part of strategic initiatives. • Enable tracking of the hardware requests that are part of a Strategic Portfolio Management (SPM) project. • View, assign, and approve resources directly from Resources page in Project Workspace without navigating to the Resource Management Workspace. See Project Workspace for more information.

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Application or feature	Details
Public Sector Digital Services	• Consolidate the case narrative, evidence, entities, team assignments, investigative tasks, and related cases into a single record page with Investigative Case Management Foundation. • Manage persons, property, vehicles, organizations, locations, and events, including specialized entity types like firearms with detailed identification, specifications, origin, and ballistic information, and link them to cases and to each other with Investigative Case Management Entity Management. • Manage physical and digital evidence tied to investigative cases, with structure fields for collection details, source and context, security classification, and links to related entities such as persons, vehicles, locations, and organizations using Investigative Case Management Evidence Management. • Create Chain of custody documentation in every evidence record, capturing each transfer from the moment of collection. • Synthesize narratives, entities, evidence, and activity history into a structured summary using Investigative Case Management Case Summarization. • Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents with the Document Screening AI Skill, used with Now Assist for Public Sector Digital Services (PSDS). See Public Sector Digital Services (PSDS) for more information.
Purchase Order Management	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. Australia Early Availability • Create PO exceptions from universal requests during triage. • Create PO exception tasks and track their progress directly from the PO exception. • Get relevant data insights with improved visualization of new purchase order exceptions and PO exception workload distribution.

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Application or feature	Details
	• Convert supplier emails into purchase order exceptions automatically when a registered supplier contact sends emails to a supplier inbox. • Analyze delivery gaps and view suggested edits to orders with alternative suppliers with the Define purchase order exception mitigation strategy agentic workflow
Quote Management	• Quickly understand the financial outcome of quote changes, making it easier to review, approve, and act on updated quotes with visibility into exact amounts owed. • Enable sales agents to set a target outcome for a quote and let automated adjustments handle header-level discounting, removing manual trial-and-error and speeding up quote approvals. • Improve quote data consistency by validating contract start and end dates across quote headers, parent lines, and child lines, preventing date conflicts during updates. • Enable greater flexibility in managing amendment quotes by splitting active ramp segments into shorter intervals, adjusting quantities, and maintaining accurate line types throughout the quote life cycle. • Enhance quote approval workflows with automated reminders, escalations, override capabilities, and ad-hoc approvals for greater control and accountability throughout the approval process. • Summarize a quote for immediate, comprehensive insights into quote details (product, pricing, and terms) to improve quote accuracy, help teams align, reduce manual review, catch issues early, and accelerate quote turnaround. See Quote Management for more information.
RPA Hub	• You can now selectively define which actions (components) are handled within a Try-Catch block and which are handled outside it. • Versions of model provider are now supported for RPA bot generation skill. See Learn about RPA suite of applications for more information.
Recommended Actions for HRSD	Provide relevant resources and recommendations to HR agents for speedy resolution of HR cases. See Exploring Recommended Actions for HRSD for more information.
Recommended Actions for Operational Technology Service Management (OTSM)	Use the AI Enhanced Recommended Actions for OTSM feature to access external sources related to an OT incident and review why the document is relevant to the incident. See Recommended Actions for Operational Technology Service Management (OTSM) and AI Enhanced Recommended Actions

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Application or feature	Details
	for Operational Technology Service Management (OTSM) for more information.
Retail	• Enable HQ users and regional managers to create operational store plans involving cases and tasks for multiple stores through a guided, streamlined user experience. • Schedule and manage recurring tasks such as daily store opening procedures with parent cases for store-level tracking. • Fulfillment of store case and task for regional managers and store teams through Retail mobile app. See Retail for more information.
Sales Forecasting	• Recalculate the forecasts on the Sales Forecast dashboard on demand. • Define individual forecast owners and rollup owners based on their unique forecasting hierarchies. • Enable multiple forecast models to define and manage forecasting rules. • Support multiple rollup periods (weekly, monthly, quarterly) simultaneously. • Support for submitting forecasts by both territory and product family. • Enable forecast owners to submit and adjust forecasts at base forecast source. See Sales Forecasting for more information.
Sales Territory Management	Sales Territory Member role gets access to view the sales territory associated on the CRM entities like Lead, Opportunity, Account, or Consumer. See Sales Territory Management for more information.
Security Center	• Use the granular roles to complete administrative configuration tasks for Security Center without requiring the full admin role. • Admins can create Security Tasks directly from any Platform Security page using a simple and intuitive chatbot experience within the Now Assist panel. • Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics. See for more information.

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Application or feature	Details
Security Incident Response	• Enable automated response actions by integrating CrowdStrike Next-Gen SIEM with the ServiceNow Security Incident Response platform to retrieve detections and convert them into security incidents. • Fetch closed offenses from IBM QRadar into Security Incident Response. • Rapidly build integrations for Security Incident Response using auto-code generation through the Now Assist LLM-powered integration builder. • Ingest MITRE D3FEND data and visualize attack–defense relationships through an interactive graph directly within a security incident. See Security Incident Response for more information.
Self-service and omnichannel engagement for CSM	• Enhance B2C consumer support through ServiceNow AI Platform self-service capabilities with the Consumer Portal. • Embed components into external websites to provide users with access to the self-service capabilities on the ServiceNow AI Platform. • Reduce manual documentation and maintain consistency by using Now Assist to auto-generate wrap up codes and summaries from transcripts. • Enable agents to initiate outbound email interactions from contact or consumer records, with configurable automated reminders to end users, enabling proactive customer engagement and comprehensive email tracking. Improve reporting reliability and compliance with configurable wrap-up codes for CCaaS and AWA-routed email interactions. • Schedule, reschedule, and cancel native callbacks from Agent Workspace across all omnichannel interactions (chat, voice, email, and messaging) and cases without switching to external tools or applications. See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Interaction Controls Component (ICC) for voice calls for more information.
Service Catalog	• Enable other users, who are added to the **Secondary owner** field, to edit catalog items. • Let your requesters view the stage and the state of their requests while using the service fulfillment step. • Configure catalog UI policies with scripts and multiple catalog UI policy actions in the Catalog Builder to facilitate the creation of complex catalog items.

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Application or feature	Details
	• Hide or show variables on a grid layout of the multi-row variable set (MRVS) for a catalog item. • Configure the update set prefix to set a custom name for the update set that gets generated automatically in the Catalog Builder. See Service Catalog for more information.
Service Exchange (formerly Service Bridge)	• Service Bridge has been renamed Service Exchange. • Streamline data replication from consumer to provider instances with consumer outbound foundation data sync. • Get enhanced visibility into your instances with the Service Exchange center. • Reduce onboarding complexity for consumers with auto-onboarding. See Service Exchange for more information.
Service Operations Workspace for ITSM	• Redirect UI16 module navigation links to the equivalent SOW experience. • Access SOW configuration and property pages of various SOW applications using granular admin roles. • Improve the focus on relevant contextual information by hiding the contextual side panel for a specific table and tab combination. • Configure reference field auto-load behavior from the SOW Admin Center. • Enable service desk agents to easily create, manage, and track checklists for Request and RITM records directly within the workspace to confirm that all steps are completed. See Service Operations Workspace for ITSM for more information.
Service Portal	• View the updated user interface for the Service Portal New Organization Chart widget. It includes additional display configurations, such as default and secondary field names. • Use portal-specific authentication methods to allow users access to different portals without having to customize Service Portal authentication. • Enhance Service Portal accessibility navigation for screen readers by using semantic tags. • Use a Coral dark theme on a portal to improve focus, readability, and accessibility. • Create theme variants for the Service Portal themes to tailor the visual experience for your users.

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Application or feature	Details
	See Service Portal for more information.
ServiceNow AI Platform core feature	Control whether read-only fields can be updated through client scripts and server-side operations by configuring read-only options. See Administer the ServiceNow AI Platform for more information.
ServiceNow IDE	Create or convert applications in the global scope with instances on the Australia release. See ServiceNow IDE for more information.
ServiceNow SDK	Create or convert applications in the global scope with instances on the Australia release. See ServiceNow SDK for more information.
ServiceNow Studio	• Create and edit full-stack applications conversationally with Build Agent, an autonomous AI agent. • Build pages for workspaces or custom web experiences in your applications by adding UI Builder files to your application in ServiceNow Studio. See ServiceNow Studio for more information.
ServiceNow Vault	Early Availability • Identify potential threats and data leaks using the new AI Insights section within the ServiceNow Vault console dashboard. • Use guided setup to begin autoclassifying sensitive data within your custom applications. See ServiceNow Vault for more information.
Sidebar	• Move and resize the chat window using the Sidebar new dynamic window framework. • Create standalone Sidebar discussions. See Sidebar for more information.
Smart Assessment Engine	• Enable efficient, role-based collaboration by allowing primary owners to delegate assessment sections to subject matter experts (SMEs). • Edit published templates quickly with inline edits and built-in audit tracking.

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Application or feature	Details
	See Smart Assessment Engine for more information.
Software Asset Management	Australia Patch 1 • Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment. • Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures. • Automate the process of assigning available licenses to the Microsoft 365 Admin Portal by using an agentic workflow. • Leverage Obligation Management and AI-powered contract metadata and obligation extraction from an uploaded signed contract document in the Software Asset Workspace by using the combined capabilities of Software Asset Management and Contract Management Pro. Australia Patch 0 • Streamline software lifecycle reporting and compliance management with a guided playbook. • Use a consolidated Microsoft licensing report that unifies device and infrastructure deployment details with license consumption calculations and transparent explanations.
Source-to-Pay Operations Integrations	• Handle sales orders, procurement, finance, and so on, in Oracle Financial Cloud from your ServiceNow instance using the Source-to-Pay integration with Oracle Financial Cloud. • Added enhancements to the Purchase Requisition Line (PRL) outbound staging table. • Performance optimizations applied to the Purchase Order (PO) transform map. See Source-to-Pay integration with third-party applications for more information.
Sourcing and Procurement Operations	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.

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Application or feature	Details
	Australia Early Availability • View supplier amounts in both local and original currencies across to-dos, emails, and relevant purchasing views. • Enter and edit decimal quantities for service-based purchase requisitions and purchase orders, and enforce validation to prevent decimal quantities for goods. • Classify service requests, purchase requisitions, and purchase orders into the correct spend categories automatically. • Purchase on behalf of other users directly from Shopping Hub and track purchases using the business owner filter. • Create a single sourcing request when a requester submits an intake request with multiple products or services.
Strategic Planning	• Create and manage demands from the Next Experience for Demand Management in Strategic Planning. Guide demand managers and users through predefined stages and actions for each demand process using Playbooks in Next Experience for Demand Management. • Link AI systems to a demand using a playbook activity in Next Experience for Demand Management. Generate a concise summary of a demand using the demand summarization skill. • Use boards in Strategy and Goals to group and manage strategic priorities and objectives for your organization. • Send notifications to target owners or contributors to ensure timely updates of target actuals. Define targets across multiple organizational levels with the Assigned entity field in the target form. • Consistent financial reporting across all baselines by support of investment currency on migrated financial baselines. • Simplified user experience and focus on investment level financials view on investment currency fields for new customers. Complete and accurate currency data in all financial baselines for existing customers are now upgraded to include investment currency values. See Strategic Planning for more information.
Subscription Management	• View and filter Now Assist usage by domain in domain-separated instances. • Monitor Workflow Data Fabric usage and view token use rate of each capability. See Subscription Management for more information.
Supplier Lifecycle Operations	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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Application or feature	Details
	• Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. Australia Early Availability • Enable supplier managers and admins to create and manage smart assessments in bulk for internal and external users. • Enhance email interactions for supplier managers by creating a centralized email view displaying all emails within the Source-to-Pay workspace at case, task, and supplier levels. • Improved action plans with Gantt chart visualizations, email notifications, messaging, and activity streams. • Automate the monitoring and follow-up of the expiring supplier documents. As documents approach expiration, supplier tasks are automatically generated in the supplier portal or workspace, requesting the document owner to submit updated documentation. After document expiry also, automatic tasks are created in place of follow-ups via email reminders and supplier cases. • Enable supplier contacts to upload documents from the portal even if the supplier document configuration isn't done. **Note:** This facility is already enabled for supplier managers in the previous releases. They can upload documents from the workspace even if the supplier document configuration isn't done.
Synthetic monitoring	• Create synthetic monitors directly from incidents to proactively detect issues and reduce repeat occurrences. • Migrate and automate synthetic monitors via APIs for faster setup and easier scaling. See Synthetic monitoring for more information.
Table Builder	• Read-only behavior is now controlled by the **Read only option** [`read_only_option`] choice field, which provides options such as **Display Read Only** or **Strict Read Only**. • The existing **Read only** field will no longer be editable in the UI. See Table Builder for more information.

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Application or feature	Details
Telecommunications Customer 360	• Provide agents with customer information, context, and insights for service problem analysis and faster resolution. • Enable agents to create cases for billing and service-related issues, manage orders, and book field service appointments directly from the customer view. • Provides data source configurability to bring call, chat, billing data from external sources and generate insights. • Receive insights on customer health and top recent issues. See Telecommunications Customer 360 for more information.
Telecommunications Network Inventory	• Enable customers to request services for equipment housed in your facility using Remote Hands. • View a concise summary of Remote Hands Request See Telecommunications Network Inventory for more information.
Telecommunications Service Operations Management (TSOM)	• Gain comprehensive SD-WAN visibility with new Telecom Discovery connectors for Cisco Meraki and Fortinet FortiManager. • Extend discovery pattern capabilities with support for switch stacks, card models, lifecycle attributes, and improved error handling. • Monitor SD-WAN health in real time with new Telecom Event and Metric connectors that enable intelligent event categorization, correlation, and KPI aggregation. See Telecommunications Service Operations Management for more information.
Theme Builder	• Generate color palettes instantly by uploading a brand image and let our AI theme generator automatically detect your brand colors. • Customize fonts by category and adjust font sizes to scale typography across specific component categories like headers, buttons, and form fields, or by size groups for consistent styling. • Access the new icon library to configure and override default icons using custom assets. See Working with themes in Next Experience for more information.

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Application or feature	Details
Third-party Risk Management	• Enhance DORA Register of Information reporting with optional currency conversion and third-party expense aggregation to generate consistent, regulator-ready reports. • Review the simplified third-party elements process in the due diligence workflow. • Access the unified content management module in the Vendor Management Workspace to view a centralized library of smart assessment templates. Australia Patch 1
Threat Intelligence Security Center	• Introduced observable enrichment through the Have I been pwned? integration, enabling analysts to determine whether email address and domain observables appear in known data breaches and review associated breach metadata. • Enhanced the vulnerability schema to support additional intelligence fields such as CVSS scoring, exploit details, and remediation information and RSS feed processing with support for additional fields such as tags, taxonomies, and expiration time, and enabled linking RSS feed to related artifacts. • Added support for managing vulnerability intelligence in the Threat Intelligence Library, including related products, vendors, CWEs, and associated remediations, identifiers, attributes, and vendor comments. • Added automated tagging and MITRE-ATT&CK extraction rules to apply tags, taxonomies, and associate relevant techniques. Added automated cleanup of duplicate source records generated during the aggregation process. • Added automated zero day vulnerability detection from RSS feeds with enhanced correlation, streamlined Security Incident Response workflows, and integrated intelligence context in Security Incident to support faster threat analysis. See Threat Intelligence Security Center for more information.
UI Builder	• Share UI Builder pages across experiences without copying or recreating them, reducing maintenance and keeping users in their current workspace. • UI Interactions let you define reusable UI and logic that can be triggered by user actions or system events and shared across any page or experience, eliminating the need to duplicate code or UI. See UI Builder for more information.

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Application or feature	Details
Universal Request	• Enable employees raise tickets for hard-to-find catalog services or issues requiring interdepartmental collaboration using the Agentic AI flow for departmental ticket creation. • Resolve universal requests efficiently by enabling effective communication among agents from different departments. See Universal Request for more information.
Upgrade Console	• Access the ATF troubleshooting agent directly from the Upgrade console. • Manage your application version compatibility by updating the Now Assist suite. See Upgrade Console for more information.
Usage Insights	• User Experience Analytics is now known as Usage Insights. • Tag and create new events and update event descriptions. • View funnels you create in Usage Insights directly in Platform Analytics. • Create dashboards for Platform Analytics directly in Usage Insights. See Usage Insights for more information.
Visa Spoke	• Use updated Visa Spoke APIs to help prevent storage or transmission of Payment Card Industry (PCI) data within ServiceNow. • Apply Visa Resolve Online (VROL) release 26.1 revision changes to some Visa Spoke actions. See Visa Spoke for more information.
Workflow Studio	• Compare two flow histories to see what content was added, removed, and updated. • Summarize flow execution details to identify errors and suggest potential fixes. • Use an AI agent from a flow. See Exploring flows, Exploring subflows, and Exploring actions for more information.

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Application or feature	Details
Workforce Optimization for CSM	• Manage location-based holiday calendars to improve workforce scheduling by mapping holidays to specific regions, enabling managers to plan shifts with accuracy, and reduce manual adjustments. • Install and configure Manager Dashboard from the Workforce Optimization (WFO) enterprise independently. This change aligns dashboard packaging with channel management and enables broader adoption across Pro and Pro+ customers • Enhance Manager Dashboard in the Manager Workspace (Enterprise SKU) with new AI powered widgets — Sentiment Analysis, Trending Topics, and Auto QA to provide supervisors with faster, actionable insights into customer sentiment and agent performance. • Assist agents during live customer calls by opening the agent's active phone interaction in Manager Workspace. NVC enables supervisors to silently monitor calls, whisper-coach the agent, or join the conversation directly. • Analyze the help requested interactions segmented by different channels, such as Chat, Email, Messaging, Phone and Video. See Exploring Workforce Optimization for Customer Service for more information.
Zero Copy Connectors	• Retrieve real-time data from external systems using new primary connectors. • Fetch real-time data from another ServiceNow® instance using the ServiceNow® Remote Instance connector. • Connect to Databricks, Oracle, and Snowflake using OAuth authentication. • Query time-series monitoring data from Prometheus using the new community connector. • Include either primary connectors only both primary and community connectors. See Zero Copy Connectors for more information.

Upgrade information for all Australia features and products

Cumulative release notes summary on upgrade information for Australia features and products.

Before you upgrade to Australia, review the upgrade information for any products you may have. Some products require you to complete specific tasks before you upgrade.

Application or feature	Details
AI Control Tower	Not applicable.

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Application or feature	Details
Application Manager	Application Manager is active by default on instances on the Australia release. Upgrade your instance to Australia patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.
Care Team Operations for Biomed	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Care Team Operations for Environmental Services	If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Care Team Operations for Facilities	If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Care Team Operations for Healthcare IT	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Cloud Cost Management 10.0	The Cloud Cost Management platform support is available beginning with the Xanadu release. For instructions on upgrading Cloud Cost Management to Australia, see Upgrade Cloud Cost Management.
Configuration Management Database (CMDB)	Due to changes in the Configuration Item [cmdb_ci] table, if you're upgrading to Australia, you might experience an increased upgrade time. To learn more about this change and reducing its impact, see the

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Application or feature	Details
	Increased Australia Upgrade Time due to cmdb_ci composite index addition [KB2588894] article in the Now Support Knowledge Base. If you're upgrading from Xanadu or Yokohama directly to the Australia release, you must run the *`Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/ sn_cmdb_editor roles`* scheduled job to correctly configure some user roles, such as CMDB Admin and CMDB Editor. For more information about this scheduled job and its use, see the CMDB Zurich release notes. The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.
Employee Center	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.
Employee Center Pro	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.
Hardware Asset Management	• To enhance security and manage admin access precisely, the granular admin roles are now installed. These roles replace broad admin checks by assigning specific privileges based on user tasks, rather than granting full admin access:

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Application or feature	Details
	○ sn_hamp.ham_system_admin: Provides access to HAM licensing, HAM Guided Setup, HAM application properties and system properties, and a few tables. ○ sn_hamp.ham_asn_admin: Provides access to the Advanced Shipment Notification (ASN) feature. ○ asset_integration_admin: Provides access to Standard hardware Zero touch request and carrier integration features, and shipment tables. ○ asset_system_admin: Provides access to asset job log, content audit, transfer order, expense management, and model management. ○ asset_task_admin: Provides access to asset tasks. ○ procurement_system_admin: Provides access to procurement module, tables, and tasks. ○ contract_system_admin: Provides access to contract module, tables, and tasks. ○ asset_licensing_admin: Provides access to the ITAM licensing module. ○ asset_recommendation_admin: Provides access to recommendation actions. • The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.
Healthcare Operations Core	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Healthcare and Life Sciences Service Management Core	The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a

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Application or feature	Details
	new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.
Impact	The Impact Store Application configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.
Instance Data Replication	Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table that are created before the upgrade are automatically truncated.

Key Management	• In pre-Zurich releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the Australia release in preparation for a full deprecation of GlideEncrypter/3DES in the future:
	  ○ New Australia instances can’t use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
	  ○ if you’re upgrading your Australia instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.
	  ○ Learn more about 3DES deprecation in KB1704481.

MID Server	For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 21.0.7. If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE: • If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

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Application or feature	Details
	All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades. Only one Windows MID Server service is permitted according to the executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information. For more information about MID Server upgrades, see the following topics: • MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade. • Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.
Now Assist	If you customized actions on the user interface or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected. If you run into issues when you're upgrading a Now Assist product, see the Issues and mitigation for Now Assist (generative AI) Applications and Plugin updates [KB1637452] article in the Now Support Knowledge Base. Log in to view the article. The Australia release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new read_only_option field with granular control levels, including strict_read_onlyand client_script_modifiable. The changes occur in the back end and maintain backward-compatible behavior. This update helps strengthen instance security while preserving flexibility. If you have custom client scripts that modify read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to the KB2718122 article in the Now Support Knowledge Base to identify affected fields and adjust the settings. The existing access control lists (ACLs) have been updated to replace the admin role with purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API is replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the admin role in the code have been substituted with the granular roles for authorization use cases. For more information, see https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html.
Now Assist for Configuration Management Database (CMDB)	To enable Now Assist to provide detailed descriptions of CIs and classes, you must activate the 'External Content Connectors' plugin, install the 'ServiceNow Product Documentation' connector, and then crawl the product documentation. For configuration instructions, see Configure the CI form contextual help skill.

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Application or feature	Details
Now Assist for Creator	Australia early availability (March) • To upgrade the Build Agent application, upgrade the Now Assist for Creator application (sn_now_creator), which includes the Build Agent Pro plugin (sn_build_agent_pro). To upgrade the Build Agent (Trial) app, upgrade the sn_build_agent plugin.
Now Assist for Employee Center Pro	Now Assist for Employee Center Pro only provides employee or requester conversations and might require other Now Assist products to deliver AI agents or other related features.
Operational Resilience	Beginning with Operational Resilience release 22.0.x, the following scheduled jobs are deactivated for new installations by default: • *`Calculate red flags for CSDM and dependencies`* • *`Update CSDM and other dependencies`* For existing installations, these jobs retain their current active or inactive state.
Performance Analyzer	Starting with the Zurich release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer for earlier instances, install Performance Analyzer from the ServiceNow® Store.
Platform Analytics experience	After upgrading, only admins can create Core UI analytics objects: reports, Performance Analytics widgets, responsive dashboards, and interactive filters. Other users can still view and edit Core UI objects but can create only Platform Analytics objects, such as data visualizations. When upgrading, the published status on all Core UI reports changes to **false**, making them unpublished. After upgrading, the Analytics Hub isn't available. Links to the Analytics Hub are redirected to KPI Details.
Playbook	After you upgrade to Australia, update the Workflow Studio application in the ServiceNow Store.
Product Catalog Management and Pricing Management	Pricing Management v16.0.0 provides a default pricing plan that includes changes to support pricing strategies introduced in this release. If you have been using a custom pricing plan from an earlier release, after upgrading to Pricing Management v16.0.0, the default pricing plan is in a Retired state. Determine whether you want to publish the default pricing plan for use or customize it.
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating

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Application or feature	Details
	the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.
RPA Hub	Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • RPA Desktop Design Studio • Attended Robot • Unattended Robot • Unattended Robot Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from San Diego or Tokyo to Australia. Based on the number of records in the application file table, you may experience a delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Australia. Before upgrading RPA Hub to Australia, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to Australia, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Australia without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the Now Support Knowledge Base.
Service Exchange (formerly Service Bridge)	**Important:** Do not upgrade your ServiceNow® instance to the Australia release if you rely on Service Exchange. A known RPS issue prevents Service Exchange from functioning correctly. Proceed with the upgrade only after Australia Patch 1 becomes available.

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Application or feature	Details
	• Service Exchange version 2.x.x, which was first released with the Xanadu release, doesn't support migration of Service Exchange (Legacy) versions. Service Exchange (Legacy) version: Before you upgrade to the Australia release, consult the Service Exchange for Providers (Legacy) - Migration Utility [KB1499823] article in the Now Support Knowledge Base to find out how to migrate your configuration data. • Service Exchange version 1.x.x: When upgrading, consult the Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release) [KB1700387] article in the Now Support Knowledge Base to find out how to migrate your Service Exchange applications. • Service Exchange version 2.x.x: New entitlements that require the latest compatibility version cannot be activated until both consumers and providers upgrade to Service Exchange version 2.x.x. New entitlements configured with a lower compatibility version can be activated. Older active entitlements continue to work but new ones can't be activated. • When using Service Exchange for Providers and Service Exchange for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. If the versions diverge, a scan check will report version mismatches and the Health Dashboard will show a version mismatch issue. After upgrading, run and validate the post-upgrade scan suite to identify and resolve any post-upgrade issues. • If you have upgraded to Service Exchange version 2.0.55 before upgrading the platform to the Australia release and your instance has Sales and Order Management plug-in version 1.0.4 installed, the new Deny ACLs aren't installed. After upgrading to the Australia release, select Repair to reinstall the Service Exchange application to ensure Deny ACLs are installed. • When you install the Service Exchange application, the Service Exchange Global script include is automatically installed or updated on the following platform versions: ○ Yokohama ○ Zurich ○ Australia
ServiceNow AI Platform core feature	The dynamic schema application framework was revised in the Zurich release. If you implemented dynamic schema in the Xanadu or Yokohama releases, the application is automatically migrated to a new framework as part of the upgrade to releases starting with the Zurich release. For details on the migration and steps you might need to perform, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base. The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new "read_only_option" field with granular control levels, including

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Application or feature	Details
	"strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.
ServiceNow IDE	ServiceNow IDE version 3.2.3 is active by default on instances on the Australia release. Update to ServiceNow IDE version 4.0 or later to use the latest features. For information about updating ServiceNow IDE, see Install or update the ServiceNow IDE.
ServiceNow SDK	To upgrade to the latest version of the ServiceNow SDK globally or within an application, see Upgrade the ServiceNow SDK. ServiceNow SDK version 4.4 supports integration with ServiceNow instances beginning with the Washington DC release. On Windows systems, after upgrading to ServiceNow SDK version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticating to a ServiceNow instance with the ServiceNow SDK. **Important:** For minor releases of the ServiceNow SDK, see the ServiceNow SDK release notes on GitHub.
ServiceNow Studio	ServiceNow Studio no longer has to be downloaded from the ServiceNow Store. It's available on the ServiceNow AI Platform by default.
ServiceNow Vault	ServiceNow Vault is a bundle of the following products: • ServiceNow Vault • Data Discovery • Data Privacy • Zero Trust Access (ZTA) • Field Encryption • Code Signing • Log Export Service (LES)
Source-to-Pay Operations Integrations	**Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.

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Application or feature	Details
Subscription Management	Subscription Management version 6.1 is active by default on all instances of the Australia release. Update to Subscription Management version 6.1 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin.
Third-party Risk Management	If you're a VRM user upgrading to TPRM and upgrading to Australia from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from Xanadu to Yokohama, Yokohama to Zurich, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts. After upgrading to version 21.0.x, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, Smart Assessment Engine (SAE) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible. **⚠ Warning:** Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues. For more information on upgrading from VRM to TPRM and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information. For existing TPRM customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.
UI Builder	Saving section for later.
Workflow Studio	An earlier version of the save as you go feature was released and withdrawn from the Washington DC release. If you're upgrading from the Washington DC release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality. The Australia release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur

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Application or feature	Details
	in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.

New features and products in Australia

Cumulative release notes summary on new Australia features and products.

New products were introduced in Australia, and additional features were added to existing products.

Application or feature	Details
AI Control Tower	**Australia Patch 1** **Security & Privacy tab in AI Control Tower** • Customize the AI security score by weighting security categories that comprise the score. The score formula was changed to an average across all AI assets. The score was renamed to AI asset security score. • Measure whether your model's output or behavior violates predefined security policies using the security policy violations chart. • Review potential threats in AI agent output in agent goal hijack, output with PII detected, and high-risk output charts. • Monitor MCP server access by AI Gateway with these new charts: Clients connecting to MCP servers, authorized access attempts, and failed access attempts. • The Prompt injection, Offensive content, and Sensitive data tabs have been removed and replaced by Access and Guardrails tabs. Metrics have been reorganized into those two tabs. • In **Configurations**, under **Data**, the **Data privacy** tab was renamed to **Security & privacy**. In that tab, the data leak detection and anonymization section was renamed to sensitive data input and anonymization. **Data section on Configurations page** Enable and set up security policy violations, agent goal hijack, and output screening metrics to measure the integrity of your data model and potential threats in LLM output. **Manage agentic AI system life cycles** Create AI system assets to track and manage the complete life cycles of your agentic AI systems, from

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Application or feature	Details
	onboarding to deployment. Gain comprehensive insight into each agentic AI system and take any necessary actions to successfully complete each life-cycle stage. By managing the life cycles of your agentic AI systems, you can extend their lifespans, reduce downtime, and optimize licensing costs. **Define the use and purpose of an AI system** Specify the intended use and purpose of an AI system. Provide insight into who is using the AI system, what the AI system is being used for, and how the AI system works and provides value. This information can help you determine the benefits and risks that are associated with the AI system. For more information on classifying AI systems based on regulatory risk at intake by applying a configured Risk Assessment Methodology (RAM), see AI Risk and Compliance release notes and Assessment templates and risk assessment methodologies. **Associate additional related AI asset types with AI systems** Associate the following additional related AI asset types with your AI systems: • If an AI system has an Asset type of Generative AI or Agentic AI, you can associate it with any of its supported components or subsystems. • If an AI system has an Asset type of Agentic AI, you can associate it with any of its integrated AI tools. **Create change and offboarding requests for additional AI asset types** Create change requests for the following additional AI asset types: • AI systems with an Asset type of Agentic AI • Datasets In addition, create offboarding requests for the following additional AI asset types: • AI systems with an Asset type of Agentic AI • AI models • Datasets • MCP servers The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own

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Application or feature	Details
	Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Early Availability** **Enterprise AI discovery: Unlock Visibility, Governance & Value** AI connections are created using AI Service Graph Connectors. AI connections are combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026 • AWS • Microsoft - Azure Foundry and Copilot • Google Cloud Platform (GCP) Vertex AI • n8n • LangGraph • Salesforce **Assets list- managed and unmanaged assets** Managed assets benefit from AI Control Tower features such as governance, lifecycle management, value assessment, risk classification, security, and privacy. Unmanaged assets, on the other hand, do not have access to these AI Control Tower capabilities. **AI Gateway** AI Gateway offers MCP Global Clients, which can be used across all servers. A Gateway offers MCP Catalog to choose while adding MCP servers. MCP server can be added to an AI Asset inventory from AI Control Tower.
AI Risk and Compliance	**Risk#based classification during intake** After upgrading to version 22.0.3, if you have the AI risk and compliance business user [sn_grc_ai_gov.ai_risk_and_compliance_business_user] role, you can now classify AI systems using a risk#based approach at intake, enabling organizations to capture AI risk context early and align governance workflows with regulatory and internal risk requirements. This improvement to the AI use case request form supports more accurate AI oversight throughout the system life cycle. **Report an AI case anonymously** After upgrading to version 22.0.3, if you have the AI case business user [sn_ai_case_mgmt.ai_case_business_user]

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>role, you can navigate to the Employee Center to access the Anonymous Reporting Center and submit AI cases anonymously, enabling broader participation in AI governance while protecting the identity of reporters. No additional role is required to submit an anonymous report directly through the Anonymous Reporting Center. Broader participation helps organizations identify potential AI risks earlier by removing barriers to case submission.

Offboard AI models and datasets

After upgrading to version 22.0.3, if you have the AI risk and compliance analyst [sn_grc_ai_gov.ai_risk_and_compliance_analyst] or AI risk and compliance manager [sn_grc_ai_gov.ai_risk_and_compliance_manager] role you can manage AI asset offboarding life cycle tasks. Managing these tasks helps ensure that governance#related activities, such as risk and impact assessments, conformity reviews, issue closure, and audit documentation, are addressed when an AI asset is retired or removed from active use.</td></tr>
<tr><td>AI Search</td><td>Australia Patch 1

Improve search precision and contextual relevance with hybrid search

Hybrid search combines keyword-based search with semantic understanding to deliver more accurate and relevant search results, with fewer zero-result searches.

Configure AI Search as the source for Ask Now Assist suggestions

Admins can configure the system to use AI Search as the source for Ask Now Assist suggestions in enhanced chat. Making this change activates suggestion term highlighting in Ask Now Assist and provides improvements such as wildcard searching and lemmatization for suggestions.</td></tr>
<tr><td>API</td><td>New scoped classes and additional methods to existing scoped classes in Australia

<table><tr><th>Class</th><th>Methods</th></tr><tr><td>CopyDynamicSchemaAPI - Scoped, Global</td><td>Methods:
• getCopyApi()
• skipAttributes()
• skipChoiceOverrides()
• skipChoiceSets()</td></tr></table></td></tr>
</table>

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Application or feature	Details

Class	Methods
	• getTransactionId() • runAsync() Extension points: • getCopyName() • shouldCopy() • verifyCopyOperation()
GlideDate - Scoped	• getDisplayValueEx() • setDisplayValueEx()
GlideTime - Scoped	• getDisplayValueEx() • getDisplayValueLang() • setDisplayValueEx() • setDisplayValueLang()

New global classes and additional methods to existing global classes in Australia

Class	Methods
CopyDynamicSchemaAPI - Scoped, Global	Methods: • getCopyApi() • skipAttributes() • skipChoiceOverrides() • skipChoiceSets() • getTransactionId() • runAsync() Extension points: • getCopyName() • shouldCopy() • verifyCopyOperation()
GlideDate - Global	• getDisplayValueEx() • setDisplayValueEx()

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Application or feature	Details

Class	Methods
GlideElement - Global	getDynamicNamespace()
GlideElementDynamicAttributeStore - Global	• getDynamicAttributePathsInSchema() • getDynamicAttributePathsInStore() • getDynamicNamespaceName()
MIDHermesProducer - Global	• MIDHermesProducer() • send()

New REST APIs and additional endpoints to existing REST APIs in Australia

API	Endpoints
Attachment API	• DELETE /now/attachment/{attachment_sys_id}/attributes • DELETE /now/attachment/{attachment_sys_id}/attributes/{attribute_key} • GET /now/attachment/{attachment_sys_id}/attributes/{attribute_key} • GET /now/attachments/{attachment_sys_id}/attributes • PATCH /now/attachment/{sys_id} • POST /now/attachment/{attachment_sys_id}/attributes • PUT /now/attachment/{attachment_sys_id}/attributes/{attribute_key}
Help Request API	POST /now/helprequest/action/create_or_update
ATF Code Coverage API	• POST /now/atf/code_coverage/all • POST /now/atf/code_coverage/by_line_number • POST /now/atf/code_coverage/by_script_id

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
New SOAP APIs in Australia
<table>
<tr><th>API</th><th>Operations</th></tr>
<tr><td>Warranty Claims SOAP API</td><td>ProcessRepairOrder: A STAR SOAP operation used to process and exchange repair operation–level information between systems in a standardized STAR XML format.</td></tr>
</table>
</td></tr>
<tr><td>Accounts Payable Operations</td><td>
Tax Engine Integration
The tax engine integration framework validates supplier-provided tax against system tax at invoice line level, maintains compliance with regional and global tax regulations. This integration triggers automatic tax validation, handles exceptions for tax variance and missing data, enables manual revalidation and rolling up of system tax.
</td></tr>
<tr><td>Activity Management</td><td>
CRM Outlook Add-in
Associate an email with an existing CRM record
Associate customer emails to the correct ServiceNow CRM record without leaving Microsoft Outlook. Manually search and associate emails with leads, opportunities, accounts, or contacts, so that engagement context is captured immediately and remains available for future correspondence and follow#up.
Create new leads and contacts from email
Create a new lead or contact directly from an email when no matching CRM record exists, and automatically attach the originating email to the newly created record to preserve engagement history.
CRM Touchpoints
Touchpoints on CRM entities
Capture and track engagement activities for prospects and customers across communication channels such as email, phone, virtual meeting, in-person meetings, and social interactions by creating touchpoint records. Associate touchpoints with leads, opportunities, accounts, and contacts to maintain a complete engagement history.
Custom touchpoint types
Define custom touchpoint types in addition to the default types of discovery, demo, and customer business review (CBR), and so on to match your organization's specific engagement processes.
Activity capture and tracking
Capture emails, calls, meetings, and tasks within touchpoints such as discovery, demo, business value
</td></tr>
</table>

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Application or feature	Details
	assessment, or CBRs in a single system of record. Track metrics such as primary channel and time spent for every interaction, giving leadership visibility into the activity volume per sales representative.
Adoption Services	**Help Center** text
Advanced Approval Management	**Flexible approval configurations** Build workflows that enable sequential approvals, parallel (simultaneous) approvals, or a combination of both. • Define workflow approval steps and optional chains that progress through multiple approval levels based on rule evaluations. • Set the approval order using combinations of levels, roles, and conditions. • Define approval users and groups. • Consolidate multiple email notifications on an approval request for an approver so that the approver receives a single email notification. **Intelligent routing rules and smart reapprovals** Automatically trigger approvals by setting conditions based on items such as discount percentage, deal size, and margin thresholds. Configure thresholds and conditions so the approval workflow skips approved steps that have already been approved if the underlying conditions haven't changed. **Escalations** Enable approval rule admins to escalate an approval request by reassigning a pending approval request to another approver automatically when the original approver does not act within a specified time. **Override an approval step** As an approval rule writer who also has the approval admin role, override or bypass a pending approval request step to unblock an approval request when the approval is no longer required. **Automated notifications of approval status** Inform sales agents and approvers of the status of approval items moving through the approval workflow by setting up notifications. Use predefined system notifications for reminders and escalations. **Flexible submission for approval requests** Before submitting requests for approval, see the required approvals, approver names, approval reasons, and approval sequencing by creating and previewing

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Application or feature	Details
	approval requests. Requesters can recall approval requests for changes and resubmit them. **Ad-hoc approvers** As a requester or an approver, add one or more approvers or approval groups to an approval request, outside of the predefined approvers for a given rule. Enables approval users to add approvers who have more expertise on certain aspects of the request, for example if there are legal or regulatory issues relevant to the request. **Real-time status tracking and approval history** Monitor approval progress and access an audit trail with detailed status for each approval step including assigned approvers, actual approvers (for completed steps), approval comments, and assignment and completion timestamps. **Approval management** • Accept or reject approvals using multiple channels, such as email, push notifications, the CSM Configurable Workspace, or approval centers, such as My Approvals in the ServiceNow AI Platform®. • Assign backup approvers with date-specific coverage periods for seamless continuity of the approval process.
Advanced Risk	**Risk event response template enhancements** After upgrading to version 22.0.x, users with the Risk Manager [sn_risk.manager] or Risk Admin [sn_risk.admin] role can configure risk event response templates using dynamic, entity#driven assignments. These changes enable assignments to be derived from entity data alongside existing static user or group selection. You can select user fields defined on the entity (such as Owner or Sub-owner) or entity stakeholder personas when configuring: • Risk event owner assignment • Issue creation and assignment • Risk event approvers **Risk Suggestion AI Agent enhancements** After upgrading the Now Assist for Integrated Risk Management (IRM) application to version 22.x, the Risk Suggestion AI Agent supports a more context#aware and conversational workflow. After selecting risk types, you can provide additional context to refine search results, with the agent dynamically asking follow#up questions when needed. Before adding risks to the suggested risk section, you can review and modify suggested risks by

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Application or feature	Details
	updating descriptions, renaming risks, or removing items from the list. **Control Objective workflow** After upgrading to version 22.0.x, you can use a defined workflow to update control objectives. Changes can be drafted and reviewed without changing the current active version, which helps avoid unintended changes to related controls, and risk records. Only approved updates become active. The workflow also sets clear responsibility for making updates and helps keep control objective information consistent and up to date.
Advanced Work Assignment (AWA)	**Advanced Work Assignment** Configure routing for non-task and non-interaction tables such as leads, opportunities, orders, and quotes in AWA. **Advanced Work Assignment** Use telephone-style transfer workflows in AWA to enable warm transfers where agents consult privately before merging calls with the customer.
Agent Workspace for HR Case Management	**Integration with Contact Center as a Service (CCaaS)** Implement prebuilt, certified integrations with Contact Center as a Service (CCaaS) providers using the ServiceNow voice reference architecture. The Interaction Controls Component (ICC) feature enables CCaaS providers to display native voice and callback integrations so HR agents can manage customer calls directly from HR Agent Workspace. HR agents are provided a brief wrap-up period at the end of customer conversations to complete their work before moving on to assist other customers. **Recommended Actions for HRSD** Recommend actions based on the context of the HR case, helping agents resolve case faster. • Lists KB articles and similar cases in the context of the current case. • Suggests to add an approval to the case only when an approval is required. **Case creation configuration** Enable an HR agent to quickly review the HR profiles of both **subject person** and **opened for** during the case creation process. **Advanced Knowledge Editor** Streamline Knowledge article creation and editing with AI support in an improved, intuitive editor. Leverage AI powered Article optimizations recommendations to improve the knowledge content quality.

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Application or feature	Details
Agent experience for CSM	**Dock in CSM Configurable Workspace** Enable agents to minimize drafts of comments, work notes, or emails to a dock at the bottom of the workspace page. This centralized location provides agents with the ability to see all current drafts at a glance. **Form template enhancements** Save time and promote consistency by creating conditional templates, setting field-level conditions, and automatically populating email body text. Populate these fields using dynamic values from the Case table and related tables. Preview template changes before applying them to a record. **Workspace record page interoperability** Enable agents to use record pages between CSM Configurable Workspace and ITSM Service Operations Workspace. The following ITSM pages are interoperable across CSM: • Incident page • Change page **AI interaction wrap-up** Provide agents with AI assistance during the interaction wrap-up period. This feature generates wrap-up content for interaction records, such as the wrap-up code and notes. **Highlight fields with unsaved changes** Use visual indicators in CSM Configurable Workspace such as icons and background colors to indicate form fields with unsaved changes. **Knowledge Center article editor available in CSM Configurable Workspace** Use the Knowledge Center article editor to create and edit knowledge articles in CSM Configurable Workspace. Agents can access the editing capabilities available in the article editor to format knowledge article content such as text, images, and media. **Unread email count on interaction tabs** Displays the number of unread email messages on interaction tabs in CSM Configurable Workspace. Hovering over a tab displays a tooltip with a preview of the most recent email.
Application Manager	**Now Assist suites for version compatibility** Use the Application Manager to install and update Now Assist applications with suites of compatible application versions. Now Assist suites help verify that new Now

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Application or feature	Details
	Assist applications and versions remain compatible with the ones already installed to your instance. **Application state indicators** Review information about any applicable installation considerations, requirements, and blockers in the header of application details.
Authentication	**Authentication factors for AI voice service** Enable caller access to AI voice agents by configuring the required identification and authentication factors. **Web Embeddables** Secure the web embeddables feature for authenticating the ServiceNow®'s web components that are used in third-party portals. **Granular admin roles** The granular admin role enables developers and administrators to complete administrative configuration tasks for Authentication without requiring the full admin role.
Buying Group	**Create separate buying groups for each product family or solution within an account** Avoid confusion or overlap and efficiently map the right stakeholders involved in different purchase decision for an account by creating separate buying groups for each product family or solution, which helps account for differing decision#makers, influencers, and users. **Add buying group members with different roles** Enable role#specific engagement, and improve alignment throughout the buying process by adding buying group members with defined roles. **Associate multiple buying groups against an opportunity** Improve stakeholder visibility, support complex deal management, and enable more targeted engagement across solutions by associating multiple buying groups with an opportunity.
CPQ	**Transaction Access Control** Control precisely who can view and edit each transaction to improve security and compliance using Transaction Access Control. Admins and creators automatically receive full access and can grant access to others. Any user with access can also grant or remove access for others. **Transaction AI – Bulk Line Update via File Upload** Enables AI column and line item mapping to allow for seamless transition from third-party systems. Transaction AI can be used to add items from favorites enabling users

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Application or feature	Details
	to quickly add commonly used products via voice or text. Triggers events for users via voice or chat **AI Admin Uploads for Advanced Product Configurator and Transaction Manager** Enables admins to upload business and blueprint related context documents to provide Configuration AI and Transaction AI more context of business, standards product information etc. **Export Lines UI Effect** Export Transaction Lines to a .csv file via a new UI effect. The exported file includes all lines in the transaction that meet the current line sort, filter, and column show/hide settings. **Layout editor** Design and maintain layouts in a visual-based editor. Add and organize layout components, configure UI Effect and element properties, manage theming and more, all in an intuitive visual interface. **Share product favorites** Improve collaboration and user efficiency by sharing saved favorite products and configurations with other users, enabling sharing and reuse of product configurations. **Tenant-configurable namespace prefixes for Salesforce fields** Configure a custom namespace at the tenant level to align Salesforce fields and references with your managed package. When a custom namespace is set, CPQ uses it for all generated Salesforce fields and all field lookups instead of the default LGK_ prefix. If no custom namespace is configured, the system defaults to LGK_ to preserve compatibility with existing tenants. **Dynamic selection of SOM catalog items in the CPQ admin UI** Select product offerings, product specifications, and product characteristic values directly in the CPQ admin UI without manually entering system IDs. Search and select SOM catalog items using built-in UI selectors when configuring products, creating product rules, or setting up pickers, advanced product actions, BOM enrichments, and library functions. Duplicate an existing solution configuration node in a set, directly from the solution configuration navigation sidebar to use it as the starting point for a new node. The original node in a set must be in the valid state. Manage transaction lines using natural language. You can upload CSV or XLSX files directly in the chat to add or update lines, map file columns to transaction fields through a guided conversation, preview the changes, and apply or cancel them before execution. Target specific transaction lines by referencing line numbers or ranges

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Application or feature	Details
	in your prompts, enabling precise updates such as modifying field values or removing selected lines. **Upload context documents for AI-assisted configuration and quoting** Upload organizational documents — such as pricing policies, standard operating procedures, product specifications, and playbooks — to provide Config AI and Quote AI with company-specific context during configuration and quoting. Supported formats include Excel, Word, PDF, text, markdown, and images (with OCR support). These documents are also used by Transaction AI to improve recommendations, product matching, and event suggestions during transaction sessions. Configure complex products using natural language. Buyers can submit a configuration request through a prompt field on an administrator-designed landing page. The request is processed by an AI agent, which interprets the input and drives the product configuration session. For renewal scenarios, Config AI can reuse a previous configuration as a starting point, enabling faster upsell and cross-sell opportunities while maintaining continuity across renewal cycles. Using Config AI, you can: • Submit product configuration requests using natural language through a prompt field on the landing page. • Complete product configuration through a conversational interface within the buying experience. • Design the Config Converse landing page using the CPQ layout editor with configurable elements such as text, images, fields, and a prompt component. • Allow buyers to skip the landing page using a dismissal preference in the layout editor. • Check for a predicted configuration after the initial buyer request. Apply it automatically when Smart Predict is enabled for both the tenant and the layout. Smart Predict must be enabled separately at the tenant level and at the layout level. **Transaction edit history** Use the event start time column in the transaction edit history to help admins track the duration of individual transaction events. **Price and quantity ramps in the CPQ Configurator** Use the CPQ Configurator to configure price and quantity ramps for subscription products with recurring pricing. View and manage ramp segments directly within the configuration session through a summary table and detailed modal. Apply quantity updates as a delta across segments from the effective date, and save all changes back to the source. Relaunch the configurator for ramped

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Application or feature	Details
	products to support MACD scenarios, with child lines inheriting the correct ramp associations.
Card data security	**View documents in the tokenizer service vault** Use the Card data security container to display documents in the tokenizer service vault without storing sensitive documents in your ServiceNow instance. **PAN display** Display, mask, or redact PAN values in the workspace with the Card data security container. **Updated attachment panel** View external documents from card networks, acquirers, and merchants at the transaction level of a dispute, which are stored in the tokenizer service vault. **Mastercard and Visa integration updates** Updated Mastercard and Visa actions and integrations to support document download in Card data security.
Care Team Work Management	Create single or multi-unit task plans for care teams to support ad hoc or recurring tasks. Multi-unit work plans can include orchestration cases and tasks, while single-unit work plans use care team cases and tasks. This feature helps teams coordinate work more efficiently across units and within their own teams. Use the unified Care Team Work Management landing page to view and manage care team cases and care team tasks all in one place. This provides a streamlined and consistent experience across work activities for care team agents. **Operational Rounding playbook** Use rounding templates with required fields and clinical checklists to standardize operations activities. The playbook generates one-time and recurring rounding tasks across units using built-in scheduling within the Healthcare Workspace. It supports completing task, capturing evidence, and tracking progress.
Case and Knowledge Management	**Granular roles** Provide tighter security to HR data using the granular admin roles in Case and Knowledge Management. **Use COE Security Diagnostics** Enable HR administrators to determine which users have access to HR cases within an instance based on COE security policies. HR administrators can also review the specific COE security policies that restrict user access. **ER Consolidated List in HR Agent Workspace**

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Application or feature	Details
	Get a holistic view of all related tables for all the ER cases using the ER cases consolidated view in the Employee relations dashboard.
Case management for CSM	**Task Dependencies for Task Plan Templates** Define dependency relationships between template items in the [sn_task_plan_template_dependency] table, and upon applying the template, create and store the resulting task dependencies in the [sn_task_dependency_m2m] table to ensure controlled task sequencing through predecessor–successor relationships. **Document References in Task Plan Templates** Add documents to Task Plan Template items, storing document references in the [sn_task_plan_template_document] table and making them accessible through form views and related lists based on template state and user permissions, ensuring secure and controlled document access aligned with template#level permissions
Change Management	**Granular admin role** Assign the single feature-specific granular sn_change_admin role to users to grant permission to configure Change Management features and system properties. This role replaces the previous general admin and ITIL roles. The sn_change_admin role includes the sn_change_writer, change_manager, and sn_change_cab.cab_manager roles. **Exclude change request records from conflict check** Exclude change requests from the conflict check process by setting the **Exclude from conflict detection** field to true. This setting also means that the change record is not displayed as a conflicting change when conflict checker is run on other change records. **Create change templates** Control mandatory and read-only fields for change models by configuring change templates and defining template field policies. Change templates provide baseline standardization for common changes, making changes easier to create as well as driving a higher standard of change and compliance. Similar to the concepts used for existing standard change templates, templates used for change models can be proposed, reviewed, versioned, or retired. **Enhanced data model for change templates** Use the enhanced data model that supports better categorization and role-based access for change

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Application or feature	Details
	templates for all change models automatically. This feature is optional for newly created standard changes. This data model does not impact the existing standard change catalog and migration of these standard changes is not required.
Cloud Cost Management 10.0	**Gain insights from your billing data with the FOCUS standard for Microsoft Azure billing** Enhance your ability to manage cloud costs using the FOCUS billing standard that enables better insights. This feature helps you make more informed decisions. Additionally, you experience seamless processing of billing data across multiple Azure billing models such as: • Enterprise Agreement (EA) • Microsoft Customer Agreement (MCA) • Microsoft Partner Agreement (MPA) **View cloud cost data in your preferred currency for multiple cloud service providers** View your cloud cost data in your preferred local currency for better clarity and reporting flexibility. This capability enables you to view cost and usage details from multiple cloud service providers, including AWS, Azure, and GCP, in your selected currency. **Get support for your Azure MPA model when operating under an MSP** Gain full visibility into your cloud costs and actionable insights for your Azure cloud spend when operating under an MSP. Additionally, the feature provides a centralized view to monitor cloud spend and manage budgets.
Collaborative Work Management	The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Formula columns in CWM** Gain deeper insights into your work by adding formula columns to your List view in CWM Boards. Create calculations that automatically compute values across

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Application or feature	Details
	your tasks, such as summing hours, calculating date differences, or deriving metrics from existing fields. Build formulas manually using the Formula Builder panel, which guides you through selecting functions and referencing columns with inline suggestions. As you type, the builder validates your formula in real-time and displays clear error messages if corrections are needed. You can accelerate formula creation with AI by describing your calculation in natural language. AI generates a valid formula that you can insert directly into the editor, saving you the time to manually build a valid formula. **Kanban board filters** Save time finding the work that matters most by applying quick filters directly on your Kanban board. As you adjust filter conditions in the header, the quick filter panel stays in sync, and vice versa. Your filter choices automatically apply to saved views and CWM Board templates, so the next time you open the board, your preferences are readily available. **Scrum tasks** Improve sprint execution by breaking user stories into scrum tasks that make estimation easier and daily progress visible. These tasks appear as nested children in the List, Kanban, and Sprint planning views, so that your team sees how individual efforts roll up into the larger story. Using AI to generate an initial set of scrum tasks based on your story descriptions, you can reduce the overhead of task creation. Trigger the scrum task generation from the story form or inline from the Sprint planning view, and receive a relevant set of tasks as a starting point for your sprint planning. You can then review, edit, and add the generated tasks to fit your team's workflow. **Task dependencies and relationships** Increase visibility into how work is connected by linking related items directly in CWM and avoid switching context to track dependencies. As these relationships surface across Kanban, List, and Gantt views with clear visual cues, you can improve planning confidence for your teams. Blocked items stand out at a glance, helping teams spot bottlenecks early, communicate delays quickly, and plan tasks in the right sequence. **Team member roles for project work**

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Application or feature	Details
	View and update project and demand tasks directly in CWM using team member roles, installed alongside Collaborative Work Management. The team member read role lets users view project and demand tasks and leave comments. The team member read-write role also lets users edit those tasks. Team members can view and manage the work assigned to them and their team through **My Work** and **Connected Work** in CWM. **Image download from docs** Save images from your CWM documents directly to your device, making it easier to share or use them outside of the Docs environment.
Common Governance, Risk, and Compliance feature	The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **GRC notification redirection** After upgrading GRC to version 22.0.x, notification links in GRC applications automatically route you to the appropriate workspace view based on your persona and access permissions. If you don't have workspace access, links default to the classic view. **Monitor my tasks in the Tasks page in the workspace** After upgrading GRC to version 22.0.1, the Tasks page loads faster with performance improvements. Task counts display first as an at-a-glance summary, followed by detailed task lists that load progressively. Task data refreshes at regular intervals to keep information current. These improvements provide better scalability for users with high task volumes across multiple task sources.
Compliance Case Management	**Report a compliance case anonymously** **Report compliance cases anonymously** Employees can now use the Anonymous Reporting Center to report compliance violations such as fraud and embezzlement, workplace misconduct (harassment, discrimination), bribery and corruption, and other concerns without revealing their identity or location.

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Application or feature	Details
	Accessed through the Employee Center, the Anonymous Reporting Center portal automatically logs users out to enforce anonymity, creates case records without mapping to employee identity, and provides a unique report key and report number for secure follow-up communication. CAPTCHA#based verification is used to authenticate submissions, and the system generates a report statement summarizing the case after submission. Employees can save a copy of their report for future reference. For security and confidentiality, the submitted information is not displayed again. Reports are routed to the appropriate compliance team based on the nature of the concern. Throughout the investigation process: • Investigators can request additional information through a comments system visible to the reporter • Reporters can follow up on their case using their report key to check progress and respond to questions • All interactions maintain reporter anonymity at every step; no identity or location data is ever captured or linked This enhancement enables organizations to build trust, mitigate risks before escalation, and ensures regulatory compliance with whistleblower protection requirements. **GRC case summarization skill for compliance cases AI-driven compliance case summarization** After upgrading Now Assist for Integrated Risk Management (IRM) application to version 22.x, Compliance analysts can use the Case summarization feature to quickly understand a compliance case without manually reviewing every field, attachment, or related list. Now Assist analyzes key case attributes—such as timelines, impacted areas, evidence, and actions—and generates a structured summary directly inside the compliance case. This solves a common problem: case data is often lengthy, scattered across multiple related lists, and difficult for analysts to digest efficiently. Analysts can also save and edit summaries as case data evolves, ensuring the record stays current. By consolidating all relevant information into a single, coherent narrative, Now Assist reduces investigation time, improves consistency across reviewers, and supports faster decision-making.
Configurable Workspace	**UI interactions for declarative actions**

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Application or feature	Details
	Combine logic, script, and configurable UI with a UI interaction, and apply it from any page event or declarative action. When you use a declarative action to apply a UI interaction, you can extend a page without taking ownership.
Configuration Management Database (CMDB)	**CMDB Workspace v8.0:** Create a CI with a lookup identifier entry that contains mandatory attributes in the CMDB Workspace. When you select a lookup identifier entry on the Required attributes page, you can set those mandatory attribute values for proper IRE processing. For more information, see Create a CI manually in CMDB Workspace. **CMDB Workspace v9.0:** • Use the Service Graph Workspace to view data, such as company, location, user, and CMDB data, using panels and dashboards. The Service Graph Workspace is specifically organized to help CMDB administrators, data owners, and analysts work with the CMDB. You can search the CMDB in Service Graph Workspace without having detailed knowledge of the CMDB data model by using contexts that are mapped to CI classes as navigation. • Configure de-duplication remediation processes for related tables to turn off automated workflows, such as ignoring errors and skipping business rules, that might block referenced duplicate CIs from updating to the main CI. Skipping automated workflows for related tables enables de-duplication tasks, which would otherwise fail, to complete successfully. For more information, see Effects on related tables (such as Change) and Turn off workflows of related tables during remediation. **Dynamic IRE** Use Dynamic IRE to accurately identify CIs across multiple data sources, and by so, minimize duplicate CIs. Dynamic IRE is applicable only to the Hardware [cmdb_ci_hardware] class and its descending class, using a dynamic identification process which eliminates the need to manually create and maintain identification rules. **Simplify resolving de-duplication tasks by using a Now Assist for CMDB skill** Use the De-duplication task resolution assistant skill in the Duplicate CI Remediator to use preselected remediation options instead of manually making selections. An AI agent preselects the options to resolve the task, such as the choice of the main CI. Then, before

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Application or feature	Details
	initiating the remediation, you can review all suggested options with supported reasoning. To use the De-duplication task resolution assistant skill, you must install the Now Assist for CMDB version v3.0. **Quick start tests for CMDB** Run quick start tests after upgrades and deployments of new applications or integrations to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.
Continuous Authorization and Monitoring	**OSCAL Assessment Plan import and export** After upgrading to version 22.0.2, Continuous Authorization and Monitoring supports import and export of OSCAL Assessment Plan (AP) files. Import OSCAL AP files from external tools to automatically generate engagements, control tests, test plans, user assignments, and test scope. Multiple AP files can be imported together for packages with multiple engagements. Export generates OSCAL AP files for auditors and authorizers, enabling other systems to understand what testing is planned or was performed. **Request control tailoring** After upgrading to version 22.0.2, make incremental changes to control sets while preserving the state of unchanged controls without having to reset the entire package life cycle. Supported modifications include adding new controls, marking controls as not applicable, changing control allocation (baseline to inherited or hybrid), and modifying inheritance configurations. **Inherit from multiple providers** After upgrading to version 22.0.2, Controls can inherit individual control requirements from multiple Common Control Providers (CCPs) across different authorization packages. Previously, inheritance was limited to a single provider per control, which required creating multiple duplicate inherited controls when requirements came from different sources. **Control grid view** After upgrading to version 22.0.2, edit implementation statements and attestation respondents directly in a hierarchical data grid through the Controls tab in an authorization package. **Control tests grid view in Engagements** After upgrading to version 22.0.2, toggle between traditional related list and hierarchical data grid on the

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Application or feature	Details
	Control tests tab. Changes to assessment procedure effectiveness automatically cascade to parent control test effectiveness. **CAM workflow configuration enhancements** After upgrading to version 22.0.2, control button visibility, UI page access, and related list actions across different workflow steps. Previously, related list actions (such as add or remove buttons for information types or baseline control actions) required manual scripting to support custom workflows. The following new state model attributes have been introduced: • Required Authorization Documents Page • Required Overlay Page • Required Information Type Actions • Required Baseline Actions • Required Overlay Actions • Request Control Tailoring • Generate OSCAL AP • Generate OSCAL AR
Customer Contracts and Entitlements	**Derived priced products** Reflects dynamically calculated prices, ensuring consistency with underlying pricing logic and improving accuracy across contract#driven workflows. **Contracts consolidation** Enables users to merge multiple customer contract lines into a single consolidated renewed quote line. Users can also merge two renewal quotes for two different contracts into a single renewal quote. This capability will improve operational efficiency across multiple renewal by eliminating reducing duplication. **Contracts hierarchical list** Enable agents to view contract lines under a customer contract record as a collapsible hierarchical list, making it easier to apply workflows at the appropriate root level and navigate complex product offering hierarchies. **Contract renewal performance improvements** Reduce processing time for large-scale renewals by enabling asynchronous processing for contract renewal workflows across quotes, orders, and opportunities.
Customer Service Problem Management	**Alternative dispute resolution management** Use the ADR case type to capture complete case details and manage investigations and resolutions while enforcing Service Level Agreement (SLA) compliance.

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Application or feature	Details
	You can also maintain audit and Root Cause Analysis (RCA) history and generate deadlock letters for customer or partner communication.
Customer Success Management	**Product adoption roadmap** Enable customer success managers to create structured roadmaps that can guide customers through adoption of purchased products based on business value and current adoption scores. The planner supports two planning levels—Product (strategic) and Capabilities (tactical)—with sequencing to establish clear adoption pathways.
Customer self-service for Sales and Order Management	Australia Patch 1 **AI-powered invoice case management for customers** Enable customers to report invoice disputes through an AI-powered virtual assistant on the Business Portal. Customers can describe quantity-related discrepancies through natural conversation. The assistant validates details, creates cases, and autonomously resolves eligible disputes by issuing credit notes or replacement orders or connecting customers with a human agent when needed. Interaction channels include chat and voice options. **Invoice dispute intake with voice assistant** Enable customers to report quantity-related invoice disputes using voice commands through an AI-powered voice assistant on the Business Portal. Customers can describe discrepancies through natural speech and the assistant captures dispute details to create invoice cases or connects customers with a human agent. **Human agent handoff with context transfer** Help customers to escalate complex disputes seamlessly to a live agent. The full conversation context, including invoice details, dispute reason, and prior AI actions are transferred to the CSM/FSM Configurable Workspace, enabling live agents to continue without asking customers to repeat information. **Now Assist for invoice case resolution** Help accelerate invoice dispute resolution by surfacing similar cases and common resolution patterns in the Now Assist panel. Agents can request help with an invoice case to view how similar disputes were resolved, reducing research time and improving consistency. **Automated email notifications for invoice cases** Keep customers informed with automated email notifications at key points in the invoice case life cycle, including case creation confirmation, resolution details with credit note or replacement order information, and the next steps for cases requiring human review.

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Application or feature	Details
	Australia Early Availability **Invoice management on Business Portal** Enable your customers to view invoices and invoice line details directly on the Business Portal, providing transparency into quantity, billing location, shipping location, and sold product information. **Invoice case creation through playbook experience** Provide self-service capability to your customers to create invoice dispute cases directly from the Business Portal for quantity, pricing, or date discrepancies using a guided self-service experience, supporting both single invoice and multiple invoice scenarios. **Invoice case management on Business Portal** Enable your customers to view and track invoice cases on the Business Portal, reducing support inquiries and keeping them informed on dispute resolution progress.
Data Management	**Archive data in secondary object storage** Store archive records and attachments in columnar format in an object storage outside the primary instance, freeing up primary storage and improving query performance for active data. The secondary object storage is exclusive to RaptorDB Professional V2. **Granular admin role** Enable administrators to perform basic Data Management tasks by granting the data_mgmt_tools_admin role instead of the full admin role.
Data Management for CSM	**Configuring a contact as a consumer** Model a single user who functions as both a contact and a consumer within your customer data structure. This capability improves administrative efficiency by reducing the overhead of creating and maintaining multiple user records for the same individual. It also provides a unified experience, eliminating the need to switch logins across different personas. **Granular administrative roles for Customer Data Foundation** Implemented administrative roles that provide fine-grained access control across CDF. These roles can be assigned to administrators and other personas based on job functions and security requirements. It includes the following capabilities:

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Application or feature	Details
	• Added 25 admin roles with specific read, write, create, and delete permissions. • Updated Before you begin sections across all Customer Data Foundation configuration topics with role prerequisites. • Improved security compliance through role-based access segregation. **New fields in the Customer Account table** Added the following fields to the Customer Account (customer_account) table to improve business identification and record management: • DUNS Number: Store the Data Universal Numbering System (DUNS) identifier for business accounts to support data enrichment and third-party integrations. • Active: Indicates whether an account record is active for filtering and workflow purposes. **Description field added Customer Data Foundation configuration tables** Added a Description field to the following Customer Data Foundation (CDF) configuration tables to capture additional details about each record: • Related Party Configuration [sn_customerservice_related_party_configuration] table • Responsibility Definition [sn_customerservice_responsibility_def] table • Responsibility Access Configuration [sn_customerservice_responsibility_access_config] table **Billing accounts data model enhancements** Grant contacts and consumers access to billing accounts through the related parties data model, using out of base system responsibilities and roles. **Granular admin roles** Added new granular admin roles to enable targeted permission assignments based on functional responsibilities, replacing broad admin access. **Add related parties to an install base item** The Sold product is enhanced to support Related pricing. **Adding related parties to a sold product** Use flexible price and quantity ramps that adapt over a product's lifecycle, enabling time-based pricing, segment modifications during post-sale workflows, and accurate calculations across multi-year contracts.

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Application or feature	Details
	Sold product form Use scheduled jobs to update the state of the Sold product based on start and end dates. Ensure that sold products follow clear start and end dates with automatic state updates, giving customers fair access, predictable billing, and reducing errors through accurate lifecycle management and delta pricing. **Sold product form** Billing Account support on Sold Products to give agents immediate financial context, streamline billing#related case resolution, and improve billing accuracy and transparency for customers and enterprises.
Data Privacy	**Real-time alerting and blocking of sensitive data** Analyze user input in real time at the field level to identify sensitive data and alert users about potential sensitive data entry. You can also choose to block users from saving this information. **Data logs for real-time sensitive data** Leverage real-time alerting and blocking capabilities to obtain insights into where sensitive data is being entered into the instance and by which users. **Real-time sensitive data-scanning for attachments** Scan attachments for sensitive data during user uploads into fields. If sensitive data is detected, the attachment is quarantined. This restricts the access and download of the file to the original document owner and authorized users until the admin reviews the files. **New Named Entity Recognition (NER) model data patterns** Employ new AI/ML-based model data patterns (Address, City, State, Country, Job Position, and Salary) to detect and anonymize sensitive data. **Anonymization support for catalog variables** Anonymize sensitive data in catalog items (including record producers) using anonymization jobs (in production and during cloning). **New base system Regular Expression (RegEx) data patterns** Employ new base system regular expression data patterns to detect and anonymize sensitive data in line with global compliance requirements. **Enhanced anonymization reporting** Demonstrate defensible compliance to regulators, auditors and internal teams using the new anonymization dashboard to provide quantitative insights into anonymization and data protection operations.
Developer Sandboxes	**New granular roles for administration**

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Application or feature	Details
	Several new granular roles enable developers to complete administrative and configuration tasks without requiring the full admin role. **Support for separate indices for AI Search** AI Search (AIS) now maintains separate indices for each sandbox environment, ensuring development activities that rely on AIS are correctly supported. **Note:** The AIS integration with Developer Sandboxes is supported only on non-production environments.
Digital End-User Experience	**Reviewing top processes by resource usage in incident investigation with DEX** Service desk agents can now view automated snapshots of the top 10 CPU and memory-consuming processes directly in the **Investigation** tab of incident records. The snapshots that are captured every 30 minutes are initially triggered when an incident is created and a configuration item is tagged. You can refresh and filter snapshots over different time ranges and monitor processes causing device issues. **DEX issue diagnosis and resolution agentic workflow** Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data. **Event monitoring with DEX** Monitor system events on Windows and macOS devices to track critical system events available with your base system, configure additional events to monitor, and review collected event data stored in your ServiceNow instance. Monitor system-level events, such as application crashes, unexpected shutdowns, disk space warnings, failed login attempts, and service failures. The DEX agent captures event data directly from managed endpoints. Activate or deactivate events or add custom events to extend monitoring beyond the base system catalog. Generate an insights report from event log data collected by the DEX agent. Save useful queries as named reports in the Insights reporting area to preserve them for future use. After you save a report, it appears in the left navigation panel for quick access. IT operators, L2 analysts, DEX engineers, and administrators can save, name, and retrieve reports. Role-based access controls restrict save and retrieval operations to the DEX Engineer and Administrator roles.

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Application or feature	Details
	AI-powered root cause analysis for Zoom call quality issues Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant knowledge articles to help resolve the issue efficiently. **Get AI driven insights for boot time performance** Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and knowledge articles to resolve boot performance problems quickly. **View GPU device metric details** Monitor GPU and VRAM (Video Random Access Memory) usage on the Device page to assess graphics performance and identify bottlenecks. GPU usage shows the percentage of graphics processing capacity in use, while VRAM usage highlights memory consumption for graphics intensive workloads. These metrics help detect rendering issues, memory intensive applications, and performance degradation enabling faster investigation and resolution of GPU related device problems. **Applications** Monitor application performance by application version to accelerate incident resolution and improve deployment quality. This enables the Service desk agent in faster root cause analysis and data-driven deployment decisions improving the overall end-user experience. **Bulk Remediation for Impacted Devices** Select multiple impacted devices from the Insights page and apply remedial actions in bulk. Service desk agents can now resolve issues across multiple devices simultaneously, improving productivity and reducing manual effort. **Digital End-User Experience Remedial Actions** The DEX base system includes the new remedial action Sync device to Intune. The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own

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Application or feature	Details
	Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents.
Document Services	**Document Management components in Workspace** Organize, access, and collaborate on files efficiently with unified Document Management in Workspace through intuitive folder structures, streamlined cloud integration, one-click actions, and embedded workflows. **Granular admin roles required to secure the instance** Enable developers and administrators to complete administrative configuration tasks for Document Services without requiring the full admin role.
Domain Separation	**Upgraded Process Overrides Report** System and domain administrators can now track and review process overrides that are affected by global process upgrades. A new admin dashboard provides a comprehensive list of impacted overrides with filtering and sorting by date and process type. Use the scriptable API to build custom integrations or automations on top of the override tracking data. **Domain Visibility Performance Improvements for Large MSPs** Domain visibility queries now complete in under one second on average — a 70% reduction from the previous 3.2 second average for large instances. A new query optimization replaces multiple OR conditions with a single IN clause on the domain ID for instances that exceed the configured domain collection size threshold. All 785 Domain Separation customers benefit from faster queries, with the greatest impact for the 20 customers operating 10,000 or more domains.
Employee Center	**Simplified Navigation** Simplify how employees move through Employee Center by providing a modern, left#aligned, one#level navigation that reduces cognitive load and adapts seamlessly across desktop and mobile. **Manage approvals with Now Assist Approval Assistance AI agent** Accelerate request approvals by automatically aggregating relevant details, validating requests against policies, and recommending approval decisions to managers. **Configure widget heading levels for accessibility** Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies. **Enhanced Requests Experience**

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Application or feature	Details
	Improve the Enhanced Requests Experience functionality by enabling specific tabs created for specific filters. Help employees find relevant requests faster while giving admins, experience owners, and service owners greater control over curating page design for specific purposes. **Moveworks for Employee Center** Empower employees with Moveworks for Employee Center and its AI-powered conversational support. Using the Moveworks embedded AI assistant plugin, your employees can ask questions, get instant answers, and complete tasks end-to-end from Employee Center and Employee Center Pro. **Quick start tests for Employee Center** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.
Employee Center Pro	**Integrated experience and service feedback** Add granular admin roles to the Integrated experience and service feedback functionality to decentralize administrative task management. **Moveworks for Employee Center** Empower employees with Moveworks for Employee Center and its AI-powered conversational support. Using the Moveworks embedded AI assistant plugin, your employees can ask questions, get instant answers, and complete tasks end-to-end from Employee Center and Employee Center Pro. **Quick start tests for Employee Center Pro** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center Pro works as expected. If you customized Employee Center Pro, copy the quick start tests and configure them for your customizations.
Encryption	**Manage Field Encryption Enterprise with an enhanced Administration interface** Configure encryption settings, monitor key usage, and streamline administration for Field Encryption and Field Encryption Enterprise with the following features: • Simplify key rotation and policy updates. • Access encryption status and audit details. • Navigate improved layouts for faster configuration.

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Application or feature	Details
	Integrate External Key Management Service (EKMS) with Encryption Modules Configure and manage encryption keys externally through EKMS integration with an enhanced encryption framework, which enables you to: • Hold encryption keys outside the instance for improved security. • Perform key rotation and revocation with automated security tasks. • Manage EKMS configurations and enforce the immutability of critical fields after they're active. • Simplify rekeying following instance clone and restore operations. • Monitor key state transitions, encrypted cache, and node-to-node communication. • Access UI improvements for configuration visibility and error handling. • Benefit from telemetry and performance-tested operations.
Enterprise Architecture	**Enterprise Modeling and Visualization enhancements** Label management improvements for diagrams: • Add labels: Double-click empty areas or use the adornment tool to automatically place labels in optimal positions. You can add multiple labels to relationship lines. • Edit and delete labels: Change existing labels or remove them as needed. • Move with shapes: Labels maintain their relative position when you move associated shapes. **Note:** After submitting the diagram for approval, the labels can’t be edited. Accessibility enhancements in Enterprise Modeling and Visualization: • Magnify content up to 400% while maintaining full access to all information and features. • Navigate the interface using the keyboard. • Access the shape context menu using the keyboard. • See pop-over menus when hovering over connector lines. ArchiMate shape library enhancements:

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Application or feature	Details

	The ArchiMate shape library has been enhanced to align with ArchiMate 3.2 standards, with new categories, elements, and updates to existing shapes.
	• Implementation and Migration category: Added this category with the following shape elements:
	  ○ Implementation event
	  ○ Gap
	  ○ Work package
	  ○ Deliverable
	  ○ Plateau
	  ○ Location
	  ○ Group
	• Relationship Type category- Added this category with the following shape elements:
	  ○ And junction
	  ○ Or junction
	
	Exploring the publishing center in Enterprise Architecture Workspace
	Use the Publishing Center to control publishing workflows, monitor status, and view publishing history from a single location.
	
	Publish TRM catalog to a knowledge base
	• Configure TRM catalogs and apply filters for products and lifecycle phases.
	• Manage publishing workflows with status updates from Draft to Published.
	• View publishing job history in the Run logs tab.
	• Access the published TRM catalog using the generated knowledge base URL.
	
	Enhancements to the Value stream and Value stream stage related lists
	• Value stream: View associated value stream stages and application models as related lists. You can add, edit, or remove the associated value stream stages and application models.
	• Value stream stage: View associated business processes and business capabilities. Add or remove business processes and business capabilities. You can also view the value stream stage as a related list in the business process and business capability records.
	
	Enhancements to the Business Process related lists

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Application or feature	Details
	View the value stream stage as a related list of a business process. **Enhancements to the Business Capability related lists** View the value stream stage as a related list of a business capability. **Create documents for the Enterprise Modeling and Visualization diagrams** • Save diagram as a document using the Generate document option from the Enterprise Modeling and Visualization diagrams page. • Define templates for the documents that can be created and used from the Diagrams page. • Tag components that can be included in the templates to generate documents. • View associated documents from the Diagrams page. **Exploring the architecture analyzer** **Architecture Analyzer** • The Architectural Analyzer helps you to analyze architecture data without creating or maintaining custom diagrams. You can visually explore relationships across applications, services, and infrastructure to quickly understand dependencies and collaborate on architecture decisions. You can also understand the potential impact of architectural changes across applications and services. • Added support for analyzing all EA extended entities that are part of Enterprise Modeling and Visualization, such as ○ Control ○ Digital integration ○ Digital interface ○ GRC risk ○ Product capability ○ TRM product • The **Clear** button clears all the selections made in the **Add to canvas** boxes. **Application rationalization page enhancements** Added an Overall score indicator to show the overall average score of a business application. Use this indicator to determine the bubble size of a business application on the Bubble Chart page. You can compare the overall scores of different business applications using their individual bubble sizes.
Enterprise Asset Management	**Australia Patch 1**

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Application or feature	Details
	Automate enterprise asset sourcing by using an agentic workflow Use the help manage enterprise asset requests agentic workflow to automate the process of sourcing assets for your enterprise asset requests. The workflow uses AI agents to fulfill these requests by allocating assets from local stockrooms, creating transfer orders to move assets between stockrooms, or generating purchase orders for the requested assets. **Automatically generate instructions for enterprise asset repairs by using an agentic workflow** Use the help repair enterprise assets agentic workflow, which is driven by AI agents, to automatically generate step-by-step troubleshooting, diagnostics, and repair instructions for your enterprise asset repairs in real time. The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Early Availability** **Define, schedule, and track complex asset-centric work tasks through work order plans** Manage complex asset-centric work tasks with unified work order plans that can be applied across assets, asset groups, or locations. The work order plans offer the following benefits: • Save work order plans as reusable templates for use across assets. • Organize sequential operations—shutdowns, safety inspections, calibrations, asset conditions, and restarts—using the structured playbook. • Assign, schedule, and track work order tasks for technicians within the playbook. • Enable technicians to receive assigned work order tasks and update task status through the ServiceNow Mobile Agent application. **Manage multimedia production equipment models and assets** Create, track, and manage multimedia production equipment models and assets in the Enterprise Asset Workspace. Get a comprehensive view of these models

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Application or feature	Details
	and assets so that you can manage them effectively throughout their life cycles. **Replace broad admin checks with granular admin roles and ACL updates** Manage admin access precisely with granular admin roles. Instead of giving full admin privileges to the users, you can assign specific roles based on the tasks they perform. **Enhanced and unified enterprise asset inventory auditing experience** Streamline and improve your inventory auditing experience with the enhanced and unified enterprise asset inventory process: • Initiate a single audit that covers both hardware and enterprise assets assigned to a specific location or stockroom, eliminating the need to switch between multiple workspaces. • Include consumable assets in the inventory audit to avoid asset shrinkage and ensure that inventory data remains accurate. • The ServiceNow Agent app features selectable audit results, enabling you to view a real-time list of all scanned assets. • When new assets are identified during the single scan audit, essential information is collected in real time through the ServiceNow Agent app to initiate asset creation. • Scanned asset locations are automatically updated to reflect their precise aisle, space, or sub location during the audit, supporting the accuracy and quality of inventory records.
Event Management	**Unified alert grouping across Event Management and HLA** Improve alert quality, reduce noise, and achieve higher compression to act faster on issues by grouping Health Log Analytics and Event Management alerts. **Explicit node-based control for CI binding** Increase binding accuracy and reliability and improve alert-to-CI binding with explicit node-based control, configurable node-field usage, enhanced mapping logic, and backward-compatible updates.
Field Service Management	
Financial Services Operations Integration with Mastercard	**Integration components for the Mastercard document attachment and validation enhancement** Simplify dispute document submission to Mastercard with improved document attachment and validation

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Application or feature	Details
	feature. The application compresses multiple attachments into a single zipped file, validates files for type and size, and alerts you to non-compliant files. This capability adds the following integration subflow and action: • Mastercom - Validate and Process Attachments of Card Disputes Task • Create a Zip Attachment from Uploaded Documents
Goal Framework for SPM	**Define targets at multiple organizational levels** Define targets across multiple organizational levels with the **Assigned entity type** and **Assigned entity** fields in the target form. This enables targets created at higher levels (for example, Company) to be directly assigned to lower levels (for example, Business Unit, Department), eliminating redundant subgoal creation, and streamlining overall goal management.
Hardware Asset Management	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Manage your assets with comprehensive and real-time data** View consolidated asset information through AI-generated analysis summary on the asset record. The AI-generated summary dynamically updates based on the asset state and includes context from any active incidents or tasks. The summary displays the asset life cycle, current assignment and location, audit status, financial metrics, and identifies missing data to support asset management activities. **Australia Patch 0** **Gain visibility into approximated life cycle dates for hardware and consumable model** Enhance the operational efficiency by gaining visibility into the estimated and approximate life- cycle dates for models when manufacturers haven't explicitly published key dates, such as End of Life (EoL) and End of Service (EoS). This insight enables you to manage your asset portfolio strategically, reducing unexpected downtime and improve budgeting.

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Application or feature	Details
	Enhanced and unified hardware asset inventory auditing experience Streamline and improve your inventory auditing experience with the enhanced and unified hardware asset inventory process: • Initiate a single audit that covers both hardware and enterprise assets assigned to a specific location or stockroom, eliminating the need to switch between multiple workspaces. • Include consumable assets in the inventory audit to avoid asset shrinkage and verify that inventory data remains accurate. • The ServiceNow Agent app features selectable audit results, enabling you to view a real-time list of all scanned assets. • When new assets are identified during the single scan audit, essential information is collected in real time through the ServiceNow Agent app to initiate asset creation. • Scanned asset locations are automatically updated to reflect their precise aisle, space, or sub location during the audit, supporting the accuracy and quality of inventory records. **Enhanced asset disposal workflow to streamline the management of retired assets** Resell the retired assets that are no longer in use to reduce waste and receive credit. The extended asset disposal flow in the Documentation stage enables you to resell planned assets instead of disposing of them, enabling you to receive credit. **Enable your key functional roles or personas to directly manage Advanced Shipment Notification (ASN) imports** Upload ASN files and trigger the import process from the Procurement view within the Hardware Asset Workspace without requiring admin privileges. Users with the ham_admin, ham_user, procurement_admin, or asset role can now initiate the ASN workflow themselves, creating asset records seamlessly. **Streamline model creation by copying a model directly from the Content lookup portal** Reduce manual effort by copying a model from the Content lookup portal to create a record in the Product Model [cmdb_model] table. The copied model is automatically normalized, where applicable, and relevant fields are pre-populated with information from the content record.
Hermes Messaging Service	**Expanded topic limits in Hermes**

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Application or feature	Details
	Create more topics in Hermes with an increased topic limit. The total number of partitions across all topics can't exceed 960. **Hermes Usage Dashboard improvements** View Hermes data usage by source, including the total number of bytes received and bytes sent over time, in the Hermes Usage Dashboard. **Access restrictions by IP address** Restrict access to Hermes by enabling IP address access control rules. **View-only role** Enable administrators to view topics and namespaces in Hermes by granting the hermes_viewer role instead of the full admin role.
ITOM Visibility	**Install ITOM Visibility apps using Now Assist for Setup** Now Assist for Setup provides a centralized, guided installation experience for ITOM Visibility. From a single interface, administrators can review what applications are included in the installation, review the installation status, and install all required applications and plugins. **PowerShell 7 support for Discovery** Discovery now supports PowerShell 7, while maintaining backward compatibility with PowerShell 5.1. This update enhances security, accelerates onboarding, and reduces deployment blockers through improved runtime detection and comprehensive test coverage. **Discovery on Code Signing instances** Discovery now enforces code signing for probes, parameters, and sensors to guarantee authenticity, integrity, and secure execution on MID Servers. This update blocks unsigned or tampered payloads, provides signature validation, and strengthens compliance by helping prevent audit gaps without impacting discovery performance. **Discovery generic attributes** Enhance Configuration Management Database (CMDB) data accuracy with new Discovery capabilities that auto-populate non-discoverable attributes using a schedule-based mechanism. This update simplifies configuration item (CI) management by propagating generic attribute values across schedules and ranges, reducing manual effort and improving usability. **Use Kubernetes Visibility Agent (KVA) and Service Mapping to create service maps for extended services beyond Kubernetes** Service Mapping complements Kubernetes Visibility Agent (KVA) capabilities to map services that include Kubernetes and all related service resources beyond

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Application or feature	Details
	the Kubernetes environment. Install the latest version of Kubernetes Visibility Agent (KVA) to detect the latest changes in your Kubernetes cluster and run Service Mapping to have an up to date visualization of your services across Kubernetes and related resources. **Quick start tests for Service Mapping** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations.
Identity	**Granular admin roles** The granular admin role enables developers and administrators to complete administrative configuration tasks for Identity without requiring the full admin role.
Impact	**Now Assist for Platform Health** Help customers proactively identify, prioritize, and resolve technical debt by using the collection of AI-native tools embedded within the Impact Platform Health experience. Track and resolve issues in developer code throughout the end-to-end workflow by reviewing and applying AI-recommended fixes through the Remediate Scan Engine findings with Now Assist, which provides AI-generated code fixes for leading practice violations. **New Accelerators in the Australia Release** Jumpstart your Impact Platform health, Data privacy, Walk-up experience, Digital product release, Modern change management, Major incident management, CSDM for service operations, and Integration hub by using technical Accelerators. Improve your business outcomes by using the OCM: Preparing for change and adopt AI governance impact strategy Accelerators. Assess your CSDM maturity, improve CSDM Data modeling, and accelerate your portal's user experience with the help of usage insights and virtual agent experience design provided by the architecture Accelerators. **Roles installed with Impact** Grant selected users with partner accounts access to the Impact Store Application through the new **Impact Partner** role. Users assigned with the partner role can efficiently manage Impact for their customers. You can view the users added as partners on the Impact homepage. **Manage Capabilities Maps for the Impact Store Application**

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Application or feature	Details
	The Capabilities Map homepage now shows true application capabilities organized by product line.
Import and Export	**Enable large exports with parallel export sets** Export data with multiple small attachments in parallel. Exporting data in parallel can enable your integrations to finish in less time and create less of an impact on other tasks. **Use a connection alias for a JDBC data source** Configure a separate connection alias for JDBC data sources. Configuring the connection alias separately enables you to reuse it rather than having to reconfigure it with each JDBC data source.
Incident Management	**Introduction of granular admin roles** Configure all the incident, major incident, task outage and related communication features for both UI16 and SOW using the following granular admin roles: • sn_incident_admin: Configure all Incident Management features including incident management properties. • sn_mim_admin: Configure all Major Incident Management features including major incident properties and trigger rules. • sn_tcm_admin: Configure all Task Communications Management features including communication plans and tasks. • sn_iam_admin: Configure all Incident Communications Management features including creating, editing, or canceling incident communication plan, communication task, and managing contact information. Additionally, this role can administrate all Incident Communications Management capabilities." • sn_contact_admin: Configure all Contact Management features including creating and editing contact definitions, contact responsibilities, configuration of MI users, recipient lists, and groups. • sn_task_outage_admin: Configure all Task Outage features including the mapping between the Task [task] table and the Outage [cmdb_ci_outage] table. **Form channel for response templates** The form channel is added to the Need more information and Schedule meeting response templates. The channel enables you to access the response templates from the incident record, copy the response templates texts to the clipboard from the incident form to be shared in the work notes, comments or other communication channels.

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Application or feature	Details
Industrial Connected Workforce Mobile Experience	**Mobile Task Management** Manage all task#related activity from intuitive mobile views tailored for shop floor workers to improve visibility and responsiveness during operations. Clear status indicators and color cues help in identifying critical or overdue tasks, improving responsiveness during operations. **Mobile Standards Hub** Browse, request, and access published standards tailored to your functional location using the mobile Standards Hub. Embedded rating and feedback mechanisms support continuous improvement of documentation and frontline usability. **Intuitive and minimal input actions** Create actions, deviations, breakdowns, and follow#up tasks directly from the mobile interface with minimal input to accelerate issue reporting. Integrated escalation workflows help operators move seamlessly from detection to analysis, such as starting an RCA directly from a deviation. **Guided Task Execution** Execute guided tasks on the shop floor by following step#by#step instructions with embedded media, validation checks, and barcode or QR scanning. Skill validation helps prevent unauthorized execution of tasks that require specific certifications or training. **Performance & Reliability Enhancements** Continue working in low#connectivity environments with offline caching that saves your progress and synchronizes updates when connectivity returns. Optimized load times and reduced latency to create a smooth user experience across industrial environments. **Report any safety related incident** Report, triage, and investigate health and safety#related incidents directly from the mobile interface through ICW integration with Health and Safety. You can create Industrial Standards based on a safety incident that helps you maintain safe working environment.
Industrial Guided Tasks	**Authoring Guided Tasks**

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Application or feature	Details
	Design structured workflows with sections, steps, assessments, and conditional paths by using an authoring interface that enforces consistency and quality. Built#in rules help to maintain consistency by following correct steps sequence, naming, and safety requirements. Authors can preview the guided tasks' end#user experience before publishing. **Assessment-driven scoring, evaluation, and execution** Capture and evaluate task data by using multiple assessment types, including numeric inputs, selections, measurements, and conditional evaluations. Supports multiple assessment types including numeric inputs, selections, measurements, and conditional evaluations. Automatic scoring determines the following task outcomes based on configured thresholds: Successful, Unsuccessful, or Not Scored. Assessment data is captured for reporting, quality control, and continuous improvement. **Automation and Smart Actions** Reduce manual intervention by configuring automation features that trigger follow#up work, standard tasks, or actions based on assessment results. Complex logic can route execution flows, creating dynamic experiences that adapt to operator input. This reduces manual intervention and maintains consistent responses to equipment or process conditions. You need an additional plugin to use this functionality. Template capabilities for duplication of task structures. **Easy accessibility and execution** Execute guided tasks through a clean step#by#step interface that supports images, instructions, validations, and attachments for accurate task completion. Integrated barcode or QR scanning helps identify parts, equipment, or materials during task execution. Offline access to guided tasks in the ICW mobile application. Offline mode minimizes interruption in your work, even in low#connectivity industrial environments. **IGT Lifecycle Governance** Govern your guided tasks through separated life-cycle states that provide clearer oversight and a better audit trail. Review and approval workflows helps in maintaining quality, safety, and operational standards of guided tasks before release. Historical versions are archived for audits,

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Application or feature	Details
	root cause analysis (RCA) investigations, and long#term reporting. **Create standards using templates** Accelerate guided task creation by duplicating existing tasks or using them as reusable templates. Structural components such as steps, assessments, and conditional logic can be reused across multiple workflows, which maintains consistency while reducing authoring time.
Industrial Process Manager	**Discovered subnets supported by the AMAZING feature** Use the AMAZING feature, which uses discovered subnets, to identify OT devices and assign them to the correct equipment model entity during OT subnet mapping. **Map OT devices to equipment model entities from the Equipment Model Manager** Map OT devices to equipment model entities using the **Unmapped OT Devices** and the **All Devices** tabs in the Equipment Model Manager of the Industrial Workspace. **Generate a location hierarchy** Generate a complete location hierarchy for an ISA equipment model entity tree when no locations exist to establish location references that match the ISA hierarchy. **Use the OT Network Map to visualize your OT network** Visualize your OT network, subnets, and device-to-device connections with the OT Network Map in the Industrial Workspace.
Industrial Standards	**Industrial Standards Library** Browse and compare standards using an upgraded hub that provides tile and list views with filters for state, scope, category, functional location, and equipment model. Users can quickly compare similar standards and see linked tasks, skills, and knowledge. Access policies differentiate enterprise and site standards to help prevent misapplication. **Scheduling standards** Generate recurring work from standards by configuring daily, weekly, monthly, and custom scheduling patterns to maintain a consistent operational cadence. A system property (for example, an offset in minutes) lets admins align task creation with shift handovers or production calendar boundaries.

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Application or feature	Details
	Runtime tracing improves visibility into created tasks, their status, and exceptions. **Skill-based task management** Define required skills or certifications within standards to ensure that only qualified operators execute safety#critical tasks. Supervisors can request waivers or alternative routing when skills are missing.
Instance Data Replication	**IDR Diagnostics page improvements** Access detailed test descriptions and results on the redesigned IDR Diagnostics page.
Instance Scan	**Parallel execution of scans** Enable parallel execution of scans instead of sequential processing, eliminating bottlenecks and significantly reducing completion times. **New role to write checks in Instance Scan** Experience the new scan_check_writer role that has the privilege to write checks on the scan_check table. **Instance Scan extension for IDE** You can now access Instance Scan from integrated development environment (IDE) on the ServiceNow AI Platform.
Integration Hub	**Use Direct Kafka to integrate your on-premise ServiceNow instance with your local Kafka environment** Configure a custom Kafka connection to enable your on-premise instance to connect directly to your local Kafka environment. **Create topic aliases for Stream Connect topics** Use topic aliases to simplify topic management in Stream Connect. A topic alias is a unique topic name that can be connected to any underlying Hermes or Direct Kafka topic. A topic alias can be moved to different instances and, wherever they're moved, connected to an underlying topic. **Stream Connect Dashboard updates** • The Topics menu displays topic aliases, Hermes topics, and Direct Kafka topics. • The **Data usage** tab shows data for the Hermes cluster or the Direct Kafka cluster. Use the **Kafka Cluster** list to select which cluster data to display. • The Consumers and Producers menus reference topic aliases instead of Hermes topics. **View the Remote Process Sync Dashboard**

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Application or feature	Details
	View detailed statistics and monitor the health of your Remote Process Sync (RPS) integrations. The Remote Process Sync Dashboard provides real-time visibility into key metrics, including records processed, queue sizes, processing times, and system status. Use this dashboard to identify issues, track performance trends, and promote smooth operation of your RPS integrations. **Produce messages to Hermes via a MID Server** Send message payloads to Hermes with MID script includes. **View usage metrics for Direct Kafka** Track data usage between your instance and Direct Kafka systems. The Direct Kafka Usage metrics table provides administrators with visibility into data transfer volumes for bytes produced and consumed. View metrics aggregated by hour, day, or month at the cluster and topic level. Usage records are automatically retained for 13 months. **Use the read-only role for Stream Connect** Use the new read-only role for Stream Connect to grant users view-only access to Stream Connect resources. Users with this role can view Stream Connect configurations and runtime statistics across all related modules, but can't create, modify, or delete any Stream Connect settings. **View logs for Stream Connect producers** Get detailed log information for producers in the Stream Connect logs. Use the `glide.ih.kafka.producer.message_bytes_to_log` property to specify how much of the message to display in the logs. **Configure alert thresholds for undelivered messages in Stream Connect** Set alert thresholds for undelivered messages based on how long a topic has gone without receiving new messages. Use this configuration to trigger INFO, WARNING, or CRITICAL alerts when message delivery stops for a specified period. **Configure alert thresholds for unprocessed messages in Stream Connect** Set alert thresholds for messages that remain unprocessed in a topic. You can trigger alerts based on how long messages sit in a topic without being consumed, helping to identify lagging or failing consumers. **Get metadata information for Stream Connect consumers** View the partition, offset, datacenter ID, and timestamp epoch for the script consumer and Kafka Message trigger. **View message timestamps in the Stream Connect script consumer**

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Application or feature	Details
	Get the message timestamp in the script consumer as a UTC time-zone string. You can use the UTC time-zone string to convert the timestamp to a *GlideDateTime* object. **Use an error subflow template to create your own error subflows in Remote Process Sync** Copy and modify the RPS Error Subflow Template to create error subflows. The template enables you to select notification methods for when the Inbound and Outbound States are errored. **Specify attachment details in Remote Process Sync actions** Specify the max attachment size and allowed attachment extensions in the Identify New Attachments action and the Get Attachment Metadata for Local Record action. **Use a new retry policy for Remote Process Sync actions** Retry failed requests at specified intervals with the RPS Push Attachment Policy. This policy works with the Identify New Attachments action and the Get Attachment Metadata for Local Record action. **SASL authentication support for Apache Kafka connections** Configure SASL authentication for your Apache Kafka connections with support for SASL_SSL and SASL_PLAINTEXT security protocols. Kafka credentials now support multiple SASL mechanisms: PLAIN- SCRAM-SHA-256, SCRAM-SHA-512.
Intelligence for CSM	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **AI workflow tab added in Core UI** Availability of AI Workflow tab within case view of case table records and email interaction view of interaction records in Core UI, showing agentic workflows and actionable AI-driven insights directly in the record UI. **Filter controls in Now Assist Guardian** Availability of filter controls for CSM in the Now Assist Guardian interface, allowing users to toggle the base

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Application or feature	Details
	system filters on and off. Filtered results display in a user-friendly format for quick case review and action. **Recommended Actions - View the relevancy score on the Case resolution guidance** View the relevancy score, which indicates how well a search result matches the agent's query, on the search result recommendation cards in the Search tab of the Recommended Actions panel for the Case resolution guidance. **Recommended Actions – Configure contextual filtering of AI search results** Enhance search accuracy by ensuring results are contextually relevant to the record being viewed by the agent. Search results are dynamically filtered based on contextual information passed through additional context parameters. To configure the contextual filtering of the Search results, enable the dynamic filter for a search source in a Search profile and then create the AisDynamicFilter implementation for the source which holds the filtering conditions. **Recommended Actions – Support for mandatory Contextual Inputs** As an RA author, you can mark specific context inputs as mandatory by selecting the Mandatory check box in the Context Inputs form. When one or more context inputs are configured as mandatory, you must set the values for these contextual inputs directly on Recommended Actions component on the record page in the UI Builder for the recommendations to be generated. **Recommended Actions - Manage and configure metadata with delegated developer approach** Grant granular admin users delegated developer privileges and required roles to manage and configure metadata. This includes the Manage update set permission, domain_picker role, and metadata_scope_viewer role for viewing and modifying the application scope of metadata records. **AI interaction wrap-up** Provides agents with AI assistance during the interaction wrap-up period. This feature generates wrap-up content for interaction records, such as the wrap-up code and notes. **Process mining - Pre#configured templates for CSM Process Mining Projects** Select pre#configured templates from the Process Mining Content Pack for CSM to quickly set up customer service case projects with default settings already applied. These templates help accelerate project creation by providing standardized configurations tailored for common Customer Service Management scenarios.

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Application or feature	Details
Key Management	**Added SHA512 support for message digests** GlideDigest has been updated to allow creation and verification of message digests using the SHA512 cryptographic hash function. **Offline key exchange to share module keys between instances** Admins can share module keys between instances offline to facilitate instance clones between on-premise instances using KMF. **Sign and verify JSON web tokens (JWT) through KMFCryptoOperation** The signing and verification processes for JWTs are now integrated as operation types in the existing KMFCryptoOperation class. **Centralized Crypto Management console** Use the new Crypto Management Console to streamline and track the certificate management lifecycle. The new console scans your instance for certificates and displays their details in a central location, **Clone and restore support for on-premise instances** Support for cloning and restoring on-premise instances. Support has also been added from migrating a commercial instance to on-premise instances, and vice-versa. **Certificate Revocation List (CRL) validation support** ServiceNow now supports Certificate Revocation List (CRL) validation for certificate revocation checks as an alternative to Online Certificate Status Protocol (OCSP), with automatic fallback when OCSP is unavailable.
Knowledge Center	**Search knowledge article** Build a complete and accurate knowledge base, focus on continuous improvement by discovering and filling content gaps, removing redundant information, and optimizing existing articles for better quality.
Localization Workspace	**Guided tours in the Localization Workspace interface** Leverage new guided tours that assist users with setting up language providers and language groups. **Language Asset Management** Upload, store, and edit multiple glossaries in the new **Language Asset Management** tab of Localization Workspace. Each glossary can include terms translated into multiple languages. In the Australia release, Language Asset Management provides upload, storage, and editing functions only.

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Application or feature	Details
Manufacturing Commercial Operations	It's a unified, AI-assisted life-cycle management from submission to resolution, helping teams capture quality inputs, identify duplicates early, take faster informed actions, and maintain control throughout. Dealers can submit product non-conformance issues through the dealer portal. It's a playbook-driven resolution workflow that provides context-aware recommendations based on historical data. AI guidance identifies correction actions early, reducing manual analysis and enabling focus on validation, execution, and closure. Recall management data model for parts availability and parts groups enable OEMs to manage complex product recalls by structuring parts, assets, and customer data for identification, grouping, tracking, and allocation across recall phases.
Mobile Platform	**Mobile offline enhancements** Use the following enhancements added to the mobile offline capability: • Use the seamless online-to-offline continuity, by enabling users to start a form online, save it, and then proceed offline. While offline, users can continue viewing and editing the same data, including attachments, comments, and navigation, for uninterrupted productivity in low or no-connectivity environments. All changes automatically sync after your connection is restored. • Save or submit forms offline, and reopen them later while still offline with all data fully restored. • Support of offline capabilities for descriptive elements in input forms. • Support of offline capabilities for input actions in input forms. • Improved outbox efficiency for input forms by continually combining saved and submitted data. **Dedicated mobile_admin role for mobile configuration** Assign the new mobile_admin role to administrators who configure mobile applications, granting them precisely the permissions needed to complete their tasks. This new role helps reduce reliance on the broader admin role for controlled, secure access of your ServiceNow® account. **Configurable timing for PIN application timeout** Configure a new property to define the PIN timeout for different ServiceNow mobile apps. This configuration helps reinforce security by controlling how long users are

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>can remain inactive before being required to reenter their PIN.
Dynamic variable support in record screens
Use the script screen field in record screens to display dynamic field values. For example, you can display translated content for dynamic variables within an email.
Mobile AI Voice Agent
Speak with an AI-powered voice assistant on your mobile device for real-time support. Follow along with live conversation transcripts that can also be saved or shared after the call.
Push notifications for logged-out users
Configure push notifications to be sent to users even when they’re logged out so critical updates aren't missed.</td></tr>
<tr><td>Next Experience</td><td>Enable auto-focus on page alerts new accessibility preference
Turn on the Enable auto-focus on page alerts preference to automatically move focus to the page alert. See the Accessibility section for details.
Next experience all menu editing
Create and edit application menus and modules directly from the Next Experience UI. Admins can configure Record, List, Dashboard, and Custom page modules from a centralized, platform-native interface.</td></tr>
<tr><td>Next Experience Components</td><td>Components<table><tr><th>Component</th><th>Description</th></tr><tr><td>Activity timer</td><td>Tracks time spent on an activity, such as working on a record, and creates time log entries for reporting.</td></tr><tr><td>Card data security container</td><td>Provides secure, encrypted handling of card details and supports uploading and viewing sensitive documents.</td></tr><tr><td>Contextual sidebar</td><td>Sidebar that enables users to initiate real-time collaboration through chats and calls to resolve tasks.</td></tr><tr><td>Grouped button</td><td>Multiple related buttons presented in a unified layout. Interactions for the component are similar to that of button stateful.</td></tr><tr><td>Sheet</td><td>Container that slides in from the edge of the screen to present related content or actions, designed for mobile experiences.</td></tr></table></td></tr>
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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Page templates
<table>
<tr><th>Template</th><th>Description</th></tr>
<tr><td>Dashboard library</td><td>Includes all dashboards available to users. Users can filter dashboards by various criteria, such as recently opened, bookmarked, certified, by category, and ones the user owns. The Library section also lets users create dashboards. Users with analytics admin roles have an enhanced library view, enabling them to access usage data and other metadata. Admins can also deactivate, activate, or delete dashboards from this view.</td></tr>
<tr><td>Data visualization library</td><td>Includes all data visualizations available to users. Users can filter dashboards by various criteria, such as bookmarked, certified, and ones that the user owns. The Library section also lets users create dashboards. Users with analytics admin roles have an enhanced library view, enabling them to access usage data and other metadata. Admins can also deactivate, activate, or delete dashboards from this view.</td></tr>
</table>
</td></tr>
<tr><td>Notifications</td><td>
User mailbox integration

Enable agents to integrate their personal corporate mail boxes to send and receive emails.

Granular admin roles required to secure the instance

The granular admin role enables developers and administrators to complete administrative configuration tasks for Notifications without requiring the full admin role.

The Notification agent enables platform administrators to create and modify email notifications and templates using natural language prompts, reducing the need of navigating complex forms & scripts.
</td></tr>
<tr><td>Notify</td><td>
Granular admin roles in Notify

Configure the Notify application features using the granular Notify admin role (notify_setup_admin).
</td></tr>
<tr><td>Now Assist</td><td>
The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

Foundation: AI agents and skills to deliver insights
Advanced: AI agents and skills to boost productivity across relevant use cases
Prime: Act autonomously with all AI agents and skills, and create your own

</td></tr>
</table>

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Application or feature	Details
	Merge duplicate articles Use Now Assist in Knowledge Management to merge selected duplicate knowledge articles into a single consolidated article, preserving references to the original sources and maintaining a high#quality, well#organized knowledge base.
Now Assist for Collaborative Work Management (CWM)	**Now Assist formula generation for CWM tasks** Generate formula columns by describing a calculation in plain language. When adding a formula column to the List view, prompt Now Assist to generate a formula by entering what you want to calculate. For example, `days between start date and end date` or `sum of estimated hours for subtasks`. **Now Assist scrum task generation for stories** Generate scrum tasks from user story descriptions and acceptance criteria using Now Assist. Trigger the scrum task generation from the story form or inline from the Sprint planning view, and receive a relevant set of tasks as a starting point for your sprint planning. You can then review, edit, and add the generated tasks to fit your team's workflow.
Now Assist for Configuration Management Database (CMDB)	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **View CI attribute descriptions on CI forms** The skill answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. You can submit similar queries on the Explore CI view. **CMDB searches can include relationships** Search queries can depend on relationships between CIs and can span multiple tables. For example, you might ask: "Search for servers that depend on databases - only Linux servers running Redhat". **Search the Service Graph database using natural language**

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Application or feature	Details
	Now Assist for CMDB analyzes your search criteria, identifies implicit filters, determines the optimum search method (keyword search or query generation), queries Service Graph data, and then displays the results. You then have the option to refine the search using natural language in the Now Assist panel.
Now Assist for Creator	**Australia Patch 1** Improve transparency across your app development environment using the release lifecycle documentation AI agent to generate update set descriptions and release notes seamlessly. **Generate themes using the new theme generation workflow in Theme Builder** Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Australia early availability (March)** **Build Agent in ServiceNow Studio** Use Build Agent in ServiceNow Studio to create and edit full-stack applications conversationally. **Generate modules using Now Assist** Now Assist generates application modules in UI Builder workspaces using natural-language prompts. The Now Assist agent processes your prompts and generates various modules, including lists, records, URLs, scripts, dashboards, and folders. **New vibe coding documentation** Documentation is now available that introduces vibe coding, which is a natural language approach to application development in ServiceNow, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.

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Application or feature	Details
Now Assist for Employee Center Pro	**Manage approvals with Now Assist Approval Assistance AI agent** Accelerate request approvals by automatically aggregating relevant details, validating requests against policies, and recommending approval decisions to managers. **Quick start tests for Employee Center** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.
Now Assist for Enterprise Architecture (EA)	The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Business application summarization skill enhancements** Generate context-sensitive business application summaries from the following pages: • Business capability hierarchy page: On generating a business application summary from this page, information such as the associated primary and secondary capabilities and the position in the capability hierarchy are displayed along with the general information about the business application. • Application rationalization list view page: On generating a business application summary from this page, information such as the indicator scores (actual and normalized scores), and associated demand details are displayed along with the general information about the business application. • Application rationalization bubble chart page: On generating a business application summary from this page, information such as x and y-axis details, and planned disposition details are displayed along with the general information about the business application. **Generate insights for Enterprise Architecture Workspace dashboard widgets** **Now Assist**

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Application or feature	Details
	Generate insights for the widgets available on the Enterprise Architecture Dashboard page using the Now Assist Explorer icon available on the header of each widget. **Diagram change analysis skill enhancements** • Compare any two versions of a diagram and generate a summary of the changes. • Select any version as a primary or secondary version to compare. • Generate a summary for real-time changes made to the primary version while already comparing it to another diagram version. • Modify diagram versions to compare using the Diagram comparison icon on the diagram comparison page. • Identify differences faster when comparing two versions of a diagram, by using the color-coded highlights on the canvas. Newly added shapes and relationship lines appear in green and modified ones appear in yellow.
Now Assist for IT Operations Management (ITOM)	
Now Assist for Manufacturing Commercial Operations (MCO)	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. Use the detect potential fraudulent claims to analyze dealer warranty claims for duplicate claims, mismatched parts and supporting documents/images, reused images/ documents, similar claims within specified periods or for same end customers across assets, and product usage inconsistencies. Use the plan and execute recall campaign phases and sub-phases AI agent for recall campaign planning and execution through multiple phases and sub-phases. The AI agent generates phases based on parts availability, asset location, operational readiness, and regulatory approvals, with key actions including phase plan creation,

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Application or feature	Details
	modification, recall manager approval, and impacted asset assignment. It's a playbook-driven portal with AI capabilities for description refinement, field prediction, entity extraction, duplicate identification via intelligent search, and pre-submission correction details for improved resolution.
Now Assist for Operational Sustainability Management	The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Document intelligence for utility invoices** After upgrading Now Assist for Operational Sustainability Management to version 22.0.1, the system automatically extracts unit values from invoices and updates metric data accordingly. This automation reduces manual data entry and improves data accuracy.
Now Assist for Operational Technology Service Management (OTSM)	**Early Availability** **Summarize an Operational Technology incident by using Now Assist for Operational Technology Service Management (OTSM)** Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident. **Generate resolution notes for an Operational Technology incident** Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident. **Generate OT KB articles agentic workflow** Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information: • Site • OT Device • Equipment model entity • Summarization • Resolution notes

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Application or feature	Details
	• KB Base • Author
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Order fallout AI agent** Automatically create fallout records mapped to existing fallout types for streamlined error tracking and follow-up. **Move Order Voice AI agent** Use this agent to help you create a move order capture journey by collecting details such as the customer's name, current service location, product offering, and new service address.
Now Assist for Source-to-Pay Operations	**Now Assist for Sourcing and Procurement Operations (SPO)** Analyze sentiment in procurement cases Helps procurement specialists to analyze procurement case fields and live agent chats to determine the tone of the fulfiller. Generate email responses Analyze procurement case, sourcing request, purchase requisition, sourcing event, negotiation, and stretch items like procurement, sourcing, and receipt tasks to generate professional email response. This eliminates the need to manually look up information across multiple records and allows procurement specialists to handle inquiries effectively. Upload a Statement of Work (SOW) to request a purchase Upload SOW documents to submit purchase requests. AI agents parse your documents, extract relevant data, and prepopulate your request, enabling you to focus on reviewing and approving submissions instead of manual data entry. Conversational intake for sourcing and procurement agentic workflow Streamline end#to#end procurement workflows with a conversational intake experience powered by AI agent support. AI agents guide you

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Application or feature	Details
	through relevant steps while providing contextual recommendations and real-time progress updates. Automatically assign categories during SR and PR creation Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the spend categorization AI agent. **Now Assist for Supplier Lifecycle Operations (SLO)** AI driven supplier onboarding using Now Assist for SLO Use theAI driven supplier onboarding workflow to automate data validation, duplicate checking, task generation, and supplier communication. Key enhancements include: • Extract banking information from uploaded documents to reduce information mismatch. • Use the document strategy generator AI agent to generate a customized onboarding task list using all published knowledge base articles. • View a list of AI-suggested suppliers while reviewing supplier onboarding requests initiated through sourcing requests. • Supplier relationship managers can manually approve or reject supplier onboarding requests. • Resolve duplicate supplier onboarding requests from the Now Assist panel by updating the supplier legal name, contact email, or both. Automate supplier case creation from emails Convert supplier emails into cases automatically when registered supplier contacts send emails to a supplier inbox. Supplier cases are created for all SLO related queries and assigned to the supplier relationship manager. For queries unrelated to SLO, a universal request is created for resolution. Summarize supplier performance in Source-to-Pay Workspace Generate comprehensive supplier performance summaries, including performance data, trends, and actionable insights, using the supplier performance summarization skill. Analyze sentiments in supplier cases Use the sentiment analysis skill to analyze supplier case fields and determine the tone or sentiment of the fulfiller. Generate an email response for supplier cases Use the email response skill to analyze the supplier case details and generate professional email response regardless of the record type using past email responses, KB articles, and related tasks.

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Application or feature	Details
	Source-to-Pay Operations common skills The Email response generation skill uses generative AI to automatically draft professional, context-aware email responses for supplier inquiries, procurement communications, and AP case management across Source-to-Pay workflows (APO, SPO, SLO), reducing manual effort and improving response consistency. The Sentiment analysis skill uses large language models to detect emotional tone (Positive, Negative, or Neutral) in cases across Source-to-Pay workflows (APO, SPO, SLO). The AI Data Explorer for Source-to-Pay (APO, SPO, SLO) supports AI-driven prompt understanding, recommended queries, and drill-down capabilities within a unified interface. **Now Assist for Accounts Payable Operations (APO)** Use the accounts payable document classification skill to identify and categorize email attachments, such as invoices, credit memos, and supporting documents, that were sent by suppliers. **Now Assist for Purchase Order Management (POM)** Convert supplier emails into purchase order exceptions automatically when a registered supplier contact sends emails to a supplier inbox. Purchase order exceptions are created for all purchase order queries and assigned to the operational buyer. For queries unrelated to purchase order exceptions, a universal request is created. Use the define PO exception mitigation strategy agentic workflow in Now Assist for POM to identify and execute mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.
Now Assist for Strategic Portfolio Management (SPM)	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Summarize demand records with the demand summarization skill** Generate a concise, structured summary of any demand using the demand summarization skill through the

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Application or feature	Details
	Summarize button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand. **AI-generated project status reporting** Generate AI-powered project status reports for quick visibility into project health and executive summaries. **AI insights for a project** • Use the **AI insights** page to view consolidated information about project tasks, milestones, resources, financials, and RIDACs. • Configure the insights to monitor critical project elements, such as financials and RIDACs, for a project. • Send AI-generated project insights via email, including financials, RIDACs, milestones, resources, and project tasks. • Track key project indicators, such as budget overruns, cost variance, high-risk items, issues, decisions, overdue actions, and change requests. **Additional admin configuration for the project insights generation skill** Configure additional settings as an admin for the project insights generation skill. Choose inputs, display and review the changes. **AI-generated insights for goals** Generate AI#powered insights using the goal insights skill to gain predictive, actionable visibility into goal health. By analyzing the goal, goal targets, subgoals, and aligned work, the system delivers data#driven insights that help goal owners and contributors manage risks proactively and improve goal outcomes. Insights include AI-forecasted status, confidence of achieving the goal, targets at risk, and aligned work or recommendations that have been delayed or stalled. **Story generation for epics in Agile Development 2.0 and EAP** Generate a complete user story, including title, description, and acceptance criteria, directly from an epic instead of creating one. By providing one or two lines of context, you can generate a story and edit inline before saving. This skill is available in both Agile Development 2.0 and EAP.
Now Assist for Telecommunications, Media and Technology (TMT)	**Squad resource identifier** Recommend internal experts based on engagement context, skill set, region, and real-time availability. Assist customer success teams to quickly identify and connect with the right individuals to support success plays, initiatives, or critical escalations, helping to ensure faster and more effective collaboration across engagements.

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Application or feature	Details
	Product release email communication Automatically draft, refine, and publish release announcement emails. It identifies the right stakeholders, helps to ensure consistent messaging, and streamlines distribution. **Risk signals and solution synchronization** Monitor solution records linked to risk signals and automatically sync updates back to the original risk signal record. Notify customer success managers with a summarized status, and prompt them to close resolved risks. **Create product adoption roadmaps using Now Assist** Use generative AI to create product adoption roadmaps by analyzing customer characteristics, identifying similar products, and matching customer goals. Provide contract-level insights to support more effective renewal conversations and expansion opportunities. **Support renewals and expansion** Analyze renewal readiness automatically by evaluating health scores, product usage, and value achievement metrics using the Renewal Insight Engine. After receiving assessment reports, create opportunities directly within the renewal playbook. **Customer 360 AI insights** Analyze call, chat, billing, and interaction data with Knowledge Graph and Workflow Data Fabric. Provide service and network insights with recommendations on potential customer faults. Deliver task-based insights on recent cases, orders, A2A integration with RADCOM, voice agent interactions, and sentiment analysis related to customer health. **Auto-onboarding** Reduce onboarding complexity for consumers with automated onboarding. This feature autonomously manages onboarding workflows, establishes secure connections, synchronizes settings, and continuously monitors for errors to help ensure reliable, efficient integrations with minimal manual effort. **Analyze the sentiment of a service problem case using Now Assist for TMT** Generates the customer's sentiment and the reasoning behind it on the complaint cases. Make informed decisions on complaint cases based on sentiment and link them to the Alternative Dispute Resolution (ADR) case record. **Summarize the linked records using Now Assist for Telecommunications, Media and Technology (TMT)**

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Application or feature	Details
	Generate a comprehensive summary of the service problem case records that you have linked on the ADR case. **Generate resolution notes for Alternative Dispute Resolution case using Now Assist for TMT** Enables you to generate resolution for the customer dispute in the ADR case record. You can propose this resolution to the customer and get the customer feedback. **Generate a deadlock letter using Now Assist for TMT** Generate details of a deadlock letter for an ADR case. If the customer doesn't agree with the ADR case resolution, then you can use this skill to generate the deadlock letter and share with the customer. Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Squad resource identifier** Recommend internal experts based on engagement context, skill set, region, and real-time availability. Assist customer success teams to quickly identify and connect with the right individuals to support success plays, initiatives, or critical escalations, helping to ensure faster and more effective collaboration across engagements. **Product release email communication** Automatically draft, refine, and publish release announcement emails. It identifies the right stakeholders, helps to ensure consistent messaging, and streamlines distribution. **Recommend risk signal solutions** Monitor solution records linked to risk signals and automatically sync updates back to the original risk signal record. Notify customer success managers with a summarized status, and prompt them to close resolved risks. **Generate product adoption roadmaps using Now Assist** Use generative AI to create product adoption roadmaps by analyzing customer characteristics, identifying

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Application or feature	Details
	similar products, and matching customer goals. Provide contract-level insights to support more effective renewal conversations and expansion opportunities. **Support renewals and expansion** Analyze renewal readiness automatically by evaluating health scores, product usage, and value achievement metrics using the Renewal Insight Engine. **Generate Telecom customer 360 insights** Provide data source configurability to bring call, chat, billing data from external sources and generate insights. Deliver task-based insights on recent cases, orders, and sentiment analysis related to customer health. **Generate resolution notes for Alternative Dispute Resolution case using Now Assist for TMT** Generates resolution notes for a customer dispute in the Alternative Dispute Resolution (ADR) case record. **Analyze the sentiment of a service problem case using Now Assist for TMT** Analyze customer sentiment on the case records that are linked with the customer dispute. This skill enables you to select the relevant linked records for ADR case record. **Summarize the linked records using Now Assist for Telecommunications, Media and Technology (TMT)** Generates a comprehensive summary the case records that are linked to the customer dispute in the ADR case record. **Generate a deadlock letter using Now Assist for TMT** Generates a deadlock letter details for a customer dispute in the ADR case record. You can generate the deadlock letter when the customer rejects the complaint resolution and opt for legal procedures. **Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection preliminary troubleshooter agentic workflow** Processes task requests that require payment status, contextual information from similar cases and Knowledge Base articles. **Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection service test and repair agentic workflow** Runs the test groups that are mapped to a task and creates repair tasks for the failed test runs. This workflow also updates the consolidated summary in work notes and runs autonomously in the background without any user interaction. **Remote hands case record**

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Application or feature	Details
	Remote Hands Request Summarization generates contextual summary of a Remote Hands case by combining current case data with insights from similar historical cases, using information submitted by the DCIM user through the CSM portal.
Now Assist for Third-party Risk Management (TPRM)	**Early availability** After upgrading to version 22.0.8 if you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the application, you can use generative AI to automatically identify and recommend issues based on assessment responses. The issue management recommendation skill recommends issues with rationalized summaries. Recommended issues are presented for review and are created as standard issues only after user confirmation.
Now Assist in Document Intelligence	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Early Availability** **Document and visual insights AI agent enhancements** The document and visual insights AI agent can recognize and provide citations for multiple attachments.
On-Call Scheduling	**Monthly roster rotation for an on-call schedule** Simplify shift management by configuring a monthly roster rotation for an on-call schedule. This option is available only for the 2024 schedule engine. **Granular role for on-call schedule configurations** Configure on-call schedule features using the granular and specific role, sn_on_call_admin. It contains sn_trigger_table_cfg_read and sn_trigger_table_cfg_write roles.
Operational Resilience	**Export action task reports in Microsoft Word, Microsoft Excel, and JSON formats**

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Application or feature	Details
	Export DRIR assessment action task reports in Microsoft Word, Microsoft Excel, or JSON format from a drop-down menu. Generate Microsoft Word documents for narrative reports, Microsoft Excel spreadsheets with structured question-answer layouts, or JSON files for system integrations. **Convert and aggregate contractual expenses to regulator-required currencies** Standardize annual expense values during Register of Information report generation by enabling optional currency conversion and third-party total expense aggregation. The application converts contract amounts to a base currency using 32 European Central Bank (ECB) exchange rates based on the reference date. Administrators upload monthly rates into the system. When eligibility criteria are met, expenses across multiple contracts are aggregated by third-party providers or engagements, generating consolidated reports that comply with DORA regulatory requirements.
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Integrating Operational Sustainability Management with Socialsuite** After upgrading Operational Sustainability Management to version 22.0.1, streamline sustainability reporting and compliance processes by conducting CSRD-compliant double materiality assessments in Socialsuite and automatically syncing the results with Operational Sustainability Management. This integration supports impact and financial materiality assessments following Global Reporting Initiative (GRI) and European Sustainability Reporting Standards (ESRS) standards. **Create a threshold for a metric** After upgrading Operational Sustainability Management to version 22.0.1, you can configure thresholds with multiple levels and ranges for granular monitoring. Duplicate and modify existing thresholds to streamline creation. When thresholds are breached, automated actions trigger immediately.

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Application or feature	Details
Operational Technology Incident Management	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Early Availability** **Summarize an Operational Technology incident by using Now Assist for Operational Technology Service Management (OTSM)** Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident. **Generate resolution notes for an Operational Technology incident** Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident. **Generate OT KB articles agentic workflow** Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information: • Site • OT Device • Equipment model entity • Summarization • Resolution notes • KB Base • Author **Use the Employee Center for OT to report an OT incident** Create an OT incident as a user without an OT incident role with the Report OT incident item in the Employee Center for OT.
Operational Technology Manager	**Australia Patch 1** The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available:

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Application or feature	Details
	• Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Early Availability** **Operational Technology Network Map** Use the OT network map available in the Industrial Workspace to view the subnets of a site and the OT devices in each subnet. **CMDB OT class model updates** Configure for your OT devices with the following CMDB OT class model updates: • The IP Network Subnets related list was added to IT devices in the OT view to show all the subnets related to the device and show IP Network subnets for the selected OT device. • The IP Network Subnets related list was added to the following CMDB classes: ○ cmdb_ci_display ○ cmdb_ci_firewall_network ○ cmdb_ci_security ○ cmdb_ci_ids_network ○ cmdb_ci_imaging ○ cmdb_ci_unclassed_hardware ○ cmdb_ci_multimedia ○ cmdb_ci_monitor_control ○ cmdb_ci_aix_server ○ cmdb_ci_computer ○ cmdb_ci_esx_server ○ cmdb_ci_hardware ○ cmdb_ci_hpux_server ○ cmdb_ci_hyper_v_server ○ cmdb_ci_iot ○ cmdb_ci_ip_firewall ○ cmdb_ci_ip_router ○ cmdb_ci_ip_switch

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Application or feature	Details
	○ cmdb_ci_linux_server ○ cmdb_ci_monitor_control ○ cmdb_ci_netgear ○ cmdb_ci_ot ○ cmdb_ci_pc_hardware ○ cmdb_ci_printer ○ cmdb_ci_protocol_converter ○ cmdb_ci_server ○ cmdb_ci_solaris_server ○ cmdb_ci_unix_server ○ cmdb_ci_ups ○ cmdb_ci_win_server • You can now view the OT device details for the following CMDB classes: ○ cmdb_ci_esx_server ○ cmdb_ci_hyper_v_server • Because the OT device details are included in the form view of the CMDB class table, the **OT device details** tab was removed for the following CMDB classes: ○ cmdb_ci_aix_server ○ cmdb_ci_hpux_server ○ cmdb_ci_pc_hardware ○ cmdb_ci_hyper_v_server ○ cmdb_ci_esx_server ○ cmdb_ci_solaris_server ○ cmdb_ci_unix_server ○ cmdb_ci_ups • Admins can edit the protection policy for an OT View rule for all CMDB classes.
Opportunity Management	**View touchpoint records for a task** Gain complete visibility into customer engagement by viewing a complete touchpoint timeline on every opportunity so that teams have context at their fingertips. **Add competitors to an opportunity** Identify and store competitor information for product offerings/product family within an opportunity. **Support for opportunity allocation** Divide sales credit across multiple contributors on a single opportunity for accurate attribution and compensation.

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Application or feature	Details
	Customer entities on opportunity Capture the deal type (Direct or Indirect) on customer entities to align opportunities with defined routes to market and support consistent, compliant processing across systems and teams.
Order Management	**Delta pricing on orders** Calculate pricing and quantity changes during MACD activities and renewals by deriving deltas from existing products, contracts, or purchases. This improves accuracy when processing order modifications. • Defaults contract type and contract line type when empty, based on the order and line actions being performed. • Adds delta pricing–related header and line fields, along with pricing adjustment rule identifiers and conditions, and supports mapping these fields across order, product instance, and order copy flows. **Price and quantity ramps on order line items** View price and quantity ramps directly on order line items to model planned changes over time within a single order, providing visibility into pricing changes without managing multiple orders. For more information, see the Product Catalog Management and Pricing Management release notes **Manage order updates with Now Assist** Use a conversational AI assistant to improve order triage and resolution. The assistant understands order context and supports guided actions such as updating shipping addresses and quantities across order line items. For more information, see the .
Password Reset	**Granular admin roles in Password Reset** Configure the Password Reset application features using the granular Password Reset admin role (password_reset_admin).
Performance Analytics	**Create data snapshots indicators** Create data snapshots indicators and their sources rather than being able to enable data snapshots only on existing indicators. Benefit from the simplicity of data snapshots indicators, including the escape from the two-level breakdown limit. You can create either automated or formula indicators. Access control for these indicator is the same as for classic Performance Analytics indicators. **Create intraday indicators** Track process changes at a more granular level than daily, such as by work shift. Data snapshots indicator sources

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Application or feature	Details
	support business calendars with intraday periods, which can be as short as per minute.
Platform Analytics experience	**New UI Builder templates for Dashboards and Data visualization libraries** Create Dashboard and Data Visualization library pages within your workspaces in UI Builder by using new page templates. **View usage information in the data visualization library** As an analytics manager, view usage statistics in the data visualization library. Those statistics include the number of reports, data visualizations that aren't used in any dashboards, and the number of data visualizations not viewed for more than six months. **Get recommendations to review problematic analytics resources** As an analytics manager, view recommendations for which artifacts you should fix or delete in the Dashboard, Data Visualization, and Indicator libraries. **Executive dashboards** Use the new Executive Dashboards, which have been rebuilt using the Platform Analytics in-line dashboard capabilities. **View data snapshot indicators in data visualizations** Add indicators that are built from data snapshots sources to data visualizations.
Playbook	**Nested playbooks** Nest playbooks as a step within other playbooks to enable the following scenarios: • Define sets of activities for reuse across multiple playbooks to help avoid duplication. • Break up large playbooks for easy maintenance and fast load time in Playbook Designer. **Simplified end-user playbook experience** Implement a wizard experience for guiding your end users through a sequence of steps to achieve an outcome, such as servicing a printer. **Automated Test Framework support for playbooks** The Automated Test Framework can be used to create automated tests to confirm your playbooks run as planned.
Policy and Compliance Management	**Control objective workflow**

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Application or feature	Details
	Aftr upgrading Policy and Compliance Management to 22.0.1, the new Control objective workflow feature introduces a structured lifecycle for managing control objective records. This feature is controlled by the Enable Control Objective Workflow property under Policy and Compliance > Properties and is disabled by default. Key highlights: • When disabled, only the State field is added to control objective records. Active records show Published, inactive records show Retired, and new records default to Draft. • When enabled, control objectives move through: Draft, Review, Approved, Current version, and Retired. The following new fields are also introduced: State, Effective date, Revision type, and Record nature. • Editing a published control objective creates a working draft, keeping the published record active until approved changes are published. • Users must select a revision type: Major or Minor. A Major revision moves associated controls back to Draft. A Minor revision applies updates without moving controls back to Draft. • The Owner and Owning Group fields control who can edit the control objective and perform workflow actions. **Rationalizing control objectives** After upgrading Policy and Compliance Management to 22.0.1, both Unified Compliance Framework (UCF) control objectives and non-UCF control objectives can be rationalized together. Key highlights include: • Recommendation cards show a Source field to indicate whether it originates from UCF or a non-UCF source. • As UCF control objectives cannot be deactivated, the Identify Duplicates and Finalize sub-states guide the users to retain the UCF control objective. Any UCF recommendations that are not retained are automatically dismissed when the user requests review. • Only one UCF control objective can be retained at a time. If you retain a different UCF control objective, the previously retained one is automatically dismissed. • When rationalization is complete, the retained UCF control objective stays active, accepted non-UCF recommendations are deactivated, and any dismissed UCF control objectives remain active and unchanged.
Portfolio Planning	**Next Experience for Demand Management** Manage strategic and operational demands in a unified experience in Portfolio Planning. This Next Experience

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Application or feature	Details
	interface consolidates demand creation, assessment, collaboration, and conversion in one place, eliminating context switching and reducing reliance on the classic Demand Workbench. **Create and manage demands in Next Experience for Demand Management** • Create and manage a demand in Next Experience for Demand Management using guided tabs. These tabs help you define alignment, estimate costs, and confirm readiness as you build out the demand. • Collaborate on demands through Docs, which syncs execution and planning. • View, add, and edit cost plans and budgeting details using related lists. **Use Playbook in Next Experience for Demand Management** Help teams manage demands with greater structure and consistency using Playbook in Next Experience for Demand Management. Playbooks enable you to define multiple governance processes across the organization using a low-code/no-code configuration experience. Create clear stages and guided activities from demand intake to completion by using a default playbook or creating a custom playbook to support your organization's multiple demand management processes. **Associate AI systems with demands in Next Experience for Demand Management** Use a playbook activity in Next Experience for Demand Management to associate AI systems with a demand. You can link impacted systems and add new ones directly within the demand workflow. **Portfolio plan enhancements** • Access the Hierarchy tab directly from the Planning page, located next to the Prioritization tab. This new placement replaces the previous access point within the Prioritization tab, providing a more efficient way to view and manage planning items. • Save filter views specific to the Hierarchy tab without affecting views in the Prioritization tab. • View planning items in the new Hierarchy tab on the Planning page, now sorted using global rank when available. Drag and drop is supported for lowest-level items, enabling you to rerank them within their groups. **Financials for planning items** View the financial baselines in investment currency and project currency after migrating them from Classic to

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Application or feature	Details
	Next Experience. Migrated financial baselines include actuals, costs, benefits, and budget values from the project currency to the investment currency. Using multicurrency, new and existing customers see only investment currency fields in demand and project records. Planned costs, actual costs, planned benefits, actual benefits, and budget fields are included in the financial baselines. • . ○ ○
Predictive Intelligence	**Predictive Intelligence Usage Analytics dashboard** Usage Analytics dashboard is a central location to understand the adoption, effectiveness, and overall value of all your Predictive Intelligence solutions. Dashboard widgets offer several metrics such as total monthly count of predictions per solution type.
Privacy Management	**Report a privacy case anonymously** Employees can now use the Anonymous Reporting Center to report privacy violations such as data breaches or exposure, unauthorized data use, privacy law violations (GDPR, CCPA), or other privacy-by-design lapses without revealing their identity or location. Accessed through the Employee Center, the Anonymous Reporting Center portal automatically logs users out to enforce anonymity, creates case records without mapping to employee identity, and provides a unique report key for secure follow-up communication. Reports are routed to the appropriate compliance team based on the nature of the concern. Throughout the investigation process: • Investigators can request additional information through a comments system visible to the reporter • Reporters can follow up on their case using their report key to check progress and respond to questions • All interactions maintain reporter anonymity at every step; no identity or location data is ever captured or linked This enhancement enables organizations to build trust, mitigate risks before escalation, and ensures regulatory compliance with whistleblower protection requirements. **GRC case summarization skill for privacy cases** Privacy analysts can now use the Now Assist case summarization feature to quickly understand a privacy

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Application or feature	Details
	case without manually reviewing every field or related list. Now Assist analyzes key case attributes, such as timelines, impacted areas, evidence, and actions, and generates a structured summary directly inside the privacy case. This solves a common problem: case data is often lengthy, scattered across multiple related lists, and difficult for analysts to digest efficiently. Analysts can also save and edit summaries as case data evolves, ensuring the record stays current. **Hierarchy and lineage enhancements** The Hierarchy and lineage enhancements enables privacy teams to identify which systems, vendors, and applications belong to a specific processing activity by marking relationships as "part of a processing activity." This differentiates scoped components from global or shared connections. Users can toggle between a processing#activity#scoped view and a full lineage view, helping them understand data flows in the appropriate context. **Privacy Content accelerator** The privacy regulatory content through Unified Content Management provides pre#built authority documents, citations, control objectives, and risk statements aligned with major privacy frameworks, including GDPR, CCPA, LGPD, and the NIST Privacy Framework 1.0. These resources are available for download directly from the Privacy Workspace, enabling teams to readily access standardized regulatory content.
Process Mining	**Parallel processing for playbook data introduced** Analyze ServiceNow Playbooks, including their stages and individual activities using Process Mining. This capability enables Playbook authors and business process owners to do performance evaluations and optimize Playbooks. **Process Step filter (Previously Transition filter) & Rule-based Findings enhanced** Unlock new use cases and drive better process optimization outcomes through the enhanced process step filter and rule-based findings. **Intent and Activity analysis available with Now Assist** Efficiently summarize (human) agent tasks and their sequence in relation to problem types so you can pinpoint areas for improvement and take concrete actions to optimize your processes. **Mine Agentic AI logs** Create a Process Mining project on Agentic AI data logs by selecting the designated source from a readily available template. **Integration with Task Mining**

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Application or feature	Details
	Gain insights on the time the workstation users spend and how they accomplish tasks by analyzing their activities. Uncover inefficiencies, standardize best practices, and identify automation opportunities. You can create a Task Mining project from Opportunity details page and Analyst workbench of Process Mining. **New automated findings introduced** Use the following automated findings to identify improvement opportunities where records follow specific patterns: • Extreme duration (Node): Identifies patterns where records stay in a step for a significantly longer duration than usual • High touchpoints (Node): Identifies patterns where a group of records in a step gets updated more often compared to another group to progress to any next step. • Extreme touchpoints (Node): Identifies patterns where a step requires unusually large number of record updates than the normal range to progress to any next step. • Slow duration (Node): Identifies patterns where a group of records stays longer in a step than the average duration of another group. **Multidimensional projects filters** Make analysis easier by filtering multidimensional projects based on child breakdowns and variants as a substitute for filtering on child attributes. **Evaluation project for security operations available** Try out an evaluation project for security incidents, which can provide improvement opportunities based on assignment group changes, time analysis, priority escalations, and automated indicators such as repeated states and assignment groups. You can target a maximum of 3.6K records that have been closed in the last seven days. **Introduced views to the Platform Analytics workspace for Process Mining** Display specific activity definitions within the Platform Analytics workspace for Process Mining using views. When working with graphs that contain multiple activity definitions, views help filter the map to show only activities relevant to the problem being analyzed. **Multidimensional maps are supported on the Opportunity details page and Platform Analytics components** Quickly analyze process maps with multiple tables through multidimensional maps on the Opportunity

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Application or feature	Details
	details page and Platform Analytics component of Process Mining.
Product Catalog Management and Pricing Management	**Product Catalog Management features** **Product families** Create product families to provide hierarchical classification similar to category trees. For example, you can use product families to roll up or aggregate measurable items, such as revenue forecasts for reporting or business insights. **Pricing Management features** **Renewal pricing for products with price and quantity ramps** Calculate renewal pricing for products with price and quantity ramps, using per year, per term, and price only uplift calculation methods. **Derived pricing support for sold products** • Use the `DerivedProductPriceExtensionPoint` extension to determine whether a source line for a quote or sold product and a target line are pairs. • Use the `getAccountLevelDerivedPricedProductsLookupData(pricing` method to control the records scanned by the pricing engine to determine account-level derived prices for sold products. • The pricing engine does the following: ○ Displays a message indicating when a change to a source product affects the price of a derived product. ○ Checks product offerings and excludes product offerings with child offerings from derived pricing. **Multi-attribute pricing rules** Display attribute-based pricing on transaction lines, where the offer price is determined by the combination of attributes, by setting up attribute-based pricing for product offerings based on multiple, combined attributes using the Attribute Adjustment matrix. **Blended pricing support for contract renewals** Enable sales agents to apply automatically calculated blended unit prices for renewals, based on the existing product price and the renewal uplift required. Blended pricing is used in upsell and down-sell scenarios and in contract line consolidation.
Product Support for Technology	**Service delivery overview** Use Service Delivery Overview L1 menu to access the analytics dashboards. The Service Delivery Overview

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Application or feature	Details
	enables you to access charts and summary data on metrics such as proactive cases, account escalations, SLAs, channels used, core KPIs, and more. The Service Delivery Overview page is available in Service Operations Workspace in all releases. For CSM/FSM Configurable Workspace, it is available only in the Zurich and Australia releases. Use the customer impact tab in the incident, change, and problem case records. This tab shows key metrics and insights across customer accounts, reactive cases, and install base items. It improves visibility and streamline decision-making during PSEW processes. You can also generate proactive cases and communicate with customers or consumers.
Project Portfolio Management	**Admin role enhancements in Demand Management** • Enabling all users to create ideas with a minimum read role added to the *com.snc.idea.universal_request.copy_fields* system property. • The *com.snc.idea.universal_request.copy_fields* system property can be updated only by users with the idea_admin or pps_admin roles. • Help ensure that only authenticated users have access to the bubble chart workbench through the UserIsAuthenticated condition added to the bubble chart workbench ACL (access control list). **Associate AI systems with demands in Demand Management** Add and manage AI system associations directly from the **AI Associations** tab in Demand Management. You can select impacted AI systems or create AI systems using related links directly within the demand workflow. **Summarize demand records with the demand summarization skill** Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand. **Admin role enhancements in Project Management** The Project properties can be edited only by users with the pps_admin role. **Admin role enhancements in Innovation Management** • The write role has been added for the *idea.notification.sender.email* and *com.snc.innovation_management.im_editor_attachment_ta* system properties.

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Application or feature	Details
	• The *idea.notification.sender.email* and *com.snc.innovation_management.im_editor_attachment_tag* system properties can be added or updated only by users with idea_admin roles.
Project Workspace	**Admin role enhancements** Project properties can be edited only by users with the pps_admin role. **Create an Asset Project Request from Project Workspace** • Create and track the number of requests with project reference or requests which are created as part of an SPM project. • Provide portfolio and project managers with visibility into the status of associated hardware requests. • Enable project-based tracking of hardware requests, improving traceability across project plans. • Help portfolio or project managers quickly understand which asset requests are tied to the project and track their current status. **Manage resources directly in Project Workspace using interoperability** • View assigned and unassigned work from the embedded resource board. • Assign unassigned work using automatic or manual effort distribution. • Preview real-time effort allocations before assigning work. • Identify resource availability and overutilization using visual indicators. • Approve, unapprove, or reprioritize assignments by updating the resource status directly from the resource board. • Extend or update assignments, including assignments for unassigned tasks, without leaving Project Workspace.
Public Sector Digital Services	**Investigative Case Management** Create an investigative case using Investigative Case Management. Investigative Case Management guides investigators through the process of organizing, tracking, and resolving investigations, developing case details, assigning investigators and team members, and track evidence with logging and metadata. The following features are available as part of Investigative Case Management:

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Application or feature	Details
	• Entity Management • Evidence Management With Entity Management, investigators can create investigative tasks and workflows for investigative activities with automated metadata capture (time, source, entities, classification), as well as define processing with teams and attorneys and collaborate across agencies/ divisions. With Evidence Management, investigators can log and triage evidence metadata (digital, physical, testimonial) and maintain an audit trail (Chain of Custody logging), as well as draft, review, and create reports with supporting evidence. **Use Now Assist for Public Sector Digital Services (PSDS) Skills to create case narratives and screen documents** Complete case narratives and make refinements to investigative case records using Now Assist for PSDS Gen-AI skills. Investigators can streamline case narrative refinement byedit, adjust tone, and regenerate narrative content for clarity and completeness. **Document Screening AI Skill for Social Benefits Playbook** Validate large volumes of uploaded documents, verify information, flag issues, and highlight key details for case agents using the Social Benefits Playbook with the Document Screening AI Skill, part of Now Assist for Public Sector Digital Services (PSDS). **Granular configuration admin roles** Several new granular admin roles enable admins to complete administrative configuration tasks on the Public Sector Digital Services platform without requiring the full admin role. These granular access roles enable a high-level administrator to define and assign custom roles that contain only the specific permissions a user needs, decreasing the number of users with full administrative power over the instance. For more information on granular admin roles, see Granular admin roles.
Purchase Order Management	**Create purchase order exception from Universal Request** Enable buyers to convert universal requests that were generated by the Create purchase order exception via email agentic workflow into purchase order exception records. When emails processed by the workflow lack sufficient context to be automatically converted to purchase order exception records, the workflow creates universal request records. After manual review, buyers can turn universal requests into purchase order exception records. **Create and assign a purchase order exception task** Create tasks directly from a purchase order exception and assign these tasks to operational buyers or

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Application or feature	Details
	collaborators. Buyers can also track tasks directly from a purchase order exception. **Updated visualization of purchase order exceptions** View the expanded New activity today section on the Purchase order management landing page, reassign exceptions, and view additional details in the Exception intelligence section. Suppliers can also apply filters to purchase order line lists, enabling quick identification of relevant orders. **Automated purchase order exception creation from emails** Convert supplier emails into purchase order exceptions when a registered supplier contact sends emails to a supplier inbox. Purchase order exceptions are created for all purchase order queries and assigned to the operational buyer. For queries unrelated to purchase order exceptions, a universal request record is created. **Identify and execute mitigation strategies for purchase order exceptions** Use the Define PO exception mitigation strategy agentic workflow to identify and execute mitigation strategies by analyzing delivery gaps and proposing order changes with alternative suppliers.
Quote Management	**Consolidate quotes** Maintain traceability from orders to all originating contract lines when creating orders from consolidated quotes. Additional calculated fields on order lines provide visibility into uplift values derived from consolidation rules. **Add price ramps on a quote line item** Enable agents to create and manage custom ramp structures with flexible segment durations. Make ramp changes across the quote life cycle, including amendments and renewals, while maintaining pricing and quantity consistency across ramp segments. **Quote approvals** Use the Advanced Approval Management to create approval workflows for end-to-end visibility and control of quote approvals. • Track approval status, steps, sequencing, approvers, and comments in real time • Manage quote states and edit permissions automatically as quotes move through Draft, In Review, Approved, and Rejected states • Receive email notifications for approvers and requesters as approval actions are taken • Configure approval conditions and sequencing across quotes, quote lines, and related entities using

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Application or feature	Details
	serial, parallel, or hybrid flows driven by business and compliance rules • Preserve approval history across submissions and quote versions for a complete audit trail **Customer entities on Quote** Capture the deal type (Direct or Indirect deals) and align it with different routes to market for consistency, compliance, and operational efficiency across systems and teams. **Summarize a quote using quote summarization with Now Assist** Generate a summary of a quote to: • Summarize key quote components during early customer discussions or pre-discovery. • Provide an updated view of the quote after revisions, without requiring review of multiple records. • Provide a single, consolidated snapshot of all actions, tasks, and notes derived from a quote in one place. • Highlight custom pricing, discounts, and negotiated changes made during the quoting process. • Review the quote prior to sending it to the customer to confirm accuracy and completeness. • Support internal handoffs by summarizing the quoted offer for internal teams. For more information, see the .
RPA Hub	**Try catch component enhancement** You can now precisely control the scope of Try-Catch blocks by selecting which actions (components) to include within exception handling and which to manage outside it. This enhancement provides better control over error handling logic and improves workflow reliability.
Recommended Actions for HRSD	**Recommended Actions for HRSD** Help HR agents resolve cases more quickly by listing relevant KB articles and similar cases in the context of the current case. Provide agents with an optimal action such as a suggestion to add an approval to the case if needed.
Recommended Actions for Operational Technology Service Management (OTSM)	**Contextualize an external document** Contextualize an external document to get an explanation of why the document is relevant to the selected OT incident.
Sales Forecasting	**Real-time forecast rollup updates**

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Application or feature	Details
	Enhance forecast accuracy, reduce latency in pipeline views, and support faster, more informed decision#making by triggering on#demand recalculation for your hierarchy without having to wait for scheduled jobs. **Configurable Forecast Owner and Rollup Owner** Improve parallel forecasting across different product lines or business structures by configuring Forecast Owner and Rollup Owner in the Forecast Model to define ownership and roll#up responsibility. **Support for multiple configurable forecast models** Define and manage forecasting rules beyond the default model by configuring up to ten forecast models to support different forecasting structures. **Multi-Period forecast rollups within a single Forecast Model** Achieve better planning and strategy by configuring and managing forecasting for multiple time periods (weekly, monthly, quarterly) within a single forecast model for flexible data reporting. **Product Family based forecasting** Enable forecast owners to configure forecasting with product family as a secondary hierarchy with the primary hierarchy as territory or sales team. This feature enables forecast managers to submit forecasts for the product families they own and provides real-time rollups by product family and the primary hierarchy. **Enable forecasting at base forecast source** Provide forecast owners and managers with visibility into the opportunities and line items contributing to each forecast number, directly from the dashboard. Support forecast creation, submissions, and adjustments at the individual record level, such as opportunity and opportunity lines.
Sales Territory Management	**Sales Territory Management users** Activate the Sales Territory Management plugin to install the Sales Territory Member role for sales execution within assigned territories, with defined ownership, accountability, and territory#based CRM record assignment.
Security Center	**Accept risk for hardening settings** Accept risk for hardening settings that are not applicable to your organization's security requirements. When accepting risk, provide a mandatory justification and review the projected security score impact before saving your decision. The compliance status updates to **Accepted Risk** and reflects in all security score calculations. Use the **Accept Risk Settings** filter to quickly

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Application or feature	Details
	identify and manage all accepted risk items across your instance. **Granular admin role for Security Center** The granular admin role enables developers and administrators to complete administrative configuration tasks for Security Center without requiring the full admin role. **Explore Access management console** Use the new Access Controls console within Security Center to review and remediate access issues and misconfigurations. The Access Controls console provides enhanced visibility and control of your Access Analyzer findings, and streamlines remediation efforts by enabling you to track, prioritize, and resolve access issues by assigning tasks. **Enhanced IAM Integration in Security Center** Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics. This integration simplifies the administrative experience by bringing essential IAM functionality directly into Security Center, reducing the need to navigate multiple separate tools. **Version-based hardening settings** Security Center now only shows hardening settings that apply to your instance's family version. This change helps eliminate irrelevant recommendations and provides clearer guidance and a more accurate security experience.
Security Incident Response	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **CrowdStrike Next-Gen SIEM integration** As a profile admin:

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Application or feature	Details
	• Discover CrowdStrike Next-Gen SIEM detections that are candidates for security incidents and automate the creation of these security incidents. • Create detection profiles. • Map CrowdStrike Next-Gen SIEM detection and events fields to SIR security incident fields. • Filter CrowdStrike Next-Gen SIEM defects. • Aggregate detections to existing open security incidents so you don't have to create duplicate security incidents. • Automate CrowdStrike Next-Gen SIEM detection status updates for Security Incident Response. • Synchronize CrowdStrike Next-Gen SIEM detection comments with SIR Work notes. **Components installed with Security Incident Response** A new Profile Admin role (sn_si.ingestion_profile_admin) provides access to configure plugins, and enables you to create, edit, delete, and manage profiles for Splunk ES, Splunk Enterprise Event Ingestion, and Microsoft Azure Sentinel integration for Security Operations application. **Add unmatched affected user for security incidents** The new “Security Incident Unmatched Users” table captures unmatched affected user records for security incidents, enabling analysts to identify and address discrepancies when user records don't match existing system records. **LLM-powered SIR integration builder** With the latest LLM-powered integrations on the ServiceNow AI Platform, you can create product-ready integration quickly. The LLM-powered integration builder has the following capabilities: • Automatically generates integration code from a public API documentation • Provides guided setup built on existing capabilities • Provides easy edit and maintenance of the generated auto code **MITRE D3FEND framework** Security administrators can now ingest MITRE D3FEND data. Security analysts can explore MITRE ATT&CK and D3FEND techniques through an interactive, node-based visualization that maps attack techniques, defense techniques, and related artifacts within a Security Incident Response record. **Preserve manual security tags and restrict removal**

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Application or feature	Details
	Manual security tags applied by analysts are preserved when automatic tagging rules execute on security incidents, avoiding inadvertent tag removal during automated processes. Analysts can no longer manually remove security tags once applied to an incident, ensuring tag consistency throughout the incident life cycle. **Assign parent relationships to similar security incidents** Select multiple similar security incidents from the Similar Security Incidents related list and link them as children to the current security incident using the **Link as children** button. **View and update Security Incident Response system properties** View and update system properties specific to the Security Incident Response workspace directly from the workspace administration settings interface. **Create quick filters for Security Incidents and Response Tasks lists** Enable rapid filtering of security incident lists based on predefined criteria by creating and managing quick filters for the Security incident [sn.si.incident] and Response tasks [sn_si_task] tables within the SIR Workspace. Filters are stored in the Quick Filters [sn_si_aw_quick_filters] table. **Configure auto refresh interval for security incident lists** Set up refreshing of the security incident list at specified intervals by using the `sn_si_incident.auto_refresh_interval` system property. The default refresh rate is five minutes. **Control external user access to security incident** SOC users can grant read-only access to specific security incidents for defined external users through the **Access to security incident** field in the SIR workspace. **Configure default landing tab for security analysts** Customize the default landing tab for security analysts and security managers when they open a security incident. **Compose emails from Response Tasks and Investigation tabs** Send emails without having to switch tabs by composing them directly from the Response Tasks and the Investigation tabs of a security incident. **Configure default view for contextual menu** Determine whether the contextual menu panel for a security incident is expanded or collapsed by default when a security analyst opens a security incident.

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Application or feature	Details
Self-service and omnichannel engagement for CSM	**Configure Web Embeddables** Embed ServiceNow components into any third-party website or web application to extend the ServiceNow AI Platform capabilities. You can use a library of default configurable components or create custom components. You can configure and embed the following ServiceNow components on the third-party websites: • Case list: Displays a comprehensive list of cases along with their key details. • Case view: Shows a detailed view of case and case-related activities. You can display relevant playbooks when created for the case record. • Case create: Displays a form to create a case to address issues related to products and services. • Catalog item: Request Service Catalog items or services. • Knowledge article view: Displays knowledge articles along with key details like title, content, author, view count, read time, and more. You can also rate the article and switch the display language. • Data visualization: Shows a graphical representation of information from any ServiceNow AI Platform table using visual elements such as single score, pie, donut, and semi donut charts. • Playbook intake: Enable your users to submit cases using the Playbook guided experience. Systematically capture case details and display stages, and activities involved in resolving the case. • Catalog browse: Browse and search Service Catalog items from different catalogs and categories within a third-party website. • Object list: Display records from different tables with their related actions in a list format. **Using Interaction Controls Component (ICC) call controls with Amazon Connect** Manage Amazon Connect calls in the CSM Configurable Workspace voice Interaction record. The integration supports inbound and outbound call flows, presence management, and transfers without switching applications. **Supervisor call monitoring** Monitor, coach, and join agent calls from the CSM Configurable Workspace without having to switch to the CCaaS desktop. All supervisor actions are automatically logged for auditing and reporting purpose. **Agent help request for voice calls**

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Application or feature	Details
	Empower agents to request supervisor assistance during calls by selecting the **Help Request** button. Agents can specify reasons why they are calling for help to provide more context to the supervisor before the supervisor responds, and receive notifications when supervisors coach or join. All help request data is captured for reporting for data-driven coaching. **Use AI to generate wrap up code and notes summary** Automatically suggest a wrap-up code and generate an interaction summary based on conversation transcripts by using Now Assist, which reduces manual documentation time and contributes to consistent record-keeping. Choose automatic or agent-initiated generation to fit your workflow. **Using the Consumer Portal** Support your consumers through the Consumer Portal self-service capabilities such as knowledge articles, service catalogs, case management, Virtual Agent, and others. These capabilities help reduce maintenance effort through low-code configurations on pages with configurable widgets. **Native callback features** Callback management enables agents to schedule callbacks on behalf of customers. The key features include: • Enable agents to schedule callbacks from any interaction or case. • Equip agents to reschedule or cancel callbacks from the callback record page with proper state tracking. • Facilitate agents to view scheduled callbacks in the list view so they can open the individual callback record page. • Enable agents to view and manage scheduled callbacks for the current interaction or case in the contextual side panel. **Email interaction feature: Wrap up of email interactions** Note the following capabilities introduced for wrapping up email interactions: • Introduction of wrap-up modal for Advanced Work Assignment (AWA) and CCaaS-routed email interactions with internal wrap-up codes configurable by admins. • Automatic closure of inactive interactions with system-assigned wrap-up codes in multiple scenarios:

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Application or feature	Details
	○ When agents create a case from an email interaction. ○ When the wrap-up modal times out without agent submission. ○ When customers don't respond within the defined follow-up period. **Email interaction feature: Outbound Interaction from agent-initiated email** The new capabilities for outbound interactions initiated by agents through email are: • Initiate outbound email interactions from contact or consumer records by selecting email addresses or using the Compose Email UI option, opening a modeless email composer with the recipient's email address auto populated. • Automatic creation of Work-In-Progress (WIP) outbound email interactions when agents initiate an email to a customer. • Preserve email drafts when agents navigate away, and automatically close interactions that show no sent or received email activity and contain only unsent drafts within a rolling 30-day period. Any agent activity on the draft resets the 30-day window. • Consolidate multiple agent-initiated drafts into a single, unified interaction within service workflows, with ownership assigned to the sending agent. You can optionally configure the system to create separate interactions for each draft for the same contact. • Configurable reminder windows for sending automated reminder emails when customers don't respond. • Customer response notifications on the ongoing tab and interaction linking in contact or consumer related lists for seamless conversation tracking. **Email interaction feature: Transfer Email Interactions routed by CCaaS** Transfer CCaaS#routed email interactions to another agent or queue, improving accurate handoff and workload distribution.
Service Catalog	**Enable editing of catalog items by multiple users** Enable other users, who are added to the **Secondary owner** field, to edit catalog items. To enable these users, add people to the **Secondary owner** user-criteria field in the sc_cat_item and sc_cat_item_producer tables, enabling others to make changes to catalog items owned by another person. **Define and add stages in fulfilment step**

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Application or feature	Details
	Define and add distinct stages and states in the fulfillment step when building a catalog item in Catalog Builder, enabling requesters to view the request-related current stages and their states together. **Use advanced UI policy capabilities in Catalog Builder** Configure catalog UI policies with scripts and multiple catalog UI policy actions in the Catalog Builder to facilitate the creation of complex catalog items. With these enhancements, catalog item creators can confidently take advantage of advanced options, simplifying and speeding up the entire catalog development process. **Configure variable visibility on multi-row variable set grids** Configure the visibility of a variable on the grid layout within a multi-row variable set (MRVS) for a catalog item by using the **Hide on grid** check box. By default, the check box is not selected. **Configure update set prefix** Configure the update set prefix to set a custom name for the update set that gets generated automatically in Catalog Builder, making update sets easy to identify and track for consistency. Use the *glide.sc.cb.item.update_set_prefix* property to standardize update set names. By default, the property uses the value *CB_${template_name}_${item_name}_${timestamp}*.
Service Exchange (formerly Service Bridge)	**Consumer outbound FDS** Reduce manual effort and eliminate the need to share data externally by sharing selected foundational data types with your provider on a scheduled cadence. This data transfer supports the service life cycle by providing foundational data context for operational workflows. **Service Exchange center** Detect problems early, understand connection status, and resolve issues efficiently with the Service Exchange center, a centralized interface that provides real-time visibility into scan check issues, connection health and statuses, and access to all Service Exchange scan suites. Service Exchange admins can access their respective centers through the Provider and Consumer center links in the navigation menu. **Auto-onboarding** Reduce onboarding complexity for consumers with automated onboarding. This feature autonomously manages onboarding workflows, establishes secure connections, synchronizes settings, and continuously monitors for errors to ensure reliable, efficient integrations with minimal manual effort.

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Application or feature	Details
Service Operations Workspace for ITSM	**UI16 links to SOW redirection behavior** Improve the fulfiller experience by redirecting UI16 module links such as forms and lists to the equivalent SOW experience. The UI16 module link redirection behavior is supported for all the applications in SOW when the system property *sn_sow_itsm_admin.experience_redirection_enabled.sow* is set to `true`. For new instances, this redirection configuration is automatically available in the base system. For upgrade instances, administrators can configure the redirection behavior from the SOW Admin Center. You can enable this feature for the UI16 links and user groups or specifically for a custom table. You can also enable this feature for specific user groups or all user groups within the custom table or applications in SOW. **Mapping granular admin roles with SOW granular roles** Using granular admin roles, provide full administrative access to the configuration and property pages for the applications in SOW without requiring the administrator (admin) role. These granular admin roles are mapped with ACLs and contain the corresponding existing SOW granular roles. **UX property to hide contextual side panel** Use the Hide contextual side panel for specific table and tab combination option from the SOW Properties section in the SOW Admin Center to configure the hide *ContextualSidebar* UX page property. This property enables you to define the table with tab combination for which the default primary contextual side panel must be hidden, prioritizing the embedded contextual side panel within the tab instead.
Service Portal	**Configure Service Portal Approval Configuration record** The Approval assistance AI agent allows checklist generation from documents that are stored in integrated third-party cloud providers such as Microsoft SharePoint, Google Drive, or a custom internal table. **New Organization Chart widget** Use the Service Portal New Organization Chart widget to show additional display configurations, such as default and secondary field names, location, department, and so on, to gain visibility into employees within their organization. **Create a portal** Configure and apply different authentication configurations for each portal to enable different login experiences for each portal. For example, you can set an

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Application or feature	Details
	authentication method like Okta for an internal employee portal or use Microsoft Azure for an external portal.
ServiceNow AI Platform core feature	**Granular read-only security options** Control the editability of read-only fields by configuring read-only options, allowing for customized behavior that balances usability and security. Read-only options provide granular control over whether read-only fields can be updated through client scripts and server-side operations. You can also test stricter read-only controls in non-production instances before implementing them in production. **Support for reference data types in Dynamic Schema** Create dynamic attributes using reference data types. **Work with Dynamic Schema elements in the Workspace condition builder** Filter Workspace lists using dynamic schema elements in the condition builder. **Toggle the mail icon display** Show or hide the mail icon in email fields by configuring the hide_email_icon dictionary attribute. **AI indicator in forms** Easily identify AI involvement across the ServiceNow AI Platform® through a visual cue that identifies form fields in configurable workspace and Core UI that have been updated with AI-generated content. **Guest API access control** Manage guest access to REST and GraphQL API endpoints using path-based ACLs while maintaining separate authenticated user controls. **Granular admin roles** Grant specific permissions to developers or users who perform minor administrative tasks without granting them unrestricted access to the full admin role by reviewing and assigning available granular admin roles. **Optional trailing slash configuration** Align with external specifications and industry standards by configuring REST APIs with optional trailing slash support. **Path-based REST ACL control** Control access to REST services by creating path-based ACLs using specific HTTP method and path combinations. **Automatically generate request definitions for scripted REST API resources**

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Application or feature	Details
	Use sample requests made to an API resource to generate request header associations, query parameter associations, and a request schema for that resource and the related scripted REST API service. **Resource-level security configuration** Enable public access or custom ACL authorization by configuring resource-level security settings. **Address field type with auto-suggestions** Reduce manual entry errors through a new Address field type for Core UI and Workspace forms, which provides real-time address suggestions displayed as you type.
ServiceNow IDE	**Version 4.0** **Create and convert global applications** Create and convert applications in the global scope that are accessible to other global applications with instances on the Australia release. **Generated ServiceNow Fluent code organized in taxonomy-based directories** Configure a custom directory structure for metadata transformed into ServiceNow Fluent code with the `taxonomy` parameter in an application's `now.config.json` file. By default, generated ServiceNow Fluent files are organized in a taxonomy-based directory structure within the `fluent/generated` directory.
ServiceNow SDK	**Version 4.4** **Create and convert global applications** Create and convert applications in the global scope that are accessible to other global applications with instances on the Australia release. **Move application metadata from the global scope into a global application** Transform application metadata (XML) in the global scope from an instance into ServiceNow Fluent source code to customize it in a local global application using the `now-sdk move` command. **Configure a default language for field labels** Configure a default language for field labels [sys_documentation] in a table or column with the `tableDefaultLanguage` parameter in an application's `now.config.json` file. **Configure read-only options with the Table API** Control the editability of read-only fields by configuring read-only options for a field with the *`readOnlyOption`* property in a *`Column`* object.

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Application or feature	Details
ServiceNow Studio	**Build Agent in ServiceNow Studio** Use Build Agent in ServiceNow Studio to create and edit full-stack applications conversationally. **Add UI Builder files to your apps in ServiceNow Studio** Build pages by adding UI Builder components, controllers, experiences, page collections, and UI interactions into your ServiceNow Studio apps. **New vibe coding documentation** Explore vibe coding, which is a natural language approach to application development in ServiceNow, with new documentation, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.
ServiceNow Vault	**Australia Patch 1** **Guided setup for custom applications** Use Ask Now Assist to enhance your security posture autonomously by identifying, classifying, and protecting sensitive data in your custom applications. Propose data classifications and available protections for a custom application. When you install Now Assist for Vault, this agentic workflow is turned on by default. View, create, deactivate, and delete Access Observer settings for a particular field. The access observer configuration agentic workflow helps you monitor the people and processes that access data on your instance. When you install Now Assist for Vault, this agentic workflow is turned on by default. Review and summarize access logs for a specific field, identifying access sources, users, and their roles. For example, you can ask Now Assist to summarize access logs to view users who accessed a field, along with their roles and how they accessed the data. When you install Now Assist for Vault, this agentic workflow is turned on by default. Encrypt specific fields and configure secure access to users with designated roles using the field encryption with Vault module agentic workflow. When you install Now Assist for Vault, this agentic workflow is turned on by default. **Early Availability** **Sensitive data monitoring in AI Insights** Identify unprotected sensitive data across your configured tables using the AI Insights section in the Vault console dashboard. View users entering sensitive data in unprotected columns and channels, grouped by

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Application or feature	Details
	sensitive data patterns. This information can further be used to prioritize protection efforts. **Guided setup for custom applications** Autoclassify and protect the occurrences of sensitive data within your custom applications using guided setup for Vault. This flow helps you to quickly start using Vault capabilities in your own applications.
Sidebar	**Sidebar** Customize the subject title for Sidebar discussions by replacing the default short description with any field from the record. **Sidebar** Move and resize the Sidebar chat window using the dynamic window framework. **Sidebar** Create a standalone Sidebar discussion that is not tied to a specific record.
Smart Assessment Engine	**Collaboration in assessments** Starting with version 22.0.0, use granular delegation as a primary owner to assign individual assessment sections to SMEs. Respondents can view the entire assessment for context but can edit only their assigned sections. Monitor overall assessment progress and maintain final review and submission capabilities. **Quick edit for published templates** Starting with version 22.0.0, edit published templates inline as a template manager, including edits to the titles, descriptions, and reader roles.
Software Asset Management	Australia Patch 1 The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements** Leverage generative AI to upload contract documents and automatically extract licensing data, generating

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Application or feature	Details
	software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process. **Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance** Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention. **Use an agentic workflow to automate Microsoft 365 license assignment to users to improve efficiency** Use AI agents to assign Microsoft 365 licenses automatically to users on the Microsoft 365 Admin Center without manual intervention. The AI agent analyzes whether there are available licenses and automatically assigns those licenses to the Microsoft 365 Admin Center, ensuring accuracy and compliance. **Software Asset Management integration with Contract Management Pro** Gain centralized visibility into software contract life cycles and streamline contract management by extracting key metadata and obligations from an uploaded signed contract document using the agentic AI workflow. Additionally, you can optimize costs through proactive tracking of contract renewals, expirations, and contractual obligations by integrating Software Asset Management with the Contract Management Pro application. Note that only Software Asset Management Enterprise users can leverage this functionality. **Australia Patch 0** **Improve user activity tracking with the GitHub integration** Achieve more accurate user activity data and improved license reclamation for low or no-activity subscriptions by leveraging the enhanced GitHub integration for broader event coverage and extended retention. **Enhanced integration with OpenLM for tracking subscription and consumption licenses** Gain improved visibility into engineering application licenses across subscription-based and consumption models with the OpenLM integration. This capability provides support for named user allocation and usage tracking. Additionally, you can better monitor compliance risks and note denial patterns through actionable insights into automated processes and dashboards. **Leverage machine learning (ML) normalization for managing your software assets in protected government environments**

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Application or feature	Details
	Extend ML normalization capabilities to regulated markets for ServiceNow Protected Platform (SPP) in Singapore (SG) and Australia (AU). **Enhance the security of SAP ABAP on-premise integration using OAuth 2.0 authentication** Benefit from enhanced OAuth 2.0 authentication for your SAP ABAP on-premise integrations with improved security. This capability provides a more secure, compliant, and future-proof method for integrating the Software Asset Management application with your SAP systems. **Improve your license management experience through the enhanced support for Oracle WebLogic Suite licensing** Access flexible licensing options that align with different deployment models and usage patterns through comprehensive license management with support for the Oracle WebLogic Suite for both Per Processor and Named User Plus (NUP) metrics. The enhanced support now covers the entire WebLogic product family, including the flagship Suite edition. **Improve software normalization outcomes with expanded pattern-based normalization rules rule** Streamline the software model discovery process by leveraging the expanded pattern-based normalization rule, which eliminates the need to manually update or create new normalization rules for every minor variation in software discovery models. This rule automatically recognizes and matches diverse patterns and variations in software model data. As a result, discovered publisher, product, version, and edition values are seamlessly aligned with the ServiceNow® repository. **Enhanced SQL server enterprise edition license compliance to support Server/CAL licensing model** Optimize licensing for legacy Microsoft SQL Server Enterprise Edition licenses under the Server+CAL licensing model with Software Assurance (SA) by using the enhanced licensing rule. A single server license can cover up to four virtual machines, provided that the combined processing power for these VMs does not exceed twenty hardware threads or cores at any given time. **Generate optimal software lifecycle reports using a guided playbook that ensures adherence to compliance and audit requirements.** Simplify the creation of optimal software life-cycle reports through a guided playbook that assists in defining report scope, identifying gaps, and performing corrective actions. The playbook also integrates with the success portal, enabling you to establish and monitor success metrics, organize tasks and activities, and effectively track progress toward your objectives.

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Application or feature	Details
	Streamline license management for Microsoft server product Installations and license usage via a single report Gain insights to a unified report for all Microsoft server product installations and license usage across license metrics. The Microsoft Server Infrastructure and License consumption report consolidates infrastructure data per device along with license usage and exemptions. Get detailed justifications for exemptions such as unlicensed or ignored installations, making it easier to monitor, analyze, and optimize your IT resources.
Source-to-Pay Operations Integrations	**Source-to-Pay integration with Oracle Financial Cloud** • You can use this integration to perform Integration Hub actions for invoices, cost centers, product models, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, plant addresses, and legal entities. • You can also fetch currencies, GL accounts, legal entities, and payment terms information from Oracle Financial Cloud.
Sourcing and Procurement Operations	**Multi-currency support in Shopping Hub** Enable multi-currency display across approval-related views, including To-Dos, tasks, email notifications, and the Bundles page. Currency values are shown in both the approver's local currency and the original supplier currency where applicable. The local currency is displayed as the primary value, with the original currency shown as a secondary reference. This display format provides consistent currency visibility for approvers during review. **Decimal quantity support for service-based purchases in Shopping Hub** Enable requesters to enter and edit decimal quantities for service-based purchase requisitions and purchase orders without validation errors. Decimal quantities are supported only for services to maintain data integrity. Decimal quantities for goods are not supported and return a clear validation message. This validation logic is consistent across Shopping Hub and Employee Center. **Automatically assign categories during SR and PR creation** Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the Spend categorization agent. This classification process reduces manual classification effort and improves consistency across procurement workflows. **Purchase on behalf of another user in Shopping Hub**

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Application or feature	Details
	Enable users to purchase on behalf of others without requiring delegate configuration in Shopping Hub. Users can manage individuals they are authorized to purchase for, directly within the buying experience. Purchases made on behalf of others are visible through filtering by business owner in the My Purchases view.
Strategic Planning	**Next Experience for Demand Management** Next Experience for Demand Management delivers a unified experience for managing strategic and operational demands in Strategic Planning. This Next Experience interface consolidates demand creation, assessment, collaboration, and conversion in one place, eliminating context switching and reducing reliance on the classic Demand Workbench. **Create and manage demands in Next Experience for Demand Management** • Create and manage a demand in Next Experience for Demand Management using guided tabs that help you define alignment, estimate costs, and confirm readiness as you build out the demand. • Collaborate on demands through Docs, with execution and planning synced. • View, add, and edit cost plans and budgeting details using related lists. **Use Playbooks in Next Experience for Demand Management** Help teams manage demands with greater structure and consistency using Playbook in Next Experience for Demand Management. Playbooks enable you to define multiple governance processes across the organization using a low-code/no-code configuration experience. Create clear stages and guided activities from demand intake to completion by using a default playbook or creating a custom playbook to support your organization's multiple demand management processes. **Associate AI systems with demands in Next Experience for Demand Management** Use a playbook activity in Next Experience for Demand Management to associate AI systems with a demand. You can link impacted systems and add new ones directly within the demand workflow. **Summarize demands with demand summarization skill** Generate a concise, structured summary of any demand using the demand summarization skill through the **Summarize** button in the demand form. The skill reviews the demand fields and helps create a clear summary of the demand.

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Application or feature	Details
	Strategy and Goals Use boards in Strategy and Goals to organize and manage your organization's strategic priorities and objectives. A board is a collection of strategic plans, priorities, objectives, and key results based on your selected filter criteria—helping you stay focused and manage them effectively. • Managing boards: ○ Create boards step by step, choosing whether to base them on strategic plans, priorities, goals, or both. Define what items to display using advanced filter conditions. ○ Build boards tailored to specific goals by entity type and entity, ensuring focus on the goals that matter most. ○ Share boards with stakeholders to align efforts and drive shared outcomes. ○ Add boards to your favorites for faster navigation. • Managing strategy and goals using boards: ○ Create and organize strategic plans, strategic priorities, goals, and key results in a single, focused view. ○ Associate work or planning items with goals or targets to align your current or future work with your strategic priorities, helping your team achieve goals and targets efficiently. ○ As the goal or process owner, send notifications to target owners or contributors to ensure timely updates of target actuals. ○ Target owners and contributors receive reminder notifications for check-in updates before the due date. ○ With Now Assist for Strategic Portfolio Management (SPM), generate measurable targets for your goals to reduce the effort of defining clear success criteria, and gain actionable insights to identify at-risk goals, assess forecasted status, and act on AI-driven recommendations. **Portfolio plan goals enhancements** • Owners and contributors are notified when they're mentioned in a goal, target, or when comments are added. • Define targets across multiple organizational levels with the Assigned entity field in the target form. This enables targets created at higher levels (for example, Company) to be directly assigned to lower levels (for

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Application or feature	Details
	example, Business Unit, Department), eliminating redundant subgoal creation, and streamlining overall goal management. **Portfolio plan enhancements** • Visualize planning items in lanes with the new Kanban tab in the Planning page and access the Hierarchy tab directly from the same location. These tabs replace the previous access point in the Prioritization tab, offering a more streamlined way to view and manage planning items. • Save filter views specific to the Kanban tab and the Hierarchy tab without affecting views in the Prioritization tab. • View planning items in the new Hierarchy tab on the Planning page, now sorted using global rank when available. Drag and drop is supported for lowest-level items, enabling you to rerank them within their groups. **Hierarchy tab for EAP teams** Gain visibility into how your work connects to broader organizational goals by viewing the complete work item hierarchy directly in the EAP workspace. Expand any epic to see its capabilities, features, and stories across Solution Trains, ARTs, and Agile Teams without switching between multiple screens or running separate reports. Customize your view by selecting which columns appear in the hierarchy grid and adjusting column widths to match your workflow. Your column preferences persist across sessions, so your configured view is ready each time you return. **Open EAP work items in new browser tab** Open work items from the EAP Backlog and Hierarchy pages in a new browser tab, so you never lose your context. Right-click any work item, or use the item options menu, to open its full details in a separate tab. This feature lets you review and compare multiple work items side by side without losing your current view. **Admin role enhancements in Feedback** The read role sn_align_core.pf_read and write role sn_align_core.apw_admin are added to the following system properties in Feedback and Product idea: • sn_apw_advanced.product_feedback_allowed_non_planning_items_for_link_i • sn_apw_advanced.product_feedback_product_idea_filters • sn_apw_advanced.product_feedback_feedback_filters • sn_apw_advanced.feedback.idea_feedback_queue_address

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Application or feature	Details

	Financials for planning items
	• Migration of financial baselines:
	  ○ Migrate the financial baselines of projects, which includes investment currency support.
	  ○ While migration, financial baselines will now include actuals, costs, benefits, and budget values from the project currency to the investment currency.
	• Streamlined currency fields while using multicurrency:
	  ○ New and existing customers will now see only investment currency fields in demand and project records.
	  ○ Planned costs, actual costs, planned benefits, actual benefits, and budget fields are included in the financial baselines.

Subscription Management	**Support for domain separation** View and filter subscribers by domain for user-based subscriptions and view Now Assist usage by domain. **Monitor Workflow Data Fabric usage** Monitor and track Workflow Data Fabric capability usage and view the relative token use rate of each capability.
Supplier Lifecycle Operations	**Smart Assessments** Supplier managers can use the segmentation rules and assessment templates to create smart assessments in bulk for users. Smart assessments provide a survey-like experience with enhanced UI capabilities for both internal and external users. This feature utilizes the capabilities of the Smart Assessment Engine application. **Emails view for supplier managers in the Source-to-Pay Workspace** Supplier managers can access their emails within the Source-to-Pay Workspace from the **Emails** tab in the case, task, and supplier details pages respectively. Email actions are reflected and incomplete email errors are handled. Email-summarization is available from the workspace for tasks and cases only. Supplier contacts receive the emails and they can perform the assigned tasks directly via email without logging in to the Supplier Collaboration Portal. Internal stakeholders receive the emails and they can perform the assigned tasks directly via email without logging in to the Source-to-Pay Workspace. **AI driven supplier onboarding using Now Assist for SLO** Use theAI driven supplier onboarding workflow to automate data validation, duplicate checking,

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Application or feature	Details
	task generation, and supplier communication. Key enhancements include: • Extract banking information from uploaded documents to reduce information mismatch. • Use the document strategy generator AI agent to generate a customized onboarding task list using all published knowledge base articles. • View a list of AI-suggested suppliers while reviewing supplier onboarding requests initiated through sourcing requests. • Supplier relationship managers can manually approve or reject supplier onboarding requests. • Resolve duplicate supplier onboarding requests from the Now Assist panel by updating the supplier legal name, contact email, or both. **Automate supplier case creation from emails** Convert supplier emails into cases automatically when registered supplier contacts send emails to a supplier inbox. Supplier cases are created for all SLO related queries and assigned to the supplier relationship manager. For queries unrelated to SLO, a universal request is created for resolution. **Summarize supplier performance in Source-to-Pay Workspace** Generate comprehensive supplier performance summaries, including performance data, trends, and actionable insights, using the supplier performance summarization skill. **Analyze sentiments in supplier cases** Use the sentiment analysis skill to analyze supplier case fields and determine the tone or sentiment of the fulfiller. **Generate an email response for supplier cases** Use the email response skill to analyze the supplier case details and generate professional email response regardless of the record type using past email responses, KB articles, and related tasks.
Synthetic monitoring	**Create monitors for existing incidents** Use existing incidents to create monitors and proactively reduce re-occurrence of incidents. **Migrate existing monitors in bulk using APIs** Use REST APIs to streamline migration and automation of third#party synthetic monitors for easier scaling and reduced manual work.
Telecommunications Customer 360	**Customer information**

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Application or feature	Details
	View customer account, contact, or consumer information including contact details, location, and recent interaction summary for efficient service delivery. **Interaction history** Track customer interactions over time with date range filtering. View chronological history of customer engagements to understand previous communication context. **Trend charts** Monitor key customer metrics through visual charts including NPS and CSAT scores with target comparisons and trend lines. View last updated timestamps for each metric. **Billing** Review customer billing information and invoices for the selected billing account. Search and filter billing records to quickly locate specific invoice details. **Products** Identify active products and services associated with the customer account. View counts of related cases, service problem cases, incidents, and test results for each product to understand product-specific issues. **Cases, tasks, and orders** Manage multiple task types including service problem cases, cases, customer orders, work orders, complaint cases, and invoice cases in a unified view. View details such as case numbers, descriptions, state, sold products, and priority levels across all task records.
Telecommunications Network Inventory	**Remote Hands Request Management** Enable your customers to request services such as power usage enquiries, equipment installation, equipment restarts, and more by connecting with onsite operations agents at your facility. Securely store your customer requests in the Remote Hands Case table, with role-based access controls. View an auto-generated summary of your requests for quick reference.
Telecommunications Service Operations Management (TSOM)	Gain full visibility into your SD-WAN landscape with automated discovery and mapping for Cisco Meraki and Fortinet FortiManager.
Theme Builder	**Australia Patch 1** **AI-powered color palette theme creation** Use AI to generate themes from brand images, preview multiple options, and refine results all within the updated Create a theme wizard. If you prefer, you can skip the AI step and continue creating your theme manually using

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Application or feature	Details
	the existing workflow. This feature requires Now Assist for Creator. **Generate themes using Now Assist** Leverage Now Assist to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. This feature requires Now Assist for Creator and a theme creation workflow enabled in AI Agent Studio. The ServiceNow AI Platform now brings you an AI native experience with three licensing tiers available: • Foundation: AI basics to deliver insights • Advanced: AI to boost productivity across relevant use cases • Prime: Act autonomously with all AI assets, and create your own Depending on your license, you will have access to certain application features, generative AI skills, agentic workflows, and AI agents. **Override default icons for a fully branded experience** View and manage your theme's icon library in Theme Builder, including uploading custom assets to replace default icons. Icons support size variants, outline and fill styles, and dynamic color adjustments and integrate with embeddable components. **Control typography at the component category level** Assign fonts to individual component categories to create clearer visual distinction across your interface. **Flexible Font size control** Fine-tune font sizes across component categories for a polished, consistent look. Use font#size controls to tailor default or custom fonts to your brand needs. Applies across Next Experience and embeddable components, ensuring a consistent brand look even on external sites.
Third-party Risk Management	**Generate aggregate regulatory reports in local currencies** After upgrading the Digital Resilience Third-party Information Register application to version 22.0.3, third#party risk (TPR) managers #[sn_vdr_risk_asmt.vendor_manager] can standardize annual expense values during Register of Information report generation by enabling currency conversion and third#party total expense aggregation. To support this process, the generated reporting package includes summary and detail reports that indicate successful conversions, aggregation results, and any skipped providers. **Centralized repository for TPRM SAE templates**

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Application or feature	Details
	After upgrading to version 22.0.2 and installing the Unified Content Management application, TPR managers [sn_vdr_risk_asmt.vendor_risk_manager] can help ensure consistent and comprehensive assessments by activating and updating ready-to-use Smart Assessment Engine questionnaire templates through a single, managed repository in the Vendor Management Workspace.
Threat Intelligence Security Center	**Have I Been Pwned integration** Added support in TISC for Have I been pwned? (HIBP) observable enrichment, enabling analysts to identify whether observables have been exposed in known data breaches instances. **Configure Tagging Rules in TISC** Introduced automated tagging of RSS feed records using configurable tagging rules to apply tags and taxonomies. **Create a CWE record** Introduced CWEs as related entities with support for relationship linking. **Create Remediations** Introduced remediations as related entities with support for relationship linking and added support for managing remediations. **Create a Product** Introduced products as related entities with support for relationship linking. **Create a Vendor to a Vulnerability** Associated vendors as related entities with support for relationship linking. Automatically generate zero day vulnerability records from flagged RSS feeds with extracted and linked CPE, CWE, and CVE details for enhanced threat analysis. The catalog now includes the RSS feed for **Google Project Zero**, enabling real-time detection of emerging threats. Initiate vulnerability assessments directly from identified issues for faster risk evaluation. Sample workflows and flow actions are included to automate the assessment process. Create security incident records directly from detected vulnerabilities to expedite incident response and streamline threat management workflows. View vulnerabilities and related intelligence in the **TISC Context** tab of Security Incident Response Workspace, allowing analysts to quickly access risk data during investigations without navigating to separate records.

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Application or feature	Details
UI Builder	**Create event-driven UI interactions** Trigger UI interactions directly from events in UI Builder, allowing you to link event-driven behavior to reusable interaction logic with the following benefits: • Define an interaction once and apply it across multiple events and pages so UI components such as modals don't have to be associated directly with the page anymore. • Connect events to interactions without additional scripting. • Centralize logic for consistent updates and fewer errors. • Previously, Declarative Actions using UXF Client Actions required manual wiring on each page leading to complexity and upgrade risks. UI Interactions replace this with reusable, declarative event mapping.
Universal Request	**Inter-department communication** Improve inter-departmental communication by enabling agents to effectively collaborate on associated tickets using the **Sidebar discussions** and **Discuss** options. Control agent participation through restricted lists and apply access permissions consistently across associated tickets. **Universal Request Router agentic workflow** Enable employees to request help with services that are hard to locate in the catalog listing or need support from multiple departments.
Upgrade Console	**App version compatibility support** Update the Now Assist suite to manage application version compatibility by automatically updating all related applications to compatible versions when you upgrade an application in the compatibility matrix. **ATF Troubleshooting agent access** You can now troubleshoot failed tests by accessing the ATF troubleshooting agent from the Conduct post-testing step in the post-upgrade activities of a non-production instance.
Usage Insights	**Creating custom events** Create custom events without code directly in your application using the Usage Insights page overlay. Use event descriptions to provide greater visibility and clarity on Usage Insights events. **Funnels.**

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Application or feature	Details
	Access funnels you create in Usage Insights directly in the Platform Analytics UI to view this data along with your organization's other business metrics. **Dashboards.** Customize dashboards or pages for Platform Analytics directly in Usage Insights.
Workflow Studio	**Business calendar as a scheduled trigger** Use the business calendar to trigger flows on existing business schedules. The business calendar trigger helps align automation with shifts, holidays, and operating hours. **Flow history compare view** Compare two flow history entries in a side-by-side view. Use the step highlighting and change type icons to determine what flow components have been added, removed, and changed. **Flow execution analysis** Analyze flow execution details to identify errors and suggest potential fixes. **Use an AI agent action** Use flow data to run an AI agent and configure the expected agent output for use later in the flow.
Workforce Optimization for CSM	**Location Based Holiday Calendar Management** Enable location-based holiday calendars to • Manage location-based holiday calendars that auto-sync to schedules, providing real-time visibility into regional holiday impacts and supporting accurate shift planning. • Improve workforce scheduling and compliance by mapping holidays to specific regions, reducing manual adjustments and ensuring agents see their location-based holidays in My Calendar. **Manager Workspace landing page** Enhance the Manager Dashboard to view • New **AI Insights** tab on the Manager Dashboard in the Manager Workspace (Enterprise SKU). • The AI powered widgets: Sentiment Analysis, Trending Topics, and Auto QA. These widgets provide deeper, real-time visibility into customer sentiment signals, trending interaction themes, and quality evaluations. **Manager dashboard for operational Insights** Decouple the existing Manager Dashboard to make it available as a standalone feature.

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Application or feature	Details
	• Install and configure the Manager Dashboard independently to provide a streamlined, modular experience, retaining only essential alerts and core widgets for performance, work management, and resource visibility while removing scheduling and coaching components. • Pro customers can view Help Request alerts and Operational Insights when Channel Management is adopted with the dashboard. These capabilities are not available when Channel Management is adopted without the dashboard. • Pro+ customers can view a tab based dashboard layout with AI powered widgets Sentiment Analysis, Trending Topics, and Auto QA for Customer Signals and Quality Management. They can access the Operations Insights tab with widgets like Performance, Work Management, and Resource Management. **Listen, Monitor or Barge in to an agent call** Monitor, coach, or barge into voice calls to • Assist agents during live customer calls by opening the agent's active phone interaction in Manager Workspace. • Enable supervisors to silently monitor calls, whisper-coach agents, join conversations, view real-time transcription when the conversation panel is enabled, and switch modes or end the session at any time using the NVC utility panel. **Manager Workspace landing page** Enable Manager dashboard to view the Help Request on the landing page. • View the **Help Request** tab on the Manager Workspace landing page and in Conversation Monitoring list view. • Segment Help Request interactions by different channel including Chat, Email, Messaging, Phone and Video. **Channel Management in Workforce Optimization for Customer Service** • View the **Help Request** tab on the Channel Management landing page. • Enable supervisors to open any active voice request to review context and take action by monitoring the live call, coaching the agent privately, or barging in to speak with both the agent and the customer.
Zero Copy Connectors	**Cloudera Impala**

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Application or feature	Details
	Retrieve data from Cloudera Impala in real time without copying or duplicating the data. **Australia Patch 1Connect to Prometheus** Retrieve data from Prometheus in real time without copying or duplicating the data. **Connect to another ServiceNow® instance** Retrieve data from another ServiceNow® instance in real time without copying or duplicating the data. **OAuth authentication** Configure OAuth authentication in Databricks, Oracle, and Snowflake connectors.

Changes to Australia features and products

Cumulative release notes summary on changes to Australia features and products.

Existing products were updated and changed in Australia. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Control Tower	Not applicable.
AI Search	**Australia Patch 1** **Now Assist Multi-Content Response Genius Results** If you have Now Assist in AI Search installed, Now Assist Multi-Content Response Genius Results are supported in global and workspace search. Activating Now Assist Multi-Content Response Genius Results in global or workspace search profiles overrides all other Genius Result configurations, so that global and workspace searches only display Genius Result answers from Now Assist Multi-Content Response Genius Results. Virtual Agent topic citations from Now Assist Multi-Content Response Genius Result answers in global or workspace search open the selected topic in the Now Assist panel so the user can continue their conversation on that topic. **Search Suggestions** Search administrators with the ais_admin granular admin role can access all Search Suggestions tables. Assign search administrators this role to eliminate needless propagation of full admin access. **Gain insights into search behavior with a refreshed and updated Search Preview UI.** Preview search query results using settings from a search application configuration or a search profile. Choose between keyword and hybrid search modes. Display search results as individual EVAM cards or as a JSON-

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>format search query response object, with search and syntax highlighting. Review search query behavior and results and specify search query settings with the new Summary, Genius Results, Details, and Profile admin tools.</td></tr>
<tr><td>API</td><td>

Changed client classes in Australia

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>GlideForm (g_form) - Client</td><td>On fields set to strict read only, the following methods do nothing and log a warning in the browser's console if used:
clearValue()
setValue()
For more information, see Configuring read-only security options.</td></tr>
<tr><td>GlideForm (Next Experience) - Client</td><td>On fields set to strict read only, the following methods do nothing and log a warning in the browser's console if used:
clearValue()
setValue()
For more information, see Configuring read-only security options.</td></tr>
</table>

Changed REST APIs in Australia

<table>
<tr><th>API</th><th>Endpoints</th></tr>
<tr><td>Party Management Open API</td><td>Previously, all GET endpoints didn't return results for Account records as expected due to a hardcoded flag. As a fix, users are now required to install the plugin Customer Service Base Entities (com.snc.cs_base), which adds the Active field to Customer [customer_account] and Core Company [core_company] tables.
Party Management – GET /api/sn_tmf_api/v1/party/individual
Party Management - GET /api/sn_tmf_api/v1/party/individual/{id}
Party Management – GET/api/ sn_tmf_api/v1/party/organization/{id}
Party Management - GET /api/sn_tmf_api/v1/party/organization</td></tr>
</table>

</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>API</th><th>Endpoints</th></tr>
<tr><td>Wrap Up API</td><td>Added support for AI-generated wrap#up codes and notes.
Wrap Up - GET /now/wrapup/segment/{segment_id}
Wrap Up - GET /now/wrapup/segment/agent/{agent_id}/interaction/{interaction_id}
Wrap Up - POST /now/wrapup/segment/create</td></tr>
</table>
</td></tr>
<tr><td>Access Management</td><td>
Early Availability
Query ACLs
Query ACLs now load automatically during plugin installation for most platform plugins. These preconfigured ACLs reduce the need to run the QueryRangeACLAuditor tool to generate query ACLs. Store app query ACLs aren't included in preconfigured query ACLs. For more information about preconfigured query ACLs, see the Maintenance Information [KB2046494] article in the Now Support Knowledge Base.

Existing custom query ACLs are preserved and loaded as inactive. To view inactive ACLs, use this command: <code><INSTANCE_URL>/sys_security_acl_list.do?[query_parameters]</code>

QueryRangeACLAuditor tool modifications are preserved.

ACL rule types
Core field and datatype ACLs are replaced with more comprehensive rules to optimize ACL volume.
Access Analyzer
Use ServiceNow® Access Analyzer v6.1, a tool designed for AI administrators or creators to validate the access controls configured within agentic assets (agentic workflows and AI agents) on the ServiceNow AI Platform.

Important: Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.
</td></tr>
<tr><td>Accounts Payable Operations</td><td>
Configure Document Intelligence using Now Assist for Accounts Payable Operations (APO)
The Document classification skill auto-classifies supplier email attachments as invoice, credit memo, or supporting documents with an AI-recommended confidence score.
</td></tr>
</table>

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Application or feature	Details
	After the classification, separate invoice processing cases are created for invoices and credit memo with supporting documents linked to both the cases. The playbook allows you to configure the confidence threshold for auto-approval or involve AP specialists to manually review them.
Agent experience for CSM	**Editable record headers** Enables agents to edit the short description of a record directly from the header field. This feature is available on the following record pages: • Front-line case page • CSM Interaction record page • CSM default record page **Collaborate component in CSM Configurable Workspace** Use the Collaborate component in the contextual side panel in CSM Configurable Workspace to communicate and collaborate with stakeholders in real time to resolve cases. **SLA component on the Front-line case page** Use the Service Level Agreement (SLA) component in the contextual side panel on the Front-line case page to view SLAs. The SLA cards appear in the Record Information tab below the record information card. **Email Interaction record page enhancements** Minimize drafts to a dock at the bottom of the workspace page in the inline modeless composer. View activities in the activity feed at the top of the page in reverse order, with the newest entries displayed at the bottom. **Lookup component added to the Email Interaction record page** Enable agents to look up contacts and consumers by name, phone number, or email address and link them to a record. **Create actions on the Front-line case page** Create different types of records by using the **Create** button on the Front-line case page. Selecting an action from the Create button, such as creating an incident or a knowledge gap, opens the form in a modeless dialogue. **View attachments in modeless dialogs** Enable agents to access and review attachments in modeless dialogs instead of workspace tabs. Agents can easily view attachments while also viewing case information and drafts of emails, comments, or work notes. **Auto-dismiss alerts in CSM Configurable Workspace**

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Application or feature	Details
	Reduce visual clutter through auto-dismissible alerts, which are enabled by default for Info, Low, and Moderate alerts, with a default timer of five seconds. Critical and High alerts remain persistent to ensure important notifications stay visible. **Maximum number of active tabs in CSM Configurable Workspace** Agents can open up to 20 active tabs (previously 10) in CSM Configurable Workspace to handle multiple tasks simultaneously without losing context. **Open multiple lists in separate primary tabs** Agents can now open multiple lists in different CSM Configurable Workspace primary tabs, enabling seamless context switching between lists without losing their current workspace view. **Granular admin roles** Enhance security, reduce over-privileged accounts, and enable flexible, task-focused permission management by assigning granular, feature-specific roles to replace broad admin access.
Application Manager	**Unlicensed application information** In addition to details about applications that are already licensed, the "Available for you" tab of the Application Manager now includes information about applications that haven't been procured from the ServiceNow Store yet.
Authentication	**OAuth enhancements** Following are the OAuth enhancements: • Use **Opaque** or **JWT** token option for your inbound integration endpoints. • Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations. • Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider.
Case management for CSM	**Major Issue Management** Case Type consistency improvements: This update ensures case type consistency when creating and managing major cases and their related child cases, improving accuracy and reducing manual correction.

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Application or feature	Details
	• Create major cases automatically upon approval, and major cases now inherit the same case type as the originating case. • Promote the proposed case directly to a major case I-if no account or consumer or partner exists on the originating major case. • Use the major case's case type and inherit the fields defined in (sn_customerservice.case_fields_to_sync) property or defined through extension point for child cases. **Task plan templates** Add flexible task dependency management to task plan templates, and support for attachments. • Schedule offsets can be defined when creating dependencies, allowing tasks to start within a specified time period (minutes, hours, days, or weeks). • Configure and manage task dependencies directly from task dependency list and view layouts. • Built-in validations prevent circular dependencies, ensuring task plans remain accurate and reliable. • Ability to attach documents to tasks or cases. • Select **Apply Template** for any published task plan templates to automatically add all document references from the original template items to the newly created tasks, ensuring seamless access for task owners to all required documents. **Case type selector for creating cases** The case type selector is now activated by default when creating cases of these types: • Interaction • Account • Contact • Consumer • Sold product • Install base item • Related lists: child case, case task • List view • Case task list view
Clone Admin Console	**Updated clone menu navigation items** All clone-related functions are now available under the Clone Admin Console menu navigation item.

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Application or feature	Details
	Submit a new clone even if another clone is scheduled Create an additional clone request even if there's already a future clone for that target. This feature helps with the limitation where you can't submit another clone until all existing requests have been canceled. **Clone summary** Help prevent clone conflicts with the Clone summary, which highlights clones that are scheduled in the next 30 days that involve the same target instance.
Cloud Cost Management 10.0	**Granular instance operator role** Use the instance operator role to perform routine operational tasks without requiring the full admin role for basic operations. By using limited privileges in the instance operator role, you can help reduce security risks across your organization.
Configurable Workspace	**Record List component bundle enhancements in UI Builder** Configure these enhancements to the Record List component bundle in UI Builder: • Pin columns to keep them visible while scrolling horizontally. • Change the medium default size for highlighted values. • View list data as a data visualization. • Show a filter overview in the list header for a summary of the filters currently applied to the list. • Catalog variables and questions are supported as list columns. • Open lists in multiple session tabs from the list menu. • Customize gallery list card layouts including images, icons, text placement, and sizing. **AI filter assist** Convert everyday language into an encoded query with AI filter assist. **Track record list changes** Get an AI-generated summary of recent changes made to a list without manually reviewing each record. **Grouping for related lists** Configure related lists to persist selections for the Group by filter. **Predicate Builder component enhancements in UI Builder:** Configure these enhancements to the Predicate Builder component in UI Builder:

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Application or feature	Details
	• Customize condition rows. • Configure a simple filtering mechanism. • Use a search term for filtering panel definitions. • Configure fixed queries. **Hierarchical queries** Configure a record hierarchy to create filter queries that traverse levels of hierarchy. **Dynamic queries** Configure dynamic attributes and dynamic categories to create filter queries that use the dynamic schema field type. **Form component enhancements in UI Builder:** Configure these enhancements to the Form component in UI Builder: • Wrap field labels on mobile devices. • Display an indicator dot on unsaved fields. • Add a background color to unsaved fields to make them more noticeable. • Add an address field to forms that searches, validates, and automatically fills an address. **AI indicator** The AI indicator is a visual cue that identifies form fields in configurable workspace and Core UI that have been updated with AI-generated content, providing a consistent and clear indication of AI involvement across the platform. **Unsaved field indicator** Configure the unsaved field indicator for your entire workspace experience instead of individual pages. **Background color for unsaved fields** Configure a background color to display on unsaved fields for your entire workspace experience instead of individual pages. **Background color for highlighted values** Configure a background color for fields with highlighted values. **Text commands for journal fields** Configure text commands that can be applied by keyboard shortcuts within journal fields. **HTML editor toolbar** Configure toolbar options for the HTML editor within journal input fields.

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Application or feature	Details
	Inline validation for string fields Configure inline validation for string fields that formats inputs automatically, persists guidance text as a placeholder, and restricts unsupported characters. **Watch lists** Add and remove yourself and multiple records from a watch list. **Form Templates component enhancements in UI Builder** Configure these enhancements to the Form Templates component in UI Builder: • Preview form templates before applying them to the record page. • Display an alert message and confirm reuse when a selected form template is already applied to that record. **Activity Stream component enhancements in UI Builder** Configure these enhancements to the Activity Stream component in UI Builder: • Edit and delete Activity stream posts after submitting. • Add knowledge base links from recommended actions to Activity stream posts. **Keyboard shortcuts for emails** Use keyboard shortcuts to open drafts, email templates, and response templates. **Attachments component enhancements in UI Builder** Configure these enhancements to the Attachments component in UI Builder: • Open the file viewer as a modeless dialog. • Customize the attachment header, upload instructions, and menu actions in both the full and compact modes. • Display the loading skeleton as a spinner or as three cards. • Enable a visible drop zone for file uploads in the compact mode. **Form action layout groups for declarative actions** Upgrade form action layout groups to customize the order, label, and icons for declarative actions without altering the base action. **Declarative actions and UI actions on public pages** Non-logged in users may access specified declarative actions and UI actions on embedded web pages while maintaining integrity with security guidance and access control list permissions.

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Application or feature	Details
Configuration Management Database (CMDB)	**Elevated user roles are no longer required for CMDB tasks**: Access to CMDB tables is no longer restricted to users with elevated privileges. Instead, for improved security, users with access privileges that are trimmed to CMDB features can complete any administrative or end-user CMDB task: • CMDB tables that required the admin or itil_admin roles are now also accessible to the sn_cmdb_admin user role. • CMDB tables that required the itil role are now also accessible to the sn_cmdb_editor user role. For more information, see the CMDB Granular Role EPIC changes [KB0561055] article in the Now Support Knowledge Base. **Automatically generate de-duplication tasks for lookup and related tables** Configure IRE to automatically generate de-duplication tasks for specific lookup or related tables during the identification process. You can then process those de-duplication tasks to remediate any duplications. **Remediate duplicate related items in lookup tables** Configure IRE to create de-duplication tasks for duplicate related items in a lookup table, detected during a lookup-based identification. Sort which duplicates do or don't require remediation by configuring the system property *glide.identification_engine.lookup_match.create_duplica* For more information, see Detecting duplicate CIs. **Domain separation for key CMDB tables** The following tables now support domain separation on instances which are configured with domain separation: • Key Value [cmdb_key_value] • Printer Instance [cmdb_print_queue_instance] • Software Instance [cmdb_software_instance] • Client Access [samp_client_access] • Oracle Options [samp_oracle_options] Domain separation can help protect sensitive information by supporting domain-specific data segregation. For more information about domain separation and how to activate it, see Domain separation setup and administration. The CMDB Query Builder expanded its support for various types of query structures that can run in V2 engine mode. Also, the performance of running

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Application or feature	Details
	queries in V2 mode is improved. Query structures that aren't supported include related list conditions, NOT operators combined with filters, certain Service Mapping relationships, and OR operators unless explicitly enabled by the *glide.cmdb.query.or_execution_mode* system property.
Customer Success Management	**Touchpoint home page** Internal touchpoints ensure that the internal teams are aligned on the objectives and outcomes of the engagement.
Data Management for CSM	**Enhanced Customer Data Viewer role** The Customer Data Viewer (sn_customerservice.customer_data_viewer) role includes expanded access to additional data tables and menu items. These enhancements enable users to view a broader range of customer data while maintaining read-only access restrictions. With this enhancement, you can: • Extend access to additional tables for the customer data viewer role ○ Inherit household role in customer data viewer role • Explore additional menu items now accessible to the customer data viewer role. **Household plugin migration to ServiceNow Store** Starting with the Australia release, the Household family plugin (com.snc.household) has been migrated to the ServiceNow Store as a standalone application. Any new enhancements to this application are delivered through the Household store app. This change provides improved packaging, versioning, and deployment flexibility for B2C implementations that require household relationship management. **Guided setup access for granular admin roles** Access to foundation data steps in guided setup now aligns with CDF admin roles. This access change enables administrators to delegate specific configuration tasks to users based on their assigned roles, providing greater flexibility in managing setup responsibilities. **Extensible account code support** Updated the account code generation logic to support dynamic length scalability. Account codes now automatically expand from 4 digits to 5 or more as needed, ensuring unlimited account growth without manual intervention. Administrators can resolve invalid insert errors by clearing the system property to regenerate codes based on the maximum existing code. **Declarative Responsibility Framework enhancements**

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Application or feature	Details
	Introduced usability and functional enhancements to the Customer Access Management (CAM) Declarative Responsibility Framework. These updates streamline access configuration management and improve flexibility for responsibility definitions. With this enhancement, you can now: • Import or copy access configurations from one responsibility definition to another. • Manage CAM-related assets through improved cleanup capabilities. • Reference any field name in the Responsibility Definition field configuration. **Unified User configuration enhancements** Added a system property (sn_customerservice.consumer.allowed_user_types) to enhance unified user management. This property specifies which user types (classes) can be associated with consumers. **Customer Life Cycle Management Workflows** Added core primitives to support price and quantity ramps, enabling flexible, time#based changes across the sold product lifecycle. The feature delivers scalable pricing aligned with usage, simplifies post-sale workflows, and improves revenue forecasting without custom scripts. **Sold product form** Create future#dated subscription products in a **Pending Activation** state to improve the Add#Order#to#Sold#Product process. It also ensures lifecycle accuracy, predictable billing, and fair access for customers while improving revenue recognition for businesses. Renamed Service Model Foundation entities to improve clarity and maintain consistency across the platform. Review your existing configurations, scripts, or integrations that reference these entities and update them accordingly.
Data Privacy	**New experience** • Optional condition filter when running anonymization jobs to fine tune the scope of data to be anonymized. • Specific anonymization policy for catalog variables to anonymize sensitive data in catalog requests.
DevOps Change Velocity	**Enhanced JFrog integration with DevOps Change Velocity** Gather JFrog evidence seamlessly and create change records automatically using the improved JFrog integration with DevOps Change Velocity.

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Application or feature	Details
	Bearer authentication in JFrog Connect to JFrog using the secure bearer token authentication to comply with JFrog's updated security policies. **HTTP proxy for Docker** Connect to DevOps Change Velocity through HTTP proxy settings using environment variables in your Docker deployment for instances that run a proxy server. **Health scan enhancements** • Identify any callback processing issues in your instance. • Identify any access control rule (ACL) that is incorrectly associated with a role in your instance. • Verify whether all DevOps tables are present in your instance and confirm whether all metadata in sys_* tables is present. • Verify whether all DevOps roles in your instance contain all expected roles, including inherited roles. **Auto close without Change Management - State Model [Legacy] plugin** Change requests can now be auto-closed without requiring you to install the Change Management - State Model [Legacy] plugin.
Developer Sandboxes	**Upgrade enhancements** After an upgrade, Developer Sandboxes now recreates the sandboxes on an instance and automatically backs up update sets to the base instance. **Cloning enhancements** After a clone, sandboxes on an instance are automatically re-created with the same name, but without the previous work. **Queuing for successive sandbox creation** To improve performance, Developer Sandboxes has implemented queuing when multiple sandboxes are created in succession. **SSO support for vanity URLs** Instances with vanity URLs can now support Single Sign-On (SSO). **Schema change for shared tables isolates the table** To ensure configuration consistency, if you make a schema change, such as adding a column, to a shared table, the table now becomes an isolated table on the sandbox that initiated the schema change. **New vibe coding documentation**

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Application or feature	Details
	Documentation is now available that introduces vibe coding, which is a natural language approach to application development in ServiceNow, including how to get started, when to use it, and how it fits within the broader suite of AI-powered development tools.
Dispute Content Pack for US Regulations	**Enhanced SLA Definitions for Reg E and Reg Z** Improve regulatory adherence in your dispute workflow with the following enhancements to Reg E and Reg Z SLA definitions, ensuring timely dispute resolution and reducing regulatory risk exposure: • SLA tracking now anchors to the dispute report date instead of the case creation date. • SLA timelines for Reg Z are updated to require the financial institution to resolve the dispute within two complete billing cycles or 90 calendar days from the dispute report date.
Dispute Rules Content Pack for Mastercard	**Dispute Rules Content Pack for Mastercard chargeback eligibility rules updates** Determine the eligibility of a selected transaction for chargeback through chargeback eligibility rules transformed into technical formulas. **Dispute Rules Content Pack for Mastercard intake questionnaire updates** Benefit from the dispute questionnaire provided through Dispute Rules Content Pack for Mastercard with some modified questions and added hard stop alerts.
Domain Separation	**Dot-Walk Scoping Bypass Compliance (DIRS0000335)** Domain Separation has been updated to comply with the platform-wide dot-walk scoping bypass directive (DIRS0000335). Customers who have customizations involving dot-walk queries on domain-separated tables should review their configurations after upgrading. **Java 21 Runtime Support** Domain Separation has been validated and updated to run on the Java 21 runtime introduced in the Australia release. Deprecated Java APIs have been removed from the Domain Separation codebase. No action is required for customers — this update is included automatically with the Australia upgrade.
Enterprise Architecture	**Granular admin role changes in Enterprise Architecture** Added the granular level admin role (sn_apm.apm_admin) to the following system properties in the Enterprise Architecture:

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Application or feature	Details
	• *sn_apm_trm.is_product_life_cycle_tech_debt_enabled*: Make this property false to disable calculating level 2 technical debt. • *glide.ui.sn_apm_trm_product_request_activity.fields*: TRM Product Request activity formatter fields. • *sn_apm_trm.noOfPublishersPerTRMPage*: The number of publishers to show per page. • *glide.ui.sn_apm_trm_product_lifecycle_request_activity*: TRM Product Lifecycle Request activity formatter fields. • *sn_apm.noOfSoftwareModelsPerTPMPage*: The number of software models to show per page. This property is used for client-side pagination. • *sn_apm.discoveryModelProductTypesForTPMSuggestions*: Product types of discovery models to consider for TPM software suggestions. • *sn_apm.noOfSDLCComponentPerTPMPage*: The number of SDLC components to show per page. • *glide.ui.cmdb_ci_business_app_activity.fields*: Business application activity formatter fields. • *sn_apm.startRangeOfTPMLifecycle*: The number of years prior to the current date is included when displaying software model lifecycle phases in the TPM timeline. • *sn_apm.endRangeOfTPMLifecycle*: The number of years beyond the current date is included when displaying software model lifecycle phases in the TPM timeline. • *noOfBusinessAppsPerTPMPage*: The number of business applications to show per page. **Enhancements to the My certifications section** View only the certifications that are relevant to you in the **My certifications** tab on the Enterprise Architecture Workspace home page. **Enhancements to the Application Portfolio** Business applications with the Retired state or Lifecycle stage as End of life are no longer displayed in the Business Portfolio section.
Enterprise Asset Management	**Early Availability** **Multiple assets and asset groups in a work order** A work order and work order task can now be created for asset groups in addition to individual assets. Additionally, the sn_eam.enterprise_asset_manager role can add more assets to tasks while they're in the draft stage. When technicians start the task, they can take action on all included assets. The Deploy Asset, Swap Asset, and

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Application or feature	Details
	Remove Asset actions within work order tasks support multiple assets and asset groups. **Shutdown and Startup work types** The **Shutdown** and **Startup** work types available in the work order tasks enable you to manage asset shutdown and restart tasks. **Multiple calibration playbooks** When a calibration work order is created for multiple assets or an asset group, the system generates a separate calibration playbook for each asset in the Affected assets list. **Multiple condition lines** When an asset condition work order is created for multiple assets or an asset group, the system generates a separate condition line for each asset in the Affected assets list. All condition lines must be evaluated before the work order can be completed.
Field Service Management	
Financial Services Card Operations	**Automated document submission in Mastercard transaction dispute process** Streamline the submission of supporting documents to Mastercard in the Mastercard Dispute Management workflow through document attachment and validation. Attached files are automatically checked against Mastercard requirements for file type and size. This update reduces the need for manual intervention, minimizes rework, and helps avoid rejection risk. **New subflow and action to support Card data security** Support attaching documents to a specified table record using the following subflow and action in Card data security: • Attach Document to Table Record • Attach Tokenized Document to Table Record
Financial Services Operations Integration with Mastercard	**Updated subflows** The following subflows were updated to support integration with the Card data security application: • Mastercom - Look up Case Documents • Mastercom - Look up Chargeback Documents **Updated subflows for the Mastercard document attachment and validation enhancement** The following subflows were updated to support the document attachment and validation enhancement:

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Application or feature	Details
	• Mastercom - Create Case Filing • Mastercom - Create Chargeback • Mastercom - Take Action on Case • Mastercom - Update Chargeback
Financial Services Operations Integration with Visa	**Updated subflows** The following subflows have been updated to support integration with the Card data security application: • Look up Associated Transactions • Look up Dispute Pre Arbitration Details • Look up Dispute Filing Details • Look up Dispute Response Details • Look up Dispute Pre Arbitration Response Details
Identity	**Role masking in Now Assist AI agents** Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions. **User management enhancements** User management enhancements: • Configure AI agents or AI users by selecting the `AI` option from the Identity type drop-down menu. • Use the ai_user_admin role for creating, editing, and role management of AI users. Use this role to view, create, edit, assign roles to, and delete users with the identity type as `AI`. • Use the Identity sub-type field to categorize the identity type while creating a user. • Use the new date and time formats based on the user's preference while creating users. **Federated ID** Use Federated ID to uniquely identify roles across multiple instances. Federated ID provides a unique identifier for roles, making it easier to manage and track them across instances. **Machine Identity Console** View the Inbound API Integration Usage dashboard under the Machine Identity Console's Unique API calls page to access statistics for requesters and their API calls. **Scripting Governance Tool**

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Application or feature	Details
	Manage user permissions for scripting on the ServiceNow AI Platform from the enhanced scripting governance tool.
Impact	**Use Guided Setup for Impact Store Application configuration** The Impact Guided Setup provides a more efficient, streamlined way for you to configure the Impact Store Application. For information about how to upgrade, see Configure the Impact Store Application.
Import and Export	**The mssql-jdbc.7.4.1.jre8 jar file is no longer part of the MID Server distribution** If you have a JDBC data source integration that uses this jar file (that is, any MSSQL connections) install this jar file or the vendor recommended jar file according to KB0862383.
Industrial Process Manager	**Admin role dependency** Several new granular admin roles were added to enable developers to complete administrative configuration tasks without requiring the full admin role.
Instance Scan	**Scan execution of inactive and base system checks** You can now execute scans on inactive checks by setting the glide.scan.inactive_records property to true. Add and enable glide.scan.base_system_records property to execute scans on base system checks.
Key Management	**Updated workflow for creating cryptographic modules** Use the streamlined workflow designed for faster, easier creation of cryptographic modules. **SecurityUtils Enhancements** The SecurityUtils API has been enhanced to help prevent cross-site scripting attacks, including methods to sanitize and escape input.
Localization Workspace	**Cancel translation requests, delete draft requests, and review archived requests from the landing page** Monitor and control your requests on the landing page with functions to cancel translation requests, delete draft requests, and review archived requests. **View the translation method from the translation request summary** View the translation method, such as TMS or machine translation, from the translation request summary. The summary is available from the My Requests list on the landing page. **Use intelligent due date suggestions based on the size and scope of your requests**

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Application or feature	Details
	Use intelligent due date suggestions, which provide an estimated completion date for your translations, based on the size and scope of your translation request. You can accept the suggested due date when submitting your request.
MID Server	**MID Server supports PowerShell 7 for Discovery** MID Server now supports PowerShell 7, while maintaining backward compatibility with PowerShell 5.1. This update enhances security, accelerates onboarding, and reduces deployment blockers through improved runtime detection and comprehensive test coverage. **Configure the MID Server for CyberArk CCP** MID Server's CyberArk integration adds a REST-based CCP option alongside the existing AIM SDK method, providing flexible, interchangeable integration choices. This additional option can reduce dependency overhead and enables you to choose between the AIM SDK and REST-based approaches according to your requirements. **Smart Workload Manager in clusters** MID Servers in a cluster now assign jobs based on the true load, using a variety of criteria. The smart workload manager continuously evaluates the queue size, execution time, CPU usage, and buffer size. The manager then assigns tasks to ensure that no server is overloaded. **MID Server is bundled with Java Runtime Environment 21** MID Server comes bundled with Java Runtime Environment version 21.0.7 and requires a minimum JRE version 17.0.10. The installer automatically configures Java 21.0.7 to run in your environment. If you have installed your own JRE, see the **Important information for upgrading MID Server to Australia** section to ensure your JRE is compatible.
Mobile Platform	**Enhanced prelogin page customization** Configure the placement of the branded landing page login button to be either in the top menu header or as a part of the web page. Integrating the button into a web page helps you to implement a secure flow that addresses issues like short authentication session lifetimes. **Tone in Virtual Agent** Adjust the Virtual Agent tone and response lengths in Assistant Designer. **Suggested actions** Configure suggested actions across all agentic workflows. **Input form screen buttons**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Enable up to two top action buttons on mobile device input forms that have the Screen presentation attribute.
Markdown support for tables in Virtual Agent
Render tables in Virtual Agent with markdown support to keep table sizing consistent.
Turn off mobile impersonation
Configure the impersonationEnabled property to turn off mobile impersonation functionality. With this property, administrators can hide the impersonation option from the mobile app, regardless of assigned user roles.</td></tr>
<tr><td>Next Experience Components</td><td>Components
<table>
<tr><th>Component</th><th>Enhancement</th></tr>
<tr><td>Activity Stream</td><td>• Enable users to edit or delete journal posts.
• Add a dropdown with check boxes for author names using the Posted by filter that enables users to filter posts by author, select all, or clear all. Users can also filter for any AI-generated posts.</td></tr>
<tr><td>Alert</td><td>• Enable keyboard focus to move to the alert when it appears.
• Add AI variants with updated color palettes for generative AI workflows.</td></tr>
<tr><td>Alert list</td><td>Enable keyboard focus to move to the Show alerts button when the alert list appears.</td></tr>
<tr><td>Button</td><td>Add AI variants with updated color palettes for generative AI workflows.</td></tr>
<tr><td>Button iconic</td><td>Add AI variants with updated color palettes for generative AI workflows.</td></tr>
<tr><td>Button circular</td><td>Add AI variants with updated color palettes for generative AI workflows.</td></tr>
<tr><td>Calendar</td><td>• Hide time zone dropdown in the calendar header.
• Hide time lapsed indicator or time zone indicators.
• Add section-based time zones.</td></tr>
</table></td></tr>
</table>

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Application or feature	Details

Component	Enhancement
Card base container	Add AI variants with updated color palettes for generative AI workflows.
Checklist	• Edit or delete items on hover. • Edit checklist items inline. • Edit, delete, and reorder checklist items. • Configure empty state checklists to add new items.
Dropdown	Add AI variants with updated color palettes for generative AI workflows.
Dropdown list	The mobile version uses the sheet component instead of a popover.
Form	• Place each form field label in line with the input field and adjacent to other field labels using the "Tabbed" (horizontal) layout. • Highlight form fields with unsaved changes using a background color, in addition to the existing field indicator, which is now selected by default.
Form Templates	• Show that the preview option displays modal preview to help agents understand all the fields affected when they apply a particular template. • Alert to inform users if a template has already been applied to a record.
Highlighted value	• Enter additional text to display in a popover when the highlighted value is selected. • Add AI variants with updated color palettes for generative AI workflows.
Icon	Support for theme-specific custom icon uploads.
Input	Display persistent placeholder text to guide users in entering data in the correct format.
Kanban	Use keyboard shortcuts to drag and drop cards between columns and rows.

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Application or feature	Details

Component	Enhancement
List selector	Disable the selection feature for a chosen array of list selector items.
Node map	• Use radial layout to arrange nodes in a ring-like pattern. • Use content slots to add components. • Disable node dragging.
Schedule recurrence	• Automatically update all recurring events in a series. • Fill in event details using AI.
Split button	Add AI variants with updated color palettes for generative AI workflows.
Tabs	Hide padding on the sides of each tab for horizontal (Top) tab position, to provide more room for additional tabs.

Data visualizations

Chart	Enhancement
Bar (including Pareto)	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Removed the display setting for Height, which can be configured in the **UI Builder Styles** tab. • Align title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.

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Application or feature	Details

Chart	Enhancement
Box plot	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Bubble	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Dial	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Gauge	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating.

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Application or feature	Details
	Chart / **Enhancement**
	• Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
	Geomap • Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
	Heatmap • Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
	Indicator Scorecard • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line.

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Application or feature	Details

Chart	Enhancement
	• Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu.
Pie/Donut	• Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Pivot table	• Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Single score	• Align the title horizontally to the Start, Center, or End. The default is Start. • Wrap chart elements instead of truncating.

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Application or feature	Details

Chart	Enhancement
	• Align the title horizontally to the **Start**, **Center**, or **End**. Default is **Start**. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.
Time series	• Removed the display setting for Height, which can be configured in the **UI Builder Styles** tab. • Show or hide a tooltip that displays on hover showing the percentage of total for a data point. • Align the title horizontally to the **Start**, **Center**, or **End**. The default is **Start**. • Align all chart content to the starting edge, center, or ending edge of the visualization. • Set the line of truncation to 2 or 3 lines instead of truncating long titles after 1 line. • Wrap long titles to a second line, instead of truncating. • Hide the refresh action that is available to users in the More options menu. • Show incomplete periods for a data snapshot indicator when selecting Metric. • Enable Auto aggregation to have the most appropriate aggregation level determined based on the selected date range, applied date filters, or data availability.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

App Shells

<table>
<tr><th>App shell</th><th>Enhancement</th></tr>
<tr><td>Agent Workspace app shell</td><td>Configure alt text for a ServiceNow or customer logo button.</td></tr>
</table>

</td></tr>
<tr><td>Next Experience Developer (NED) Tools</td><td>

Events tab in the Next Experience Inspector

Exclude filters in the Events tab to filter out specific events.

Components tab in the Next Experience Inspector

Use the journal section in the Components tab to get a log of state updates, property updates, actions dispatched, and actions handled.

</td></tr>
<tr><td>Notifications</td><td>

Sending email using Microsoft Graph

Connect Microsoft email accounts using Microsoft Graph within the ServiceNow instance for sending outbound emails.

Email threading for inbound reply email

Enable classification of inbound emails by using the thread-index header for emails originating from Microsoft or Microsoft Outlook ecosystem.

Column Level Encryption for email attachments

Attachments from inbound emails are now encrypted when stored in CLE-enabled tables and decrypted when sent in outbound emails, ensuring secure access without requiring scripting.

Enable push notifications for logged-out users

Push notifications can now be configured to be sent to users even when they are logged out, ensuring critical updates are not missed.

</td></tr>
<tr><td>Now Assist</td><td>

Now Assist Conversational Help

The discovery of Conversational Help Skills from Now Assist panel is no longer configured as auto-enabled.

</td></tr>
<tr><td>Now Assist for Configuration Management Database (CMDB)</td><td>

New role required for the Create configuration item agentic workflow

The sn_cmdb_admin role is now required to use the 'Create configuration item' agentic workflow (was sn_cmdb_editor).

Skills now also require the now_assist_panel_user role

</td></tr>
</table>

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Application or feature	Details
	AI skills that execute in the Now Assist panel now require both the cmdb_dedup_admin and now_assist_panel_user roles.
Now Assist for Creator	**Use the app generation skill to generate apps** Build Agent is the default setting for app generation in ServiceNow Studio. To continue using the app generation skill, change the setting in ServiceNow Studio.
Now Assist for Operational Sustainability Management	**Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.
Now Assist in Document Intelligence	**Australia Patch 1** **Now Assist in Document Intelligence skills are now turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading: Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Early Availability** **Document and visual insights AI agent enhancements** Tools used by the document and visual insights AI agent are consolidated to improve performance. **Changes to limitations** The file size limit for uploading a file using the attachment summarization feature is changed from 10MB to 20MB.

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Application or feature	Details
	Add a tool Document and visual intelligence capabilities used to leverage extraction, question answering, and summarization for skills created with Now Assist Skill Kit is available to users with the appropriate role(s).
Operational Technology Incident Management	**Admin role dependency** Several new granular admin roles have been added, which enable developers to complete administrative configuration tasks without requiring the full admin role.
Operational Technology Manager	**Use CMDB groups to add OT context to IT CIs** When you use CMDB groups to add OT context to IT CIs, you can no longer create an Automated IT OT Bulk Contextualization record with more than one CMDB group. **Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job** The *Automated IT OT Bulk Contextualization - Using CMDB groups* scheduled job can only process 10,000 CIs at one time. If you have more than 10,000 CIs, the remaining CIs will be processed in the next job run. **Admin role dependency** Several new granular admin roles were added to enable developers to complete administrative configuration tasks without requiring the full admin role.
Order Management	**Managing inflight order for site projects** Use the OM integration with SPM for in-flight orders to support projects for site and maintain program project and sub-project hierarchy.
Performance Analytics	**Explore native data snapshots indicators with KPI Details** KPI Details supports data snapshots indicators that you create, not only those that are enabled from classic indicators. The following features have been created for or extended to native data snapshots indicators: • Subscriptions for alerts on targets and thresholds, which can be set from the targets and thresholds panels • Adjustable filtering by breakdown, calendar, or time series aggregation • Hierarchical breakdowns, with scores rolled up to parent elements • Customizable score formatting options, such as precision and abbreviation

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Application or feature	Details
	View data trends in data snapshots as data accumulates When you select a field by which to trend a data snapshots automated indicator, you have the option to show the trend for incomplete collection periods. This feature shows the trend as it develops for live data without having to wait for the end of the collection period. You can set this behavior either on the automated data snapshot indicator record or in a time series data visualization for a data snapshot indicator. **Collect data snapshots scores with confidence** Data mining for data snapshots scores has the following improvements: • Collect scores for tables with any volume of records. • The system accurately and automatically handles data gaps when data mining is disabled. • You are warned of the implications before you manually disable data mining (score collection). **Activate data snapshots in more cases and with better information** • Activate indicators without active data collector jobs. • Activate indicators regardless of underlying record volume. For example, the `INSERT_VOLUME_EXCEEDED` error no longer occurs. • If the activation fails because of scripted breakdowns, the scripted breakdowns are listed in the failure message. • Generic parsing errors have been rewritten into specific, categorized messages.
Performance Analyzer	**Deep linking** Save and share links that replicate the same view for others. **Group by variant** Aggregate pages with data grouped by variant help you to identify performance issues. **Filter client interaction lists** Filters for client interaction lists enable you to investigate user-specific performance issues. **Waterfall view** The waterfall view displays which macroponent is associated with server-side calls to help you trace API calls to specific UI components.
Platform Analytics experience	**Manage Platform Analytics in the improved Analytics Overview page**

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Application or feature	Details
	Quickly discover artifacts, access relevant information and key metrics, and take actions to manage the health of the library. The Analytics Overview page (formerly Analytics Center) acts as a one-stop shop and entry point for role-specific access to all important information related to Platform Analytics. **Platform Analytics experience is enabled by default for all users on upgrade to Australia** Create content entirely within Platform Analytics. **Take role-based tours** Role-based guided tours are added to the Platform Analytics Migration Center and the Dashboards and Data Visualizations library pages. **Filter dashboards by string field values** Filter data by the contents of string-type fields with a single-select or multiple-select filter. **Explore native data snapshots indicators in KPI Details** • Employ intraday analysis with granularity based on work shifts. • Customize score formatting options. • Adjust breakdowns, calendar, and aggregation periods while exploring an indicator. • Set up subscriptions for alerts on targets and thresholds directly from the targets and thresholds panels. • Define hierarchical breakdowns with scores rolled up to parent elements. **Create hierarchical filters for Industrial Connected Workforce indicators** Create multilevel filters with roll-up aggregation across nested organizational structures, which moves from site, to plan, to department, to functional location. **Download data visualizations as CSV or Excel files** As a viewer, you now can download any data visualization, not only a List, as a CSV or XLS file. **Automatically set the aggregation period of data snapshots indicator trend lines** Set the **Aggregation period** field in the **Trend by** settings to Auto so , the system automatically selects the aggregation period of data snapshot indicator trend lines based on the date range and business calendar. **Automatic aggregation of date-filtered data based on date range** Filter dashboards by business calendar and have the system infer the appropriate aggregation level at runtime.

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Application or feature	Details
	If you put a time series data visualization on a dashboard with a date filter, the aggregation of shown data adjusts automatically depending on the selected date range. This adjustment applies to both table and data snapshots indicator data. **Create custom data visualization filters with an improved condition builder** When creating a data visualization for table data, you can create a custom filter when you specify the data source. The condition builder for the custom filter now has menus of fields, operators, values, and related tables. **Hide the Refresh action on data visualizations** In the Headers and Borders section of data visualizations, use the **Show refresh option** check box to hide the **Refresh** icon in the Configuration settings of data visualizations. Data visualizations on cached dashboards never have the Refresh icon. **Migration Center enhancements** • As an analytics manager, migrate any Core UI dashboard to Platform Analytics in the Dashboard library. • Edit migrated content before activating it in the Platform Analytics experience. • Activate content selectively. • Total views of Core UI reports and other widgets are now migrated along with the Core UI content. **Dashboard element enhancements** Moving and resizing dashboard elements no longer opens the configuration panel. **Enhanced scheduled exports** When scheduling the email of dashboards or data visualizations, limit recipients based on reference qualifiers.
Playbook	**Required role update** Any tasks that previously required only the admin role now require the playbook.admin role instead.
Process Mining	**Automated finding names updated** The following automated finding names have been updated to include "Transition" in the name: • Slow duration (Transition) • Extreme duration (Transition) **Role names changed**

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Application or feature	Details
	Role names in Process Mining that previously included "optimization" have been updated to use the term "mining" instead. For example, the sn_process_optimization_admin role has been renamed sn_process_mining_admin.

Product Catalog Management and Pricing Management	**Product Catalog Management changes**
	Product catalog interface enhancement
	Quickly identify products with derived pricing through product tiles that display a message stating that the product price varies. Pricing is calculated and updated automatically based on selections made.
	Pricing Management changes
	Derived pricing enhancements
	• The Derived Pricing Matrix supports the following enhancements:
	  ○ Conditions defined on product offering fields for both source and target product offerings
	  ○ Predefined formulas for specifying prices for target product offerings and using floor and ceiling price controls to maintain acceptable price ranges
	• Visibility into how the final price for derived products is determined.
	• Support for account-level scope, which uses both cart items and sold products when calculating derived prices.
	Price and quantity ramp enhancements
	• Enable sales agents to create custom ramp type segments for quotes. Agents can view the cumulative price of product offers across all ramp segments.
	• View ramps inside the CPQ Configurator.
	• Enable sales agents to create ramps for quotes with amendments, contract renewals, and cancellations.
	Delta pricing enhancement
	Show the delta pricing view in the CPQ Configurator during modify and amend flows.
	Configurable pricing plan enhancement
	The Floor and Ceiling Calculation step in the default pricing plan applies the minimum and maximum prices for a product or service to help avoid pricing that isn't competitive or results in poor margins.

Project Portfolio Management	**Next Experience for Demand Management**

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Application or feature	Details
	The new Next Experience for Demand Management provides a unified layout, guided stages, improved navigation, and enhanced capabilities such as Playbooks and Docs integration. As you move to Next Experience for Demand Management, you'll find it easier to create, review, and manage demands with a cleaner layout and guided actions. The classic UI is still available, but new improvements will appear in the workspace. Next Experience for Demand Management is available with the Strategic Portfolio Management (SPM) Standard and Pro licenses.
Security Center	**Security Hardening tool Updates** The security Hardening tool has been updated to the latest Instance Security Hardening Settings V7.
Security Incident Response	**Assign groups in PIR user assignment rules** User Assignment Rules for Post-Incident Review (PIR) assessments in the SIR module now support group-based assignment in addition to individual user selection. You can configure assignment rules using groups. The PIR automatically reflects group membership updates without requiring manual edits to the assignment rules configuration.
Self-service and omnichannel engagement for CSM	**Customer Service Portal Base** Starting with the Australia release, the Customer Service Portal Base plugin (com.snc.csm_portal_base) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Customer Service Portal Base store app. This change improves packaging, versioning, and deployment flexibility for implementations that require portal framework, responsive design, case management, knowledge integration, and community features. The store app also includes email integration, translation support, attachment handling, and mobile enhancements. **Subscriptions and Activity Feed Framework** Starting with the Australia release, the Subscriptions and Activity Feed Framework plugin (com.snc.subscriptions_activity_feed) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Subscriptions and Activity Feed Framework store app. This change improves packaging, versioning, and deployment flexibility for implementations that require subscription framework, activity tracking, notification preferences, or context management. **Walk-Up for CSM**

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Application or feature	Details
	Starting with the Australia release, the Walk-up for CSM plugin (com.snc.walkup_for_csm) has been migrated to the App Store as a standalone application. Future enhancements are delivered through the Walk-up for CSM store app. This change improves packaging, versioning, and deployment flexibility for implementations that require subscription framework, activity tracking, notification preferences, or context management.
Service Catalog	**Use UI Policy tab to add and manage the UI policies** Previously, when creating or editing a question in Catalog Builder, users could define UI policies or dynamic behavior by selecting the UI policies icon ( ). This option has been removed. Now, users must directly use the UI Policy tab to add and manage the UI policies (actions, conditions, scripts, and other required details) to the catalog item.
Service Operations Workspace for ITSM	**Configure reference field auto-load behavior from SOW Admin Center** Use the Reference field auto-load behavior option from the SOW Properties section of the SOW Admin Center to configure the *Reference search on click* (**ref_search_on_click**) UX page property. The option enables you to configure the automatic searching of field value results displayed for reference fields such as Configuration item, Service offering, and Service. **Recent list links in SOW record** Selecting the Recent incidents, Recent interaction, or Recent tasks links from the Record information side panel of a SOW record displays the 10 most recent records irrespective of their timeline instead of showing the records from last seven days. You can select the **View All** option to view additional records as well.
ServiceNow AI Platform core feature	**Country setting added to Language and Region preferences** Users can select their country from the Next Experience language and region preferences. **New options for date and time format in the User record** Users can select from new options for Date format and Time format in the User record. **Control whether date and time formats reflect the user locale by default** Configure date and time formats to reflect the user locale when no date or time format has been selected in user preferences through the *glide_i18n.date.default_to_locale* system property.

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Application or feature	Details
	Control how to set the language for guest users Use a guest user's IP address to set their language through the *glide_i18n.ip_geolocation* system property. **Activate additional choices for countries** Activate additional choices for countries in the Next Experience language and region preferences or in a User record. **ECMAScript 2021 (ES12) JavaScript mode supports additional scripting features** Use additional scripting features in applications or scripts that use the ECMAScript 2021 (ES12) JavaScript mode. **JavaScript engine updated with changes from the Rhino engine** The JavaScript engine on the ServiceNow AI Platform was updated to incorporate changes from the open-source Rhino JavaScript engine. **New Normalization Data Services system property** Create duplicate records in core_company extension tables by setting the *com.glide.acl_check_all_filter_on_new* system property to true to reference account records. **System properties secured by default** Glide properties that can impact instance security are set to secure values by default. For more information about which system properties are affected and why, see the Glide Property Hardening [KB1982254] article in the Now Support Knowledge Base. **Tracking records in unauthenticated users' sessions** Track records created, modified, or deleted by unauthenticated users to enable session-based ACL access on public forms, portals, or workflows. **Manage guest user access to records** Restrict guest user access to records they created or updated during their current session using the 'is in session' condition builder on the ACL form for Sys ID fields. **Session-based guest access** Manage REST GraphQL security with path-based ACLs that are enforced without needing to require authentication for access to an API. **Support duplicate company names across core_company extension tables** Avoid normalization conflicts when creating records with the same company name in both the Company [core_company] table and its extension tables, such as Customer Account [customer_account], using the

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Application or feature	Details
	`glide.cmdb.canonical.use_base_core_company_only` property. It ensures that uniqueness enforcement applies only to base core_company records.
ServiceNow SDK	**Version 4.4** **Flow API supports Service Catalog triggers and actions** Use triggers and actions related to Service Catalog with the Flow API. **Access Control List API supports protection policies** Control whether someone can view or edit an access control list (ACL) with the `protectionPolicy` property in an `ACL` object. **Keys updated for static assets in full-stack applications** Static UX Assets [sys_ux_lib_asset] in full-stack applications have updated keys in the `keys.ts` file. UX Asset sys_ids aren't changed.
ServiceNow Studio	**Integrated tab groupings** Integrated tabs are no longer color-coded or grouped by scope. You can see a list of the open files by selecting the more actions icon and selecting **Show Opened Editors**. **Build Agent in ServiceNow Studio** Build Agent is the default setting for AI-assisted app generation in ServiceNow Studio. You can change this setting in the ServiceNow Studio user preferences menu.
Smart Assessment Engine	**Create an assessment template category** Allow one or more roles to access a template category with the multiselect **Category Roles** field.
Software Asset Management	**Granular configuration admin roles** Use granular admin roles, such as sam_admin and sam_integrator, to complete administrative configuration tasks without requiring the full admin role. By using limited admin privileges that provide access to only certain tasks, you can help reduce security risks across your organization.
Source-to-Pay Operations Integrations	**Source-to-Pay integration with SAP** • Enhanced integration to support data retrieval from SAP ECC, SAP OData, and SAP HANA RFC using the updated Buyer Group staging process. • Enhanced integration to support Read-Only security directives to strengthen data protection, applying required field-level changes in alignment with the

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Application or feature	Details
	Read-only field remediation guidelines to ensure compliance and consistency across integrations. • Updated entity naming convention from Department to Buyer Groups for improved standardization. **Source-to-Pay integration with SAP Ariba** • Enhanced integration to support fetch shipment details from SAP Ariba. • Updated entity naming convention from Department to Buyer Groups for improved standardization. **Source-to-Pay integration framework** • Enhanced the Purchase Requisition Line (PRL) outbound staging table to improve data completeness and consistency for outbound Purchase Requisition integrations. • Performance optimizations have been applied to the Purchase Order (PO) transform map to improve efficiency and scalability when processing high-volume PO data.
Subscription Management	**Now Assist usage excludes demo data** Demonstration instances are excluded from the total Now Assist usage count to improve tracking of Assist consumption. The accrual time field displays when Now Assist data was last accrued. **Changes to Now Assist usage measurement** Now Assist usage measurement is evolving. Update Subscription Management to version 6.1 or later on all instances to avoid mixed measurement states. For more information, see Now Assist Usage - Overview & New Measurement Logic: January 2026 [KB2704710] on the Now Support Knowledge Base. **Streamlined user-based subscription allocation** To simplify the Subscription Management experience, the manual allocation workflow for user-based subscriptions has been removed for administrators who have never used it. Administrators who have manually allocated user-based subscriptions before can still make manual allocations. **Hidden user-based subscription allocations** To help prevent inaccuracy when allocations aren't complete, allocation details for user-based subscriptions are now hidden from the Subscription Management overview. Contact your account executive for user-based subscription allocation details.

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Application or feature	Details
Telecommunications Service Operations Management (TSOM)	**SD-WAN Discovery connectors** SD-WAN data model Enable comprehensive SD-WAN visibility by leveraging new Telecom Discovery connectors. Standardize data processing through the SD-WAN Data Model integrated into the Telecom Discovery Builder Framework ETL pipeline. **Discrepancy identification – types of discrepancies** Enhance discovery accuracy and data quality with SD-WAN-specific discrepancy audits that validate discovery results against the CMDB. Reconcile discrepancies manually or automatically using the remediation engine. When the audit detects a newly discovered CI not present in the CMDB, a single follow-on task is created at the equipment level for streamlined resolution.
Third-party Risk Management	**Simplified third-party element process** After upgrading to version 22.0.1, third#party elements are now linked to a single third party and can no longer be shared across third parties. Scoring rollups calculate results from element#level assessments rather than entity records.
Threat Intelligence Security Center	**MITRE ATT&CK Technique Extraction Rules and View extracted MITRE ATT&CK Techniques** Enabled MITRE-ATT&CK extraction rules for RSS feed to map and associate MITRE-ATT&CK techniques. **View RSS Feeds** Enhanced the RSS feed schema and parsers to support additional fields, including tags, taxonomies, status, and expiration time. **Export intelligence data , , and Add to TAXII Collections from Library List View** Enhanced STIX 2.1 export to include Traffic Light Protocol (TLP) definitions applied to intelligence objects as TLP 2.0 marking definition objects. For more information, see Marking Definition . **System properties for TISC Reports** The system property `sn_sec_tisc.reporting.email_template_sn_sec_tisc_case` is no longer supported in TISC. It has been renamed to `sn_sec_tisc.default_report_email_template`, effective with the latest release. **Configure custom MISP API feed** Enhanced MISP API feed ingestion to handle events when the published timestamp is greater than the modified timestamp. **Define Vulnerability and Access the Vulnerability Entities**

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Application or feature	Details
	Enhanced the vulnerability schema to support additional vulnerability intelligence fields related to CVSS scoring, exploit details, and remediation information.
UI Builder	**Use pages across experiences** Share and reuse pages across workspaces without switching contexts or rebuilding content to help save time and simplify maintenance.
Visa Spoke	**Card data security updates** The following spoke actions have been updated to support integration with the Card data security application: • Look up Associated Transaction List • Look up Image • Look up Report Output • Download and Attach Image **VROL release 26.1 updates** Updated the following Visa Spoke actions to align with VROL release 26.1 revision changes. These changes support dispute agents and admins in processing disputes accurately: • Submit Exception Request Builder • Submit Fraud Bundle Dispute Questionnaire • Look up Dispute Financial Details Request Builder • Submit Exception Request Builder • Submit Fraud Report Request Builder • Look up Fraud Report Details Request Builder • Look up Transaction Details Request Builder • Look up Dispute Details Request Builder • Create Dispute Pre Arbitration Response • Look up Dispute Pre Arbitration Details Request Builder • Look up Dispute Pre Arbitration Response Details Request Builder • Look up Dispute Response Details Request Builder • Submit Dispute Questionnaire • Look up Dispute Response Details Request Builder • Initiate Dispute from Transaction or Case • Create Dispute Pre Arbitration
Zero Copy Connectors	**Apache Iceberg primary connector**

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Application or feature	Details
	The Apache Iceberg connector is now certified as a primary connector. **Primary connectors in preview** Primary connectors that are still being enhanced to include all planned functionality are now marked with a Preview label. These connectors are fully supported by ServiceNow®. **Australia Patch 1Amazon S3 Tables connector — Preview** The Amazon S3 Tables connector is now available with a Preview label, indicating that enhancements are ongoing. This connector is fully supported by ServiceNow®. **Australia Patch 1Apache Iceberg connector — Preview** The Apache Iceberg connector is now available with a Preview label, indicating that enhancements are ongoing. This connector is fully supported by ServiceNow®.

Removed features and products in Australia

Cumulative release notes summary on features that were removed from Australia features and products.

Some features were removed as part of Australia product updates.

Application or feature	Details
AI Control Tower	Australia Patch 1 The Autonomous vs. supervised AI tools chart has been removed from the Security & privacy tab. Early Availability • Non-SGC way (legacy way) to make connection will be deprecated and New button on the Non-SGC connection display table will be removed to block users from creating new connections by the legacy way in March GA and decommissioned by May release.
Configuration Management Database (CMDB)	The Multisource Report Builder has been removed. Use CMDB 360 in CMDB Workspace or in Service Graph Workspace to generate reports for multisource data. For more information, see CMDB 360.
Now Assist for Creator	Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.
Operational Technology Manager	• The **New** button was removed from the following related lists for users with read-only access to a site: ○ Network Adapters ○ Memory Modules ○ Software Installed ○ IP Addresses

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Application or feature	Details
Opportunity Management	• Removed the **New** Opportunity Line button from the platform and workspace view.
Process Mining	You no longer require the now.assist.creator role to access Now Assist features in the Creator Pro Plus package. However, you must enable the relevant Process Mining skill, which serves as the necessary prerequisite. Additionally, you should have appropriate access to the project.
Product Support for Technology	• The **Analytics** tab is removed from the customer account view. • The **Notify Customers** UI action is removed from the case record.

Project Portfolio Management	• For Demand Management:
	  ○ The permission to edit the value of the **dmn_stakeholder_register.number** field in the Stakeholder Register [dmn_stakeholder_register] table has been removed for the admin role.
	  ○ The admin role ACL has been removed for the bubble chart workbench.
	  ○ The duplicate app module that was created for the admin role has been removed.

ServiceNow Studio	The Now Assist icon was removed and replaced with a Build Agent chat panel, which is open by default. If the chat panel is closed, you can re-open Build Agent from the status bar in the browser window.
Third-party Risk Management	Assessments using entities are no longer supported.
Workflow Studio	The now.assist.creator role is no longer a required role to use generative AI features with Now Assist.

Deprecation information for all Australia features and products

Cumulative release notes summary on deprecation information for Australia features and products.

For information about deprecated plugins in Australia, refer to Plugin informationPlugin information for all features and productsPlugin information

Application or feature	Details
AI Control Tower	• Non-SGC way (legacy way) to make connection will be deprecated and New button on the Non-SGC connection display table will be removed to block users from creating new connections by the legacy way in March GA and decommissioned by May release.

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Application or feature	Details
API	• `GlideElementDynamicAttribute` has been removed. Use other `GlideElement` instances corresponding to an attribute's type instead.

Authentication	• Due to the launch of new simplified inbound integration configuration in Machine Identity Console, the following inbound integrations configurations in the Application registry page are deprecated:
	  ○ OAuth API endpoint for external clients
	  ○ OAuth JWT API endpoint for external clients
	  ○ OIDC provider to verify ID tokens
	• The (`glide.login.no_blank_password`) property is deprecated, since the property is no longer used and changing this property value doesn't effect login behavior.

Clone Admin Console	• Clone requests via lists and forms (legacy) are no longer supported. The page redirects to the new request page after 30 seconds. • Legacy clones no longer appear in the Clone Admin Console dashboard.

Data Management for CSM	• As part of the CAM Declarative Responsibility Framework enhancements, the following legacy fields have been marked deprecated:
	  ○ **Restrict access to** field from the Responsibility Access Configuration [sn_customerservice_responsibility_access_config] table
	  ○ **Applicable to** field from the Responsibility Definition [sn_customerservice_responsibility_def] table
	• Starting with the Australia release, the Household plugin (com.snc.household) is available as a store plugin and, as such, the family version of the plugin is being prepared for future deprecation. Upon upgrading, customers will automatically move to the store version of the plugin. It will be hidden from the family plugins and no longer installed on new instances but will continue to be supported as a store plugin. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Data Separation	• This application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. • Alternatively, you can use Data Filters and access control lists (ACLs) to configure data separation for your use cases. For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB0558290] article in the Now Support Knowledge Base.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Document Intelligence</td><td>Starting with the Zurich release, Document Intelligence is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process article [KB0867184] in the Now Support Knowledge Base. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.</td></tr>
<tr><td>Event Management</td><td>Alert Clustering Definitions (ACD) have been deprecated and fully replaced by Alert Automation in Service Operations Workspace. All existing configurations remain supported with full feature parity.
Service Management Dashboard is now deprecated and no longer supported or available for new activation. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.</td></tr>
<tr><td>Field Service Management</td><td></td></tr>
<tr><td>ITOM Visibility</td><td>Starting with the Zurich release, Cloud Discovery Workspace is being prepared for future deprecation. It’s hidden and no longer activated on new instances but continues to be supported. Discovery Admin Workspace provides the latest experience for this functionality. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.</td></tr>
<tr><td>Legacy Application Manager</td><td>Legacy Application Manager is being deprecated as of Australia patch 1. Bookmarks to Legacy Application Manager redirect to the new Application Manager experience.</td></tr>
<tr><td>Next Experience</td><td>Starting with the Australia release, the legacy user interfaces commonly referred to as UI11 and UI15 are deprecated. These legacy UIs no longer receive enhancements, defect fixes, and will no longer be supported. Certain system features may continue to display through legacy rendering paths (for example, printer-friendly views) and will be addressed case by case as part of ongoing platform improvements. Use the Next Experience for a modern, accessible, unified interface. For information activating Next Experience see Considerations for activating Next Experience.</td></tr>
<tr><td>Next Experience Components</td><td>UI Elements<table><tr><th>UI Element</th><th>Description</th></tr><tr><td>Dashboard overview template</td><td>Moved under "Legacy templates" and renamed to "Deprecated - Dashboard overview." This template can still be used, but you should use the new "Dashboard library" template instead,</td></tr></table></td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>UI Element</th><th>Description</th></tr>
<tr><td></td><td>because the Dashboard overview template is marked for eventual deprecation.</td></tr>
</table>
</td></tr>
<tr><td>Performance Analytics</td><td>

The Dashboard Visualization tab in KPI Composer is no longer supported. Existing data visualization tabs remain but you are not able to create new ones because this feature is connected to Core UI dashboards, which are themselves deprecated.
Performance Analytics widgets are deprecated along with Core UI dashboards. Users with the pa_admin role are still able to create Performance Analytics widgets.
The Analytics Hub has been replaced by KPI Details. Attempts to open the Analytics Hub are redirected to KPI Details.

</td></tr>
<tr><td>Platform Analytics experience</td><td>
Business users can no longer create or edit the following Core UI objects:

Reports

Create new Core UI reports from sys_reports.list with the report_admin role.
Interactive filters

Create new Core UI interactive filters from sys_ui_hp_publisher.list with the report_admin role.
Responsive dashboards

Create new responsive dashboards from pa_dashboards.list with the dashboard_admin role.
PA widgets

Create new Performance Analytics widgets from pa_widgets.list with the pa_admin role.

</td></tr>
<tr><td>Process Mining</td><td>Automation Discovery is deprecated. It will be hidden and no longer installed on new instances but will continue to be supported in the Australia release.</td></tr>
<tr><td>Project Portfolio Management</td><td>

Starting with Australia release, Scenario Planning for PPM (com.snc.ppm_scenario_planning) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Alternatively, Strategic Planning Workspace (for SPM pro users) or Portfolio Planning Workspace (for SPM standard users) provides the Scenario Planning capability. For details, see Scenario planning in Strategic Planning or Scenario planning in Portfolio Planning.

</td></tr>
</table>

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Application or feature	Details
	• Starting with Australia release, the Project Status Report (com.sn_store_ppm.mobile) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Project Workspace provides the Status Report capability. • Starting with Australia release, the PMO dashboard is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Execution dashboard provides the PMO dashboard capability. • Starting with Australia release, the Investment Portal is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Portfolio Planning Workspace provides the Investment Portal capability. • Starting Australia, Project Workbench is no longer deployed, enhanced, supported or available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Project Workspace	• Starting with the Australia release, the Project Status Report (com.sn_store_ppm.mobile) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Project Workspace supports status report capability. • Starting with Australia release, the Project Management Office (PMO) dashboard is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Execution dashboard supports PMO dashboard capability. • Starting with Australia release, the Investment Portal is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Alternatively, Portfolio Planning Workspace supports Investment Portal capability.
ServiceNow AI Platform core feature	Starting with the Australia release, the legacy user interfaces commonly referred to as UI11 and UI15 are deprecated. These legacy UIs no longer receive enhancements or defect fixes, and will no longer be supported. Certain system features might continue to display through legacy rendering paths (for example, printer-friendly views) and will be addressed case by case as part of ongoing platform improvements. Use the Next Experience for a modern, accessible,

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Application or feature	Details
	unified interface. For information about activating the Next Experience UI, see Considerations for activating Next Experience.

Activation information for all Australia features and products

Cumulative release notes summary on activation information for Australia features and products.

Some products and features require specific subscriptions, roles, or licenses. Other features are part of the and are active by default.

Application or feature	Details
AI Control Tower	Install AI Control Tower by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
AI Risk and Compliance	Install AI Risk and Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
AI Search	AI Search is a ServiceNow AI Platform feature that is active by default.
API	The following APIs are available by default: • *ATF Code Coverage API* • *Attachment* API • *GlideDate* • *GlideTime* • *GlideElement* • *GlideElementDynamicAttributeStore* • *GlideForm* • *GlideForm (Next Experience)* The following APIs require plugin activation: • *MIDHermesProducer* requires the MID Hermes API (com.glide.mid.hermes_api) plugin. • *Help Request* API requires the Interactions Management (com.glide.interaction) plugin. • *CopyDynamicSchemaAPI* API requires the Dynamic Schema Support (com.glide.dynamic_schema) plugin.

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Application or feature	Details
	• *Party Management Open* API requires the Customer Service Base Entities (com.snc.cs_base) plugin. • *Wrap Up* API requires the requires the Interactions Management (com.glide.interaction.awa) plugin.
Access Management	Access Management is a ServiceNow AI Platform feature that is active by default.
Accounts Payable Operations	Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Activity Management	Install CRM Outlook Add-in and CRM Touchpoints by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Adoption Services	Adoption Services is active by default with the plugins. You don't need to activate this feature.
Advanced Approval Management	Install Advanced Approval Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Risk	Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Work Assignment (AWA)	AWA is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment.
Agent Workspace for HR Case Management	Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Agent experience for CSM	CSM Configurable Workspace is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Management Center	Install App Engine Management Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Studio	Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Application Manager	Application Manager is a ServiceNow AI Platform feature that is active by default.
Authentication	Authentication is a ServiceNow AI Platform product that is active by default.
Buying Group	Install Buying Group by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
CPQ	Features such as product and configuration sharing in Transaction Manager features, require activation by ServiceNow. Submit a support ticket to enable these features.
Card data security	Install Card data security by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Biomed	Install Care Team Operations for Biomed by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Environmental Services	Install Care Team Operations for Environmental Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Facilities	Install Care Team Operations for Facilities by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Healthcare IT	Install Care Team Operations for Healthcare IT by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Work Management	Install Care Team Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Case and Knowledge Management	Case and Knowledge Management is available with activation of the Human Resources Scoped app: Core [com.sn_hr_core]. See Activate Case and Knowledge Management for more information.
Change Management	Change Management is a ServiceNow AI Platform feature that is active by default. The Change Management plugins listed are activated by default.
Clone Admin Console	Clone Admin Console is a ServiceNow AI Platform feature that is active by default.
Cloud Cost Management 10.0	Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Collaborative Work Management	Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Common Governance, Risk, and Compliance feature	Install Integrated Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Compliance Case Management	Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Configurable Workspace	Configurable Workspace is a ServiceNow AI Platform feature that is active by default.
Configuration Management Database (CMDB)	Configuration Management Database (CMDB) is a ServiceNow AI Platform feature that is active by default. The Australia release includes an installation of CMDB Workspace. However, you can download the latest version of CMDB Workspace store app (which includes Service Graph Workspace) so that you can use its latest features in your Australia instance. For more information, visit the ServiceNow Store.
Continuous Authorization and Monitoring	Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer Contracts and Entitlements	Customer Contracts and Entitlements is a ServiceNow AI Platform feature that is available with activation of the (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.
Customer Service Problem Management	Install Customer Service Problem Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer Success Management	Install Customer Success Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer self-service for Sales and Order Management	The Business Portal application (sn_b2b_portal) is automatically installed when you install the Customer Service Portal (sn_csm_portal). Install the Customer Service Portal by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Data Management	Data Management and system archiving are ServiceNow AI Platform capabilities that are active by default. The ability to store archive data in object storage is available with activation of the Data Archiving (com.glide.db.columnar.archive) plugin, which requires a separate subscription. For details, see Activate columnar storage.
Data Management for CSM	CSM is a ServiceNow AI Platform application that is available with activation of the Customer Service Management (CSM) plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Additional CSM features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. Sales and Order Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales and Order Management.
Data Privacy	Data Privacy is available with activation of the Data Privacy plugin (`sn_dp_store_app`). For details, see Activate data privacy.
DevOps Change Velocity	Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Developer Sandboxes	Contact your ServiceNow account manager to install Developer Sandboxes.
Digital End-User Experience	Install Digital End-User Experience by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Content Pack for US Regulations	Install Dispute Content Pack for US Regulations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Rules Content Pack for Mastercard	Install Dispute Rules Content Pack for Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Document Services	Document Services is a ServiceNow AI Platform feature that is active by default. Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For more details, see Activate Document Management. Multi Provider Document Services Framework must be installed by requesting it from the ServiceNow Store. For more information, see Multi Provider Document Services Framework. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Domain Separation	Domain Separation is a ServiceNow AI Platform feature available with activation of the `com.glide.domain.activation_utility` plugin. For details, see Domain separation plugin.
Employee Center	Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Center Pro	Install Employee Center Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Encryption	Platform Encryption is available with activation of the com.glide.encryption.external_kms, which requires a separate

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Application or feature	Details
	subscription. For details, see Encryption and Key Management subscription bundle.
Enterprise Architecture	Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture.
Enterprise Asset Management	Install the following applications by requesting them from the ServiceNow Store: • Enterprise Asset Management • Enterprise Asset Management for Healthcare • Enterprise Asset Management for Facilities • OT Asset Management • Enterprise Asset Management for Data Center and Network Asset Management (DCNAM) • Enterprise Asset Management for Providers • Expanded Model and Asset Classes Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Event Management	Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.
Field Service Management	
Financial Services Card Operations	Install Financial Services Card Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Financial Services Operations Integration with Mastercard	Install Financial Services Operations Integration with Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Financial Services Operations Integration with Visa	Install Financial Services Operations Integration with Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for

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Application or feature	Details
	all released apps, see the ServiceNow Store version history release notes.
Goal Framework	Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Goal Framework for SPM	Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hardware Asset Management	Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Healthcare Operations Core	Install Healthcare Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Healthcare and Life Sciences Service Management Core	Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hermes Messaging Service	Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or the installation of the Log Export Service application. For details, see Activating the Hermes Messaging Service.
ITOM AIOps	Install ITOM AIOps apps by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to

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Application or feature	Details
	enable working with Health Log Analytics. For details, see Event Management setup. • Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store.
ITOM Visibility	ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility applications from the ServiceNow Store..
Identity	Identity is a ServiceNow AI Platform product that is active by default.
Impact	**Impact** For information on package entitlement and features activation, see Impact packages. For details on configuring Impact and its features, see Configuring Impact.
Import and Export	Import and Export is a ServiceNow AI Platform feature that is active by default.
Incident Management	Incident Management is a ServiceNow AI Platform feature that is active by default.
Industrial Connected Workforce Core	ICW Core is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Industrial Connected Workforce Mobile Experience	Install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. Install ICW Mobile by requesting it from the ServiceNow Store. The application is optimized for latest iOS and Android devices and may require a Mobile UI Framework dependency provided by the ICW suite. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Industrial Guided Tasks	Industrial Guided Tasks is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW

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Application or feature	Details
	Foundational SKU. You can request ICW Mobile from the ServiceNow Store.
Industrial Process Manager	Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Industrial Standards	Industrial Standards is automatically installed when you install Industrial Connected Workforce Mobile Experience as part of the ICW Foundational SKU. You can request ICW Mobile from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Instance Data Replication	IDR is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.
Instance Scan	Instance Scan is a ServiceNow AI Platform feature that is active by default.
Integration Hub	Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/now-platform/workflow-data-fabric.html.
Intelligence for CSM	Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.
Key Management	The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption. Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.
Knowledge Center	Knowledge Center would be available by default to all the roles of Knowledge Management.
Localization Workspace	Install Localization Workspace by requesting it from the ServiceNow Store. See Localization Workspace on the ServiceNow Store. Visit the

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Application or feature	Details
	ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
MID Server	MID Server is a ServiceNow AI Platform feature that is active by default.
Manufacturing Commercial Operations	Install Manufacturing Commercial Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Mobile Platform	Mobile Platform is a ServiceNow AI Platform feature that is active by default.
Next Experience	Next Experience is a ServiceNow AI Platform® feature that is active by default when the user loads or upgrades to the Australia release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created before upgrade. Theme Builder comes with the Next Experience and is active by default.
Next Experience Components	Next Experience Components is a ServiceNow AI Platform feature that is active by default.
Next Experience Developer (NED) Tools	Install Next Experience Developer Tools from the Google Chrome Web Store.
Notifications	Notifications is a ServiceNow AI Platform feature that is active by default.
Notify	Notify is a ServiceNow AI Platform feature that is active by default.
Now Assist	**Now Assist skills** Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available: • Now Assist for Accounts Payable Operations (APO) • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM)

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Application or feature	Details
	• • Now Assist for Customer Service Management (CSM) • Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability (formerly ESG) • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • Now Assist for Operational Technology Service Management (OTSM) • Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector
Now Assist for Collaborative Work Management (CWM)	Install Now Assist for CWM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Now Assist for Configuration Management Database (CMDB)	Install Now Assist for CMDB by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Creator	Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Employee Center Pro	Now Assist for Employee Center Pro is a ServiceNow AI Platform feature that is available with activation of the now-activation-platform-default plugin. For details, see .
Now Assist for Enterprise Architecture (EA)	Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see Install Now Assist plugins.
Now Assist for IT Operations Management (ITOM)	
Now Assist for Manufacturing Commercial Operations (MCO)	Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see Install Now Assist plugins.
Now Assist for Operational Sustainability Management	Install Now Assist for Operational Sustainability by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Operational Technology Service Management (OTSM)	Install Now Assist for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Now Assist features are available with activation of the Now Assist for SOMT plugin. For more information, see Install Now Assist plugins.
Now Assist for Source-to-Pay Operations	Install for Now Assist for Sourcing and Procurement Operations (SPO), Now Assist for Supplier Lifecycle Operations (SLO) and Now Assist for Accounts Payable Operations (APO), and Now Assist for Purchase

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Application or feature	Details
	Order Management (POM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Strategic Portfolio Management (SPM)	Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.
Now Assist for Telecommunications, Media and Technology (TMT)	Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins. Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.
Now Assist for Third-party Risk Management (TPRM)	Install the for application by requesting it from the . After installing , all skills are activated by default.
Now Assist in Document Intelligence	Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available: • Now Assist for Accounts Payable Operations (APO) • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM) • • Now Assist for Customer Service Management (CSM) • Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability (formerly ESG) • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • Now Assist for Operational Technology Service Management (OTSM)

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Application or feature	Details
	• Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector For more information, see Configuring Now Assist in Document Intelligence.
On-Call Scheduling	On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries: • FullCalendar library • DHTMLX scheduler **Note:** The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.
Operational Resilience	Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Install Operational Sustainability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Incident Management	Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Operational Technology Manager	Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Opportunity Management	Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Order Management	Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Password Reset	Password Reset is a ServiceNow AI Platform feature that is active by default.
Performance Analytics	Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application. The full features of Performance Analytics are available with a subscription. Activate the Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.
Performance Analyzer	Install Performance Analyzer by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Platform Analytics experience	Platform Analytics experience is a ServiceNow AI Platform feature that is active by default.
Playbook	The Playbooks application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio features by downloading the latest Workflow Studio app in the ServiceNow Store, as well as related applications like Process Automation Content and Process Automation Experience Demo. The Playbooks application can be downloaded for patch fixes.

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Application or feature	Details
	To use playbook generation features in Workflow Studio, download the Now Assist for Creator application. To use Agentic Playbooks, enable it through Now Assist. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Policy and Compliance Management	Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Portfolio Planning	Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Predictive Intelligence	Predictive Intelligence is a ServiceNow AI Platform feature that is active by default.
Privacy Management	Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Process Mining	Process Mining is available by default. For details, see Activating Process Mining.
Product Catalog Management and Pricing Management	The Product Catalog Management and Pricing Management features are included with Sales and Order Management store applications and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrixes from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Product Support for Technology	Install Product Support for Technology and Proactive Service Experience Workflows by requesting them from the ServiceNow® Store.
Project Portfolio Management	Project Portfolio Management is a ServiceNow AI Platform feature that is available with activation of the PPM Standard

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Application or feature	Details
	(com.snc.financial_planning_pmo) plugin. For details, see Activate PPM Standard (Project Portfolio Management).
Project Workspace	Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Public Sector Digital Services	Install Public Sector Digital Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Purchase Order Management	Install Purchase Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Quote Management	Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
RPA Hub	Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Recommended Actions for HRSD	Install Recommended Actions for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Recommended Actions for Operational Technology Service Management (OTSM)	Install Recommended Actions for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Retail	Install the Retail applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative

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Application or feature	Details
	release notes information for all released apps, see the ServiceNow Store version history release notes.
Sales Forecasting	Install Sales Forecasting by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store.
Sales Territory Management	Install Sales Territory Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Security Center	Security Center is a ServiceNow AI Platform application that is installed by default with the Zurich release. In addition, Security Center can be updated from the ServiceNow Store in between family releases for faster adoption of new features.
Security Incident Response	Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Self-service and omnichannel engagement for CSM	Install self-service and omnichannel applications, such as OpenFrame and Interaction Controls Component (ICC), by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Catalog	Service Catalog is a ServiceNow AI Platform feature that is active by default.
Service Exchange (formerly Service Bridge)	Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Operations Workspace for ITSM	Service Operations Workspace for ITSM is active by default and its default version is 9.0 in Australia. When you upgrade from any previous release to Australia from the ServiceNow Store, Service Operations Workspace for ITSM 9.0 is automatically installed.
Service Portal	Service Portal is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
ServiceNow AI Platform core feature	The ServiceNow AI Platform core features are active by default.
ServiceNow CLI	Install ServiceNow CLI by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ServiceNow IDE	ServiceNow IDE is active by default and available for upgrade in the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ServiceNow SDK	The ServiceNow SDK is available as a Node Package Manager (npm) package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application.
ServiceNow Studio	ServiceNow Studio is a ServiceNow AI Platform feature that is active by default.
ServiceNow Vault	Install ServiceNow Vault and Now Assist for Vault by requesting them from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Sidebar	Sidebar is a ServiceNow AI Platform feature that is active by default.
Smart Assessment Engine	Install Smart Assessment Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Software Asset Management	Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugin, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace store app (sn_sam_workspace). **Note:** After the new plugin is activated, you can't access the classic user interface. The ServiceNow AI Platform® in the Australia release has limited support for the Software Asset Management classic user interface.

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Application or feature	Details
	However, it remains active in your instance, including when you upgrade to a newer ServiceNow AI Platform® release. Install the listed Software Asset Management applications by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • Software Asset Management - SaaS License Management • Data Collection for Oracle Global Licensing and Advisory Services (GLAS) • IBM License Compliance for Software Asset Management • ITAM Health Check • Software Asset Management Guided Experiences • Software Asset Workspace
Sourcing and Procurement Operations	Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Strategic Planning	Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Subscription Management	Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the ServiceNow Store. For cumulative release notes information for applications available on the ServiceNow Store, see ServiceNow Store release notes.
Supplier Lifecycle Operations	Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Synthetic monitoring	Install synthetic monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Telecommunications Customer 360	Install Telecommunications customer 360 by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Telecommunications Network Inventory	Install Network Inventory Advanced plugin (sn_ni_adv) by requesting it from the ServiceNow Store. For installation details, see Install Telecommunications Network Inventory. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Telecommunications Service Operations Management (TSOM)	Install Telecommunications Service Operations Management applications and plugins by requesting them from ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Theme Builder	Theme Builder is included as a core plugin with the Next Experience application and is available by default. You can update to the latest version of Theme Builder from the ServiceNow Store.
Third-party Risk Management	Install Third-party Risk Management by requesting it from ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Threat Intelligence Security Center	Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
UI Builder	UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the
Universal Request	Universal Request is available with activation of the Universal Request plugin (com.snc.universal_request). For details, see Activate Universal Request.
Upgrade Console	Upgrade Console is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Usage Insights	Usage Insights is a ServiceNow AI Platform feature that is active by default.
Visa Spoke	Install Visa Spoke by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Workflow Studio	Workflow Studio is a ServiceNow AI Platform feature that is active by default. Get the latest Workflow Studio features by updating the app from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Workforce Optimization for CSM	Install Workforce Optimization by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Zero Copy Connectors	Install Zero Copy Connector Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Zero Copy Connector Hub is also available with activation of the Zero Copy Connectors app (sn_data_fabric_zcc), which requires a separate subscription. For details, see Request Zero Copy Connectors.

Additional requirements for all Australia features and products

Cumulative release notes summary on additional requirements for Australia features and products.

To use certain products, specific setups or third-party requirements are required.

Application or feature	Details
AI Control Tower	Not applicable.
Customer Service Problem Management	You must install Case Playbook for Complaints (sn_complaint) plugin to use the ADR case type.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Dispute Rules Content Pack for Mastercard</td><td>This application requires Financial Services Card Operations (sn_bom_credit_card) to be installed.</td></tr>
<tr><td>Now Assist</td><td>The Next Experience UI Framework must be enabled before you can use the Now Assist panel.</td></tr>
<tr><td>Now Assist for IT Operations Management (ITOM)</td><td></td></tr>
<tr><td>Now Assist in Document Intelligence</td><td>Now Assist in Document Intelligence requires the installation of the Document Intelligence application (sn_docintel) and at least one Now Assist product.</td></tr>
<tr><td>RPA Hub</td><td>To use the Unattended Robot application, the hardware requirements for a single robot are as follows:

Hardware requirements for standard robots<table><tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr><tr><td>CPU</td><td>2 cores of Intel 1.8 GHz 64-bit processor</td><td>4 cores of Intel 2.4 GHz 64-bit processor</td></tr><tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr><tr><td>Disk space</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 100-GB free disk space after installing the OS, patches, and base software</td></tr></table>To use the Unattended Robot application, the minimum and recommended hardware requirements for a high density robot are multiplied by the number of runtimes. Multiple robots execute jobs concurrently on the same Windows Server machine. For example, with three users concurrently executing jobs, the minimum hardware requirements for a high density robot are:
6 cores of Intel 1.8GHz 64-bit (6 cores of 1.8GHz 64-bit per runtime).
12 GB of RAM (4 cores per runtime).
To use the Unattended Robot application, the software requirements for a standard robot are:
Operating system: Microsoft Windows 10, Windows Server 2016, Windows Server 2019, Windows Server 2022.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.
To use the Unattended Robot application, the software requirements for a high density robot are:</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Operating system: Windows Server 2022.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

If you are upgrading to Australia, verify that you have the latest robot MSI from Australia installed. The older versions of the robots do not work.
An unattended robot is mapped to only one machine. This is applicable for standard robot.
Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.
To use the Attended Robot application, the hardware requirements are:
Hardware requirements for Attended Robot
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr>
<tr><td>CPU</td><td>Intel Processor (1vCPU)</td><td>Intel Processor (4vCPU)</td></tr>
<tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr>
<tr><td>Disk space</td><td>Minimum 20-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td></tr>
</table>
To use the Attended Robot application, the software requirements are:

Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.
To use the RPA Desktop Design Studio application, the hardware requirements are:
Hardware requirements RPA Desktop Design Studio
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr>
<tr><td>CPU</td><td>Intel Processor (At least, Core i5)</td><td>Intel Processor (Core i7).</td></tr>
<tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr>
</table>
</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr>
<tr><td>Disk space</td><td>Minimum 20-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td></tr>
</table>
To use the RPA Desktop Design Studio application, the software requirements are:
• Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
• NET framework: Windows 4.7.1 or greater.
• Monitor with 1920x1080p resolution.
• DPI scaling setting must be deactivated.
</td></tr>
<tr><td>ServiceNow IDE</td><td>ServiceNow IDE uses the public npm registry (<code>https://registry.npmjs.org</code>) as its default package source. If your network blocks access to this registry, you must have access to an alternate registry to download packages and build applications in the ServiceNow IDE. If access to the public npm registry is blocked on your system, you must configure a private npm registry in your Package Manager user settings in the ServiceNow IDE. For more information, see Install an npm package from a private registry with the ServiceNow IDE.</td></tr>
<tr><td>ServiceNow SDK</td><td>You must have Node.js and Node Package Manager (npm) installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application.</td></tr>
<tr><td>Telecommunications Network Inventory</td><td>You must install Customer service install base management (sn_cs_sm_request) plugin and Remote Hands plugin from the ServiceNow Store to use the Remote Hands feature.</td></tr>
</table>

Browser requirements for all Australia features and products

Cumulative release notes summary on browser requirements for Australia features and products.

Several products have specific browser requirements. Review this information to ensure you are using the correct browsers and browser versions.

Application or feature	Details
AI Control Tower	The AI Control Tower application supports all the browsers.
AI Search	AI Search doesn't support Internet Explorer.

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Application or feature	Details
Advanced Work Assignment (AWA)	Advanced Work Assignment doesn't support mobile devices or Microsoft Edge browsers. Instead, use Microsoft Edge - Chromium or one of the other supported browsers that are listed in Browser support.
Agent experience for CSM	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Configurable Workspace	Configurable Workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge, Chromium or one of the other supported browsers that are listed in Browser support.
Data Management for CSM	Starting with the Australia release, data management for Customer Service Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
Digital End-User Experience	Enable the DEX browser extension to monitor web applications for various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension.
Intelligence for CSM	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Manufacturing Commercial Operations	ServiceNow workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Next Experience	The Australia release doesn't support Internet Explorer 11. The iOS version of Firefox is also not supported.
Next Experience Developer (NED) Tools	Next Experience Developer Tools requires Google Chrome.
Now Assist	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Internet Explorer.
Policy and Compliance Management	Policy and Compliance Management supports the latest public release and the two preceding versions of the following web browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • Microsoft Edge Chromium • Safari 12.0 and later versions

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Application or feature	Details
RPA Hub	ServiceNow workspaces don’t support mobile devices. For more information about the list of supported browsers, see Browser support.
Self-service and omnichannel engagement for CSM	Starting with the Australia release, self-service and omnichannel application don't support Internet Explorer. For more information, see Browser support.
Table Builder	Internet Explorer isn’t supported.
UI Builder	Internet Explorer isn't supported for UI Builder

Accessibility information for all Australia features and products

Cumulative release notes summary on accessibility information for Australia features and products. Some products have specific accessibility information or exceptions.

Important:

To find documentation about accessibility features in ServiceNow products, see Product documentation for accessibility.

To view accessibility conformance reports (ACRs) for currently supported releases, see Accessibility conformance reports.

Application or feature	Details
AI Control Tower	The AI Control Tower application supports all the platform accessibility features.
Adoption Services	**Guided Tours** Guided Tours is enhanced with more accessibility features including: • Descriptive page titles • Keyboard assistance for suggesting required fields through screen reader • Keyboard assistance for focussed user interface controls like, tool tip icons and check-boxes
Authentication	**Coral theme** Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.
Change Management	**Reflow for Create a change request page**

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Application or feature	Details
	The Create a change request page now supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.
Collaborative Work Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **Reflow** Docs in CWM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.
Employee Center	Improve accessibility by allowing admins to configure widget heading levels (H1–H6) to meet organizational standards and support technologies. Clear heading hierarchies improve navigation for screen reader and keyboard users.
Enterprise Architecture	• Navigate the interface using the keyboard on the Enterprise Modeling and Visualization pages. • Access the shape context menu using the keyboard on the Enterprise Modeling and Visualization canvas. On navigating to a particular shape context menu button, the selected button gets highlighted. • See pop-over menus when hovering over connector lines on the Enterprise Modeling and Visualization canvas.

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Application or feature	Details
	• Reflow- The Enterprise Architecture Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages.
Identity	**Coral theme** Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.
Mobile Platform	Improved readability on tablet devices.
Next Experience	**Enable auto-focus on page alerts new accessibility preference** When enabled, this preference automatically moves your keyboard focus to important alerts so you don't miss critical messages while navigating with a keyboard or screen reader.
Next Experience Components	To view Next Experience Components accessibility conformance information, refer to the components section of the Horizon site Components section. The Overview for each component contains accessibility (A11y) information.
RPA Hub	**Accessibility improvements** Accessibility improvements were completed to support WCAG 2.1 Level AA conformance.
Service Portal	**Enable dark theme** Use the Dark theme in Service Portal to improve focus and provide better accessibility support. This option is commonly used to alleviate eye strain and improve readability. Add and edit more semantic tags within the Service Portal Designer to define key areas of a portal to support clearer navigation and descriptions for screen readers. This update helps users who are blind or have low vision by

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Application or feature	Details
	making it easier for assistive technology to identify and understand different sections of each page.
ServiceNow AI Platform core feature	Format Painter plugin for TinyMCE enables you to apply consistent font styles, sizes, and table formats within the HTML editor field. This improvement helps users with cognitive disabilities and low vision by reducing confusion and supporting clear, predictable formatting throughout documents. Keyboard navigation is supported, providing added ease of use for keyboard-only users. For more information, see Configure the HTML toolbar.
Telecommunications Network Inventory	Improved overall accessibility across Network Inventory application, focusing on keyboard navigation, screen readers, zoom levels, colour contrast, and text spacing.
UI Builder	The expanded drop-down menus for column properties can be ready by screen readers.

Product localization information in Australia

Cumulative release notes summary on new Australia features and products.

Some products may have specific localization requirements or behavior in Australia.

Application or feature	Details
AI Control Tower	The AI Control Tower application is localized.
AI Search	AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.
Accounts Payable Operations	Accounts Payable Operations supports multiple languages. However, the current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model.
CPQ	Japanese Localization for CPQ admin UI: The CPQ admin UI supports internationalization for the CPQ Configurator and Transaction Manager. Static user interface elements, including labels, headings, and system text, can be displayed in Japanese. This is part of an initial pilot to support SoftBank onboarding. Administrators can select their preferred language through the ServiceNow platform. If any static content is not translated, the system automatically falls back to English. It also supports Japanese character input across applicable fields and controls. User-generated content remains in the language in which it is entered.

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Application or feature	Details
Digital End-User Experience	Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.
Now Assist	Now Assist supports Dynamic Translation for Australia.
RPA Hub	RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.
ServiceNow IDE	The ServiceNow IDE is localized in all supported left-to-right languages and reflects the language preference selected by users for the instance. For information about how to activate a language on an instance, see Activate a language.

Plugin information for all Australia features and products

Cumulative release notes summary on plugin information for Australia features and products.

New plugins in Australia

This table lists the new plugins and ServiceNow Store applications introduced in the Australia release.

Application or feature	Details
AI Control Tower	com.sn_ai_disc and sn_sgc_central: Enables the AI connections page in the AI Control Tower configuration and Enables Service Graph Connector feature in AI connections page.
Accounts Payable Operations	Tax Engine Integration with Vertex (com.sn_fsc_vertex): This plugin enables the integration of APO with Vertex (vendor) to perform tax validation on invoices resulting in tax accuracy and compliance.
Activity Management	• CRM Outlook Add-in (com.sn_crm_outlook): Enables sales agents to associate emails and create CRM records directly from Microsoft Outlook. • CRM Touchpoints (com.sn_crm_touchpoint): Enables sales and service teams to capture, track, and act on various touchpoints and activities throughout the customer's association with your business.
Advanced Approval Management	Advanced Approval Management (com.sn_adv_appr_mgmt): Create workflows for approving entities such as customer quotes submitted by sales agents.

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Application or feature	Details
Agent experience for CSM	• Special Handling Notes (sn_shn): Create notes to bring to the user's attention important information about individual records, such as a case or account record. • Special Handling Notes Demo Data (com.snc.shn_demo): Provides the Special Handling Notes application demo data.
Buying Group	Buying Groups (sn_buying_group): Introduces the Buying Group data model, permissions, and supporting framework required to manage buying groups and their lifecycle within the sales process.
Care Team Work Management	• Healthcare Orchestration (com.sn_hco_orc): Enables cross team collaboration between multiple healthcare organizations. • Care Team Case (com.sn_cto): Enables care teams to create and track cases and tasks for operational work.
Case management for CSM	The following plugin is new in Australia: Assignment Workbench (sn_assign_wb_host): This plugin enables managers to assign tasks to agents efficiently and intelligently.
Change Management	• Change Management-Flows (com.snc.service.change_management.flows): Implements the Change-Refresh Impacted Services flow to manage the Refresh Impacted Services process instead of relying on the Progress Worker table. • ITSM Dynamic CI Flows (com.snc.service.dynamic_ci_flows): Implements flow (IPC- Dynamic CI Group) to manage the Sync Affected CI Dynamic Group process instead of relying on the Progress Worker table. • Provides flows for State Transition Models (com.snc.itsm.state_transition_model.flows): Provides flows that manage the publishing and retirement life cycles of the State Transition templates.
Configuration Management Database (CMDB)	Service Graph Workspace - Content (sn_cmdb_sgw_conten): Provides the contexts definitions and the quick class filters, and enables the associated option to explore data by contexts in the Search and Explore view in Service Graph Workspace.
Customer Service Problem Management	Alternative Dispute Resolution (sn_telco_adr_mgmt): The Alternative Dispute Resolution captures the case details of the issue or problem faced by the customer and manages investigations and expected resolution. It tracks all actions required to identify the root cause of the ADR and resolve it.

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Application or feature	Details
Customer Success Management	Customer Success Advanced (app-cust-succ-adv): New pro plus plugin for customer success
Customer self-service for Sales and Order Management	• Australia Patch 1 Manage Invoice Operations (com.sn_inv_ops_aias): Delivers AI-powered assistants that handle invoice dispute intake directly from the portal, resolves eligible cases autonomously, and seamlessly escalates to a human agent when needed. In the workspace, it continues to assist human agents by providing relevant insights and actions to accelerate invoice case resolution. Australia Early Availability • Invoice Self-Service (com.sn_invoice_ss): Enable an efficient invoice management experience for B2B customers on the Business Portal, helping them to view and manage invoices efficiently and improve financial operations. • Invoice Case Self-Service (com.sn_invoice_case_ss): Enable B2B customers to monitor and manage invoice-related cases efficiently through the Business Portal. • Invoice Case Playbook (com.sn_inv_case_pb): Enable a secure, guided playbook experience for B2B customers on the Business Portal to create and manage invoice-related cases.
Data Management	• Data Archiving (com.glide.db.columnar.archive): Enables you to archive data in object storage and set up scheduled jobs to migrate archive tables.
Developer Sandboxes	Dev Sandboxes CC (com.glide.dsb.cc): A new plugin is available for clone preservers, which preserve settings when you clone an instance.
Field Service Management	
Industrial Connected Workforce Core	ICW Core (sn_icw): Contains the ICW Core application.
Industrial Connected Workforce Mobile Experience	ICW Mobile (sn_icw_mobile): Contains the Industrial Connected Workforce Mobile Experience application.
Integration Hub	• ServiceNow Stream Connect common core (com.glide.hub.stream_connect.common.core): Provides the general Stream Connect capabilities across Hermes and Direct Kafka. • ServiceNow Stream Connect Direct Kafka (com.glide.hub.stream_connect.direct_kafka): Adds the capability to connect the ServiceNow instance to Apache Kafka directly (not using Hermes Messaging Service).

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Application or feature	Details
	• ServiceNow Stream Connect Hermes (com.glide.hub.stream_connect.hermes): Adds the capability for Stream Connect to connect to the Hermes Messaging Service. • ServiceNow Stream Connect Installer (Direct Kafka) (com.glide.hub.stream_connect.onprem_installer): The installer that installs the required plugins for Direct Kafka. • ServiceNow Stream Connect Kafka Connection (com.glide.hub.stream_connect.kafka_connection): Adds the ability to use Kafka credentials for Direct Kafka and Message Replication. • ServiceNow Stream Connect Replication Certificates (com.sn_stream_connect.replication.cert): Adds the capability to handle certificates to connect to the Hermes Messaging Service from the MID Server. • ServiceNow Stream Connect Replication Core (com.glide.hub.stream_connect.replication.core): Adds capabilities to replicate data between a topic in the Hermes Messaging Service and a topic in a local Apache Kafka environment. • Stream Connect MID Hermes API (com.glide.mid.hermes_api): Provides the capability to produce messages from the MID Server to a topic in the Hermes Messaging Service.
Knowledge Center	Knowledge Center (*com.snc.knowledge_center*): Knowledge Center helps you manage your knowledge articles from a single interface that is equipped with dashboards, insights, and AI powered features.
Now Assist for Employee Center Pro	Employee Center Pro (sn_ex_sp_pro): Provides a platform for employees to communicate and engage.
Now Assist for Operational Technology Service Management (OTSM)	Now Assist for OTSM (com.sn_otsm_gen_ai): Contains the features, AI agents, and agentic workflows for Now Assist for OTSM.
Now Assist for Source-to-Pay Operations	Now Assist for Purchase Order Management (POM) [sn_poem_gen_ai]: Automates purchase order exception creation and suggests mitigation strategies for order-related issues, helping buyers resolve disruptions quickly and keep procurement operations on track.
Purchase Order Management	Now Assist for Purchase Order Management (POM) (sn_poem_gen_ai): Automates purchase order exception creation and suggests mitigation strategies for order-related issues, helping buyers resolve disruptions quickly and keep procurement operations on track.
Retail	• Retail Playbook for Store Plan (sn_rtl_str_plan_pb): The Retail Playbook for Store Plan enables headquarters and regional managers to create structured operational plans. These plans include tasks and cases that are linked to store locations and

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Application or feature	Details
	schedules, providing a streamlined approach to managing store operations. • Task plan template playbook activities (sn_tsk_plan_pb_act): The Task Plan Template Playbook Activities plugin enables users to create and execute task plan templates through guided playbook experiences. These playbooks include reusable activities for creating and managing template items, enforcing form validation, UI policies, and parent–child relationships to provide a consistent and streamlined authoring experience. • PWM playbook activities (sn_pwm_pb_act): The PWM Playbook Activities plugin enables users to integrate Planned Work Management scheduling into guided playbook experiences. These playbooks include planned work scheduling and execution aligned with task plan templates, providing a streamlined approach to managing work schedules.
Self-service and omnichannel engagement for CSM	• Customer Service integration with Social Media Store (sn_cs_social_host): The Customer Service integration with Social Media app enables agents to select Social as the communication channel and add a social profile to the Case form. Any communication with customers or consumers that takes place through social media is recorded on the Case form in the Social Logs related list. For more information, see Social media integration • Web Components for Customers (sn_cx_components): The plugin adds Case create and Case view Web Embeddables components to your ServiceNow instance. You can clone and configure them, and embed on your third-party website. For more information, see Activate Web Embeddables. • Web Embeddable Core (sn_embeddable_core): This plugin enables you to create, edit, clone, delete, and organize components into modules, groups, and instances. Each instance can be configured with a live preview. It also provides tools to manage CORS rules for secure integration. For more information, see Activate Web Embeddables. • Web Components for Guest (sn_guest_component): This plugin enables guest user access to Knowledge article view and Catalog item Web Embeddables components on third-party websites. It allows unauthenticated users to view public knowledge articles and submit catalog items without logging in. You can configure access controls to determine which content is publicly accessible. For more information, see Activate Web Embeddables.
Telecommunications Customer 360	Telecommunications Customer 360 (`com.sn_telecom_c360`): The Telecommunications Customer 360 plugin is a scoped application that includes the data model and all the modules of the Telecommunications Customer 360 application.

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Application or feature	Details
Telecommunications Network Inventory	Remote Hands Request Management (sn_remote_hands): Remote Hands plugin enables you to use the Remote Hands request feature in the Customer Service Management portal.
Telecommunications Service Operations Management (TSOM)	TSOM Event Management Connectors (sn_tsom_em_connectors): TSOM Assurance Connectors for events and metrics

Deprecated plugins in Australia

This table lists the existing plugins and ServiceNow Store applications that were deprecated in the Australia release and not previously listed as planned for deprecation. The plugin or application is no longer deployed, enhanced, or supported. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Application or feature	Details
Agent experience for CSM	Customer Service CTI Demo Data (com.snc.customerservice_cti_demo): ServiceNow Voice with Amazon Connect provides the latest experience for this functionality.
Security Incident Response	Security Incident Response UI (sn_app_secops_ui): This plugin is replaced by Security Incident Response Workspace (sn_si_aw).

Plugins planned for deprecation in Australia

This table lists the existing plugins and ServiceNow Store applications that are planned for deprecation in a future release. The plugin or application will be hidden and no longer available for activation but will continue to be supported. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Application or feature	Details
Agent experience for CSM	Beginning with the Australia release, these plugins will be migrated to store applications. Upgrading your instance to the Australia release automatically installs the store applications. • CSM Configurable Workspace Special Handling Notes (com.snc.uib.special_handling_notes) • CSM Account Hierarchy (com.snc.sn_csm_account_hierarchy_uib) • Resolution Shaper (com.sn_resolutionshaper) • sn-component-workspace-ribbon (com.sn_component_workspace_ribbon) • Special Handling Instruction (app_sn_shn) • Special Handling Notes Demo Data (app_sn_shn)

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Application or feature	Details
	• sn-component-account-hierarchy (com.sn_component_account_hierarchy) • sn-component-workspace-shn (com.sn_component_workspace_shn) For more information, see Plugins activated with Customer Service Management.
Agile Development 2.0	• Agile Development 2.0 (com.snc.sdlc.agile.2.0): Planned for deprecation in the August 2030. Install the Collaborative Work Management application from ServiceNow Store. • Agile Development 2.0 - ATF Tests (com.snc.sdlc.agile.2.0.atf): Planned for deprecation in the C release. There is no replacement for this application. • Agile Development 2.0 - Development ATF Tests (com.snc.sdlc.agile.2.0.atf.dev): Planned for deprecation in the C release. There is no replacement for this application. • Agile Development — Unified Backlog (com.snc.sdlc.agile.multi_task): Planned for deprecation in the C release. Install the Collaborative Work Management application from ServiceNow Store. • Scrum Programs (com.snc.sdlc.scrum_program): Planned for deprecation in the C release. There is no replacement for this application. • Atlassian Jira Integration for Agile Development (app_agile_jira_integrations): Planned for deprecation in the C release. Install the SPW Jira Integrations application from the ServiceNow Store. • Microsoft Azure DevOps Integration for Agile Development (app_agile_ado_integration): Planned for deprecation in the C release. There is no replacement for this application. • Work Progress Status for Agile Teams (com.sn_scrum_progress): Planned for deprecation in the C release. There is no replacement for this application. • Performance Analytics Content Pack for Agile 2.0 (com.sn_scrum_dashboards): Planned for deprecation in the C release. Install the Collaborative Work Management application from ServiceNow Store. • Agile Development v2 (com.snc.sdlc.agile.mobile): Planned for deprecation in the C release.There is no replacement for this application.
App Engine Studio	The following Integration Hub flow templates are planned for deprecation in September 2034. There is no replacement for these plugins. • Flow Templates for Access Management (com.sn.ft.app.access) • Flow Templates for CRM (com.sn.crm.flow.temp)

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Application or feature	Details
	• Flow Templates for Cloud Services (com.sn.ft.cloud.mgmt) • Flow Templates for DevOps (com.sn.ft.devops) • Flow Templates for Document Management (com.sn.ft.doc.mgmt) • Flow Templates for HR Management (com.sn.ft.for.hr) • Flow Templates for Integration Hub Enterprise (com.sn.ft.enterprise) • Flow Templates for Notifications (com.sn.ft.inc.ws.notif) • Flow Templates for Service Desk (com.sn.servicedesk.flow.temp)
Configurable Workspace	Agent Workspace - Ribbon (com.snc.agent_workspace.ribbon): Planned for deprecation in the C release. Beginning with the Australia release this plugin will be migrated to a store application. Upgrade your instance to Australia or later release versions and the store applications will be automatically installed.
Configuration Management Database (CMDB)	Service Graph Connector for OpenTelemetry (com.snc.cmdb.lightstep_integration): Planned for deprecation in C. There is no replacement for this application.
Content Management System	• CMS core plugin (com.glide.cms): Planned for deprecation in the C release (GA). It will be hidden and no longer available for activation but will continue to be supported for regression and security defects until the C release (GA). Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal. • CMS core plugin (com.glide.cms.extensions): Planned for deprecation in the C release (GA). It will be hidden and no longer available for activation but will continue to be supported for regression and security defects until the C release (GA). Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.
Data Management for CSM	These plugins are planned for deprecation in the C release. Beginning with the Australia release these plugins will be migrated to a store application. Upgrade your instance to Australia or later release versions and the store applications will be automatically installed. • CSM Contributor User (com.snc.csm_contributor_user) • Service Organization (com.snc.service_organization)
Document Intelligence	Document Intelligence Admin (sn_docintel_admin): Planned for deprecation in the Brazil release. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.

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Application or feature	Details
Encryption	• Column Level Encryption (com.glide.encryption): Planned for deprecation in the C release. Activate the Field Encryption Starter or Field Encryption Enterprise plugins instead. • Column Level Encryption Enterprise(com.glide.now.platform.encryption): Planned for deprecation in July 2031. Activate the Field Encryption Starter or Field Encryption Enterprise instead. • Edge Encryption (com.glide.edgeencryption): Planned for deprecation in December 2028. Use Platform Encryption instead. For more information, see the Edge Encryption End of Renewal [KB2007685] article on the Now Support Knowledge Base. • Edge Encryption Core (com.glide.edgeencryption.core): Planned for deprecation in December 2028. Use Platform Encryption instead. For more information, see the Edge Encryption End of Renewal [KB2007685] article on the Now Support Knowledge Base.
Field Service Management	
Impact	Impact Health (com.sn_impact_health): Planned for deprecation in a future release. For this functionality, install the Now Assist for Platform Health Scan Engine application .
Legal Virtual Agent Conversations	Legal Virtual Agent Conversations (sn_lg_virtual_agent): Planned for deprecation in C release.There is no replacement for this plugin.
Next Experience Components	
Now Assist	Conversational Help Skills: Planned for deprecation in May 2026. Install the External Content Connectors Application Suite from the ServiceNow store. For configuration guidance, see External Content Connectors .
Now Assist in Document Intelligence	The Document Intelligence Admin (sn_docintel_admin) plugin is planned for deprecation in the Brazil release. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see Now Assist in Document Intelligence.
Predictive intelligence for Legal Service Delivery	(sn_lg_pi): Planned for deprecation in C release. There is no replacement for this plugin.
Self-service and omnichannel engagement for CSM	• Openframe Integration App (com.sn_openframe_integration) • Skill Determination (com.snc.skill_determination)

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Application or feature	Details
	• Advanced Work Assignment for CSM (sn_csm.awa) • Social Media Store (sn_cs_social_host)
ServiceNow AI Platform core feature	Form designer (com.glide.ui.ng.fd): Planned for deprecation in the C release. Form Builder is the recommended replacement for all form configurations. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
ServiceNow CLI	CLI Metadata (com.sn_cli_metadata): Planned for deprecation in the C release. There is no replacement for this application.
Workforce Optimization for HR	Workforce Optimization for HR (com.sn_hr_wfo): Planned for deprecation in July 2027. There is no replacement for this application.

Renamed or changed plugins in Australia

This table lists the existing plugins and ServiceNow Store applications that were renamed or changed in the Australia release.

Application or feature	Details
Data Management for CSM	The following plugins are moved to store: • CSM Contributor User (com.snc.csm_contributor_user) • Outsourced Customer Service (com.snc.csm_ocs) • Service Organization (com.snc.service_organization) • Outsourced Service Provider (com.snc.outsourced_service_provider)
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	• Environmental, Social, and Governance Management (com.sn_esg): Renamed Operational Sustainability Management (com.sn_esg) • ESG integration with Concur (com.sn_esg_concur): Renamed Operational Sustainability Integration with Concur (com.sn_esg_concur) • ESG integration with DEX (com.sn_esg_dex_intg): Renamed Operational Sustainability Integration with DEX (com.sn_esg_dex_intg) • ESG Regenerative finance (com.sn_esg_refi): Renamed Regenerative Finance for Operational Sustainability (com.sn_esg_refi) • ESG Risk Management (com.sn_esg_risk_mgmt): Renamed Operational Sustainability Risk Management (com.sn_esg_risk_mgmt) • Materiality Assessment (com.sn_osm_ma): Renamed Operational Sustainability Integration with Socialsuite (com.sn_osm_ma)

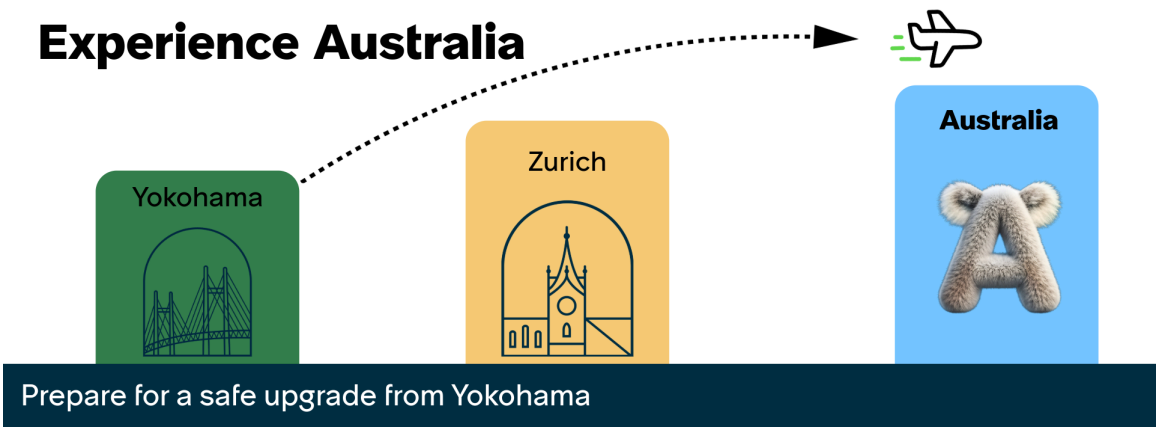
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Application or feature	Details
	• Now Assist for Environmental, Social, and Governance (ESG) (com.sn_esg_gen_ai): Renamed Now Assist for Operational Sustainability (com.sn_esg_gen_ai) • Urjanet ESG integration (com.sn_esg_urjanet): Renamed Operational Sustainability Integration with Urjanet (com.sn_esg_urjanet) • Watershed integration for ESG (com.sn_esg_watershed): Renamed Operational Sustainability Integration with Watershed (com.sn_esg_watershed) • Workday ESG integration (com.sn_esg_workday): Renamed Operational Sustainability Integration with Workday (com.sn_esg_workday)
Zero Copy Connectors	• Workflow Data Fabric Hub (sn_data_fabric): Renamed to Zero Copy Connector Hub (sn_data_fabric). • Australia Patch 1Zero Copy Connectors (sn_data_fabric_zcc): Now contains primary and community connectors. Previously contained all connectors in a single package.

Release notes for upgrading from Yokohama

When you upgrade from the Yokohama release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Yokohama to Australia



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Combined product release notes  Detailed information on new products and features from Yokohama to Australia	**Personalized PRB release notes**  Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins in the Australia release**  List of new, changed, renamed, and deprecated plugins
Accessibility and conformance  Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	**Available patches and hotfixes**  Release notes for fixed issues	**Browser support**  Supported browser versions and additional requirements for specific products
	Australia highlights  High-level overview of products and features in Australia	

Combined product release notes for upgrades from Yokohama to Australia

To help you upgrade from Yokohama to Australia, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Yokohama to Australia

The table below has a list of all products available between Yokohama and Australia. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

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Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Desktop	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Control Tower	Link
AIOps LEAP	Link
AI Risk and Compliance	Link

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Product	Combined release notes
AI Search	Link
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link
Card data security	Link

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Product	Combined release notes
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link

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Common Governance, Risk, and Compliance feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Management System	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link

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Customer self-service for Sales and Order Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link

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Product	Combined release notes
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link
ERP Customization Mining	Link

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Product	Combined release notes
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Healthcare and Life Sciences Service Management Core	Link

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Product	Combined release notes
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link

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Product	Combined release notes
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link

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Product	Combined release notes
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link

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Product	Combined release notes
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link

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Product	Combined release notes
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link
Now Assist for Order Management	Link

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Product	Combined release notes
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link

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Product	Combined release notes
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link

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Product	Combined release notes
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link

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Product	Combined release notes
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link

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Product	Combined release notes
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link

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Product	Combined release notes
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link

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Product	Combined release notes
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link

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Product	Combined release notes
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link

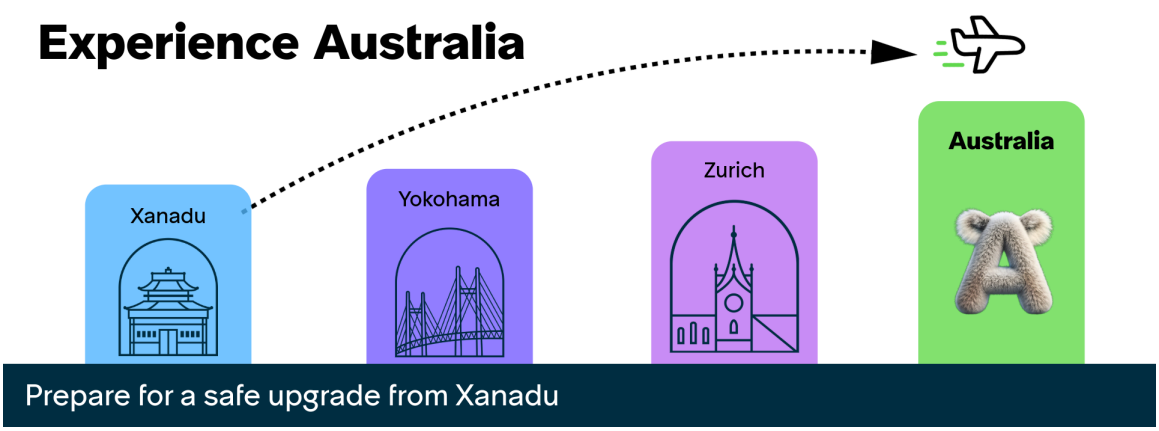
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Product	Combined release notes
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Release notes for upgrading from Xanadu

When you upgrade from the Xanadu release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Xanadu to Australia



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Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
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AIOps LEAP	Link
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Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link
Card data security	Link

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Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link

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CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link

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Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link

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Product	Combined release notes
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link
ERP Customization Mining	Link

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ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Healthcare and Life Sciences Service Management Core	Link

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Product	Combined release notes
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link

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Product	Combined release notes
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link

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Product	Combined release notes
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link

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Product	Combined release notes
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link

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Product	Combined release notes
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link
Now Assist for Order Management	Link

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Product	Combined release notes
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link

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Product	Combined release notes
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link

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Product	Combined release notes
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link

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Product	Combined release notes
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link

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Product	Combined release notes
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link

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Product	Combined release notes
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link

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Product	Combined release notes
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link

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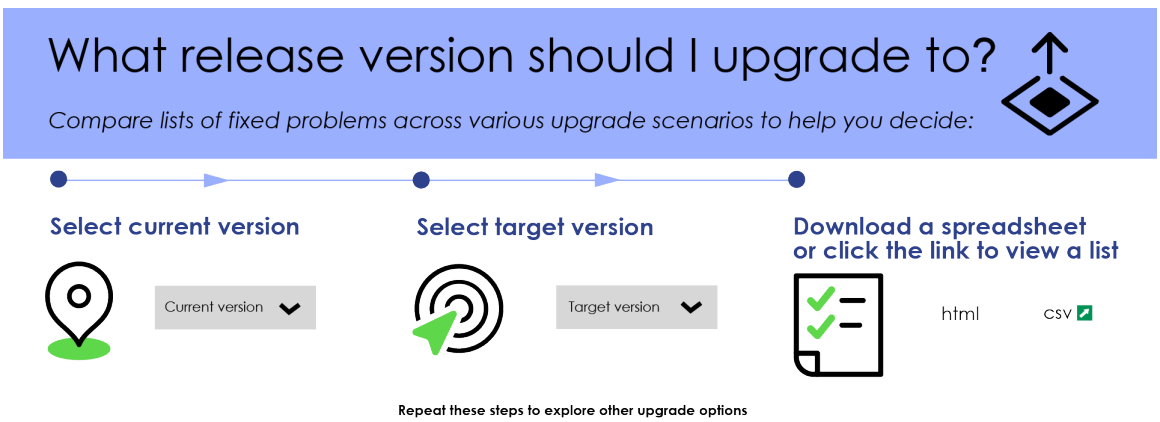
Product	Combined release notes
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link

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Product	Combined release notes
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Personalized PRB release notes for upgrades to Australia

If you are thinking about upgrading to the Australia family, problem (PRB) fixes can be an important factor in your upgrade plans. Compare the lists of fixed problems across various Australia upgrade scenarios to help you decide which release version to upgrade to.



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Generate cumulative PRB release notes

To create personalized release notes for your upgrade, use the **Filter by** feature to select your current release version and your target version. The table will filter to show you the personalized release notes for the selected upgrade scenario. You can view the cumulative PRB release notes by downloading the CSV file.

Warning: The personalized PRB release notes now include security PRB fixes. You can filter on the PRB tables by security category, or you can search for the text "Security bug."

Fixed problems in upgrades to Australia

Only available target release versions are listed in the personalized release notes generator. For further information on a PRB, documentation updates, or fixes included for a specific release version, you can also browse the standard release notes topics on the ServiceNow Product Documentation website.

Important: Be sure to upgrade to the latest release version that includes all of the PRB fixes you are interested in.

Current version	Target version	Download
WashingtonDC Patch 4	Australia Early Access	from washingtondc patch 4 to australia early accesscsvfrom washingtondc patch 4 to australia early access
WashingtonDC Patch 4	Australia Early Access Hot Fix 1	from washingtondc patch 4 to australia early access hot fix 1csvfrom washingtondc patch 4 to australia early access hot fix 1
WashingtonDC Patch 4	Australia Patch 1	from washingtondc patch 4 to

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		australia patch 1csvfrom washingtondc patch 4 to australia patch 1
WashingtonDC Patch 9	Australia Early Access	from washingtondc patch 9 to australia early accesscsvfrom washingtondc patch 9 to australia early access
WashingtonDC Patch 9	Australia Early Access Hot Fix 1	from washingtondc patch 9 to australia early access hot fix 1csvfrom washingtondc patch 9 to australia early access hot fix 1
WashingtonDC Patch 9	Australia Patch 1	from washingtondc patch 9 to australia patch 1csvfrom washingtondc patch 9 to australia patch 1
WashingtonDC Patch 9a	Australia Early Access	from washingtondc patch 9a to

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		australia early accesscsvfrom washingtondc patch 9a to australia early access
WashingtonDC Patch 9a	Australia Early Access Hot Fix 1	from washingtondc patch 9a to australia early access hot fix 1csvfrom washingtondc patch 9a to australia early access hot fix 1
WashingtonDC Patch 9a	Australia Patch 1	from washingtondc patch 9a to australia patch 1csvfrom washingtondc patch 9a to australia patch 1
WashingtonDC Patch 9b	Australia Early Access	from washingtondc patch 9b to australia early accesscsvfrom washingtondc patch 9b to australia early access
WashingtonDC Patch 9b	Australia Early Access Hot Fix 1	from washingtondc patch

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		9b to australia early access hot fix 1csvfrom washingtondc patch 9b to australia early access hot fix 1
WashingtonDC Patch 9b	Australia Patch 1	from washingtondc patch 9b to australia patch 1csvfrom washingtondc patch 9b to australia patch 1
WashingtonDC Patch 10 Hot Fix 2	Australia Early Access	from washingtondc patch 10 hot fix 2 to australia early accesscsvfrom washingtondc patch 10 hot fix 2 to australia early access
WashingtonDC Patch 10 Hot Fix 2	Australia Early Access Hot Fix 1	from washingtondc patch 10 hot fix 2 to australia early access hot fix 1csvfrom washingtondc patch 10 hot

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		fix 2 to australia early access hot fix 1
WashingtonDC Patch 10 Hot Fix 2	Australia Patch 1	from washingtondc patch 10 hot fix 2 to australia patch 1csvfrom washingtondc patch 10 hot fix 2 to australia patch 1
Xanadu Patch 3	Australia Early Access	from xanadu patch 3 to australia early accesscsvfrom xanadu patch 3 to australia early access
Xanadu Patch 3	Australia Early Access Hot Fix 1	from xanadu patch 3 to australia early access hot fix 1csvfrom xanadu patch 3 to australia early access hot fix 1
Xanadu Patch 3	Australia Patch 1	from xanadu patch 3 to australia

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		patch 1csvfrom xanadu patch 3 to australia patch 1
Xanadu Patch 3 Hot Fix 1	Australia Early Access	from xanadu patch 3 hot fix 1 to australia early accesscsvfrom xanadu patch 3 hot fix 1 to australia early access
Xanadu Patch 3 Hot Fix 1	Australia Early Access Hot Fix 1	from xanadu patch 3 hot fix 1 to australia early access hot fix 1csvfrom xanadu patch 3 hot fix 1 to australia early access hot fix 1
Xanadu Patch 3 Hot Fix 1	Australia Patch 1	from xanadu patch 3 hot fix 1 to australia patch 1csvfrom xanadu patch 3 hot fix 1 to

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		australia patch 1
Xanadu Patch 4	Australia Early Access	from xanadu patch 4 to australia early accesscsvfrom xanadu patch 4 to australia early access
Xanadu Patch 4	Australia Early Access Hot Fix 1	from xanadu patch 4 to australia early access hot fix 1csvfrom xanadu patch 4 to australia early access hot fix 1
Xanadu Patch 4	Australia Patch 1	from xanadu patch 4 to australia patch 1csvfrom xanadu patch 4 to australia patch 1
Xanadu Patch 5	Australia Early Access	from xanadu patch 5 to australia early accesscsvfrom xanadu patch 5 to

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		australia early access
Xanadu Patch 5	Australia Early Access Hot Fix 1	from xanadu patch 5 to australia early access hot fix 1csvfrom xanadu patch 5 to australia early access hot fix 1
Xanadu Patch 5	Australia Patch 1	from xanadu patch 5 to australia patch 1csvfrom xanadu patch 5 to australia patch 1
Xanadu Patch 7	Australia Early Access	from xanadu patch 7 to australia early accesscsvfrom xanadu patch 7 to australia early access
Xanadu Patch 7	Australia Early Access Hot Fix 1	from xanadu patch 7 to australia early access hot fix 1csvfrom

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		xanadu patch 7 to australia early access hot fix 1
Xanadu Patch 7	Australia Patch 1	from xanadu patch 7 to australia patch 1csvfrom xanadu patch 7 to australia patch 1
Xanadu Patch 7a	Australia Early Access	from xanadu patch 7a to australia early accesscsvfrom xanadu patch 7a to australia early access
Xanadu Patch 7a	Australia Early Access Hot Fix 1	from xanadu patch 7a to australia early access hot fix 1csvfrom xanadu patch 7a to australia early access hot fix 1
Xanadu Patch 7a	Australia Patch 1	from xanadu patch 7a to australia

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		patch 1csvfrom xanadu patch 7a to australia patch 1
Xanadu Patch 8	Australia Early Access	from xanadu patch 8 to australia early accesscsvfrom xanadu patch 8 to australia early access
Xanadu Patch 8	Australia Early Access Hot Fix 1	from xanadu patch 8 to australia early access hot fix 1csvfrom xanadu patch 8 to australia early access hot fix 1
Xanadu Patch 8	Australia Patch 1	from xanadu patch 8 to australia patch 1csvfrom xanadu patch 8 to australia patch 1
Xanadu Patch 9	Australia Early Access	from xanadu patch 9 to australia

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		early accesscsvfrom xanadu patch 9 to australia early access
Xanadu Patch 9	Australia Early Access Hot Fix 1	from xanadu patch 9 to australia early access hot fix 1csvfrom xanadu patch 9 to australia early access hot fix 1
Xanadu Patch 9	Australia Patch 1	from xanadu patch 9 to australia patch 1csvfrom xanadu patch 9 to australia patch 1
Xanadu Patch 9a	Australia Early Access	from xanadu patch 9a to australia early accesscsvfrom xanadu patch 9a to australia early access
Xanadu Patch 9a	Australia Early Access Hot Fix 1	from xanadu patch 9a to

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		australia early access hot fix 1csvfrom xanadu patch 9a to australia early access hot fix 1
Xanadu Patch 9a	Australia Patch 1	from xanadu patch 9a to australia patch 1csvfrom xanadu patch 9a to australia patch 1
Xanadu Patch 10 Hot Fix 1	Australia Early Access	from xanadu patch 10 hot fix 1 to australia early accesscsvfrom xanadu patch 10 hot fix 1 to australia early access
Xanadu Patch 10 Hot Fix 1	Australia Early Access Hot Fix 1	from xanadu patch 10 hot fix 1 to australia early access hot fix 1csvfrom xanadu patch 10 hot fix 1 to

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		australia early access hot fix 1
Xanadu Patch 10 Hot Fix 1	Australia Patch 1	from xanadu patch 10 hot fix 1 to australia patch 1csvfrom xanadu patch 10 hot fix 1 to australia patch 1
Xanadu Patch 11 Hot Fix 1	Australia Early Access	from xanadu patch 11 hot fix 1 to australia early accesscsvfrom xanadu patch 11 hot fix 1 to australia early access
Xanadu Patch 11 Hot Fix 1	Australia Early Access Hot Fix 1	from xanadu patch 11 hot fix 1 to australia early access hot fix 1csvfrom xanadu patch 11 hot fix 1 to australia early access hot fix 1

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Xanadu Patch 11 Hot Fix 1	Australia Patch 1	from xanadu patch 11 hot fix 1 to australia patch 1csvfrom xanadu patch 11 hot fix 1 to australia patch 1
Yokohama Early Access	Australia Early Access	from yokohama early access to australia early accesscsvfrom yokohama early access to australia early access
Yokohama Early Access	Australia Early Access Hot Fix 1	from yokohama early access to australia early access hot fix 1csvfrom yokohama early access to australia early access hot fix 1
Yokohama Early Access	Australia Patch 1	from yokohama early access to australia

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		patch 1csvfrom yokohama early access to australia patch 1
Yokohama Early Access Hot Fix 1	Australia Early Access	from yokohama early access hot fix 1 to australia early accesscsvfrom yokohama early access hot fix 1 to australia early access
Yokohama Early Access Hot Fix 1	Australia Early Access Hot Fix 1	from yokohama early access hot fix 1 to australia early access hot fix 1csvfrom yokohama early access hot fix 1 to australia early access hot fix 1
Yokohama Early Access Hot Fix 1	Australia Patch 1	from yokohama early access hot fix 1 to australia patch

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Yokohama Patch 1	Australia Early Access	from yokohama patch 1 to australia early accesscsvfrom yokohama patch 1 to australia early access
Yokohama Patch 1	Australia Early Access Hot Fix 1	from yokohama patch 1 to australia early access hot fix 1csvfrom yokohama patch 1 to australia early access hot fix 1
Yokohama Patch 1	Australia Patch 1	from yokohama patch 1 to australia patch 1csvfrom yokohama patch 1 to australia patch 1
Yokohama Patch 2	Australia Early Access	from yokohama patch 2 to

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		australia early accesscsvfrom yokohama patch 2 to australia early access
Yokohama Patch 2	Australia Early Access Hot Fix 1	from yokohama patch 2 to australia early access hot fix 1csvfrom yokohama patch 2 to australia early access hot fix 1
Yokohama Patch 2	Australia Patch 1	from yokohama patch 2 to australia patch 1csvfrom yokohama patch 2 to australia patch 1
Yokohama Patch 3	Australia Early Access	from yokohama patch 3 to australia early accesscsvfrom yokohama patch 3 to australia early access
Yokohama Patch 3	Australia Early Access Hot Fix 1	from yokohama patch

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Yokohama Patch 3	Australia Patch 1	from yokohama patch 3 to australia patch 1csvfrom yokohama patch 3 to australia patch 1
Yokohama Patch 3 Hot Fix 2	Australia Early Access	from yokohama patch 3 hot fix 2 to australia early accesscsvfrom yokohama patch 3 hot fix 2 to australia early access
Yokohama Patch 3 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 3 hot fix 2 to australia early access hot fix 1csvfrom yokohama patch 3 hot

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Yokohama Patch 3 Hot Fix 5	Australia Early Access	from yokohama patch 3 hot fix 5 to australia early accesscsvfrom yokohama patch 3 hot fix 5 to australia early access
Yokohama Patch 3 Hot Fix 5	Australia Early Access Hot Fix 1	from yokohama patch 3 hot fix 5 to australia early access hot fix 1csvfrom yokohama patch 3 hot fix 5 to australia early access hot fix 1

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Yokohama Patch 4a	Australia Early Access Hot Fix 1	from yokohama patch 4a to australia early access hot fix 1csvfrom yokohama patch 4a to australia early access hot fix 1
Yokohama Patch 4a	Australia Patch 1	from yokohama patch 4a to australia patch 1csvfrom yokohama patch 4a to

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Yokohama Patch 5	Australia Early Access Hot Fix 1	from yokohama patch 5 to australia early access hot fix 1csvfrom yokohama patch 5 to australia early access hot fix 1
Yokohama Patch 5	Australia Patch 1	from yokohama patch 5 to australia patch 1csvfrom yokohama patch 5 to australia patch 1
Yokohama Patch 5 Hot Fix 1	Australia Early Access	from yokohama patch 5 hot fix 1 to australia early accesscsvfrom yokohama patch

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Yokohama Patch 5 Hot Fix 1	Australia Patch 1	from yokohama patch 5 hot fix 1 to australia patch 1csvfrom yokohama patch 5 hot fix 1 to australia patch 1
Yokohama Patch 5 Hot Fix 4	Australia Early Access	from yokohama patch 5 hot fix 4 to australia early accesscsvfrom yokohama patch 5 hot fix 4 to australia early access

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Yokohama Patch 5 Hot Fix 4	Australia Patch 1	from yokohama patch 5 hot fix 4 to australia patch 1csvfrom yokohama patch 5 hot fix 4 to australia patch 1
Yokohama Patch 6	Australia Early Access	from yokohama patch 6 to australia early accesscsvfrom yokohama patch 6 to australia early access
Yokohama Patch 6	Australia Early Access Hot Fix 1	from yokohama patch 6 to australia early access hot fix

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Yokohama Patch 6 Hot Fix 1	Australia Early Access	from yokohama patch 6 hot fix 1 to australia early accesscsvfrom yokohama patch 6 hot fix 1 to australia early access
Yokohama Patch 6 Hot Fix 1	Australia Early Access Hot Fix 1	from yokohama patch 6 hot fix 1 to australia early access hot fix 1csvfrom yokohama patch 6 hot fix 1 to australia early access hot fix 1

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Yokohama Patch 6 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 6 hot fix 2 to australia early access hot fix 1csvfrom yokohama patch 6 hot fix 2 to australia early access hot fix 1
Yokohama Patch 6 Hot Fix 2	Australia Patch 1	from yokohama patch 6 hot fix 2 to australia

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Yokohama Patch 7 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 7 hot fix 2 to australia early access hot fix 1csvfrom yokohama patch 7 hot fix 2 to australia early access hot fix 1
Yokohama Patch 7 Hot Fix 2	Australia Patch 1	from yokohama patch 7 hot fix 2 to australia patch 1csvfrom yokohama patch 7 hot fix 2 to

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Yokohama Patch 7 Hot Fix 6	Australia Early Access Hot Fix 1	from yokohama patch 7 hot fix 6 to australia early access hot fix 1csvfrom yokohama patch 7 hot fix 6 to australia early access hot fix 1
Yokohama Patch 7 Hot Fix 6	Australia Patch 1	from yokohama patch 7 hot fix 6 to australia patch 1csvfrom yokohama patch 7 hot fix 6 to australia patch 1
Yokohama Patch 8	Australia Early Access	from yokohama patch 8 to

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Yokohama Patch 8	Australia Early Access Hot Fix 1	from yokohama patch 8 to australia early access hot fix 1csvfrom yokohama patch 8 to australia early access hot fix 1
Yokohama Patch 8	Australia Patch 1	from yokohama patch 8 to australia patch 1csvfrom yokohama patch 8 to australia patch 1
Yokohama Patch 8 Hot Fix 1	Australia Early Access	from yokohama patch 8 hot fix 1 to australia early accesscsvfrom yokohama patch 8 hot fix 1 to australia early access

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Yokohama Patch 8 Hot Fix 1	Australia Patch 1	from yokohama patch 8 hot fix 1 to australia patch 1csvfrom yokohama patch 8 hot fix 1 to australia patch 1
Yokohama Patch 9	Australia Early Access	from yokohama patch 9 to australia early accesscsvfrom yokohama patch 9 to australia early access
Yokohama Patch 9	Australia Early Access Hot Fix 1	from yokohama patch 9 to australia early access hot fix

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Yokohama Patch 9 Hot Fix 2	Australia Early Access	from yokohama patch 9 hot fix 2 to australia early accesscsvfrom yokohama patch 9 hot fix 2 to australia early access
Yokohama Patch 9 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 9 hot fix 2 to australia early access hot fix 1csvfrom yokohama patch 9 hot fix 2 to australia early access hot fix 1

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Yokohama Patch 10	Australia Early Access Hot Fix 1	from yokohama patch 10 to australia early access hot fix 1csvfrom yokohama patch 10 to australia early access hot fix 1
Yokohama Patch 10	Australia Patch 1	from yokohama patch 10 to australia patch 1csvfrom yokohama patch 10 to

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Yokohama Patch 10 Hot Fix 1	Australia Early Access Hot Fix 1	from yokohama patch 10 hot fix 1 to australia early access hot fix 1csvfrom yokohama patch 10 hot fix 1 to australia early access hot fix 1
Yokohama Patch 10 Hot Fix 1	Australia Patch 1	from yokohama patch 10 hot fix 1 to australia patch 1csvfrom yokohama patch 10 hot fix 1 to australia patch 1
Yokohama Patch 11	Australia Early Access	from yokohama patch 11 to

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Yokohama Patch 11	Australia Early Access Hot Fix 1	from yokohama patch 11 to australia early access hot fix 1csvfrom yokohama patch 11 to australia early access hot fix 1
Yokohama Patch 11	Australia Patch 1	from yokohama patch 11 to australia patch 1csvfrom yokohama patch 11 to australia patch 1
Yokohama Patch 11 Hot Fix 1	Australia Early Access	from yokohama patch 11 hot fix 1 to australia early accesscsvfrom yokohama patch 11 hot fix 1 to australia early access

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Yokohama Patch 11 Hot Fix 1	Australia Patch 1	from yokohama patch 11 hot fix 1 to australia patch 1csvfrom yokohama patch 11 hot fix 1 to australia patch 1
Yokohama Patch 11 Hot Fix 2	Australia Early Access	from yokohama patch 11 hot fix 2 to australia early accesscsvfrom yokohama patch 11 hot fix 2 to australia early access
Yokohama Patch 11 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 11 hot fix 2 to australia

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Yokohama Patch 12	Australia Early Access	from yokohama patch 12 to australia early accesscsvfrom yokohama patch 12 to australia early access
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Yokohama Patch 12 Hot Fix 1	Australia Early Access	from yokohama patch 12 hot fix 1 to australia early accesscsvfrom yokohama patch 12 hot fix 1 to australia early access
Yokohama Patch 12 Hot Fix 1	Australia Early Access Hot Fix 1	from yokohama patch 12 hot fix 1 to australia early access hot fix 1csvfrom yokohama patch 12 hot fix 1 to australia early access hot fix 1
Yokohama Patch 12 Hot Fix 1	Australia Patch 1	from yokohama patch 12 hot fix 1 to australia

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Yokohama Patch 12 Hot Fix 2	Australia Early Access Hot Fix 1	from yokohama patch 12 hot fix 2 to australia early access hot fix 1csvfrom yokohama patch 12 hot fix 2 to australia early access hot fix 1
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Zurich Patch 1	Australia Early Access Hot Fix 1	from zurich patch 1 to australia early access hot fix 1csvfrom zurich patch 1 to australia early access hot fix 1
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Zurich Patch 1 Hot Fix 1	Australia Early Access	from zurich patch 1 hot fix 1 to australia early accesscsvfrom zurich patch

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Zurich Patch 1 Hot Fix 1	Australia Patch 1	from zurich patch 1 hot fix 1 to australia patch 1csvfrom zurich patch 1 hot fix 1 to australia patch 1
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Zurich Patch 2	Australia Patch 1	from zurich patch 2 to australia patch 1csvfrom zurich patch 2 to australia patch 1
Zurich Patch 2 Hot Fix 1	Australia Early Access	from zurich patch 2 hot fix 1 to australia early accesscsvfrom zurich patch 2 hot fix 1 to australia early access
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Zurich Patch 3	Australia Early Access	from zurich patch 3 to australia early accesscsvfrom zurich patch 3 to australia early access
Zurich Patch 3	Australia Early Access Hot Fix 1	from zurich patch 3 to australia early access hot fix 1csvfrom zurich patch 3 to australia early access hot fix 1
Zurich Patch 3	Australia Patch 1	from zurich patch 3 to australia patch 1csvfrom zurich patch 3 to

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Zurich Patch 3 Hot Fix 2	Australia Patch 1	from zurich patch 3 hot fix 2 to australia patch 1csvfrom zurich patch 3 hot fix 2 to australia patch 1
Zurich Patch 4	Australia Early Access	from zurich patch 4 to australia early accesscsvfrom zurich patch 4 to

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Zurich Patch 4	Australia Patch 1	from zurich patch 4 to australia patch 1csvfrom zurich patch 4 to australia patch 1
Zurich Patch 4 Hot Fix 1	Australia Early Access	from zurich patch 4 hot fix 1 to australia early accesscsvfrom zurich patch 4 hot fix 1 to australia early access
Zurich Patch 4 Hot Fix 1	Australia Early Access Hot Fix 1	from zurich patch 4 hot fix 1 to australia early

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Zurich Patch 4 Hot Fix 2	Australia Early Access	from zurich patch 4 hot fix 2 to australia early accesscsvfrom zurich patch 4 hot fix 2 to australia early access
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Zurich Patch 4 Hot Fix 3	Australia Early Access	from zurich patch 4 hot fix 3 to australia early accesscsvfrom zurich patch 4 hot fix 3 to australia early access
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Current version	Target version	Download
Zurich Patch 4 Hot Fix 3	Australia Patch 1	from zurich patch 4 hot fix 3 to australia patch 1csvfrom zurich patch 4 hot fix 3 to australia patch 1
Zurich Patch 4 Hot Fix 4	Australia Early Access	from zurich patch 4 hot fix 4 to australia early accesscsvfrom zurich patch 4 hot fix 4 to australia early access
Zurich Patch 4 Hot Fix 4	Australia Early Access Hot Fix 1	from zurich patch 4 hot fix 4 to australia early access hot fix 1csvfrom zurich patch 4 hot fix 4 to australia early access hot fix 1
Zurich Patch 4 Hot Fix 4	Australia Patch 1	from zurich patch 4 hot fix 4 to australia

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		patch 1csvfrom zurich patch 4 hot fix 4 to australia patch 1
Zurich Patch 4 Hot Fix 5	Australia Early Access	from zurich patch 4 hot fix 5 to australia early accesscsvfrom zurich patch 4 hot fix 5 to australia early access
Zurich Patch 4 Hot Fix 5	Australia Early Access Hot Fix 1	from zurich patch 4 hot fix 5 to australia early access hot fix 1csvfrom zurich patch 4 hot fix 5 to australia early access hot fix 1
Zurich Patch 4 Hot Fix 5	Australia Patch 1	from zurich patch 4 hot fix 5 to australia patch 1csvfrom zurich patch 4 hot fix 5 to

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Current version	Target version	Download
		australia patch 1
Zurich Patch 4 Hot Fix 6	Australia Early Access	from zurich patch 4 hot fix 6 to australia early accesscsvfrom zurich patch 4 hot fix 6 to australia early access
Zurich Patch 4 Hot Fix 6	Australia Early Access Hot Fix 1	from zurich patch 4 hot fix 6 to australia early access hot fix 1csvfrom zurich patch 4 hot fix 6 to australia early access hot fix 1
Zurich Patch 4 Hot Fix 6	Australia Patch 1	from zurich patch 4 hot fix 6 to australia patch 1csvfrom zurich patch 4 hot fix 6 to australia patch 1
Zurich Patch 5	Australia Early Access	from zurich patch 5 to

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Current version	Target version	Download
		australia early accesscsvfrom zurich patch 5 to australia early access
Zurich Patch 5	Australia Early Access Hot Fix 1	from zurich patch 5 to australia early access hot fix 1csvfrom zurich patch 5 to australia early access hot fix 1
Zurich Patch 5	Australia Patch 1	from zurich patch 5 to australia patch 1csvfrom zurich patch 5 to australia patch 1
Zurich Patch 5 Hot Fix 1	Australia Early Access	from zurich patch 5 hot fix 1 to australia early accesscsvfrom zurich patch 5 hot fix 1 to australia early access

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Current version	Target version	Download
Zurich Patch 5 Hot Fix 1	Australia Early Access Hot Fix 1	from zurich patch 5 hot fix 1 to australia early access hot fix 1csvfrom zurich patch 5 hot fix 1 to australia early access hot fix 1
Zurich Patch 5 Hot Fix 1	Australia Patch 1	from zurich patch 5 hot fix 1 to australia patch 1csvfrom zurich patch 5 hot fix 1 to australia patch 1
Zurich Patch 6	Australia Early Access	from zurich patch 6 to australia early accesscsvfrom zurich patch 6 to australia early access
Zurich Patch 6	Australia Early Access Hot Fix 1	from zurich patch 6 to australia early access hot fix

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Current version	Target version	Download
		1csvfrom zurich patch 6 to australia early access hot fix 1
Zurich Patch 6	Australia Patch 1	from zurich patch 6 to australia patch 1csvfrom zurich patch 6 to australia patch 1
Zurich Patch 6 Hot Fix 1	Australia Early Access	from zurich patch 6 hot fix 1 to australia early accesscsvfrom zurich patch 6 hot fix 1 to australia early access
Zurich Patch 6 Hot Fix 1	Australia Early Access Hot Fix 1	from zurich patch 6 hot fix 1 to australia early access hot fix 1csvfrom zurich patch 6 hot fix 1 to australia early access hot fix 1

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Zurich Patch 6 Hot Fix 1	Australia Patch 1	from zurich patch 6 hot fix 1 to australia patch 1csvfrom zurich patch 6 hot fix 1 to australia patch 1
Zurich Patch 6 Hot Fix 2	Australia Early Access	from zurich patch 6 hot fix 2 to australia early accesscsvfrom zurich patch 6 hot fix 2 to australia early access
Zurich Patch 6 Hot Fix 2	Australia Early Access Hot Fix 1	from zurich patch 6 hot fix 2 to australia early access hot fix 1csvfrom zurich patch 6 hot fix 2 to australia early access hot fix 1
Zurich Patch 6 Hot Fix 2	Australia Patch 1	from zurich patch 6 hot fix 2 to australia

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		patch 1csvfrom zurich patch 6 hot fix 2 to australia patch 1
Zurich Patch 7	Australia Early Access	from zurich patch 7 to australia early accesscsvfrom zurich patch 7 to australia early access
Zurich Patch 7	Australia Early Access Hot Fix 1	from zurich patch 7 to australia early access hot fix 1csvfrom zurich patch 7 to australia early access hot fix 1
Zurich Patch 7	Australia Patch 1	from zurich patch 7 to australia patch 1csvfrom zurich patch 7 to australia patch 1
Zurich Patch 7 Hot Fix 1	Australia Early Access	from zurich patch 7 hot

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		fix 1 to australia early accesscsvfrom zurich patch 7 hot fix 1 to australia early access
Zurich Patch 7 Hot Fix 1	Australia Early Access Hot Fix 1	from zurich patch 7 hot fix 1 to australia early access hot fix 1csvfrom zurich patch 7 hot fix 1 to australia early access hot fix 1
Zurich Patch 7 Hot Fix 1	Australia Patch 1	from zurich patch 7 hot fix 1 to australia patch 1csvfrom zurich patch 7 hot fix 1 to australia patch 1
Zurich Patch 8	Australia Early Access	from zurich patch 8 to australia early accesscsvfrom zurich patch 8 to

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Current version	Target version	Download
		australia early access
Zurich Patch 8	Australia Early Access Hot Fix 1	from zurich patch 8 to australia early access hot fix 1csvfrom zurich patch 8 to australia early access hot fix 1
Zurich Patch 8	Australia Patch 1	from zurich patch 8 to australia patch 1csvfrom zurich patch 8 to australia patch 1
Australia Early Access	Australia Early Access Hot Fix 1	from australia early access to australia early access hot fix 1csvfrom australia early access to australia early access hot fix 1
Australia Early Access	Australia Patch 1	from australia early access

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Current version	Target version	Download
		to australia patch 1csvfrom australia early access to australia patch 1
Australia Early Access Hot Fix 1	Australia Patch 1	from australia early access hot fix 1 to australia patch 1csvfrom australia early access hot fix 1 to australia patch 1

Available patches and hotfixes

The Australia family includes patches and hotfixes.

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

Q2 2026 Patching Program Targets

Targets are subject to change prior to patching. Target versions change only if absolutely necessary.

Releases	Patch target option	Release notes
Zurich	Zurich Patch 7	Zurich
Yokohama	Yokohama Patch 12 Hotfix 1	Yokohama
Xanadu	Xanadu Patch 11 Hotfix 1a	Xanadu
Yokohama	Yokohama Patch 10 Hotfix 1b	Yokohama
Xanadu	Xanadu Patch 11 Hotfix 1a	Xanadu

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Available versions

To view security patch and security hotfix release notes, log into support.servicenow.com (formerly HI).

Release version	Release type	Released on	Availability
Australia Patch 1 Australia Patch 1 security fixes	Patch	2026/04/03	Available to Early Availability customers
Australia security and notable fixes All other Australia fixes	Feature Early Availability	2026/03/12	Available to Early Availability customers

- Available: Any user can upgrade to the version. "Available" versions will appear on the Instance Upgrade Management Dashboard.

  ServiceNow Patching Program targets and patches are immediately available. Users do not need to request an entitlement to schedule an upgrade to these versions.

- Available by request: Contact Customer Service and Support for approval to upgrade to the version.
- Unavailable: The release version is not available.

MetricBase releases

For the latest MetricBase on-premise release notes, refer to KB0748185.

Ancillary software releases

For information about latest Password Reset Windows Application, ODBC driver, and all other ancillary software available for download from the ServiceNow Store, see ServiceNow Store release notes.

Australia Patch 1

The Australia Patch 1 release contains important problem fixes.

Australia Patch 1 was released on April 03, 2026.

- Build date: 03-31-2026_1137
- Build tag: glide-australia-02-11-2026__patch1-03-23-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

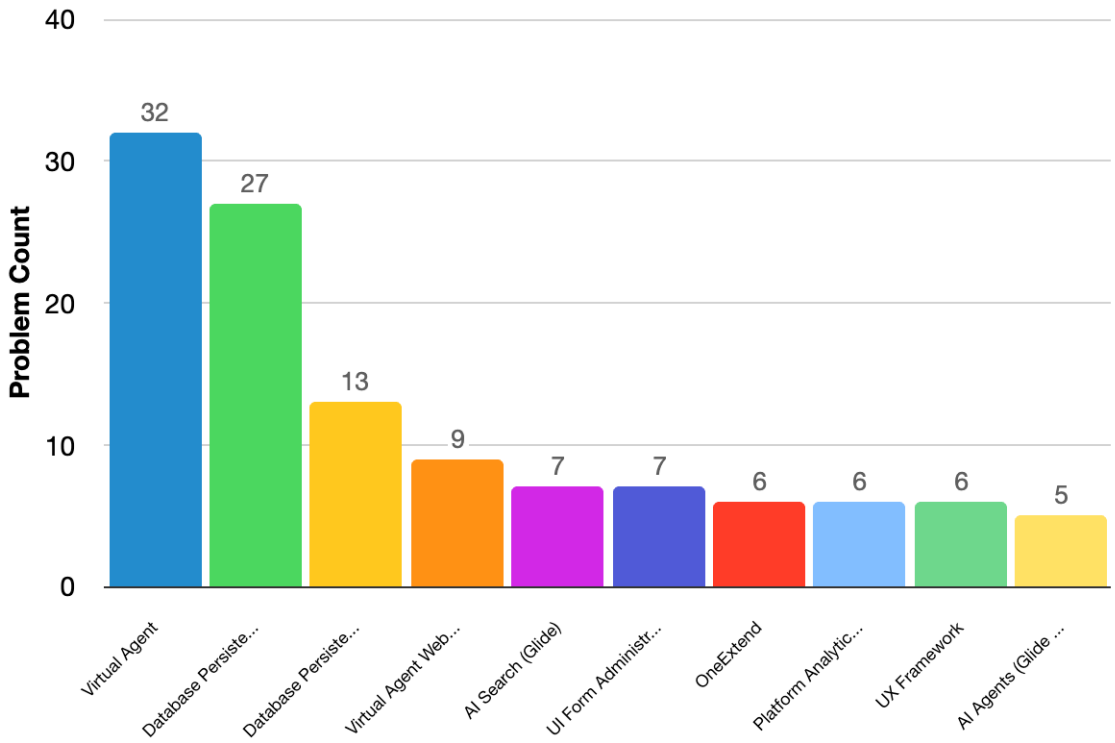
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Australia Patch 1 includes 372 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Australia Patch 1 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Australia Patch 1, refer to KB2914133.

Changes in Australia Patch 1

Access your ServiceNow data using SQL API

The SQL API provides read-only access to your ServiceNow tables, allowing you to write SQL queries, create reports, and perform analysis while maintaining your existing security controls. This eliminates the need for data synchronization and ensures you work with current ServiceNow data.

Associate a request header with a resource

[Target <context> was unhandled by content reference generator.]

[Target <result> was unhandled by content reference generator.]

Associate query parameters with a resource

[Target <context> was unhandled by content reference generator.]

Use sample requests made to an API resource to generate request header associations, query parameter associations, and a request schema for that resource.

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Common use cases for SQL API

The SQL API supports business intelligence reporting, ad-hoc data analysis, and custom report development.

Configure ServiceNow SQL API JDBC driver on client machine

Configure the JDBC driver settings on your client machine to establish a connection to your ServiceNow instance and access data through the SQL API.

Configure ServiceNow SQL API ODBC driver on client machine

Configure connection settings for the installed ODBC driver including server URL and authentication credentials to enable data access from BI tools to your ServiceNow instance.

Configuring ServiceNow Vault

Learn how to install and configure ServiceNow Vault.

Configuring SQL API

Configure your ServiceNow instance to enable SQL API access, set up the necessary security controls, and install the appropriate drivers on your client machine.

Configure SQL API plugin on your ServiceNow instance

Configure your ServiceNow instance to enable SQL API access, set up the necessary security controls, and install the appropriate drivers on your client machine.

Connect DB Visualizer to JDBC driver

Overview of the three-step configuration process required to enable SQL API access including prerequisites and expected outcomes.

Connect Power BI Desktop to ODBC driver

Connect Power BI Desktop to your ServiceNow instance using the ODBC driver to access and analyze ServiceNow data. Create dashboards and reports that visualize your ServiceNow data.

Create Access Control Lists (ACLs) for SQL API

Configure table-level access control using the egress_sql and read operations to grant Service Accounts query access to specific tables through the SQL API.

Create IP filter criteria

Define which IP addresses or IP ranges are permitted to connect to your ServiceNow instance via the SQL API ODBC or JDBC driver. By default, all incoming IPs are blocked until you configure the SQL API Authentication Policy with an IP filter and policy condition to allow access only from trusted client machines.

Create a Service Account and assign Roles

Create a dedicated non-interactive Service Account in User Administration and assign the appropriate SQL API access role to enable secure, programmatic access for BI tools and analytics platforms.

Download the SQL API drivers on client machine

Download the ODBC and JDBC drivers from the ServiceNow store to your client machine to enable SQL API connectivity.

Define a REST API response header

Define one or more REST API response headers in a REST API.

Define a REST API schema

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Specify the expected data structure for requests or responses within a REST API by defining a schema.

The following procedure describes the process for manual schema definition. For details about automatically generating request schema definitions in non-production instances, see Automatically generate API request definitions.

Define an API resource request structure

Add a schema to a REST request record to define the request's expected data structure.

[Target <context> was unhandled by content reference generator.]

Define an API resource response structure

Add a schema and relevant response headers to a REST response to define the response's expected data structure.

Define available query parameters

[Target <context> was unhandled by content reference generator.]

Define a scripted REST API request header

a scripted REST API request header

[Target <titlealts> was unhandled by content reference generator.]

request

request

[Target <context> was unhandled by content reference generator.]

Enhanced Requests Experience

> **Note:** You must be on the Employee Center version 38.0 or later or have upgraded to the Australia release to use the Enhanced Requests Experience.

The requests are displayed in a card view by default. You can the view toggle icons next to the search bar to switch between card view and list view. The toggle functionality is only available on Employee Center version 40 onwards.

Getting started with ServiceNow SQL API

The ServiceNow SQL API provides data access to your ServiceNow instances through industry-standard ODBC and JDBC drivers, enabling direct connections from Business Intelligence (BI) tools and data analysis platforms.

Integrate SQL API Drivers with external BI tools

Configure ServiceNow SQL API drivers to connect with external business intelligence and database tools for direct data access and analysis.

Install ServiceNow SQL API ODBC driver on client machine

Install the ServiceNow ODBC driver on your Windows client machine to enable connectivity between your Business Intelligence (BI) tools and ServiceNow data through the SQL API.

Install SQL API plugin on your ServiceNow instance

Installing the SQL API on your instance enables secure, read-only access to your instance data from external applications. You can integrate your data with

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external tools and analytics platforms to enhance your reporting and data analysis capabilities.

Install the ServiceNow Vault application and assign the required roles.

Manage connected content from topic pages

[Target <info> was unhandled by content reference generator.]

Minimum requirements and supported software for SQL API

This section lists the minimum supported versions for ServiceNow server releases, client drivers (ODBC and JDBC), and Java Development Kit required for SQL API.

Now Assist and agentic AI release notes

For Now Assist new features and changes, see Now Assist and agentic AI release notes.

Route SQL API calls to Read Replica

You can route SQL API calls to Read Replica to optimize the performance of your ServiceNow instance.

Scripted REST APIs

Schemas define a structure that can be used for API requests and responses, including data type, expected fields, and formats. You can define multiple schemas within a scripted REST API, which can be used to specify request and response contents of the resources within that API.

Learn and set up the roles necessary to use ServiceNow Vault.

SQL API architecture

The SQL API architecture demonstrates how the SQL API plugin integrates with the ServiceNow system to provide secure, read-only data access through industry-standard ODBC and JDBC drivers.

SQL API reference information

This section provides details about SQL API reference information like minimum requirements and usage limitations.

Supported SQL functions

Common SQL functions used in SQL API for querying and analyzing incident data.

Test SQL API ODBC driver connection using Interactive SQL

Run the Interactive SQL application for quick verification of connectivity and to test query results without using a full application.

Usage Limitations for SQL API

The SQL API imposes rate limits to ensure system stability and performance when querying ServiceNow data through ODBC and JDBC drivers.

Use Now Assist to search the CMDB

Starting with Now Assist for CMDB v3.0, searches can include parent-child nodes spanning multiple tables and can traverse relationship graphs, for example, "Search for servers that depend on databases".

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1994390	After a Zurich upgrade, hundreds of thousands of log entries are generated by CacheInvalidationEventHandler	The message is 'No endpoints available for cache invalidation'. The source is com.glide.ui.ServletErrorListener.	
Application Manager PRB1992835 KB2804238	A deprecated Classic App Manager URL causes issues on some instances	Users have access to the Classic App Manager by navigating to the URL '/$allappsmgmt.do'. When they switched to new app manager later, and load the 'My company applications' page, that can corrupt the App Manager checksum cache, which causes the manual sync to fail.	Refer to the listed KB article for details.
Cloud Encryption PRB1980759	Prevent erroneous tampered DARE Properties notifications emails from being set to users	The error message, 'The tampering activities for Cloud Encryption properties have been found' is found in the logs.	
Performance Telemetry PRB2003266 KB2897634	Upgrade from Australia RTP to a later Australia release fails	The instance becomes stuck when upgrading from an Australia release to another Australia release (for example, RTP to EA). However, instances can upgrade from outside of Australia into Australia successfully (for example, Zurich to Australia).	Refer to the listed KB article for details.
Platform Analytics Component API PRB1980521	Dashboard filters are not applied for scriptable multivis		

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Problem	Short description	Description	Steps to reproduce
Time Card Management PRB1988000 KB2760220	Managers are no longer able to add time cards for their direct reports in the Time Sheet Portal	Managers are no longer able to add time cards for their direct reports and delegates in the Time Sheet Portal.	Refer to the listed KB article for details.
UX Framework PRB2002003 KB2901692	Stuck semaphore due to the call glideUxInteroperableRoutesProvider.getInteroperableRoutesByIds()		Refer to the listed KB article for details.
Virtual Agent PRB1999010 KB2817637	The scheduled job, 'Time out abandoned Virtual Agent (VA) conversation' closes the conversation	'Time out abandoned VA conversation' should not close the conversation if the idle timeout is not completed.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Analysis Instrumentation API PRB1990716	Add agentic support in access simulation and compare use access	This is a product update.	
Access Control PRB1981898	Need properties for better control of the scope where a security attribute script gets evaluated		
Activity Stream PRB1996382	When setting glide.ui.escape_text to 'false', forms break		1. Open any Zurich instance. 2. Upload the sys_properties file for glide.ui.escape_text. 3. Run a /cache.do. 4. Load any relevant record, such as 'Incident'.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The record should load normally with the glide.ui.escape_text sys_property activated. Actual behavior: A blank screen with a basic message at the top will call out the ampersand issue.
Activity Stream PRB1998124	Activity stream citations cause an increased page load time		**1.** Navigate to an instance. **2.** Open Service Operations Workspace. **3.** Open any incident record with a large amount of activity stream entries (~2000 entries). **4.** Open the browser's dev tools window. **5.** Select the 'Performance' tab. **6.** Select the **Record and reload** button. Expected behavior: The page load time shouldn't be affected by CitationHighlightBehavior.js and require less time. Actual behavior: The page takes about 6 seconds or more to fully load, and the 'Performance' tab displays that it is due to CitationHighlightBehavior.js.
Agent Chat PRB1989186	TaskUtilsSNC creates millions of sys_cs_collab_chat when collaborative chat is not enabled	The sys prop com.glide.cs.collab.enabled is false on the instance, meaning collaborative chat is not enabled on the instance. Despite this, there are millions of sys_cs_collab_chat records created.	
Agent Chat PRB1990618	Live agent connection is not established with the utterance and **Contact** button for non-admin requestors	Even though there is an agent available online, the requestor sees no agents available in the Agent Workspace.	**1.** Log in as an agent. **2.** Mark the agent as online. **3.** Log in as non-admin requestor. **4.** Navigate to **/aix/employee/chat**. **5.** Enter **Live agent**. Notice that no agent connection is established with the message 'Live agent engaged. Connecting you to a live agent now. Please hold while

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Problem	Short description	Description	Steps to reproduce
			I transfer you to a human support representative' on the client side. 6. Select **Support**. Expected behavior: The live agent is connected and the work item is displayed in the Agent workspace. Actual behavior: No agent is available, even when the agent is available in the workspace.
Agent Chat PRB1997855	Upgrade the i18n library to support the BCP-47 variant	The replacement library should support the broad specification requirements set out in IANA BCP-47, which include language, script and territory codes. This is a large file, so the library chosen may opt to contain a smaller subset.	1. Have Dynamic Translation set up on Agent Chat. 2. Start a conversation with language 'fq'. Expected behavior: On the agent side, observe a message 'Message will be automatically translated from Canadian French'. Actual behavior: The language isn't displayed at all, or in some cases, the region code isn't correctly handled.
Agent Chat PRB2004301	AI agent prioritization is not functioning correctly when the 'Include AI Agents' option is enabled		1. Install glide.awa and nowassist-ai-agents plugins on a Zurich or Australia instance. 2. Enable 'Include AI Agents' for a assignment rule which has both AI agent and manual agents. 3. Start a incident. Observe that incident is not assigned to an AI agent as preference even though it is available.
AI Agents (Glide Family) PRB1981261	Make agent and tool columns non-mandatory in sn_aia_agent_tool_m2m and fix the empty cacheconfig name issue		

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1997916	The extra 'response' layer in the JSON input passed by the agent to a scripted tool, causing performance issues	The final tool of creating the regulatory change tasks expects the input to be in the format - { 'finalPlan_json': {...}, 'finalPlan_html': '...' } But with the latest code one 'response' layer is added, which causes performance issues.	Scenario 1: **1.** Log in to an instance. **2.** Navigate to **/now/risk/compliance/record/sn_grc_reg_change_regulatory_feed**. **3.** Open a record. **4.** Navigate to **AskNowAssist** > **Get action plan**. **5.** Select **Yes** after the action plan is displayed. Notice that number of regulatory tasks in the related list doesn't change, tasks are not being created. Scenario 2: **1.** Create a skill tool that outputs a JSON object. **2.** Create a script tool that takes the skill output JSON as input. **3.** Return that input as is for displaying in VA. Expected behavior: The JSON object returned by the skill tool should display in VA. Actual behavior: The JSON object will be wrapped/contained in a format like this: { response: { model_output: 'actual JSON object' }}
AI Agents (Glide Family) PRB2001188	True-up 6.0 to Australia		
AI Agents (Glide Family) PRB2002014	Data to glide from offglide is not logged with the actual user	When the user makes a set cache call to glide from offglide, they observe that any record updated or created does not have an actual user in the **created_by** or **updated_by** field.	

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB2004770	The worker_manager should be able to create/ update AI User records	This is a product update.	
AI Search (glide) PRB1925238	AI Search should reuse the filter generated for each request instead of generating a filter again each time	The pre-processing time with Genius Results takes more time.	**1.** Navigate to **Search preview**. **2.** Select a profile. **3.** Perform a search. **4.** Record the pre-processing time for search. **5.** Navigate to that profile. **6.** Remove all the Genius Result (GR) configurations. **7.** Re-run the search in the 'Search' preview. **8.** Observe the pre-processing time. Expected behavior: The pre-processing time with GR as opposed to without GR isn't different since the filter generated from the first request is being used. Actual behavior: The pre-processing time is more than double with GR.
AI Search (glide) PRB1988725	The non-standard role name causes the KB not to be returned in early binding	The KB is not returned when performing the search as a non-admin user.	**1.** Open a base instance. **2.** Create a non-stardard role containing an uppercase letter and space, such as 'CSC - Knowledge'. **3.** Create a KB. **4.** Fill the **Role** field with 'CSC - Knowledge'. **5.** Perform a search as a non-admin user targeting that KB. Expected behavior: The KB is returned. Actual behavior: The KB is not returned.
AI Search (glide) PRB1989537	New tables added in Knowledge Graph AI Search pipeline	New tables added: sn_kg_tag_table, sn_kg_tag_column, sn_kg_tag_table_instruction, and sn_kg_tag_column_instruction.	

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Problem	Short description	Description	Steps to reproduce
AI Search (glide) PRB1990639	Late binding API check doesn't work for child tables	The log contains entries like '[ais] AclFilterGenerator: Exception during converting ACL for table kb_template_faq, use late-binding'.	1. In ais_datasource, set 'force_late_binding' for KB to true. 2. Make sure KB plugins are installed to get child tables. 3. Run search using a profile that has KB as the search source. Observe that the log contains entries like '[ais] AclFilterGenerator: Exception during converting ACL for table kb_template_faq, use late-binding'. When the user sets force_late_binding to true, the KB and its child table ACLs should not be translated to filters.
AI Search (glide) PRB1991218	Any portal should be able to enable hybrid search	When the user tries to enable hybrid search on global search, enablement is blocked.	Try to enable hybrid search on global search. Observe that enablement is blocked.
AI Search (glide) PRB1992181	There should be a secondary index in AI search	There should be an auxiliary index in AIS to store pre-generated questions and the corresponding docs. This will help in improving the recall for search and suggesting queries as a user types.	
AI Search (glide) PRB1996321	An AI Search dynamic filter makes two calls (one extra call) when filters are applied, and in the second call, additionalContext is null and doesn't return correct counts on pre-processing	When filters are set to the empty array, the additional call doesn't happen and it works as expected. The issue happens when filters are set.	1. Implement AISDynamicFilter pre-processing. 2. Make an AI Search call by setting filters and passing additional context. Observe that an additional call is happening per search source. For the second call, the additionalContext value is null even though the additionalContext is passed as parameter to AI Search API call. If filters aren't applied, then the additional call doesn't happen. It happens when filters are applied and additionalContext is null when it should not be.
AI Search External User Mapping API	External Content REST API external_content/importUserPrincipals/	The first insert is not honored unless there is more than one group.	1. Using v4 ingestion API, import the user principals payload. 2. Import user mapping.

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Problem	Short description	Description	Steps to reproduce
PRB1916303	{target_table}/{source_id} doesn't honor updates		Notice the first one honors groups and user insert. 3. Update the payload to include another group. 4. Send POST. Observe that a group or user will be missing from the update. 5. Delete the user mapping, user script above with single group and user mapping =. 6. Send POST. Observe that the first insert is not honored unless more than one group is present.
AI Search PRB1796676	Users can't create a custom AI Search matcher on an indexed column with an aliased column name	It's not allowed by the business rule 'Verify index for exact match field'.	
AI Search PRB1822229	Query Performance metrics are down because it is polluted with the Genius Result configuration, making it difficult to find required information	When logging performance time breakdown, E2E search takes more than 5 seconds forais_long_query_log. There are missing crucial performance metrics breakdown, and is polluted with Genius Result pre-processing and post-processing scripts.	
AI Search UX PRB1988802	additionalContext is not passed through the Suggestions GQL API to AI Search, preventing DynamicFilters from working for Virtual	When additionalContext is passed from the client to the Suggestions GQL API, it was not being threaded through the call chain to the AI Search Suggestion Reader. This causes DynamicFilters to not work properly,	Call the Suggestions GQL API with additionalContext parameter containing DynamicFilter information. Observe that the VA Skills that should be filtered by DynamicFilters are not being properly filtered, and the additionalContext is lost in the call chain and never reaches the AI Search service where DynamicFilters are applied.

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Problem	Short description	Description	Steps to reproduce
	Agent (VA) skills	preventing VA Skills from being returned in suggestion results.	
AI Search UX PRB1991226	Search-based suggestions should have a user-friendly label for source		Call the Suggestions GQL API with a term that will return search-based suggestions. Expected behavior: The payload has the source label field for user-friendly labels based on what is configured for the corresponding source's 'Source Facet Bucket' label on the Search Application. Actual behavior: There is no label based on the Source Facet Bucket.
AI Search UX PRB1994511	Label in header-section__identifier-container does not reflow	The labels in div class 'header-section__identifier-container' are truncated at 200% and 400%.	1. Open a base instance with AI Search. 2. Navigate to /sp?id=search and search for something that will return results (for example, email, device). 3. Set your window size to 1280x1024. 4. Zoom in to 200% and 400%. Expected behavior: Content is not cut off at 200% and 400% zoom Actual behavior: Content is cut off at 200% and 400% zoom
Analytics Export API PRB1995410 KB2810683	On demand list visualization export to .xlsx	An issue has been identified where on-demand exports of list data visualizations intended for XLSX format are instead exported as XLS files in the Zurich environment. This behavior differs from the Yokohama environment, which previously exported successfully in XLSX format.	Refer to the listed KB article for details.
Application Manager PRB1971605	The base version is grayed out in the new Application Manager	The base version is grayed out in the new Application Manager, which stops to install the custom version created on the base version 1.0.0. The new Application Manager	

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Problem	Short description	Description	Steps to reproduce
		allows to install the custom version only on the latest version.	
Application Manager PRB1971790 KB2827137	The size of the cache string is over 33.55MB, the GAAA response is too large to save as attachment.	Post-release of killing entitlements, the large get_all_available_apps (GAAA) response is breaking the checkAvailableUpdates call in the UpdateChecker. Until the get_all_available_apps response size is reduced below the ~32MiB limit, the App Manager will continue to have cache issues.	Refer to the listed KB article for details.
Application Rationalization PRB1990444	The **Update Hierarchies** button shuffles the hierarchy randomly for sub-capabilities	In the Enterprise Architecture Workspace (EAW), the **Update Hierarchies** button shuffles the hierarchy randomly for sub-capabilities when it updates for the first time.	1. Navigate to **EAW** > **Business portfolio**. 2. Create a sub-capability for some parent capability. 3. Add a few sub-capabilities (with names like Test 1, Test 2, Test 3, etc.). Notice that the capability is added to the bottom. 4. Select **Update Hierarchies**. 5. Refresh the page. Notice that the order of capabilities changed randomly. 6. Delete the current sub-capabilities. 7. Complete steps 2-5 again (add capabilities with the same names and order again). Notice that the order changes again and doesn't follow any logic.
Asset Management PRB1990771	Asset Analyst UI changes	This is a product update.	
Asset Management PRB1992982	Query-range ACLs not present asset_parallel_job,	There are missing query_range ACLs on ast_execution_queue and asset_parallel_job	

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Problem	Short description	Description	Steps to reproduce
	ast_execution_queue and sn_hamp_import_files tables	tables, which are used by the Asset Management parallel job framework for task execution and worker coordination. Without query_range ACLs, the parallel job framework could experience access denied errors when querying task queues, causing job execution failures, performance issues, and broken monitoring functionality.	
Attachments to Records PRB1998825	RCA is generated from the script include 'AttachmentSensitive' and UI Page: attachment		1. Impersonate Abel Tuter. 2. Navigate to **sn_hr_core_case_workforce_admin.do?sys_id=**. 3. Select the **Manage attachment** icon. 4. Add an attachment. Observe the two RCAs generated Source as 'UI Page: attachment' and 'Script Include: AttachmentSensitive'.
Authentication Factors PRB2002405	KBA using external sources	This is a product update.	
Authentication Factors PRB2002406	Voice input for authentication parameters for non-KBA	This is a product update.	
Authentication PRB1990715	Token Exchange API for Voice Service Agent	This is a product update.	
Automated Test Framework (ATF) PRB1981503	Race condition for frontend coverage persistence and aggregation calculations	Sometimes the frontend aggregation data is not accurate.	1. Run an ATF test with a modified client script and UI action. 2. Immediately after the test ends, select **Calculate code coverage** on the test result page. Observe that sometimes the frontend aggregation data is not accurate, as all

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			the code coverage from the frontend hasn't been fully processed and persisted.
Automated Test Framework (ATF) PRB1997825 KB2806020	When the 'glide.script.block.client.globals' property is set to false, running an ATF test throws a client error with code coverage enabled		Refer to the listed KB article for details.
Benchmarks PRB2000082	Success dashboard and benchmark Australia true up	True up versions for the Success Dashboard in Australia: itsm-analytics, app-benchmarks, success-dashboard-common, success-dashboard-core, and success-dashboard-itsm. This change is being made so that the ITSM licensing changes that are for Core ITSM would work as expected.	
Build Agent (glide) PRB1997824	Base instance app issue blocks NAFC installation	Now Assist for Creator (NAFC) can't be installed because the BA app is not included as part of distribution.	1. License NAFC for an Australia instance. 2. Attempt to install. Observe that it can't be installed because the BA app is not included as part of distribution.
Build Agent (glide) PRB2002327	Keyword search returns full field content instead of relevant passages, causing excessive token consumption	The keyword search handler returns content fields in their entirety or applies a naive substring from the start of the field. It has no awareness of where query terms actually appear in the text. For large fields (**Script**, **XML**, **Template**), the relevant matching content is often beyond what is returned and is discarded.	

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Problem	Short description	Description	Steps to reproduce
Build Agent (glide) PRB2002763	Build Agent (BA) freemium install is blocked to due to hosted plugin, due to which NAFC install is incomplete	The BA trial version fails to install due to the missing hosted plugin.	**1.** Provision an Australia instance. **2.** Navigate to Application Manager. **3.** Select the **Sync Now** button. **4.** Search Now Assist For Creator. **5.** Select **Install**. Notice that the install is successful, but the **Install** button is still active because BA trial version fails due to the missing hosted plugin com.glide.app_build_agent_core.global.
Cache PRB1991677	The support for bulk loaded caches and unused entries cache should be removed	This is to disable the bulk-loaded caches from CacheReplication, which causes large amounts of traffic.	
Cache PRB1993310	Query_cache doesn't flush on all nodes		
Case and Knowledge Management for HR Service Delivery PRB1963168	The HRSD Knowledge Graph is unavailable after an upgrade	There's an issue with the Now Assist Knowledge graph. The user receives the error 'An unexpected error occurred. Please try again.'	**1.** Impersonate a user who has access to the HR Portal. **2.** Navigate to the HR Portal. **3.** Initiate a Virtual Agent Chat. **4.** Enter the prompt: 'Show me my open HR cases'. Expected behavior: Information about the user's open HR Cases is displayed. Actual behavior: The user receives the error 'An unexpected error occurred. Please try again.'
Case and Knowledge Management for HR Service Delivery PRB1985492	New RCA records for attachment summarization		
Case and Knowledge	Attachment Summary is not working	Attachment Summary doesn't work on the new HR case with	**1.** Open an HR case. **2.** Upload an attachment.

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Problem	Short description	Description	Steps to reproduce
Management for HR Service Delivery PRB1991031	when the HR case is transferred from one HR service to another service for Now Assist	attachments after using **Transfer case**.	Observe that attachment summarization is working fine. 3. Select **Transfer case** from the side menu. Observe that modal opens. 4. Choose any transfer type (for example, 'transfer to a new case number') and any New HR service (for example, Dental Benefits Inquiry). 5. Select **Ok**. Observe that this HR case transfers to a new HR case, and all the attachments are also copied to new HR case. 6. Select **Summarize** on the new HR case. Observe that attachment summarization is not available even though HR case has attachments. Expected behavior: Attachment summarization works on the new HR case with attachments after using **Transfer case**. Actual behavior: Attachment summarization doesn't work after using **Transfer case** on the on new HR case with attachments.
Case and Knowledge Management for HR Service Delivery PRB1995357	New RCAs from Knowledge Center to HR Core to use Open Prompt	Issues are observed when using the Open Prompt in HR Agent Workspace. Users try the Advanced Knowledge editor page in HR Agent Workspace. This page contains Open Prompt, which is interactable and helps create an article using Gen AI. For the Open Prompt to work without any issues, new RCAs are required.	1. Provision an instance with the Knowledge Recommendation plugin and Article Optimization plugins installed. 2. From the Knowledge Management properties, turn on the ece. 3. Create an article from the related list of any HR case. There's an RCA from KC to HR core.

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1997710	Update base instance sn_hr_po version to latest 6.0.3	For customers upgrading from a lower version to the latest version, the changes aren't applied as all the files are present in apply-once folder. A glide-fix was created, and the new version needs to be trued-up and backported to Australia.	
Change Management PRB1997296	Change templates should be created from model	**Create new template** should be enabled only if a model is selected, and the model should be passed to the change model page for creation.	1. Navigate to **All** > **Change** > **Create new**. 2. Select **More actions**. Observe that **Create new template** is enabled. 3. Select any model. Observe that **Create new template** is disabled.**Create new template** should be enabled only if a model is selected, and the model should be passed to the change model page for creation.
Change Management PRB1997298	Create change page in UI16 has the wrong color background	The background of the create page is colored in Polaris and Coral themes. It should be neutral and match other pages.	Navigate to **All** > **Change** > **Create new**. Observe that the background of the create page is colored in Polaris and Coral themes.
CMDB CI Class Models PRB1996229	Adding default values takes 4.5 hours during upgrade	Upgrading a clone from Zurich to Australia takes over 13 hours; a default value alone takes 4.5 hours. The table is cmdb_ci_vm_object, the field is **persistence_type**, and the default value they're setting is unknown.	
CMDB Identification and Reconciliation PRB1997526	LRU eviction and dynamic IRE cache	Dynamic IRE doesn't realize that some of its elements have been LRU evicted and doesn't attempt to rebuild the cache.	1. Run dynamic IRE so that the cache gets initialized. 2. Evict some of dynamic IRE's keys from the cache manually. 3. Try and retrieve the evicted member from cache.

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Problem	Short description	Description	Steps to reproduce
			Observe that dynamic IRE runs as though that element was never configured and does not exist.
Column Level Encryption PRB1990541	Attachment upload defaults to 'None' encryption module in the workspace	Attachment upload defaults to 'None' encryption module in the workspace, where as in Classic View its working as expected.	
Condition Builder in Core UI PRB1991606	Condition builder can't interpret encodedQuery	The condition builder conditions aren't rendered. When other fields in the form are updated (**Description**, **Name**, etc.), the condition is erased from the record.	1. Create a new glide record on sys_archive table using a glide script. 2. Navigate to /sys_archive_list.do?sysparm_query=tableSTARTSWITHtask. 3. Find the archive rule with the name 'Created from glide script'. 4. Open the rule. Observe that the condition builder conditions aren't rendered. When other fields in the form are updated (**Description**, **Name**, etc.), the condition is erased from the record.
Configuration Management Database (CMDB) PRB1814757	In CI Class Manager, users without the application picker can't update entries associated with tables outside the global scope	Logic was added to block an update if the user scope and table scope don't match. This is correct behavior for an admin or developer, which has an application picker available, but other users operate in the global scope and therefore can't make updates. For such users, rather than block the update, the backend should instead default to the correct target scope.	
Configuration Management Database (CMDB) PRB2000234	The scoped scriptable API to convert an LLM's output from Text 2 Query to QB executable output	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB2000235	Data structures that allow assembling Query Builder JSON in a script from an LLM response	This is a product update.	
Content Governance PRB1985066	Unable to reject Content Request Item (CRI)	Approvers cannot reject the CRI and it remains in a 'Requested' state.	1. Install sn_cg and sn_cp. 2. Create a Content Request and CRI. 3. Add any content and schedule the content request item. 4. Add Abel Tutor as approvers to the CRI using 'Manage approvers'. 5. Move the CRI status to 'In Review'. 6. Impersonate the user 'Abel Tutor'. 7. Navigate to **hrm_todos_page**. 8. Find the CRI and reject it. Expected behavior: The approver can approve or reject the CRI successfully. Actual behavior: There is a console error on the page, and the CRI is not getting rejected and remains in a 'Requested' state.
Content Publishing PRB1897913	**Insert and Stay** doesn't capture changes when inserting for a new record	The issue is specific to the Content Publishing package. The user reports **Insert and Stay** doesn't capture changes when inserting for new record. The new record still has previous values, leading to a degraded experience.	1. Ensure that the Content Publishing package is installed. 2. Navigate to the sn_cd_content_portal list view. 3. Open any existing content type: URL - record. 4. Change the **Title** value. 5. Navigate to **Context Menu** > **Insert and Stay**. Expected behavior: The changes should be captured and established in the new record. Actual behavior: It does not. Previous values are retained.
Content Publishing PRB1963246	Issue with content template duration calculation	If the user changes the date format in sys_property, content template duration calculation is ignored	

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Problem	Short description	Description	Steps to reproduce
	with a different date format	since calculation looks for specific date format of 'yyyy-DD-mm'.	
Content Publishing PRB1967769	Add RCAs and KG Tag for querying News/ Company Event content in Now Assist Virtual Agent (NAVA) for Now Assist for EC Pro	Ensure that the necessary RCAs and provided and approved so that NAVA returns a response.	1. Navigate to **Knowledge Graph Tag** to create a new record. 2. Add relevant Content Publishing tables. 3. Provide a description for KG Tag. 4. **Save**. 5. Navigate to **Conversational Interfaces** > **Assistants**. 6. Select **Manage Assistants** > **Now Assist in Virtual Agent** > **Information sources** > **Knowledge Graph**. 7. Set 'Natural Language Query' with Enterprise Graph. 8. Under Tags, add the created tag from step 3. 9. **Save**. 10. Create some sample news articles / company events. 11. Navigate to **/esc** to ask NAVA simple queries on news, such as 'Show me a news article' or 'Show me a company event.' Observe that any RCA's necessary are provided/approved, and NAVA returns a response.
Content Publishing PRB1980740	Notification email content sends with an empty body when Content Analytics is not installed	The subject is empty when it should be filled out, and the email body is 'undefined' in HTML.	1. Navigate to **Content Publishing** > **Create New** > **Notification** > **Email**. 2. Fill out the required details. 3. Add some rich text to the body. 4. Save and create a schedule content to send the email. 5. Check that the email was logged in the event queue with a valid parm2 value of the email body. 6. Navigate to **System Log** > **Email**to find the record in the email logs once it's processed. Expected behavior: The subject is filled out as the email content title, along with a valid non-empty body

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The subject is empty and email body has 'undefined' value in the HTML.
Data Archiving to Object Store PRB1988599	Migrating small archive tables to columnar is not an efficient use of RaptorDB capabilities		1. Set up an instance for archive table migration. 2. Start the migration. Expected behavior: Only archive tables which meet a TBD threshold should be migrated. There should be a scheduled job to look for tables which were previously skipped, but can now be migrated. Actual behavior: All archive tables are migrated immediately.
Data Archiving to Object Store PRB1999471 KB2820738	otherBlobsInChunkExist includes non-storage fields in coordinate comparison, causing premature S3 object deletion	The Archive Destroy job permanently removes archived records after they've aged past a configured retention period. It encounters a software defect that causes it to get stuck in a loop, repeatedly failing on the same set of records.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1823749	In GraphMetadataAPI, node/edge types should allow special characters	An error appears that says only alphanumeric and underscore characters are supported.	With JSON or GraphMetadataBuilder, create an edge with type 'Depends On:Used By'. Observe the error that says only alphanumeric and underscore characters are supported.
Database Persistence - Data Access PRB1891525	Error appears when querying overridden node in child graph	The parent graph has a node with node_type as 'sys_user'. The child graph has a node with node_type 'User', which overrides the parent graph node. When the user tries to execute the cypher query, an error appears: 'java.lang.NullPointerException: Cannot invoke 'org.json.JSONObject.getString(String)' because 'sourceNode' is null'.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1909452	Scriptable GraphMetadata returns an unclear error message when KG's global graph (an extended graph) is run on the wrong scope	The NullPointerException error message can be confusing. To troubleshoot the problem, the user should check if the graph exists or check if they're on matching scope.	
Database Persistence - Data Access PRB1932176	OutOfMemoryError when attempting to update the graph with as a parent graph		
Database Persistence - Data Access PRB1942189	Error message doesn't say that adding a WDF table with no primary key isn't allowed	The error message says 'Error: Table named u_df_wdf_without_pk is not allowed in graph schema.' The user may not know that WDF with primary key is a qualification to be considered in KG.	**1.** Create a data fabric table with no primary key. **2.** Try to create a knowledge graph with that data fabric table. Expected behavior: An error message says that WDF tables with no primary key aren't allowed on the graph. Actual behavior: The error message says 'Error: Table named u_df_wdf_without_pk is not allowed in graph schema.' The user may not know that WDF with primary key is a qualification to be considered in KG.
Database Persistence - Data Access PRB1960120	In GraphQueryBuilder, an encoded query string with a blank value for the **int** field gives cytosm exception		**1.** Add the encoded query string 'priority=3^state' to the incident node. **2.** Execute the query from GraphQueryBuilder. Observe the cytosm exception.
Database Persistence - Data Access PRB1960791	Incorrect cypher results for the union of two different nodes with same return fields using glideRecordDynamic		

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1963974	Add support for getJournalEntry for xglideRecordDynamic		
Database Persistence - Data Access PRB1967640	Clean up the dangling temp table	dbi.truncateTable() which was fixed by PRB1820374, but created a dangling temp table without cleaning up.	
Database Persistence - Data Access PRB1967659	GraphQueryBuilder fails for a specific case with dot-walking in encoded in the query condition value	This issue occurs with the table 'Incident' and the encoded query 'caller_id.sys_created_onSAMEASassigned_to.sys_created_on@week'.	
Database Persistence - Data Access PRB1968921	Count(*) throws an exception for Workflow Data Fabric tables	It works fine with glide tables.	
Database Persistence - Data Access PRB1968949	Parent edges aren't inherited for children	Parent edges aren't inherited for children, but properties are inherited. For example, task edges aren't coming for an incident.	
Database Persistence - Data Access PRB1970704	getJournalEntry not working when executed through javascript		
Database Persistence - Data Access PRB1973087	GraphMetadata.get() should respect node type to table migration	Cached JSON is returned with node_type and the custom node type is given.	1. Create a graph without specifying migratedToTable flag and custom node type (for example, User). 2. Specify migratedToTable flag. 3. Call get() method.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The node_type should be the table name (for example, sys_user) and the custom node type (for example, user) should be given as a synonym. Actual behavior: Cached JSON is returned with node_type. The custom node type is given.
Database Persistence - Data Access PRB1973286	'getForTables' throws an exception if table doesn't exist on the anowassist instance	This causes Enterprise Graph to break.	
Database Persistence - Data Access PRB1977551	A few queries break with function not allowed error	The queries were tested with strict security turned on and turned off, and they don't work in both cases.	Run any of the following queries: • Select top 10 log(cost) from cmdb where cost != 0; • Select top 10 log10(cost) from cmdb where cost !=0; • Select top 10 mod(priority,2) from incident; • Select top 10 repeat(first_name,2), first_name from sys_user; • Select top 10 replace(first_name,''a'',''ba''), first_name from sys_user; • Select top 10 right(first_name,2), first_name from sys_user; • Select top 10 second(sys_created_on), sys_created_on from incident;
Database Persistence - Data Access PRB1979253	Return a value from GRD::getTableName error.	It throws a NullPointerException error.	Execute the script. Notice that a NullPointerException error is thrown.
Database Persistence - Data Access PRB1980455	Sharing permissions are not enabled for newly created documents for the upgrade	Multiple issues are observed: 1) Permissions are not enabled for newly created documents. 2) The version attachment size is not displaying.	Scenario 1: 1. Log in to the instance. 2. Configure the Now Document component.

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Problem	Short description	Description	Steps to reproduce
	customer in the DMS Component	3) There are improper error messages occur for missing permission configurations. 4) Attachments from Cloud are not working from the Connect External Cloud Check.	3. Navigate to **Service Operations Workspace (SOW)**. 4. Open any existing incident. 5. Create a document. 6. Select secondary actions, such as **Edit Metadata**. Expected behavior: Sharing permissions are enabled for newly created documents for Upgrade customers in the DMS component. Actual behavior: Sharing permissions are not enabled for newly created documents for Upgrade customers in the DMS component. Scenario 2: 1. Log in to the instance. 2. Configure the Now Document component. 3. Navigate to **SOW**. 4. Open any existing incident. 5. Create a document through the Document component. 6. Select secondary actions, such as **Track Versions**. 7. Upload any attachment to create a version. Expected behavior: Version attachment size appears in the component. Actual behavior: Version attachment size is not appearing.
Database Persistence - Data Access PRB1986124	Filter are not getting applied on the query, 'Give me name, company name and department name of users'	Filters are not getting applied on C2R, and returning records for department is not empty and company is not empty.	
Database Persistence - Data Access	The 'Add OR Clause' with multiple filters is not working as expected		

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Problem	Short description	Description	Steps to reproduce
PRB1986459			
Database Persistence - Data Access PRB1986877	Graph JSON cache should respect the 'isTieredCaching' property value	GraphCacheableJSONString should be used for a tiered cache instead of EnabledForCacheable'	1. Disable tiered caching. 2. Call new sn_db.GraphMetadata("graphName").get(). Expected behavior: The tiered cache with GraphCacheableJSONString isn't used. Actual behavior: The GraphCacheableJSONString wrapper is used even though the value is in a regular cache.
Database Persistence - Data Access PRB1987871	Add API to get the display column name from Table Descriptor		
Database Persistence - Data Access PRB1990139	Knowledge Graph support	This is a product update.	
Database Persistence - Data Access PRB1990516	WDF queries are not returning a response when result limit API option is passed		
Database Persistence - Data Access PRB1997902	DatabaseView:extractTable doesn't properly handle views with selective fields included in them		1. Create a view with an explicit set of fields from a table. 2. Run extractTable. Observe the value for one of the fields that wasn't included in the view.
Database Persistence - Data Access PRB1998050	glide-side changes for label population in picker tables		

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1999075	Reparents are processed too late	This is failing the validations in TableParentChange.java where it's ensured that table parents are only triggered during an upgrade. Thus, the re-parent attempts are aborted.	
Database Persistence - Data Management PRB1995171	Subject tests fail on MariaDB on track/ datamanagement	ColumnarTableSwapConsumerTest.verifyAccepting and DBColumnarOnlineAlterTest.verifyMigratingTable_ThrowsException unit tests fail on MariaDB.	
Database Persistence - Data Scale PRB1910342	Handing RR candidates present in glide.db.properties		
Database Persistence - Data Scale PRB1987583	IllegalThreadStateException when restarting the AHAMonitor thread	The AHAMonitor.start() method throws IllegalThreadStateException when attempting to restart the monitor after it has been stopped and the thread has terminated.	
Database Persistence - Data Scale PRB1990629	Archive table dictionary entries are left in an inconsistent state after migration to RaptorDB	The max length of the archive table dictionary length entry matches the actual SQL length.	Migrate an instance to RaptorDB. Expected behavior: The max length of the archive table dictionary length entry is mismatched with the actual SQL length. Actual behavior: The max length of the archive table dictionary length entry matches the actual SQL length.
Database Persistence - Data Scale PRB1990845	Prevent aha-monitor starting in head-less glide node		

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1999067	TopologyManager should demote after timeout when the DB is not available	TopologyManager should demote itself after a timeout if it can't participate in the elections.	1. Create a FAILOVER request. 2. Attempt to slowdown the new PRI promotion by 60 seconds. Notice that glide side considers this as operation timed-out, and does not compute any new topology or detects the next failover.
Database Persistence - Graph PRB1947688	Datetime doesn't work with WDF tables	If the user runs a query that uses datetime, it doesn't return any results.	
Database Persistence - Graph PRB1952043	Unable to create sys_meta_graph_edge record properly with source node and target node selected	The nodes can't be selected from the UI or directly imported from the attachment.	1. Create a sys_meta_graph record with two nodes added. 2. Create an edge between these two nodes. 3. Try to select the two nodes as source and target node. Observe that the nodes can't be selected from the UI or directly imported from the attachment.
Database Persistence - Graph PRB1973162	Anowassist has a huge prompt for KG(6.0.6) invocation, causing high processing times		1. Provision an anowassist instance with GenAI set up and platform 10.0.3 version and KG 6.0.6 installed. 2. Perform any transaction that invokes KG. Observe the prompt and token count.
Database Persistence - Graph PRB1974718	Null value optimization must handle a case where Genius Results are reused and null everything again		
Database Persistence - Graph PRB1975734	Duplicate query execution for sys_scope (child of sys_package) in GraphUtils		

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Problem	Short description	Description	Steps to reproduce
	for every iteration/ execution		
Database Persistence - Graph PRB1975735	Duplicate query executions for sys_user during sample script iteration/ execution		
Database Persistence - Graph PRB1975738	Add support for AglideRecordOptimizer in glideRecordDynamic, especially for ArrayLoader implementation		
Database Persistence - Graph PRB1982912	DBSqlParser key injection must consider both local and cte keys when deciding whether to add additional ones in finalizeKeyInjection	An error message appears: 'com.glide.db.DBGraphApiException: Error executing cypher: FAILED TRYING TO EXECUTE ON CONNECTION...'	
Database Persistence - Graph PRB1992704	Getting 'com.snc.db.graph.GraphMetadataSerializationException: Edge type is required' exception on CMDB tables	The exception, com.snc.db.graph.GraphMetadataSerializationException: Edge type is required.: org.mozilla.javascript.JavaScriptException: com.snc.db.graph.GraphMetadataSerializationException: Edge type is required' occurs.	
Database Persistence - Graph PRB1993285	Simple queries are timing out on Enterprise Graph and Enterprise Graph Mini		
Database Persistence - Graph PRB1997411	The 'C2R Paginated' API fails for aggregated queries		

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Graph PRB1998627	Return empty backing info rather than 'null' if there's no key for a select item	When a selectitem isn't mapped to a specific table/key, produce empty 'complex' backing info rather than 'null'. Null is reserved for a return if the select item doesn't exist.	
Database Persistence - Graph PRB1999021	Always use a table rather than its parent when injecting keys	When doing injections, it uses the primary key value, which is present in all the tables that make up a TPC class, but it may or may not include parents based on the select items/ where clause. It's best to use the sys_id in the child class.	
Database Persistence PRB1992095	There's an error in the cypher2ResultsPaginated API	There's an error executing cypher: FAILED TRYING TO EXECUTE ON CONNECTION Syntax Error or Access Rule Violation detected by database ((conn=103967) Unknown column 'sys_user0.sys_id' in 'order clause')'.	
Database Persistence - WDF PRB1981897	Unable to retrieve the proper row count from glide Aggregate when using Group By Date/Floating Point/Decimal columns	The issue with the count distinct query is found in Australia. When adding an aggregate on either a Date, Decimal, or Floating Point column, the user encounters an error about missing parameters for concat function. As a result, count of groups is an incorrect number of groups since the distinct count query failed. When executing the script, users observe the script output query failed and the row count does	

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Problem	Short description	Description	Steps to reproduce
		not output the proper number of groups.	
Database Persistence - WDF PRB2001053	Data Interface is generated with database views with datafabric tables that should have the ACL generated with the data_fabric operation on the view with the composite role	Currently, the query on the data interface queries all the implementations which can be DB view, glide tables, and datafabric tables. However when there is a DB view as a part of the interface, it complains that there needs to be data_fabric operation ACL for the snloopback query.	
Database Persistence - WDF PRB2002769	The default security model for loopback data fabric queries is overly strict and will prevent user adoption	The default behavior of data fabric should allow users to access tables with remote tables if they already have access to that table using read ACLs. Currently, the default behavior is to block all access.	Attempt to query an SN table with Trino. Expected behavior: By default, the user should have access if they have read access to the table. Actual behavior: The user must have specific data_fabric access granted to that table to run the query.
Database Views PRB1981902	Raptor DB view has mixed case prefix and '' combination errors out		1. Create a DB view between task_sla and incident, and DB view table records with prefix with mixed case (for example, the prefix 'inC' for incident). 2. Have the where clause as 'task_sla.task = inC.sys_id'. Notice that the execution errors out.
Data Fabric Table glide Services PRB1997363	Sys_fields are silently dropped when importing a table from a local instance		
Data Fabric Table Glide Services	Handle the entitlement check of the new ZCC App	The new ZCC app (sn_zcc_primary / sn_data_fabric_zcc) is not correctly handling the plugin ID after the ZCC app split.	

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Problem	Short description	Description	Steps to reproduce
PRB2002718			
Data Fabric Table glide Services PRB2004392	Metadata collectors multi-nested section **Choice** fields are not sent to the backend properly and auto-selected		
Data Fabric Table glide Services PRB2005520	Fix DataFabricStatsAccumulator to support new plugin sn_zcc_primary		
Data Product Backend Services PRB2000970	The asset **Internationalized Resource Identifier (IRI)** is not captured, which is needed for editing the data product	The asset **IRI** is a required field for editing the data product, and its absence prevents users from performing edit operations on data products.	**1.** Navigate to the Data Product module. **2.** Create or open an existing data product. **3.** Attempt to edit the data product. Observe that the asset **IRI** is not being captured/stored, and that the edit operation cannot proceed or fails due to the missing asset **IRI**.
Data Snapshots PRB1987076	When the applied filter is removed, the values in the hierarchy breakdown revert to the original values even though the hierarchy toggle is still enabled	When filters on the dashboard with the applied breakdown hierarchy are removed, the hierarchy toggle does not toggle 'off'.	**1.** Install the com.snc.pa.mlb and com.snc.pa.premium plugins. **2.** Navigate to **Data snapshots**. **3.** Create a new DS source with Data frequency as 'All Activity'. **4.** Add a fact table. **5.** Add supported fields in the fields section, such as assigned_to. **6.** Navigate to **pa_cdc_breakdown_hierarchy**. **7.** Add Manager Hierarchy as a record. **8.** Ensure the scheduled jobs have run and scores are collected in pa_cdc_fact table and pa_cdc_sysuser table for the breakdown hierarchy. **9.** Navigate to **Automated Indicators - Data Snapshots**.

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Problem	Short description	Description	Steps to reproduce
			10. Create a new DS indicator by selecting the source created in step 2. 11. Choose the standard calendar and daily frequency. 12. Choose the 'Aggregate' as 'Count'. 13. **Save** and submit the form. 14. Navigate to **Dashboards**. 15. Add any new visualization with the source created above with DB view as facts table. 16. Add a filter on the dashboard with the breakdown hierarchy. Observe the scores. 17. Later remove the applied breakdown hierarchy. Expected behavior: When all the filters are removed, the hierarchy ID is removed, but on the UI side the hierarchy toggle should toggle off. Actual behavior: When all the filters are removed, the hierarchy ID is removed, but on the UI side the hierarchy toggle is not toggling off.
Data Snapshots PRB1994726	Cache issue with heatmap visualization and pivot table in Dashboards	The pivot table shows an empty matrix and the heatmap shows previously cached data. It should show 'No data available' when scores aren't available for both visualizations.	1. Create an automated indicator with some combination of fields, like **Choice**, **Boolean** and **Reference** fields. 2. Run the data collection jobs to enable data for the created indicator (if not available already). 3. Create a heatmap visualization and pivot table. 4. Add them to created indicator. 5. In 'group by', select any **Reference** fields (for example, **Assigned_to**). 6. Add a filter to the groupby column configured in step 5. 7. Select a reference record for which the score is available from the filter. Observe the scores for that record on both visualizations.

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Problem	Short description	Description	Steps to reproduce
			8. Remove the previously selected record. **9.** Add a record which doesn't have any scores. Expected behavior: It should show 'No data available' since the multivis API returns no scores. Actual behavior: The pivot table shows an empty matrix and the heatmap shows previously cached data.
Data Snapshots PRB1996565	Errors appear in syslog after saving/ updating a data snapshots formula indicator	A TableDescriptor exception is thrown in the sys log table.	**1.** Provision an instance with com.snc.pa.mlb and com.snc.pa.premium installed. **2.** Navigate to data snapshots formula indicator. **3.** Create an indicator with any formula. Observe that a TableDescriptor exception is thrown in the sys log table.
Declarative Actions PRB1995366	AI gradient support in Declarative Actions (DA) and UI actions in Workspace and Core UI	This is a product update.	
Developer Sandboxes PRB1981414	Upgraded warning listener is not registered unless nodes are restarted	The listener didn't run, resulting in no message created in sys_dsb_message.	**1.** Enable DSBs. **2.** Do not restart the node controller. **3.** Create a sandbox. **4.** Run the script in the controller node. **5.** Check sys_dsb_message. Notice no message was created because the listener didn't run.
Developer Sandboxes PRB1991734	Sandbox_user can't see the sandbox list in Sandbox Management Home	The sandboxes list is empty, but allocated sandboxes shows '1'.	**1.** Create a sandbox. **2.** Switch to a sandbox_user account. Observe that the sandboxes list is empty, but allocated sandboxes shows '1'.

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Problem	Short description	Description	Steps to reproduce
DirectSQL PRB1997847	DirectSQL doesn't support local mapped data fabric tables	The path fails, so a change is needed in isDataFabricEngineQuery.	
DirectSQL PRB2000509	'NOT BETWEEN' is translated as 'BETWEEN' with 'NOT' dropped		Use the query: SELECT number, priority FROM incident WHERE priority NOT BETWEEN 2 AND 4 ORDER BY priority, number. Expected behavior: It returns incidents where priority is outside the range 2-4, such as 'priority = 1' or 'priority >= 5'. Actual behavior: Returns incidents where priority is inside the range 2-4 because the 'NOT' is dropped and the condition becomes priority 'BETWEEN 2 AND 4'.
DirectSQL PRB2000510	Simple 'CASE' expression is not supported	The execution fails with an exception.	Use the query: SELECT CASE priority WHEN 1 THEN 'Critical' WHEN 2 THEN 'High' WHEN 3 THEN 'Medium' ELSE 'Low' END AS priority_label, number FROM incident ORDER BY 1, 2. Expected behavior: It returns each incident's number with a human-readable priority label derived from the simple 'CASE' expression. Actual behavior: The execution fails with the exception, 'Switch statements in case expressions are not supported.'
Discovery PRB1938058 KB2756546	Slow query from the status count optimizer impacts parallel launching of cloud app patterns		Refer to the listed KB article for details.
Discovery PRB1996875 KB2801169	Cloud Infra Patterns are launched per datacenter, impacting GCP Discovery Schedules	GCP Discovery schedules take significantly longer to complete because the system launches one pattern execution per datacenter instead of one pattern per service	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		account containing all datacenters. This results in a significant increase in probe executions.	
Discovery PRB2000665	Translation log causes an exception, preventing Discovery completion		1. Initiate the Discovery process. 2. Trigger the translation log functionality during Discovery. Observe that an exception is thrown, and the Discovery process does not complete due to the exception.
Document Intelligence Unified Backend PRB1988914	Add functionality for Input Router to consider an entire document set	This is a product update.	
Dynamic Translation for Agent Chat PRB1988564 KB2776693	If Dynamic Translation for Agent Chat (DTAC) translation fails from agent to requester, the original message isn't sent	Note that messages from the requester to the agent still get delivered in the original language even though they aren't translated. Messages from the agent to requester don't get translated and don't get delivered.	Refer to the listed KB article for details.
Email Notifications PRB2002403	Extend the 'NotificationsEmailAddressUtils' global script include with methods for notification, template, and layout creation	This is a product update.	
Encryption PRB2000179	glide_encryption.set_value_support_cle.disabled property can be modified by the user	The property can be set to 'true' by an admin user.	1. Log in as an admin user. 2. Type sys_properties.list. 3. Search for the property glide_encryption.set_value_support_cle.disabled. Expected behavior: The admin user cannot set the property to 'true'. Actual behavior: The admin user can set the property to 'true'.

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Encryption Support PRB1992606	Duplicate Attachment EFCs are created for tables	During the upgrade, the autoCLEHealthScan job in the sys_mass_encryption_job table detected unmigrated attachments. As a result, the 'CLE Unmigrated Attachments Health' indicator appears red, and the 'unmigrated_attachment_count' shows a value greater than 0.	
Event Management PRB1923711	Once the maximum size limit for impacted maintenance CIs is reached, the system is unable to re-evaluate them	When ImpactMaintenanceHandler.executeMaintenanceCalculation is triggered and the limit is reached, the maintenance job stops, and the system does not automatically re-evaluate the maintenance impact.	
Event Management PRB1990100	EM disable/ enable jobs fix scripts unnecessarily manipulate the upgrade_safe value during installation and upgrades	During upgrades within Zurich, some Event Management (EM) jobs can temporarily lose the upgrade_safe flag. This happens because the EM 'before upgrade' fix script may execute unexpectedly. When upgrade_safe is set to false on key EM scheduled jobs (for example, 'Event Management - process events' and related connector/coordinator jobs), those jobs may not run during the upgrade window. This can lead to delayed event processing or backlog while the upgrade is in progress.	
Event Management PRB1996008	Sometimes adjacent alerts aren't grouped even if there	The problem happens in Zurich when 1) there are two tag-based definitions (D1 and D2) with the same or	

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Problem	Short description	Description	Steps to reproduce
	is a matching definition	very similar filter and grouping conditions, and 2) the definition D1 has a lower order and shorter timeframe window, while the definition D2 has a higher order and wider timeframe window. The problem is that two adjacent alerts fit to both definitions, but they're created with interval that's greater than the timeframe of the definition D1. Instead of being grouped by the definition D2, the alerts remain ungrouped. So the cause of this error is incorrect handling of isolated alerts.	
External Content Connectors glide PRB1902996	Scriptable API fails when the table is yet to be indexed		**1.** Install NAVA. **2.** Create new connector for AWS. **3.** Don't index anything. **4.** Run the script. Notice the error in background scripts.
Flow Engine PRB1997767	Flow execution tracking	This is a product update.	
Flows (Family Channel) PRB1990711	Text2flow glide changes	This is a product update.	
Flows (Family Channel) PRB1990712	Expose subflows and actions as Model Context Protocol (MCP) tools	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1995799	AI Search semantic search results aren't appearing for a non-admin user with only the flow_designer role		
Flows (Family Channel) PRB2002799	AISearch stops working when upgrading to latest Australia release		
Form Controller PRB1987560	Service Locations form bundle reference lookup spinner loads infinitely	Service Locations form reference lookup loads infinitely for Quote/ Order/Opportunity entities in Australia glide, but works as expected in Yokohama and Zurich.	
Form Controller PRB1990803 KB2811745	Users are unable to toggle checkboxes on system properties UI pages		**1.** Navigate to any instance. **2.** Log in as an admin. **3.** Open any system properties UI page. **4.** Attempt to toggle any checkbox. Expected behavior: Users should be able to turn on or off checkboxes on properties pages to modify system configurations. Actual behavior: Checkboxes on UI properties pages are non-functional and can't be toggled.
glideRecord PRB1990713	MID Server core logic for Collector Framework	This is a product update.	
Help Center PRB2003374	Integrate sn-help-assistant in the Next Experience app shell	This is a product update.	
Help Center	Support dynamic	This is a product update.	

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PRB2003375	guidance in the Help Centre		
Hermes (Family) PRB1986687	ACL prevents topics being listed in hermes_topic_inspector for users without elevated privileges	Only one topic will appear if multiple topics exist. The console tab will list a JavaScript error for loadCell.children[2].onclick code.	
Horizon Component Library PRB2004216	Update now-avatar properties to receive styling for AI avatars for AI Specialists		
HR Service Delivery PRB1970657	Rename searchSharePointDocumentsAsUser to searchKTDocumentsAsUser	This is an update to a Document API.	
HR Service Delivery PRB1985984	Adding RCAs to app-hr for app-cbs-hr for the migration of CBS to CBS for HR (app-cbs))		
HR Service Delivery PRB2002907	RCA is missing for ZTSD for HR		
HTML Field Type Editor PRB1990982	Predictive text assistance	This is a product update.	
HTTP Client PRB1986204	The **Test** UI action on the sys_soap_message table causes large table handling query against	Selecting the **Test** UI action for a 'SOAP Message Function' [sys_soap_message_function] record that has a 'MID server' specified causes the platform	

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Problem	Short description	Description	Steps to reproduce
	ecc_queue and causes memory contention	to send a test request to the MID server, and then poll for a response from the ECC queue. The query does not pass a valid value for the filter on the response_to= filter, and so it can bring back hundreds to millions of rows, depending on how many rows are in the ECC queue.	
HTTP Client PRB1992475	Asynchronous HTTP client upgrade for complete feature change	This is a product update.	
Identity PRB1981341	Include trackable attribute in Machine Identity Console and Scripting Governance Tool's plugin.xml		
Inbound API Integration Usage Framework PRB1997896	HttpServletRequest is recycled during long transactions, which causes unhandled exceptions in HttpRequestAttributeAccessor	Long-running SOAP transactions, including ODBC queries, can fail to complete on Zurich instances due to an unhandled error during telemetry collection.	Scenario 1: Attempt to query large datasets using ODBC. Scenario 2: To reproduce using only SOAP, increase the max limit and query 30k+ records in a single request.
Inbound API Integration Usage Framework PRB2000222	Integration Filter used to measure API Access Volumes is not applied to SOAP and JSONv2 requests	Certain internal inbound SOAP & JSONv2 integration API requests count towards a user's data egress (API Access Volume) usage. These APIs are used for ServiceNow products. The customer licenses separately or are for supporting internal capabilities and should	

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Problem	Short description	Description	Steps to reproduce
		not be considered data egress.	
Incident Management PRB1978573	Error displayed while creating an Interaction in Service Operations Workspace (SOW)		1. Navigate to Service Operations Workspace. 2. Select **Create Interaction**. 3. Fill in the required fields. 4. Save the Interaction. Notice that an error banner is displayed stating insufficient access for query_range operation on sys_user.email.
Incident Management PRB1989167	Make SDA role available for all of the customers irrespective of ITSM Roles plugin installation	The SDA role is installed only if ITSM Roles plugin is active on the instance, hence there are upgrade users still missing on this role. ITSM has introduced a new AI worker as part of ZTSD uptake and that AI worker uses the SDA role, hence the user must have the SDA role.	
Incident Management PRB1989959	Restrict AI-native ITSM Good SKUs to 'Incident' and 'Request Management'	This is a product update.	
Instance Clone (Family) PRB1997371	Clone the admin console, MIF fix, and true-up to 2.1.7		
Integration Hub PRB1989692	Page details are missing from the execution details for Datastream Actions when run via FlowAPI	The 'Page Details' section is missing and the user is unable to view step-by-step execution data (Pagination Setup, Integration Metadata, Step Configuration, API request/response).	

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB2003032	The connection_admin user should be able to created/edit systems from WDF Connect Hub		1. Log in as user with the connection_admin role. 2. Navigate to WDF connect Hub from navigator. 3. Select **New** > **System**. Expected behavior: The user should be able to create new a system. Actual behavior: The user is unable to create a new system.
Knowledge Graph (Family) PRB1986786	Renew the descriptions and automate the shipping pipeline for new tables, which should become the default	This is a product update.	
Knowledge Management PRB1981407	After Zurich, the **Source Task** field for knowledge articles isn't assigned	This issue occurs when a user creates a feedback task record for a knowledge article. The feedback task allows knowledge managers to either edit the existing article or create a new one. However, when users attempt to create a new article from the feedback task, the new article doesn't reference the originating feedback task as it does in Yokohama. The **Source Task** field, which should contain this reference, appears in the article form view, but it is grayed out and empty.	
Knowledge Management PRB1992747	Now Assist KB creation pop-up is unable to continue with the KB creation when no tasks	This issue occurs only in Native UI. Using the **Create knowledge** UI from Native UI during KB creation shows no options available to continue without	

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Problem	Short description	Description	Steps to reproduce
	are available for search	selecting tasks. This blocks KB creation.	
Knowledge Management PRB1993428	Remove the dictionary for standard		
Knowledge Management PRB1994772	Navigating to 'Create knowledge' displays the interceptor page	This occurs when the KCS plugin is enabled and the CSM table map is disabled.	
Knowledge Management PRB2006452	Launch AI Native SKUs	This is a product update.	
Language and Translations PRB1991979	GenAI translations merge for Zurich		
Lifecycle Events PRB2000694	RCA for AttachmentSensitive script include needs to be checked in		
List Administration PRB1990986	Multi-record actions for end user flows	This is a product update.	
List Administration PRB1990987	Integrate a tracked list feature into the list experience	This is a product update.	
List Administration PRB1990988	To improve the AI in-product experience, indicate a row that's been generated by AI	This is a product update.	
List Controller	Fix for WorkspaceTabsTooltipIT.testWorkspaceTabsTooltip test failures		

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Problem	Short description	Description	Steps to reproduce
PRB1998776			
List Views PRB1979390	'Edit columns' is not working, and no illustration appears when selecting 'Backlog personalize panel'	The added columns and the illustration are not displayed.	1. Navigate to **Service Portal Workspace** > **EAP**. 2. Select any team backlog. 3. Select **Personalize columns** in the header. 4. Select any columns and apply it. Notice the new columns are not added to the backlog presentational list, and when selecting **Backlog personalize panel**, notice there is no illustration is present.
MetricBase PRB1982775	Test Connection utility returns a false positive result in multi Clotho environments	This issue was observed in multi-sharded and HA environments, and was not observed on a single endpoint Clotho.	1. Provision an instance with multiple Clotho servers. 2. Run the Test Connection utility from the Metricbase Configuration page. 3. Change one of the fields in any one Clotho configuration to an invalid value. For example, provide an invalid username or give an invalid port number for the URL. 4. Note down the original value. 5. Run the Test Connection utility again. Notice that it returns true, when it should fail since one of the endpoints is invalid. 6. Change all configurations to an invalid one. Notice the Test Connection test now fails as expected. 7. Restore all endpoints to their correct values. 8. Run Test Connection again. Notice that it passes now.
MetricBase PRB1985056	aha-monitor thread blocked by ClothoClientManager synchronization during	It is unable to process database switchovers, causing nodes to stall.	

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Problem	Short description	Description	Steps to reproduce
	database switchover		
MetricBase PRB1994130	Weekly rollups happen on Thursday and monthly rollups happen a random day within the first week of next month	The rollup should always be executed based on the provided endTime parameter.	
MetricBase PRB2000747	Boolean literals are not parsed correctly in the 'where' clause, preventing queries	An execution error occurs.	**1.** Create a Boolean Data Type metric. **2.** Run the script in scripts background. Expected behavior: Valid query result. Actual behavior: An error occurs, 'Script execution error: Script Identifier: null.null.script, Error Description: com.snc.clotho.ClothoException: com.glide.db.glideSQLException: Element doesn't exist. Table: mb_dex_installed_app_metrics col: false.'
MID Server PRB2002402	Trace collector epic for Zurich	This is a product update.	
Mobile Platform PRB1990141	Mobile AI gradients update	This is a product update.	
Mobile Platform PRB1995814	Offline-online-offline incidental list doesn't load after syncing records that were created offline	The error 'Could not find application content in offline data' appears.	**1.** Log in to the agent app. **2.** Download an offline cache. **3.** Go offline. **4.** Create a **Work order task** > **Incidental**. **5.** Open the incidental. **6.** Add activity stream attachments. **7.** Sync. **8.** Go online. **9.** Go back offline.

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Problem	Short description	Description	Steps to reproduce
			10. Load the **Work order task** > > **Incidental**list again. Observe the error 'Could not find application content in offline data'. Expected behavior: The incidental list loads offline and displays the created incidental with activity stream entries. Actual behavior: The offline-online-offline incidental list doesn't load after syncing records that were created offline.
Mobile Platform PRB2000325	Cell redirection action fails in Offline Mode after completing a task when multiple conditional buttons share the same cell location	The user observes the error 'Cannot find application content in offline data.'	
Multimodal Service (Family Channel) PRB1990234	Update the MMService plugin to support MMS async backend	This is a product update.	
Multimodal Service (Family Channel) PRB1996320	JWT claims generation updates	The attachment table name is no longer needed since using the sys_mm_result record ID as the claim in the JWT.	Create a record with an attachment on a table configured in glide.platform_mm_service.supported_tables. Observe the results in the sys_mm_result table , and the error message in the 'Error message' column.
Natural Language Query (Family Release) PRB1993465	MetadataInvalidationListener creates a NLQ-related tables hashset for every DB action, causing an increase in young object generation and also adding to	In the listener code path, the isNLQRelatedTables is called and it creates a list first and converts into a hashset for every DB action.	

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Problem	Short description	Description	Steps to reproduce
	performance cost		
Next Experience Unified Navigation PRB1887581	Selecting a new chat desktop notification doesn't bring focus to the tab that changed		
Now Assist for Retail Service Management (RSM) PRB1999697	True up versions correction for Retail AI Bundle in Australia		
Now Assist for Spoke Generation PRB1968315	Adding granular roles in text2spoke	Adding granular roles in text2spoke, and adding wdf_builder instead of admin.	
Now Assist in Document Intelligence PRB1999314 KB2916056	ServiceNow Now Assist In Document Intelligence (NADI) skill execution is blocked for inactive skill configurations	NADI Store application's 'Extract information from documents' and 'Multimodal Chat' skills may experience silent failures through the NADI release due to the skills being inactive by default. No error is surfaced, but skill execution is blocked. These skills are expected to be active by default upon an upgrade. The problem affects any capability that routes through DocIntel GenAI APIs without activating the skills explicitly in Now Assist Admin.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1988915	Pass context from Now Assist Portal to workspace	This is a product update.	
Now Assist Panel PRB1995707	When using Now Assist sidebar to summarize an incident, formatting for bullet pointed details (for example, LAs and CIs) are formatted improperly in Incident Summarization		1. Open an instance. 2. Navigate to any summarizable incident record. 3. In the Now Assist sidebar, start a new chat. 4. Enter, 'Summarize this incident.' Expected behavior: It is in a well-formatted summary. Actual behavior: The bulleted item text appears on separate line from bullets.
Now Assist Panel PRB2001558	Script fix to migrate voice input flag from NAA to Agent Studio running even for new users	This is a product update.	
OneExtend PRB1998719	Prime skills can be executed through background scripts when only foundation apps are installed for AI Native SKU]	This issue occurs on an instance that has asset subscription for Sentiment analysis for procurement case and only SPO - foundation app installed, which is installing NAFP - Foundation.	1. Open an instance. 2. Open **Now Assist Admin** > **Finance & Supply Chain** > **Sourcing & procurement operations**. Notice that the sentiment analysis skill is hidden here. 3. Open background scripts. 4. Run the code to execute the sentiment analysis skill. Notice that the record sentiment analysis invoked.
OneExtend PRB1999920	BuilderEntityCache uses 100+ MB in Australia on Now Support, and it is mostly duplicate data due to domain keys	The cache is using a key based on the domain, so if 100 users load the same thing it will end up with 100 of the same entries in the cache. But it does not consider that all of the	

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Problem	Short description	Description	Steps to reproduce
		domains are actually using the same object.	
OneExtend PRB2002764	KAA policy changes for supporting wrapped token	Scripted rest endpoints need to support BFF wrapped tokens.	
OneExtend PRB2003281	Install log sync service only if com.glide.cs.genai is installed		
OneExtend PRB2004072	Mosaic execution path needs to be handled via off-glide property		
OneExtend PRB2004938	Metadata changes to support Data Separation	Mosaic currently doesn't send the domain hierarchy to mosaic as a part of the metadata sync. We need this to enforce data separation at the mosaic end.	
Outsourced Customer Service (Family Release) PRB1998333	Remove a few UI page ACLs in cs_base/if/ocs plugin	Records appear when none are supposed to appear.	1. Open a list of ACL roles. 2. Apply the filters 'Application is OCS'and 'ACL.application is global'. Expected behavior: No records appear. Actual behavior: 8 records appear.
Performance Analytics PRB1995310	Null pointer exception is returned when creating a formula indicator from background scripts	The user should be able create a formula indicator without any errors when valid data is passed. Instead, the error 'Cannot invoke 'java.util.Map.containsKey(Object)' because 'nameToSysIdMap' is null' is returned.	1. Navigate to the background scripts execution page. 2. Run a script to create a formula indicator using the automated indicator. 3. Check whether a formula indicator is created. Expected behavior: The user can create the formula indicator without any errors when valid data is passed. Actual behavior: The error 'Cannot invoke 'java.util.Map.containsKey(Object)' because 'nameToSysIdMap' is null' is returned.

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Performance Analytics PRB1999049 KB2828943	There's malformed pa-ai-canvas.properties, as they are missing commas in the entire dependency list	In oob-pa-ai-apps/src/main/oob_apps/pa-ai-canvas.properties, the 8.0.14-dependencies block has no commas between any dependency entries. Every line uses backslash continuation without comma separators.	Refer to the listed KB article for details.
Platform Analytics Component API PRB1995297	KPI Details artifact has missing navigation icons	The kp-details page doesn't have an icon next to the title that navigates back to the library page.	**1.** Open Platform Analytics Workspace. **2.** Open library. **3.** Select **Indicators**. **4.** Select an indicator. Observe that the indicator opens in a new page. The kp-details page doesn't have an icon next to the title that navigates back to the library page.
Platform Analytics Dashboard API PRB1969752	Cached toolbox items cause options to remain in a previously selected language	While working on the Platform Analytics Dashboard and Data Visualization modules, users have observed that the language in the right-hand menu changes automatically without any user action. The issue occurs intermittently. Sometimes, it appears only in a single browser session, while at other times it affects multiple browsers simultaneously. No consistent trigger has been identified so far. Users report that refreshing the page or clearing the cache may temporarily resolve the issue, but it can recur unpredictably.	
Platform Analytics Dashboard API	Not enforcing the ACL in DataManagerService.getWidgetProps	ACLs in DataManagerService.getWidgetProps should be enforced.	

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PRB1970352			
Platform Analytics Dashboard API PRB1983811	Unexpected response format for users without assigned roles	The API should return properly formatted JSON with error code, but instead it returns an invalid format.	Run GetMobileVisualizationIT#verifyAsNoRoleUser. Expected behavior: The API returns properly formatted JSON with error code. Actual behavior: The API returns an invalid format.
Platform Analytics Dashboard API PRB1989067	Remove the info banner on Core UI dashboard overview page	The new 'com.glide.par.coreui.migration_banner.enabled' system property was introduced to configure the appearance of the migration banner.	1. Set the system property com.glide.par.unified_analytics.enabled to false. 2. Navigate to the CoreUI dashboard overview page: $pa_dashboards_overview.do. The following info banner is displayed: 'If you can't find the dashboard you're looking for, try the Platform Analytics library. Visit Platform Analytics experience.'
Platform Analytics Dashboard API PRB1989343	After a glide upgrade, dashboard HTML rich text widgets are missing spaces that originally separate the boldfaced text		
Platform Analytics Dashboard API PRB2000628	DashboardWidgetDao.update() does not persist **widget_props** field	When updating a dashboard widget record via DashboardWidgetDao.update(), the **widget_props** field is not written to the par_dashboard_widget table. The create() method correctly calls gr.setValue(WIDGET_PROPS, widget.getWidgetProps()), but the update() method is missing this call. This causes widget-level property overrides (for example, followFilters, header	

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		color, header title) to be saved on initial widget creation but silently lost on any subsequent dashboard save.	
Platform Analytics Dashboard API PRB2002612	Filters should expose the new filter **Custom ID** field		
Platform Analytics Migration API PRB1972851	Hide the info message if 'com.glide.par.coreui_single_migration.enabled' property is 'false'		1. Create CoreUI dashboard (pa_dashboards). 2. Add Dynamic content block to it. 3. Set 'com.glide.par.coreui_single_migration.enabled' system property to 'false.' Expected behavior: The info message should be hidden Actual behavior: The info message is shown.
Platform Analytics Migration API PRB1982635	Support for report_group and report_global roles to edit visualizations	This is a product update.	
Platform Analytics Migration API PRB1986034	Unified property is not set to 'true' after all content is activated		1. Set 'com.glide.par.unified_analytics.enabled' to 'false'. 2. Navigate to **Migration Center**. 3. Perform bulk migration. 4. Activate all content. 5. Check the unified property. Expected behavior: Unified property is set to 'true'. Actual behavior: Unified property remains false.
Platform Analytics	Static content block in core UI after migration		1. Create a core UI dashboard. 2. Add a static content block.

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Problem	Short description	Description	Steps to reproduce
Migration API PRB1988855	has HTML tags in the Next Experience rich text visualization		**3.** Add some contents within them, such as an embedded URL. **4.** Select the **Migrate to Next Experience** button to migrate the dashboard to Next experience. Notice that in the migrated Next Experience dashboard, the rich text has HTML tags in them.
Playbook Experience Core PRB1988859	PlaybookContextSnapshotEngine returns a stale cache when the process definition is reactivated	Snapshot is not refreshed in the workspace after reactivating the launch properties in the playbook the UI step shows outdated information.	**1.** Create a Playbook with launch properties. **2.** Activate it. **3.** View it in the playbook workspace demo. **4.** Return to the playbook. **5.** Modify the launch properties, such as title description. **6.** Reactivate it. **7.** Return to the workspace. **8.** Refresh it. Notice the record generator/launcher UI step carries stale/outdated information.
Playbook Experience Core PRB1995058	The playbook portal page briefly shows 'There is no playbooks available' when a record is triggered	This only happens in custom layout type.	**1.** Navigate to a playbook with a custom layout type. **2.** Once the record generator is loaded, trigger the record by selecting **Continue**. Expected behavior: The playbook loads properly. Actual behavior: The page shows 'There is no playbooks available' briefly.
Playbook Experience PRB1978220	Old record generator forms that have forms selected show 'Show Create Record Form' is false when it should be true	All records in the list are 'false', when they should be 'true' if a form view is selected.	**1.** Install the Process Automation Experience Demo plugin with demo data. **2.** Navigate to **/ sys_playbook_experience_record_generator_list.do**. Expected behavior: In the list and on the record, all the records that have 'Show Create Record Form' as 'true' if a form view is selected.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: All the records in 'Show Create Record Form' are false in the list.
Playbook Experience PRB1986143	The **Declarative** action on the workspace form is executing twice in Zurich	This behavior was observed from the browser console logs, where the same log entries appear multiple times during a single execution, indicating duplicate runs of the action. This is likely due to DECLARATIVE_ACTION#CLIENT_SCRIPT_EXECUTION_REQUESTED leaking out to the parent form, so that two forms are handling the action. The playbook component should catch this and set stopPropogation to 'true' so it doesn't leak to the parent form.	**1.** Open a Zurich base instance. **2.** Configure a record generator for any form, such as incident. **3.** Add a field decorator for a field on that form by navigating to **All** > **Field decorator**. **a.** Set the table to 'Incident'. **b.** Set the type to 'Client script'. **c.** Have the script console.log something. **d.** Enable this for all configurable workspaces. **4.** Navigate to a workspace. **5.** Create a new record to see the record generator. **6.** Select the **Field decorator** within the form of the record generator. Expected behavior: There is only one log. Actual behavior: In the console, it is logged twice.
Playbook Experience PRB1986820	Form section labels are not displayed at runtime	With the migration to the Form Controller in Zurich, the form preset configuration was applied. This preset is designed to hide form section labels, which results in the labels not being displayed at the runtime.	
Playbooks (Family Channel) PRB1983780	The **Create Flow Data** action gives the error, 'Unable to get source record of Process Automation Activity type'	This issue occurs in the global scope.	

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Playbooks (Family Channel) PRB1991515	After a restart, the stage is still displayed even when the conditions aren't met	Remnants from the previous playbook lanes remain visible, although they appear in a 'PENDING' state. However, those lanes are reached, they update correctly.	1. Navigate to **Configurable Workspace** > **Lists** > **AGR Connections** > **All**. 2. Create a record with subcategory 'WebEDI'. 3. Proceed with Playbook. 4. When asked for 'Fast Follower', select **True**. 5. Proceed with Playbook until 'Packaging Data Exchange' (lane 7) is reached. 6. Perform the complete Playbook restart. 7. Proceed with Playbook to 'Validate Connection Type' (activity 1.4) activity. 8. Change the subcategory to 'ClassicEDI'. 9. When asked for Fast Follower, select **False** and proceed. 10. Proceed with Playbook until 'Testing' (lane 9) is reached. 11. Perform the complete Playbook restart again. 12. Proceed with Playbook to 'Validate Connection Type' activity. 13. Change the subcategory to 'WebEDI'.13. When asked for Fast Follower, select **False** and proceed. Observe that the 'Fast follower' phase is initiated even if the fast follower is not marked, which isn't correct. Also, observe that even if the subcategory is 'WebEDI' now, the phases / activities for 'ClassicEDI' are still initiated, which isn't correct. Expected behavior: If fast follower is set to true, then WebEDI and ClassicEDI don't appear on the playbook. If fast follower is set to false, then WebEDI or ClassicEDI appear on the playbook. Actual behavior: If fast follower is set to true, WebEDI and ClassicEDI appear on the playbook. If fast follower is set to false, then fast follower, WebEDI, and ClassicEDI appear on the playbook.

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Playbooks (Family Channel) PRB2002088	**Locals** field is missing the **Enable AI agent** field	The **Locals** field on activity context is missing the **enable_ai_agent** field.	
Playbooks PRB1985747	The 'On-demand' checkbox should not exist for create asset page in 29.0.x	This shouldn't occur for 29.0 versions.	Create a new playbook. Notice that 'Is On-Demand Playbook' is present on the 'Create new playbook' page.
Process Mining PRB1997134	Finding step criteria on OR conditions doesn't work	When the user mines the finding, it matches more records than expected and doesn't honor the step criteria.	**1.** Create a finding definition. **2.** Create an OR condition. **3.** Give step criteria (not cross-step criteria) to one or more of the OR conditions. **4.** Mine the finding. Expected behavior: It matches the correct number of records which qualify for the step criteria. Actual behavior: It matches more records than expected and doesn't honor the step criteria.
Process Mining PRB1998650	sn_gaf dependency is blocking A NAFC true-up install	The sn_gaf dependency is missing, which blocks the true-up install.	Navigate to **Process Mining** > **sn_icu** > **sn_gaf NAFC**. Notice that a true-up install is blocked due to a missing sn_gaf dependency.
Remote Process Synchronization (Family Release) PRB1961089	The the 'Inbound' state is in error, and inbound queue processing is blocked until this is addressed	This issue occurs even when the setup is successful, and the 'Consumer registration' state is moved to the 'Closed Complete' state on 'Impactuat.'	Update the instance. Notice that the inbound status of the RPS connection moves to an error state with following error, 'The current operation ended in state: ERROR. Detail: Error: Cannot find function map in object .,Detail: Cannot find function map in object. Adding 'ih_sync_inbound_queue_record' in attachments.'
Request Management	Create workflowStageProcessor script includes	This is a product update	

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PRB1992589	or getting stages		
Request Management PRB2002306	Turn on comments for CTASKs	This is a product update.	
Resource Management PRB1981411	The capacity is not displaying accurately, it appears in the Estimate outside plan section in Capacity Planning	When the user creates a demand and creates assignments for it, and selects **Create Project** in the demand, it will create project from demand. However, the resource allocation's **planning_item** field does not update.	
REST APIs PRB1986190	Scriptable OpenAPI spec support	This is a product update.	
REST APIs PRB1986192	OpenAPI response header support for REST services	This is a product update.	
REST APIs PRB1986194	OpenAPI request and response support for REST services	This is a product update.	
Retail Core PRB1999694	True up versions correction for the Retail bundle	The same build shouldn't operate in different ways when it's installed via Store vs true-up. There should have been a different release record that was A specific and that should have been trued up.	
Roles PRB1973601	Potential load lot of future time limited roles, which may increase memory footprint		1. Create time limited role window for 'admin' role for future start and end time, assign it to abel.tuter. 2. Log in as abel.tuter.

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			Even though all future time limited roles are not needed now, it will load in heap memory as a result of below PR.
Scripted REST APIs PRB1996583	There's high latency of the REST API scriptable	The existing scriptable methods jsFunction_getDetailedServices and jsFunction_getDetailedServicesWithOAuthPolicy had the withSchemaContent flag hardcoded to true, forcing retrieval of schema information for every API resource, which the MCP team doesn't need in the first step. This fix exposes withSchemaContent as an explicit parameter, letting the caller decide based on their use case.	
Scripted REST APIs PRB2000233	Autogenerate OpenAPI specification content	This is a product update.	
Search Administration PRB1968215	Elements must only use supported ARIA attributes for the **Search catalog** field for Service Portal (SP)		1. Ensure there are multiple requests raised in SP. 2. Launch a base instance. 3. Navigate to **Request** on the header menu and activate it. Notice that multiple records will be displayed. 4. Choose any request. 5. Open the Request summary. 6. Navigate to **Search catalog**. Notice that menu items are displayed. 7. Run 'Evinced Flow Analyzer' and AXE devtool. Observe the issue. Expected behavior: The ARIA attribute is not allowed as seen in 'aria-

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Problem	Short description	Description	Steps to reproduce
			selected='false'' and an element's role supports its ARIA attributes. Actual behavior: Elements only use supported ARIA attributes, as seen in the element location: sn-search-combobox,sn-search-combobox-desktop,.-search-popover__item--is-active.
Server-side scripts PRB1994381	Discovery has issues on some node after upgrading to Australia RP2	After upgrading to Australia RP2 or later, Javascript running in app nodes fails to call Java functions. The following warning appears: '*** WARNING *** Evaluator: com.glide.script.RhinoEcmaError: undefined is not a function.' This impacts various features, including Discovery and Event Management.	1. Open a Zurich instance with multiple nodes. 2. Upgrade the instance from Zurich to Australia RP2. 3. Run a quick Discovery or discover a few IPs. Notice that the Shazzam probe creation or Shazzam sensors processing has an error. The Shazzam probe isn't created with a name (likely skipping some business rules), and Shazzam sensor processing doesn't create the further probes in the chain. This results in discovery not running effectively.
ServiceNow Data Catalog (glide) PRB1997719	There are generic UI defects in the data collector	The URL value is truncated after saving and reloading.	
ServiceNow Data Catalog (Glide) PRB2003264	Metadata collectors can't decrypt all passwords configured by the dcg-cc store app	When configuring dcg-cc to store an AWS access and secret key in the aws_credentials table, the AWS key is missing and doesn't appear on the list of **Password** fields.	1. Configure dcg-cc to store a **password2-type** field in the connection.extended attributes for a collection. 2. Deploy the app to glide. 3. Open wdf-meta/metadata-collector. 4. Configure a collector. 5. Select **Run**. 6. Set a breakpoint in the KOS SPI class 'AbstractKosCollectorProvide'. Notice that an encrypted string for the password, encrypted with a glide-specific key, which the collector doesn't have access to.

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Problem	Short description	Description	Steps to reproduce
			7. Configure dcg-cc to store an AWS access and secret key in the aws_credentials table. 8. Open wdf-meta/metadata-collector. 9. Configure a collector that requires AWS credentials. 10. Select **Run**. 11. Set a breakpoint in the KOS SPI class 'AbstractKosCollectorProvider'. Notice that the AWS secret key is missing, and that it isn't on the list of the six **Password** fields that work.
ServiceNow Data Catalog (glide) PRB2005266	IllegalStateException in tableAccessChecks() when executing glide RDF queries	The RdfGraphStoreJSIT.writeMaxSizeTriple test is failing in the eco tests for the 'dcg-rdf-api-test' project.	
Sidebar (Family Release) PRB1996759	Null check for threadMember is incomplete for CollabMessageDTO	The user can send a message but it's greyed out in the chat window until the user refreshes. The last sent message in a collab chat record doesn't update, so the discussion card in the utility menu never updates.	
Software Asset Data Import PRB1979790	Fix in-field error messages for SW model and PPN	This is a product update.	
Software Asset Data Import PRB1991257	User can't select a software model if multiple are found for PPN	Selecting **Import** just reloads the page without automatically selecting a software model, and a software model can't be selected from the field without clearing PPN.	1. Create a PPN and two software models with details matching that PPN's DMAP. 2. Import an entitlement with that PPN. Observe that an entitlement import error is generated with the reason 'Multiple software models found for the Publisher Part number. Please choose a software model.'

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			Expected behavior: There is handling for this situation, either preventing duplicate software models from being created, picking one of the duplicates during import or after selecting the **Import** button, or allowing users to select a software model without needing to clear the **PPN** field. Actual behavior: Selecting **Import** just reloads the page without automatically selecting a software model, and a software model can't be selected from the field without clearing PPN.
Software Asset Data Import PRB1993170	Pass the auto-incremenator using the unique ID of the table rather than using the contract number	There should be automation for both scenarios: 1. Uploading the docs, finishing the flow, and importing another doc to the same contract. 2. The asset covered from both docs should be part of the same contract.	
Software Asset Data Import PRB2001908	Rename the **Ignore** button to **Exclude**	This is a product update.	
Software Asset Data Import PRB2001911	Update text on the content opt-in page	Software entitlement details are extracted from software contracts using AI. Opt-in to the content service to help improve the prediction for product, publisher, and edition values.	
Software Asset Management PRB2000639	Backport workspace changes of Job Failure Troubleshooting for Australia		

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Problem	Short description	Description	Steps to reproduce
SQL API (Server) PRB1989263	Cannot execute a query against a physical representation of a long table name using SqlParser in physical mode	SqlParser throws an exception for the long table name, when the query should instead return a response with no records.	1. Create a table with a very long table name, such as u_very_long_table_name_abcdefghijklmnopqrstuvwxyz 2. Send a rest request to Trino Connector API /api/now/integration/trino/query/sql?sql_type=physical&connector_type=loopback with body containing the following: SQL query: SELECT * FROM . Expected behavior: The query returns a response with no records since the table doesn't contain any data. Actual behavior: The SqlParser throws an exception, 'Invalid table name.'
SQL API (Server) PRB1999140	Update the rate limit on SQL calls to 500/hour		
Stream Connect Core PRB1988698	A zboot error on anowassist regarding sys_kafka_topic_m2m_sys_sc_topic_alias	The error occurs: 'glide SysLog *** ERROR *** STREAM_CONNECT: Got exception while executing fix script: Required table sys_kafka_topic_m2m_sys_sc_topic_alias not found on instance.'	
Stream Connect Core PRB1998573	Installing the 'ETL Consumer Kafka' plugin shouldn't enable 'Managed Hermes'	This dependency should be broken.	Install the 'ETL Consumer Kafka' plugin. Observe that 'Managed Hermes' is installed.
System Events PRB2001375	The next discovery in the daisy chain is not triggered when the current discovery is cancelled	When discovery is cancelled, it generates two events, discovery.canceled and discovery.complete. Whenever discovery.cancelled is picked up first, triggers the next discovery. When discovery.complete is picked up first, it does not trigger the	1. Make a daisy chain of discovery schedules to trigger one after another. 2. Set 'Even if canceled' to 'true'. 3. Run discovery and cancel it. Notice that even though the next discovery should be triggered, it does not always happen.

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		discovery as the script action 'Discovery Run Next'. With that, discovery.complete exits on the condition 'current.state == 'Canceled' or canceledEventExists. When discovery.cancelled is picked after this, 'Discovery Run Next' exits on the condition that there is already a processed discovery.complete event for this status record.	
System Import Sets PRB1981092	Protocol version max length is not configurable for SCP and other data source file retrieval types utilizing SSH connections	The protocol version reverts to the default version size.	1. Create a file type data source with the retrieval method SCP. 2. Make a connection where the protocol version is longer than the default 512 characters. Notice that it takes the default protocol version size because there are no parameters being set to alter the default configuration of the SSHEngine/SSHConfig from the glideSSHSessionPool.
Transaction Logs PRB1997038	The **http_response_code** field in the syslog_transaction table should be read-only		Open a syslog_transaction record in form view. Observe that the **http_response_code** field may be editable.
Transaction Management PRB1996223	Modify parameters for TimeBasedStatusSampler for better memory state tracking	The parameters for TimeBasedStatusSampler used for Memory Health Checks by Loanable Semaphore. The NodeHealthChecker takes too long to identify the high memory pressure, so the parameters should be modified for better memory state tracking.	

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Problem	Short description	Description	Steps to reproduce
UI Field Administration PRB1962435	There's an incident form load issue due to the missing macro sn_wwna_nacm_component, which causes a performance issue	When loading an incident form, the local host log is consistently flooded with the 'DBMacro WARNING *** WARNING *** Macro missing: sn_wwna_nacm_component' and this is causing the form to load slowly.	1. Open any incident record in the instance. 2. Navigate to **System Diagnostics** > **Session Debug** > **Enable All**. Observe the error in the localhost log, users notice the warning called many times: 'DBMacro WARNING *** WARNING *** Macro missing: sn_wwna_nacm_component'.
UI Field Administration PRB1970358	Zboot error comes from WWNA	The zboot error is in the localhost logs.	
UI Field Administration PRB1990980	Add backend support for the multi-section configuration and fetch configurations in the UI to create the BE layer	This is a product update.	
UI Field Administration PRB1990983	Support core IT use cases	This is a product update.	
UI Form Administration PRB1993356	The g_form.addModerateMessage() API should display in a purple color both in UI16 and workspace, but displays in an 'AI' color in UI16		In on-load client script, add the line: 'g_form.addModerateMessage('moderate msg')'. Expected behavior: A purple color should be displayed for alerts. Actual behavior: It displays an AI color.
UI Form Administration PRB1993929 KB2908761	RCAs are created with the source as 'sys_ws_operation.do?sys_id=6986d96dff732100ae68bafffff48' for HR apps	An RCA is generated: 'RCA triggered - 'Read operation on table sn_doc_html_template' was denied. The application 'Document Templates' must declare a Restricted Caller Access privilege.	Refer to the listed KB article for details.

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		Please contact the application admin to update their access requests'. None should be generated.	
UI Form Administration PRB1994242	When 'glide.ui.escape_text' is set to false, forms break		
UI Form Administration PRB1998771 KB2898934	Installing the com.glide.ai_record_activity plugin doesn't create the sys_ai_record_activity table, causing NullPointerException errors	The user observes an error getting records for sys_ai_record_activity: java.lang.NullPointerException.	1. Install the GenAI Q4 feature or upgrade an existing instance. 2. Ensure the plugin com.glide.ai_record_activity is installed. Observe the system logs or error output about an error getting a record for sys_ai_record_activity: java.lang.NullPointerException.
UI Form Administration PRB2003359	Add a presence avatar for an AI specialist	This is a product update.	
UI Form Administration PRB2003360	Remove the badge and pop-up modal from the 'Presence' icon	This is a product update.	
UI Form Administration PRB2004264	Updates to support AI Specialist and draft note	This is a product update.	
Upgrade Center PRB1991306	On upgrade from Xanadu or Yokohama to Zurich, a 'Before' fix script runs even though it's not supposed to	The syslog contains relevant log messages.	
UX Framework PRB1969282	Performance issues on various templates on the mainline	This issue was observed in templates such as 'Core UI - Polaris Direct Homepage Load',	

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Problem	Short description	Description	Steps to reproduce
	due to frame change	'Direct Incident List - Configurable Workspace', and 'Direct Incident Form - Configurable Workspace'.	
UX Framework PRB1990140	Framework support for the AI screen reader Store app	This is a product update.	
UX Framework PRB1991443	Support a form alert for AI gradient	This is a product update.	
UX Framework PRB1996169	Screen reader doesn't announce the status message 'Extend your session'	The screen reader should announce the entire message inside the timeout pop-up.	1. Install NVDA screen reader. 2. Open an instance. 3. Wait for the timeout pop-up 'Extend Your Session' to appear (timeout is update 'glide.ui.session_timeout' in system property). Observe that the screen reader doesn't announce the status message 'Extend Your Session'.
UX Framework PRB1997499	The sn-canvas-tabs component displays a record preview popover on hover that is inaccessible to screen reader users	In configurable workspaces, there's a top level tab navigation region made up of the sn-canvas-tabs component. Hovering over a record tab in this region with a mouse triggers a popover to display a short preview of key fields on the record, like **Short description**, **State** and more. This is crucial information for agents to quickly differentiate between multiple tabs at a glance, but keyboard and screen reader users can't trigger or access the popovers.	1. Navigate to a configurable workspace, such as Service Operations Workspace. 2. Open at least two records. 3. In the top level navigation tabs, hover over a deselected record tab. 4. Note that a popover appears with a short summary of key fields for the record, such as **Short description**, **Priority**, and **State** (varies by table). 5. Attempt to navigate record tabs with the screen reader enabled. Expected behavior: When a tab for a record has focus, the preview popover also appears and remains visible. Screen reader users should hear the details in the preview popover announced. Actual behavior: When the user navigates through the tabs, screen

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			reader users report confusion because a record number isn't enough detail for many to remember which tab is which, and they aren't aware they are missing the preview popover details.
Virtual Agent Designer Legacy PRB1992505	HTML rendering issues in alert analysis		**1.** Navigate to Now Assist panel. **2.** Run alert analysis. Notice that the response contains HTML tags.
Virtual Agent Designer Legacy PRB2002310	Skills applicability changes as per the AI Native guidelines	This is a product update.	
Virtual Agent Designer Legacy PRB2006402	AI connector node should hide custom skills based on foundation, advanced and prime plugins	In scenario 1, the custom skill in the skill type should only be available when there are no platform type installations on the instance or when the installation type is prime. It should be hidden in the skill type of AI connector node for advanced and foundation. In scenario 2, when there is no custom skill in the skill type, the AI agent should be selected on default for AI connector node. In scenario 3, the AI agents that are specific to list of subscription profiles sn_ai_plat_fdn, sn_ai_plat_adv or sn_ai_plat_prm in sys_gen_ai_asset_subscription table should also be specific in the AI agents dropdown list of the AI connector node. AI agents that are not accessible for certain subscription	

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Problem	Short description	Description	Steps to reproduce
		profile should also be restricted to select from AI connector node.	
Virtual Agent PRB1960339	The **Use an AI agent** action moves to a 'Waiting' state when called inside a flow-logic component	In a use case where calling the agent multiple times in a single subflow/flow using the flow-logic, the agent is initially called, but the second call goes into 'Waiting' state and no other calls go through. In the second call to the same agent (with a different objective), the execution record's state is 'Ready' and the message 'Conversation data is not populated' occurs for the second record. This leads the action to be in 'Waiting' state. The sysevent record is also not created.	
Virtual Agent PRB1971595	Click metrics and deflection log		1. Ensure **Citation** can be selected in the Synthesized Results. 2. Update the output type. 3. Track the previous clicks in sys_cy_analytics. 4. Write back the 'state' of the citation clicked/auto-started to the 'Output' type column for completed asset tracking. 5. Ensure citation/asset selection in Virtual Agent writes the correct deflection type, such as Catalog ≠Synthesized. 6. Update the deflection log to filter out small talk to avoid unnecessary records. Observe that for agentic execution, the ending state is written back to the deflection log.
Virtual Agent	The FDIHServiceImpl object holds	com.glide.cs.qlue.module.fdih.FDIHServiceImpl is holding high memory	

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Problem	Short description	Description	Steps to reproduce
PRB1974845	significant memory		
Virtual Agent PRB1976905	'Error parsing additional context JSONObject["conversation"] not found' issue for NLU Conversations	The error log occurs in the syslog when the user attempts a regular NLU conversation and it goes through a search flow.	1. Attempt to have a regular NLU conversation. 2. Ensure it goes through a search flow. Expected behavior: Flow goes through and the user receives results. Actual behavior: Flow errors out and goes to the fallback topic. When checking the syslog, the error log 'Error parsing additional context: JSONObject['conversation'] not found' is seen.
Virtual Agent PRB1977219	The **Max wait time**/no agent message isn't rendering hyperlinks in Portal, but it's working in Teams	When a URL is given in the **Max wait time** message field of the awa_queue table, it's returning a hyperlink in Virtual Agent (VA) but working in Teams VA.	
Virtual Agent PRB1980625	Skill name is missing the serializer, which appears to affect promoted VA topics from not showing as translated in VA	This issue was observed for [sys_gen_ai_skill].skill_name.	1. Change the language to any language, such as French. 2. Navigate to **/esc**. 3. Trigger the 'Hello' message. Notice the untranslated string.
Virtual Agent PRB1983341	Greeting message is displayed at the end of the topic invocation in Now Assist Virtual Agent (NAVA)	The greeting is seen after selecting **Skill execution** from the Genius results. The greetings topic skips the greeting if global_search_text is present, but is undefined.	1. Setup NAVA Enhanced chat without full page search on Service portal (SP). 2. Use a search term on SP which provides a skill execution option, such as 'notification'. 3. Select the **Skill execution** option from the Genius results. Notice the greeting.
Virtual Agent PRB1983377	In Enhanced Chat, the virtual_agent flag is always set to false	In Enhanced Chat, the virtual_agent flag has never been set to true. If users are starting the conversation in Virtual Agent (VA), irrespective	1. Set up NAVA with Enhanced Chat. 2. Start a conversation in VA. 3. Check the virtual_agent flag on an interaction.

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Problem	Short description	Description	Steps to reproduce
		of the assistant, the flag must be set to true.	
Virtual Agent PRB1984195	Interactions are reused every time the startVoiceInteraction Voice API is invoked	The API should create a new interaction, but instead it reuses the interaction if it's active. This used to work correctly in Yokohama, but is now failing.	Invoke the startVoiceInteraction voice API to create an interaction. Expected behavior: The API creates a new interaction every time it is invoked. Actual behavior: The API reuses the interaction if it's active.
Virtual Agent PRB1987016	Unread message call is made even before the session is established	A call to get unread messages occurs before the session established. This can be seen on the console logs.	
Virtual Agent PRB1988044	hasUnreadMessages value for conversations in the chat history widget does not matches with values in the 'Recent chat updates' widget using OffglideScriptObject.getConversationsByConsumerAccount()	The chat history widget 'now-lbf-chat-client' is using cache to show an 'unread' status for conversations. The 'Recent chat updates' widget is using the OffglideScriptObject.getConversationsByConsumerAccount() API to fetch the latest five active conversations from the database. The 'unread' status for conversations in both widgets do not match.	OffglideScriptObject.getConversationsByConsumerAccount() OffglideScriptObject.getConversationsByConsumerAccount()
Virtual Agent PRB1988112	All the closed chats have the same name	This issue occurs in Now Assist panel (NAP).	**1.** Select **NAP**. **2.** Select **Chat history**. Notice that all the closed chats have the same name.
Virtual Agent PRB1989830	Additional assistantAttributes for Knowledge Graph NLQ: knowledge_graph_name, knowledge_graph_sys_id, knowledge_graph_nlq_schema_sys_id	To execute KG-NLQ, certain attributes are needed to be passed to the tool. Presently, KG is getting following Knowledge Graph keys in assistantAttributes: knowledge_graph_name, knowledge_graph_sys_id, knowledge_graph_nlq_schema_sys_id, knowledge_graph_nlq_tags, knowledge_graph_nlq_schema, knowledge_graph_tags.	

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Problem	Short description	Description	Steps to reproduce
		For Now Assist panel (NAP) conversation, additional attributes are required: knowledge_graph_anchor_tables knowledge_graph_focus_table knowledge_graph_focus_record_id. This is in parity with glide implementation of kgnlq.	
Virtual Agent PRB1990020	The **Show more** button appears during streaming even when it's disabled	The **Show more** button should be hidden, but appears for a long response for the synthesized response and is hidden after streaming is done.	1. Ensure 'sn_nowassist_va.synthesized_response.shorten_respo is set to 'true' so that the **Show More** button is hidden for the synthesized response. 2. Ensure streaming is on. Expected behavior: On setting the property to 'true', **Show More** is hidden even while streaming. Actual behavior: When a long response shows up for the synthesized response, **Show More** is still shown during streaming and gets hidden after streaming is done.
Virtual Agent PRB1990179	Language Detection from French to English doesn't show the topic name in English		
Virtual Agent PRB1990700	Clean up sys_ui_message for translation/ update translation for contextual actions	When the user ends the conversation, the closing conversation message isn't translated to the user language.	1. Change the user language to anything other than English. 2. In NLU mode, end the conversation. Expected behavior: The closing conversation message is translated to the user language. Actual behavior: The 'hi' contextual action isn't translated to the user language.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1991070	In the middle of a topic tool execution when CLOSURE intent is detected, the conversation is stuck		1. Start a topic execution, such as 'Order stationary' (which has a couple of questions to ask to the user). 2. When the tool execution starts and the first question is asked to the user, give the reply, 'Exit immediately.' Notice that the conversation gets stuck, and no incoming payload is sent to AO.
Virtual Agent PRB1991780	Execution gets stuck in the playground and in Now Assist panel (NAP) with the subflow/flow tool if there is no valid input	This issue may occur any time a tool needs an input. There should be proper error handling in these scenarios.	1. Choose an agent, such as 'Order fruit flavored chocolate. 2. Enter an utterance, such as 'order'. Notice that the execution is stuck and the input returns empty, leading the execution to be stuck.
Virtual Agent PRB1992132	The Virtual Agent (VA) link menu items are not displayed correctly	In Enhanced Chat, VA link menu doesn't show the labels the way it shows on the standard chat. Instead it shows the label as plain text and shows the link below. If the link is longer, it increases the width of the 'Contact support window'. It should only show the label and shouldn't show the link.	1. Open the Menu items from the branding. 2. Add a long link. Notice that the width of the window increases beyond the chat window, and the label is shown in plaint text and the link shows.
Virtual Agent PRB1992697	Live agent messages need to use callback URL to send to the user	Live agent messages are not being sent to the requester on lab instances because the URL in the http_connection for off glide conversation messages is not correct. Live agent requests need to have a callback URL to send to the off glide conversation so that the messages go through.	
Virtual Agent	Request ID missing in mosaic logs for	The request ID is null in mosaic logs.	

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PRB1992728	conversation server requests		
Virtual Agent PRB1992729	Add preferred skills handling for Open Graph (OG)		
Virtual Agent PRB1993583	LLM calls time out after 60,000 milliseconds	Even when the system property 'com.glide.cs.dynamic.capability.timeout.f6f9e6e71bc38210f4200d81ec4bcb30' is set to 180 seconds, the LLM call times out after 60 secs.	
Virtual Agent PRB1994599	Off glide code introduced an issue for DTAC when the agent sends a message to the requester	The dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.	1. Create a Zurich instance. 2. Set up NAVA. 3. Set up DTAC. 4. Start a conversation between a requester and agent. 5. Make sure the requester is in a non-English language and the agent is in English. Observe that dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.
Virtual Agent PRB1996246	Workflow transfer context isn't working on Zurich		
Virtual Agent PRB1997012	Do not allow 'backup/ fallback' URLs to be used for glide messages sent to OGCS	The callback_url and pod_ip must be present in the tool execution request, or the Live Agent context, or the session context (for session-related messages back to OGCS).	
Virtual Agent PRB1999793	Remove admin role		

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Virtual Agent PRB2001326	Bot installation throws an error	Admin is redirected to an error page.	1. Provision an instance with the latest Google Chat plugin (3.0.0) installed. 2. Navigate to CI Admin Settings page for Channels and select **Google Chat** > **Integrate with Now Virtual Agent**. Notice that Admin is redirected to an error page.
Virtual Agent PRB2003421	When localization is enabled and the agent is triggered in a non-English language through Now Assist VIrtual Agent (NAVA) or Now Assist panel (NAP), the agent fails to execute	A mismatch is caused because AIA uses the untranslated English name.	1. Enable localization. 2. Start a conversation in NAVA using a non-English language Expected behavior: Agent is executed successfully. Actual behavior: Agent fails to execute because the agent name lookup in AIA always uses the English (untranslated) name for comparison, causing a mismatch when a translated name is returned by the Unified Planner.
Virtual Agent PRB2006393	Plan to release the disambiguation feature	This is a product update.	
Virtual Agent PRB2006856	Serial number when conversation moves across nodes	Virtual Agent gets stuck. New messages are sent but the client doesn't render them until the page is reloaded.	
Virtual Agent Web Client PRB1825407	Unable to change ServiceNow VA message for com.glide.cs.general.multi_file_size_exceed_msg	Even if the value within com.glide.cs.general.multi_file_size_exceed_msg is modified, the following message is displayed: 'Looks like that file was too big to upload. 10 MB is the max.'	1. Log in to a Washington DC instance. 2. Navigate to **sys_property - com.glide.cs.general.multi_file_size_exceed_msg**. 3. Modify the value. 4. Clear the cache. 5. Create a virtual agent topic within designer. 6. Add a 'File Picker' component. 7. Test it by adding a file that's more than 10MB. Observe that the following message is displayed, even if the value within com.glide.cs.general.multi_file_size_exceed_msg

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Problem	Short description	Description	Steps to reproduce
			is modified: 'Looks like that file was too big to upload. 10 MB is the max.'
Virtual Agent Web Client PRB1976753	Messages sent in the new chat are some times getting merged with messages in the previous chat	The new input is merged in the previous conversation.	**1.** Start a new chat. **2.** Give some input. **3.** Start another chat before the response comes in. **4.** Give a new input in the new chat. Notice the response from the previous chat sometimes show up in the new chat, and when refreshing the page, it's all in the same conversation, and the new input entered is merged in the previous conversation.
Virtual Agent Web Client PRB1978992	The Portal Banner Carousel shows multiple widgets added for a single one		**1.** Log in with admin access. **2.** Navigate to **sp_config** page. **3.** Select **Designer**. **4.** Add a page. **5.** Add a container. **6.** Add the Portal Banner Carousel widget. Verify only one widget was added on the Service Portal designer based on the page carousel. **7.** Verify the widget works when opened in the new page. **8.** Add another widget (simple list widget) to see if it's properly added. **9.** Add the following variables in Coral theme: ○ now-dropdown-list--background-color-focus ○ now-assist-selfservice_FAB_icon ○ now-dropdown-list--background-color. Notice that they are displayed on the Network tab when the page loads.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1983355	Markdown to HTML parsing issues when there are special characters in the payload		1. Create a topic in the designer with a text node with an response message containing a ` (backtick) character. 2. Test the topic. Notice the response shows unintended HTML. Expected behavior: Parsing is broken and links are highlighted. Actual behavior: The HTML output is broken.
Virtual Agent Web Client PRB1992017	The 'Thank you' text stays in chat even after sending and receiving response	This issue occurs with Now Assist panel (NAP).	1. Log in to an instance. 2. Open NAP. 3. Enter, 'What is spam' followed by 'Thank you.' Expected behavior: The 'Thank you' text disappears after the message is sent. Actual behavior: The 'Thank you' text says in the chat even after sending and receiving response. It is also observed that other prompts like 'What is spam' appear in the chat until a response gets generated.
Virtual Agent Web Client PRB1996311	Add the 'fetchDocuments' attribute to be passed in contextData of the session API call request data parameters when switchContextConversation is 'true' and parsed from AIEL		
Virtual Agent Web Client PRB1997398 KB2817799	The now-chat-window library build is missing the rem multiplier, which causes tiny text in the ENHANCED_CHAT	The now-chat-window component renders with small text (10px instead of 16px) when loaded via the ENHANCED_CHAT path on Service Portal pages that set the root font-size to 62.5%. This as	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	full screen portal	caused by changing the font-size in full-page.scss from an absolute pixel value to a rem-based theme variable.	
Virtual Agent Web Client PRB1997587	'Start a new chat' from contextual Now Assist panel (NAP) doesn't map the conversation with a record		**1.** Open a Service Operations Workspace (SOW) incident record. **2.** Launch contextual NAP by setting switchContextConversation on AIEX launcher. **3.** Pick a non-active conversation under the 'Incident' tab in the NAP conversation picker. Notice that 'Start a new chat' shows at bottom. **4.** Select a conversation. Notice that the conversation opened doesn't get mapped to a record.
Virtual Agent Web Client PRB1999442	The live agent avatar changes when an image is sent		
Walk-Up Experience PRB1981055	Image on the 'Walk up reservation' page does not display for users without a walk up role	Users checking in via URL cannot see the logo image in the portal unless they have the role 'sn_walkup.walkup_manager'.	**1.** Impersonate a user who doesn't have the Walk-Up manager role. **2.** Navigate to the **Walk-up portal** to check in. Notice that the image will not appear on the page.
Word Document APIs PRB1987080	Word doc APIs fall back error separation handling for shared services		**1.** Log in to ServiceNow. **2.** Hit Word doc APIs with the wrong URL. Observe that the fallback doesn't happen in a 404 case.

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Problem	Short description	Description	Steps to reproduce
Word Document APIs PRB1987850	Issue with document sync when paragraph properties do not exist	An error occurs when attempting to sync the document. This issue occurs when the document was generated using ChatGPT or other AI tools, or when content controls are positioned on blank text.	1. Make changes to the content control fields with 'Track Changes' on. Observe that the selected paragraph should not have any styling. 2. Attempt to replace the value. Notice that it will throw an error.
Work Order Management PRB1998755	Analytics data in manager mobile is not consistent with manager view		
Zero Copy Connector for ERP (Family Channel) PRB2000572	The com.glide.erp.core plugin has a namespace 'sn_erp_integration' which creates the conflict for the scope name for the zccforerp app, which is blocking public script includes	The com.glide.erp.core plugin has a namespace 'sn_erp_integration' which is creating the conflict for the scope name for zccforerp app which is blocking public script includes.	
Zero Copy Connectors (glide) PRB1995609	The Trino REST API throws an exception for tables with long names (> 30 characters), because 'nonce' is generated as the table name	When accessing a Workflow Data Fabric (WDF) table that references a glide table with a name > 30 characters, the Trino REST API throws an NPE: '2026-02-19 14:52:28 (041) TRINO_REST-thread-37 8ECE056F474F32105679CCA4F16D437A txid=06cec96f474f TimingLogger *** ERROR *** Problem occurred while fetching DB response: Cannot invoke 'java.util.Set.iterator()' because 'sqls' is null java.lang.NullPointerException: Cannot invoke 'java.util.Set.iterator()' because 'sqls' is null'.	1. Create a glide table with >30 characters. 2. Create a WDF table with a column that references a column in the glide table. 3. Open the WDF table and include the reference column in the list view. An error displays on the page.

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Problem	Short description	Description	Steps to reproduce
Zing Text Indexing and Search Engine PRB1996302	Installed applications aren't shown in application manager when the instance is upgraded to Australia	After upgrading an instance to Australia, installed applications (present in sys_store_app) aren't visible in the Application Manager UI when searched by name or scope. The issue occurs because the application isn't indexed by Zing Text Indexing and the Search Engine, which is required for search results to display correctly. This issue affects instances with customizations where 1) the root table is not marked as Text Index, 2) a child table is marked as Text Index at Collection level, and 3) there are no columns within the hierarchy that are marked as Text Index.	1. Access the Application Manager on an upgraded instance. 2. Search for an installed application by name or scope. Observe that the application doesn't appear in the search results, even though it's listed as installed in the classic view.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Australia EA Hotfix 1
- Australia security and notable fixes
- All other Australia fixes

Australia EA Hotfix 1

The Australia EA Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 03-16-2026_2137

Build tag: glide-australia-02-11-2026__patch0-hotfix1-03-16-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

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Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Performance Telemetry PRB2003266 KB2897634	Upgrade from Australia RTP to a later Australia release fails	The instance becomes stuck when upgrading from an Australia release to another Australia release (for example, RTP to EA). However, instances can upgrade from outside of Australia into Australia successfully (for example, Zurich to Australia).	Refer to the listed KB article for details.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Australia security and notable fixes
- All other Australia fixes

Australia security and notable fixes

The Australia release contains important problem fixes.

Australia was released on March 12, 2026.

- 03-04-2026_1355
- glide-australia-02-11-2026__patch0-02-24-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here.

Security-related fixes

Australia includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this

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release for the most secure and up-to-date features. For more details on security problems fixed in Australia, refer to KB2770681.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Access Analysis Instrumentation API PRB1904862	MySQL has an out of memory issue due to a complex SQL query	In the RecordInspector class, the fGlideRecord variable is defined as a class-level variable, causing the same query to be reused across all operations. In certain scenarios, this leads to the query reaching the exhaustion limit.	
Access Control List (ACL) Rules PRB1910482	Ensures the QueryRangeACLAuditor doesn't generate a security attribute with a blank script		
Access Control PRB1836275	ScriptClassifier .isScriptUsingCurrent() returns true despite the 'passed in' string not being current		
Access Control PRB1893366 KB2476029	Query range ACL executes for dynamic filter conditions	When a list is querying for dynamic filter, the query_range ACL's are executed, resulting in unexpected behavior.	Refer to the listed KB article for details.
Access Control PRB1893600 KB2178333	RecordFamilyResolver archiveTable HasACLTerms needs more optimization	There's performance issues with reports on instances with a large number of archive tables.	Refer to the listed KB article for details.
Access Control PRB1900620	An ACL isn't working as expected	A data condition is impacting the list_edit ACL, but can't be seen or updated due to an	

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Problem	Short description	Description	Steps to reproduce
		introduction to a UI Policy.	
Access Control PRB1902529	The auto-assignment feature isn't working as expected	The auto-provisioning status displayed in the UI doesn't accurately reflect the current values defined in the sys_properties (glide.security.scripting_role.auto_provisioning) table. Changes made to the relevant sys_properties aren't propagated or updated in the UI as expected.	
Access Control PRB1907444	An error message occurs randomly on pages related to the AI agent security attribute	This issue occurs in both a global and non-global scope, such as sn_kb_social_qa.	1. Create an ACL using AI agent security attributes. 2. Navigate to the ACL form. 3. Attempt to update the AI agent security attribute. Expected behavior: No error message appears on the security attribute pop up window. Actual behavior: An error message appears.
Access Control PRB1910493 KB2321524	There is slowness when loading forms with **Table Choice** fields, even after applying a 2000 record limit	The size of CACHE_ARCHIVE_TABLE_HAS_TERMS cache needs to be higher than 2000 since many instances have > 1000 archive tables.	Refer to the listed KB article for details.
Access Control PRB1915184 KB2400619	Security constraints prevent access to a requested page when visiting task.list	Failing a Deny ACL from anywhere in the hierarchy prevents table access to the list of a parent table.	Refer to the listed KB article for details.
Access Control PRB1939961	An incorrect class is passed as context to an ACL	The record expansion for DB view changes between X and Y, resulting in the incorrect class being	

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Problem	Short description	Description	Steps to reproduce
		passed as context to an ACL.	
Access Control PRB1943406	The **Article Body** ('text') field is read-only for new users that inherit the 'knowledge' role from a group.	This issue is only observed in the Zurich family release.	
Access Control PRB1960642	Remove Datatype ACLs created for HTML and translated_html datatypes	After upgrading to the Zurich release or later, users without the scripting role (snc_required_script_writer_permission) may be unable to edit HTML and translated HTML fields. Also, non-admin fulfillers can't move problem records from the 'Root cause analysis' state to the next state because they can't input values in specific mandatory fields. Finally, users experience difficulty when updating knowledge base articles following an upgrade, as the article body becomes read-only when attempting to edit.	
Access Control PRB1981898	Need properties for better control of the scope where a security attribute script gets evaluated		
Activity Stream PRB1914953 KB2481528	The user is unable to enter more than 4000 characters in length on the **Journal** field after upgrading	Users are unable to copy or paste the text with more than 4000 characters on the **Journal** field after upgrading from Washington DC to Yokohama.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1928872 KB2709314	The CanReadRepo class encounters a ConcurrentModificationException.	This concurrency issue arises because the class uses a HashMap, which is not thread-safe. The HashMap should be replaced with a ConcurrentHashMap to ensure thread-safe operations and prevent the exception.	Refer to the listed KB article for details.
Activity Stream PRB1942003	Work notes/ Comments are unexpectedly cleared when saving a form with an empty mandatory field and the work is lost	When there are any unfilled mandatory fields on the form, the text in the comments/ work notes is getting cleared on selecting the **Save** button. It's impacting the user experience. Verified that it works fine in Xanadu and Yokohoma and on other workspaces like CSM/ FSM Configurable Workspace.	
Advanced Work Assignment PRB1946412 KB2555553	Default AWA chat capacity isn't honored after a Zurich upgrade	After upgrading to a Zurich instance, the default AWA chat capacity isn't honored. Agents are assigned more chats than the defined maximum limit.	Refer to the listed KB article for details.
Agent Assist PRB1910542	The window pane doesn't resize when composing an email in a configurable workspace	When the user composes an email in a configurable workspace, the window pane doesn't resize for the email body. The 'Email Templates' frame is expanded and not scrollable, and the **Send email** button isn't visible.	**1.** In Yokohama, navigate to an instance. **2.** Open any workspace (SOW/CSM/ FSM). **3.** Open any incident in the workspace. **4.** Compose an email. Notice a new tab opens. **5.** Verify that the 'Email Templates' frame is opened. Expected behavior: The 'Email Templates' frame is collapsed and scrollable. The Email Client Body is the same size as the window, and the **Send email** button is visible.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The 'Email Templates' frame is expanded and not scrollable. The Email Client Body is the same height as the 'Email Templates' frame, and the **Send email** button only appears after scrolling down.
Agile Development PRB1924500	No access to portal sections in 'Agile 2.0 Epic Dashboard' for users with the scrum master role	The user with a scrum_master role should be able to see the Agile 2.0 Epic Dashboard, however they receive a query_match error on sys_portal_preferences.portal_section.	**1.** Open an instance. **2.** Impersonate the user abel.tuter (scrum_user). **3.** Navigate to **Agile Development** > **Dashboards** > **Agile 2.0 Epic Dashboard**. Observe the error message, 'Part of the query on sys_portal_preferences has been ignored because of insufficient access for 'query_match' operation on sys_portal_preferences.portal_section.'
AI Search (Glide) PRB1927798 KB2426374	Missing compound index on sys_translated causes slowness in AI Search indexing	getTranslation in CatalogVariablesUtil can be as slow as 500ms, causing a performance issue when indexing sc_cat_item.	Refer to the listed KB article for details.
AI Search (Glide) PRB1932287	A null pointer exception (NPE) occurs during catalog variable indexing when the choice text is empty		**1.** Create or edit a catalog variable with choice options. **2.** Leave the **Choice Text** field empty for one or more options. **3.** Trigger the indexing process for the catalog variable. Observe that a NPE occurs during indexing.
AI Search (Glide) PRB1935842	A citation can be dropped when the Genius Results limit is set to 1	When performing AI search on NAVA, the user occasionally doesn't get any response back on NAVA. It shows a blank response.	
AI Search (Glide) PRB1937244	java.lang.SecurityException: AisDisableSearchSignalEvent is undefined and may be		

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Problem	Short description	Description	Steps to reproduce
	missing a global qualifier		
AI Search for Service Portal PRB1942272 KB2608116	Users are unable to select multiple facets even when 'multi-select or' is selected in the facet settings		Refer to the listed KB article for details.
AI Search PRB1765391	A comma-separated list in the **dot_walk_fields** field setting causes validation to fail on a facet form		
AI Search PRB1823355	When there is no scope or global for a scoped admin scoped app, an invalidate query is sent	AI Search doesn't work as expected and returns no results when searched with any query. On search preview, the message 'An error occurred. Check the logs for more details and contact Support if this issues continues' pops up before the query can even be triggered.	
AI Search PRB1841579	sn-search-combobox-desktop's use of createGraphQLEffect dispatches errorActionType due to a 401 error for public GraphQL endpoints	The batch request fails due to 401 even though the GraphQL request in the batch was actually successful.	1. Set the Service Portal home page to public. 2. Set the Typeahead Search widget to public. 3. Open Service Portal without logging in. 4. Open Developer Tools. 5. Select the 'Search' box. Observe in Seismic Dev Tools that the batch request failed due to 401. Then, observe in the Network tab that the GraphQL request in the batch was actually successful.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1888352 KB2399571	AISearchConversationalCatalogHelpers adds extra overhead on a cs.worker thread, causing performance degradation	The AISearchConversationalCatalogHelpers script include adds additional overhead on cs.worker thread causing performance degradation up to 600ms. The degradation varies based on the number of catalogs for a given search.	Refer to the listed KB article for details.
AI Search PRB1893450	When there's a search application without a name, the drop-down list appears empty	When the user creates a search application without a name, the drop-down list for selecting search applications appears empty and displays the message 'null'.	
AI Search UX PRB1910311	NLQ Genius Results (GR) doesn't work in portal in ynowassist and znowassist tracks		
AI Search UX PRB1912867	Unable to style search result title highlighting	The title (now-text-link) highlighting isn't altered.	
AI Search UX PRB1913656	Dot-walked **Genius Result** fields are returned with dots instead of underscores		1. Search for Company Policies in /esc portal. 2. Select the **Company Policies** genius result. Observe that the navigated page has no sys_id.
AI Search UX PRB1917739	Add a mechanism to resend recent Asynchronous Message Bus (AMB) messages on a created subscription	Under certain circumstances, it's possible that the component establishes the AMB connection after the Genius results are sent through the channel, since both the connection subscription and the	

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Problem	Short description	Description	Steps to reproduce
		Genius results being sent are asynchronous.	
AI Search UX PRB1918092	Now Assist synthesized response cards should not show a price for a non-billable catalog item	When the LLM generates answers containing a catalog item, the tool tip for this item shows a price of $0.00 for non-billable item instead of showing nothing.	
AI Search UX PRB1952630	Malformed URLs in the streaming chunks for a synthesized response cause the UI to hang	The URL renders stand-alone and sometimes isn't selectable.	
AI Search UX PRB1966920	The 'Now Assist detected and ...' alert is shown on the top results card when sensitivityFilter.hasMatch is false	Sometimes, the payload of final MESSAGE_RECEIVED event has the sensitivityFilter.hasMatch value as a string false. In such cases, the GMI search card is hidden and an alert is shown.	
AI Search UX PRB1972080	Console errors on Service Portal (SP) for non-synthesized Genius Results (GR) (although functionally everything works as expected)		1. On a Yokohama or Zurich instance, disable Synthesized GRs for SP. 2. Search for a term with which there is more than 1 GR. Observe errors in the console such as 'Failed to load @devsnc/sn-search-genius-card-assist'.
Analytics Data API PRB1920837	A Platform Analytics dashboard displays 'No data available' when 'Enable Data Cache' is enabled for Indicator Scorecard visualizations	After an upgrade, dashboards widgets of type 'Indicator Scorecard' aren't loading as expected. The error message says 'No Data Available. No content available for the selected criteria'. This issue occurs for both new visualizations and saved visualizations.	

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Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB1926918	The 'Process analytics cache prefetch queue' job leads to OutOfMemoryError and the node restarts	When the user runs the 'Process analytics cache prefetch queue' job, it loops in ChangeCheckConflictsSNC script include.	**1.** Create a 'test_breakdown' table. **2.** Add a field: **a.** Name: Name. **b.** Type: String. **c.** Length: 50. **3.** Populate two million records in the table with names such as Name1, Name2, etc. **4.** Create a breakdown source on test_breakdown without any condition. **5.** Create a breakdown of the above breakdown source. **6.** Create a 'test_indicator' table. **7.** Add a field: **a.** Name: ref_breakdown. **b.** Type: Reference. **c.** Reference: test_breakdown. **8.** Populate two million records in test_indicator with reference to all the records in test_breakdown, respectively. **9.** Create an indicator source based on test_indicator, without any condition. **10.** Create an indicator based on the above indicator source. **11.** Navigate to the breakdown created in step five. **12.** Add a breakdown mapping on the **test_incident** and **ref_breakdown** field. **13.** Navigate back to the indicator. **14.** Add the breakdown. **15.** Change the system properties: **a.** com.snc.pa.dc.hsql.max_row_count_indicator_source => 10000000. **b.** com.snc.pa.dc.max_breakdown_elements_limit => 10000000. **16.** Collect 1-day score for the indicator. **17.** Create a new dashboard. **18.** Add a visualization:

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Problem	Short description	Description	Steps to reproduce
			a. Type: Single score. **b.** Source: Indicator created in step 10. **19.** Add a filter: **a.** Type: Single select. **b.** Source: Breakdown created in step five. **20.** Open any memory inspection tool and check the current memory footprint. **21.** Open the filter and select a value. Notice that the memory footprint steadily increases by about 800 million until the score is displayed.
Analytics Data API PRB1945218 KB2611116	There's a memory leak of JSON serializer in the Multivis API	Each time a data request is processed, a new serializer is created and not released unless a GC is performed, which causes a memory leak.	Refer to the listed KB article for details.
Analytics Data API PRB1952604	The data label indicators show the same unit in Platform Analytics Data Visualization	After creating a data visualization that uses two indicators as data sources with different units, the data labels reflect the same unit.	**1.** Create a data visualization (line). **2.** Add to the data sources with different units (# and % for example). **3.** Show the data label. Expected behavior: The data label unit in each indicator reflects the unit of the indicator. Actual behavior: The data label units in both indicators are the same, and not respecting the configured unit of the indicators used as a base.
Analytics Export API PRB1977069 KB2732975	Users are unable to schedule data visualizations	This issue occurs when the user is attempting to schedule and send data visualizations as a PPT or PDF file. The mail is not generated after entering the reoccurrence, recipients, and subject and selecting **Save** and **Send Now**. An error is observed in the syslog.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1903785	Check if a package exists in the store_package directory of node before downloading it	An error appears that includes the text 'Exception reading zip stream, falling back to old cipher' and 'java.io.FileNotFoundException'.	1. Install any app from the store. 2. Check that the temp directory is created for the first time. 3. Delete the temp directory that was created. 4. Let the system continue installation process, during which it downloads a package again and creates a temp directory. Observe the error that appears, which includes the text 'Exception reading zip stream, falling back to old cipher' and 'java.io.FileNotFoundException'.
Application Install Engine PRB1911704	An error appears while selecting optional spokes and installing SaaS int app	During the preprocessing operation, the user receives an error while selecting optional spokes and installing the SaaS int app. After a second attempt, the locate remote offering plugin record for com.sn_sam_saas_int can't be located.	1. Provision an instance with com.sam.saas.int installed on a multi node environment and optional plugins installed on another node. 2. Try to repair the app. Observe that an error appears.
Application Manager PRB1889269	Progress worker state isn't set to complete after worker is finished	Installing plugins shows an error even when successfully completed. In the logs, it looks like the error comes from a script include. Previously, the code block was a part of a larger function that had appVersion and appID as parameters. The code was refactored into the forceSyncWithStore function, which doesn't have appVersion and appID as parameters. If the gs.info line is reached, it throws an error because those two fields were not passed into the function.	1. Install the custom scoped app (e.g., x_conym_atf_sc_req, x_conym_hrp). 2. Check 'sys_upgrade_history' to confirm the installation is marked as 'complete'. 3. Check 'sys_progress_worker' list for the message 'Progress worker state is not set to complete after worker is finished.' 4. Check 'syslog' for the error 'com.glide.script.RhinoEcmaError: 'appVersion' is not defined.'

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Problem	Short description	Description	Steps to reproduce
Application Manager PRB1907408	A rollback is blocking the install/upgrade for non-global scope users in a domain-separated instance	Non-global domain users have been blocked from being able to install/upgrade on domain-separated instances. There is now a fix to allow this behavior and hence this code change made on App Manager can now be rolled back.	
Application Manager PRB1981044 KB2719949	The latest version in the sys_store_app table is updated to the installed version after an install, thereby causing the **Upgrade** button to be unavailable in App Manager	Two functions (_fixLatestVersion ForWithdrawn InstalledApps, _fixLatestVersion ForWithdrawn InstalledCustomizations) in Application Manager's UpdateChecker. checkAvailableUpdates API (aka Sync in the UI) were missing a required GlideRecord.addQuery constraint when the 'sn_appclient. enable_app_ manager_checksums _cache' sys_property was set to true (default). This issue led to the latest_version being set to the incorrect values on Install/Sync.	Refer to the listed KB article for details.
Application Manager PRB1986694 KB2753355	App Manager and My Company Applications incorrectly shows available updates after update checker	When publishing a new version of the app, it doesn't appear in 'My Company Application'.	Refer to the listed KB article for details.
Appointment Booking PRB1940645	A datepicker isn't selectable until the page is refreshed	If the user loads an appointment booking on a portal home page and then uses the Service Portal (SP) date picker on a different portal page,	

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		the datepicker won't be selectable until the page is refreshed.	
Asset Management PRB1894759 KB2609881	The **Currency** field on the 'Contract' form multiplies with 100 for some currencies	In the user's instance, the user profile has the country code set to one that uses a comma as the decimal separator, specifically Europe/Sweden (SE). Because of this, each time the form is loaded, the value gets multiplied by 100 due to the logic in the onLoad client script.	Refer to the listed KB article for details.
Asset Management PRB1947295 KB2570280	There's an error when creating an asset when populating a serial number	Notice the error message: 'onChange script error: TypeError: Cannot read properties of undefined'.	Refer to the listed KB article for details.
Asset Management PRB1963341	The 'sn_itam_common.CommonMobileUtils' script include doesn't exist in the system	Asset Management Common plugins aren't activated as a dependency of IT Asset Management mobile. Even when activated, the script include used in the mobile action item is missing.	
Asynchronous Message Bus (AMB) PRB1909861	A lazy load of Asynchronous Message Bus (AMB) messages cause an additional query for every message published	A performance improvement implemented in Yokohoma was designed to optimize database operations by loading the actual AMB message column from the database only when subscribers for that message exist. However, this optimization has been compromised by a request that updates the redelivery cache, which inadvertently causes the new query to be triggered for every published	

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Problem	Short description	Description	Steps to reproduce
		message, regardless of subscriber status. The intended performance benefit of selective database querying is being negated, as the system is now querying the database for all messages instead of only those with subscribers.	
Asynchronous Message Bus (AMB) PRB1910946	The Record Watcher (RW) Asynchronous Message Bus (AMB) message censor doesn't work when AMB lazy load is turned off	When glide.amb.messages.lazy.load.data is set to 'false', having a record open in two browsers and updating it in one doesn't update it in the other browser.	**1.** Set glide.amb.messages.lazy.load.data to 'false'. **2.** Open a record in two different browsers. **3.** Update the record in one browser. Notice that the **Record** field in the other browser window isn't updated.
Attachments to Records PRB1889947	Instance nodes do not appear and this error appears: javax.crypto.AEADBadTagException: Error finalising cipher data: mac check in GCM failed	Instance JVMs won't start after the error, ' java.io.IOException: javax.crypto.AEADBadTagException: Error finalising cipher data: mac check in GCM failed'.	
Attachments to Records PRB1950689 KB2612680	After upgrading to Zurich, the attachment variable within the record producer isn't incorporated into the activity stream	This issue was verified by modifying the 'Ask a question' record producer in a base instance. An attachment variable is added and the attachment appears in the activity stream. However, performing the same test in the Zurich release did not result in the attachment being shown in the activity stream.	Refer to the listed KB article for details.
Audit History PRB1938364	A large amount of history (audit) data can lead to node memory contention on	When loading a form for the first time, the node may run out of memory and crash. This happens if the history set has to be	Refer to the listed KB article for details.

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KB2531096	a node when loading a form	built to load the activity stream and if there's a lot of data to be loaded.	
Authentication PRB1927594 KB2423799	Oauth token calls fail from an API authenticated sessions	As part of multi-factor authentication enforcement for local internal user logins, adaptive authentication is enabled and configured the MFA context policy. Once an API authenticated session is established, it's expected to make only API integration (or non-interactive) related calls, and the '/oauth_token.do' call falls outside of integration calls.	Refer to the listed KB article for details.
Authentication PRB1947882	After upgrading within Yokohama, the email MFA option is missing and only TOTP is shown	After upgrading, users are no longer able to see the email multi-factor authentication (MFA) option during login. Only the Authenticator App (TOTP) is displayed, even after selecting **Try another way to verify**.	
Authentication PRB1960277	An Supplier Lifecycle Operations (SLO) error displays when the SLO URL is empty in Identity Provider (IdP) configuration	When the **SLO (single logout) URL** field is left empty in the IdP configuration, the system redirects to external_logout_complete with an error code slo_error. However, this behavior is incorrect. Since SLO is optional, the absence of an SLO URL shouldn't trigger an error. This issue also appears in mobile.	**1.** Navigate to the 'IdP Configuration' page. **2.** Ensure that the SLO URL is left empty. **3.** Log in using the configured IdP. **4.** Log out. Expected behavior: The system should successfully log out and redirect to the external_logout_complete page without any error code, since SLO is optional. Actual behavior: The system redirects to external_logout_complete with error code slo_error, implying a failure even though SLO wasn't configured.
Automated Test Framework (ATF)	'Run Server Side Validation Script' is not supported by reusable tests	The main test fails with the message, 'Unable to find step configuration 'Execute Test: reusable (multi	

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PRB1900486		steps)' with sys_id '' for step with order 1.'	
Automated Test Framework (ATF) PRB1924154	Attempting to run a non-UI test in Cloud Runner results in the individual tests being 'Pending' forever	This also occurs if running through the CICD Run ATF Suites API and setting 'run in cloud' to true.	
Automated Test Framework (ATF) PRB1951016 KB2579637	All steps in Automated Test Framework (ATF) pass a test, but UI tests with many console logs fail	This issue specifically occurs when any single UI batch in an ATF test produces more than 1 megabyte worth of console logs (approximately 500,000 characters worth of data).	Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB1959359	There's an issue with the clean-up job for metadata tracing out of memory: sysauto_script.do?sys_id=26c1592cff442210940effffffff0b		
Cache PRB1955869 KB2595527	The ScriptEnginesTables cache is undersized in the Zurich release, causing increased processing time	If an instance has more than 50 script engines installed (via plugins and applications), setting the current size to 50 for the ScriptEnginesTables cache may lead to an increase in processing times. This could lead to semaphore contention and/or exhaustion, resulting in a significant increase in total transaction time and processing time and script time.	Refer to the listed KB article for details.
Case and Knowledge Management	Attachments aren't uploaded in the 'Agent	This is happening for HR Core.	

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Problem	Short description	Description	Steps to reproduce
for HR Service Delivery PRB1880009	Chat' window from HR Agent Workspace		
Case and Knowledge Management for HR Service Delivery PRB1905312 KB2415334	The 'Feedback definition' table doesn't display any feedback records	Feedback definitions aren't visible. Also, users can't create a feedback definition.	Refer to the listed KB article for details.
CI Lifecycle Management API PRB1772623 KB2518604	List view does not translate non-English languages for Lifecycle Stage and Lifecycle Stage status	This issue occurs when the user's language preference is set to a non-English language.	Refer to the listed KB article for details.
CMDB Data Manager PRB1892066 KB2217546	A policy form doesn't honor retirement definitions correctly in enforced conditions when multiple retirement definitions are enabled		Refer to the listed KB article for details.
CMDB Data Manager PRB1943938	The Data Manager policy jobs experience increasing slowness creating tasks when processing large data sets	The CMDB Data Manager policy for running jobs keep running for a long time because the underlying SQL query has pattern of LIMIT and OFFSET on the CMDB table. The table has a lot of data, and thus those SQL queries start showing increased execution time, effectively slowing the job running them.	

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Problem	Short description	Description	Steps to reproduce
CMDB Data Manager PRB1964689	CMDBRetirementDataManager doesn't handle policies targeting tables that don't begin with 'CMDB'	Data Manager API policies that target only tables without 'CMDB' in the start of the table name can't be published or run due to the API not correctly handling the search for those tables' defined retirement state.	
CMDB Identification and Reconciliation PRB1955881	sn_cmdb.__rel_type_cache holds a lot of memory		
CMDB Identification and Reconciliation PRB1957741	On the CMDB Health Dashboard, a parent metric, like completeness, displays a total count of less than one of the sub-metric (required or recommended)	This causes totals to be incorrect.	
CMDB Query Builder PRB1952766 KB2634786	Calls to QueryBuilder from ServiceMapping return no results when executing in the new V2 mode	In Zurich, processes that call into Query Builder can have no results returned. There are two scenarios where this occurs. Firstly, a service CI populated via CMDB Group containing a saved query (as constructed in Query Builder) can have no 'svc_ci_assoc' records, even when rerunning the service population. However, the expected CIs will appear when viewing the CMDB Group or the saved query directly. Secondly, instances configured to use 'Zing' for Global Search	Refer to the listed KB article for details.

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		don't return any CI records in the findings. These different methods both rely on the 'CMDBGroup' API, which may not return results of query execution when using the 'v2' execution mode introduced in Zurich. Instances are at risk if they use dynamic CI groups which are built using Query Builder, they're on an impacted Zurich Version, and the system property glide.cmdb.query.execution_mode = 'v2'.	
CMDB Query Builder PRB1977703 KB2727703	Query Builder in V2 mode can cause memory issues due to a static variable	An internal variable which is declared as static keeps being appended and thus creates a large memory footprint. This would happen if one or more queries are executed enough times to bloat this variable.	Refer to the listed KB article for details.
Column Level Encryption Enterprise PRB1957091	Sys attachments zip data and Column Level Encryption jobs aren't completed	Sys attachments zip data and Column Level Encryption jobs aren't completed even when the CLE Migration Dashboard correctly reads this property and displays 'migration success' and com.glide.cle.allow_ec_key_deletion is set to 'true'.	**1.** Navigate to the filter navigator. **2.** Remove triple DES usage. Observe that column level encryption data migration isn't completed. Notice that the sys_property 'com.glide.cle.allow_ec_key_deletion' is set to true. The CLE Migration Dashboard correctly reads this property and displays 'migration success'.
Configuration Management Database (CMDB) PRB1909893 KB2250398	The 'Run' filter can apply an old condition and not pick up the newly applied filter conditions	In the CMDB Relationship editor, the filter can apply old conditions and not pick up the newly applied filter conditions. This issue isn't consistently reproducible but there's a problematic API call made.	Refer to the listed KB article for details.

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Configuration Management Database (CMDB) PRB1924215	The 'Owned By' (search) reference dialog doesn't close, and nothing happens after selecting the selected user	This occurs in the CSDM Application Service form view.	
Configuration Management Database (CMDB) PRB1930654	The legacy health dashboard doesn't tell the user that the dashboard is deprecated/ no longer supported	Users have bookmarked, saved, or edited links to the legacy health dashboard, meaning they can still access it. There's a lot of confusion on why the dashboard is no longer working as intended. There should be a message to tell the user this dashboard has been migrated to CMDB Workspace.	1. Check out a Washington DC instance. 2. Make a favorite for Health Dashboard - CMDB view. 3. Upgrade your instance to X+. 4. Select the bookmark for the CMDB view. Expected behavior: When users navigate to the legacy dashboard, they should be able to see a message telling them to use the new health dashboard and that the legacy dashboard is no longer supported. Actual behavior: Observe that the legacy health dashboard has some broken widgets, no colors, etc. but there is no indication that this dashboard is retired or has been migrated.
Configuration Management Database (CMDB) PRB1949356	The exact count match check results in an incorrect duplicate task creation	After upgrading to Zurich, de-duplication (dedupe) tasks are created incorrectly under certain scenarios. As a result, a large number of records are created in the duplicate_audit_result table, causing significant database growth. Instead of updating existing entries, new records are inserted during each subsequent run. In one scenario, the de-duplication tasks are created when they were previously working. In another scenario,	

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		users with many hosts that contain cmdb_serial_number records with the same serial_number and serial_number_type notice that the number of duplicate_audit_result can grow to be tens of millions daily.	
Connections and Credentials PRB1974412 KB2730719	Certain outbound HTTP requests fail randomly with '401 unauthorized' even though valid tokens exist	While executing outbound HTTP request using REST step, the request misses the authorization header even though the valid OAuth token exists.	Refer to the listed KB article for details.
Contract Management PRB1913448	The payment amount and total amount are incorrectly displayed in the local currency value under USD currency	When the user sets a payment amount using a local currency (for example, NOK) when selecting **Adjust** on the contract, the payment amount gets saved on the XML. When re-opening the record in the 'Form' view, it defaults to USD, but shows the amount that originally belonged to NOK. This behavior applies to both **payment_amount** and **total_cost** fields.	**1.** Open a contract from the ast_contract table. **2.** Select **Adjust**. **3.** Enter a new payment amount and currency, for example, NOK 966.00. **4.** Search and view the same Contract on List view. **5.** Notice that payment amount and total amount are both reflected as (NOK)966.00 and (USD)96.7669 when selecting **Toggle currencies**. **6.** Open the record in the 'Form' view. Notice that the payment amount is USD 966.
Core Platform PRB1593473	Performance Dashboard requests time out for instances with a large number of MID servers	It requests a time out when they call new Diagnostics() on the widgets in the Diagnostics dashboard because that script include accumulates all the data from each node's **node_stats** field. When there are many MID servers and nodes, parsing XML files can take longer than timing out. The	

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		mid-server portion is coming from the 'instance' XML stats include, which is part of the list of includes that is stored in the referenced node_stats record and one of the includes in the 'glide.cluster.xmlstats' property. XMLStatsInstance.java is the class for this.	
Core Platform PRB1644827 KB1648914	There's errors when committing an update set that creates a child table with a **Function** field	Version loading is stopped by DictionaryUpdateLoader for sys_dictionary_table_name_null. Committing an update set that creates a child table with a **Function** field fails. The update set log produces errors.	Refer to the listed KB article for details.
Currency Administration PRB1930077 KB2481239	The 'Exchange Rate Schedule' job has been replaced by the 'Update Currency Conversion Rates' job in Yokohama	Updating the steps to use currency conversion rates.	Refer to the listed KB article for details.
Database Compaction PRB1816028	The 'Unexpected Compactor' job runs on the sys_attachment_doc table, causing an outage		
Database Indexes PRB1901971 KB2206973	A missing index on the 'sys_id' column of the 'cmdb_qb_result_base' table causes a replication lag when the table size is large	The index on the 'sys_id' column of the 'cmdb_qb_result_base' table is missing on 14000+ instances. Due to this missing index, when the 'Table Cleanup on Query Status' (qb_query_status) table is triggered on such instances, it can lead to replication lag issues, especially	Refer to the listed KB article for details.

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		when large volumes of records need to be deleted from the qb_query_status table. This can lead to memory exhaustion, and records are not properly cleaned up.	
Database Persistence - Data Access PRB1829096	There's an incorrect timeref display value for ISO week 53	It's cosmetic as only the axis labels are affected and the real values are preserved.	
Database Persistence - Data Access PRB1834259	A syntax error or access rule violation is detected by a database	The following error is displayed when a glidefunction column is used as a sort in a list view with a filter on a denormalized glidelist: '(ERROR: for SELECT DISTINCT, ORDER BY expressions must appear in select list Position: 2328)'.	
Database Persistence - Data Access PRB1864866	The CMDB table record on sys_db_object is not loading, and the transaction is cancelled due to the large number of CMBD columns and indexes on the CMBD table	The slowness is observed on MariaDB hosted instances as well.	1. Log in to an instance as a user with elevated privileges. 2. Open sys_db_object table. 3. Search for the name 'cmdb'. Notice that the transaction keeps loading for 5 minutes and eventually cancels out. A similar call stack is observed when loading the 'v_index_creator_list' with the filters as 'reference table' is 'Base Configuration Item'.
Database Persistence - Data Access PRB1922171 KB2617119	The CONTAINS query interferes with the RLQUERY in a hybrid table		Refer to the listed KB article for details.
Database Persistence	'Show Matching' a list and	After the user orders the list, the records disappear.	1. Navigate to task.list. 2. Open **Configure** > **List Layout**.

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- Data Access PRB1924708	'order by' **ref_** fields throws a null pointer exception		**3.** Add the planned start date [change request] to the list of columns. **4.** Save. **5.** Add watch list to the view. **6.** Populate the watch list of some records. **7.** Show Match watch list. **8.** Order by the planned start date [change request]. Expected behavior: The records show. Actual behavior: The records disappear.
Database Persistence - Data Access PRB1925389	Glide queries that use a search term query in conjunction with an order-by on a **Date-time** field return a null pointer exception	For instances running on RaptorDB, Glide queries that use a search term query in conjunction with an order-by on a **Date-time** field return a null pointer exception for matching records that have a null order field value.	
Database Persistence - Data Access PRB1944805 KB2552260	getDisplayValue() throws a null pointer exception on many types of catalog variables		Refer to the listed KB article for details.
Database Persistence - Data Access PRB603878 KB0621061	Condition Builder causes an exception when using a 'matches regex' condition	When the user tries to use a 'matches regex' condition, the following error appears: 'Syntax Error or Access Rule Violation detected by database (You have an error in your SQL syntax; check the manual that corresponds to your MySQL server version for the right syntax to use near 'MATCH_RGX 'pmon'' at line 1)'.	Refer to the listed KB article for details.

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Database Persistence - Data Management PRB1868796 KB2071053	Updating a record in the sn_vul_vulnerability table via 'Data Management Update' jobs (sys_dm_update) throws an error	The user can open a record in the sn_vul_vulnerability table and update it, but when the same user tries to update it via the sys_dm_update job, it throws an error. Error: 'The user does not have the necessary permissions to update records in table sn_vul_vulnerability'.	Refer to the listed KB article for details.
Database Persistence - Data Management PRB1891527	Workflows aren't properly evaluating conditions to determine if tasks should fire	Filter conditions work differently between Xanadu and Yokohama instances.	
Database Persistence - Data Management PRB1904961 KB2328103	DB compaction fails when there's a table with more than the MAX_INT number of rows	A user has a sys_audit table that has almost 8 billion rows. The query that fetches the size of tables parses out the number of rows as integer, which causes this error. There isn't a way to prevent it from reading the results for certain tables: '...worker.2 worker.2 txid=9f2eff89c30a CompactionQualificationJob SEVERE *** ERROR *** Compaction qualification failed java.sql.SQLException: Out of range value for column 'table_rows' : value 7854795901 is not in class java.lang.Integer range...'.	1. Insert more than the largest value of a Java integer number of rows into a table. 2. Run the 'DB compaction' job. 3. Check that the job completes.
Database Persistence - Data Management PRB1908446	Turn off the 'Collect Reliability Metrics for Data Management' job	'Collect Reliability Metrics for Data Management' leads to long running queries when the TableStatsService API / Reliability metrics API is called on large	Refer to the listed KB article for details.

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KB2256996		tables with conditions. It causes performance issues.	
Database Persistence - Data Management PRB1949832	The 'Physical Table Stats Gatherer' job runs long due to an influx of query with hash 943940198	This occurs after the user upgrades to Zurich. Due to the slow query, the job ran more than two days.	
Database Persistence - Data Management PRB1988503 KB2764725	Active subflow executions with clean parent flow executions are listed as 'Unreferenced Records' and are deleted by DMUnreferencedRecordCleaner	This issue was observed in Zurich. If a parent flow completes while an associated asynchronous subflow continues running, the completed parent flow context is cleaned up by the retention policy by routine system cleanup. As a result, the running subflow becomes unreferenced, and may be removed during routine system cleanup.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1860663	An index is created without a size limit for some unbounded fields, which leads to errors while creating an index or adding data	The 'AWS Service Catalog Connector' (x_126749_aws_sc) installation is left with an invalid index in the 'Task' table in RaptorDB. There's an error: 'SEVERE *** ERROR *** Exception executing deferred indexes for class: task...'	
Database Persistence - Data Scale PRB1906463	Excessive DBConnectionPools messages in logs results in multiple default semaphores	Both UI and worker nodes are impacted.	1. Make DB connection open requests slow (10+ seconds wait). 2. Generate some load to exceed connection pool size/UI transaction semaphore count. Observe that UI threads are getting stuck on a connection pool while it's blocked waiting for a connection to be created.

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Database Persistence - Data Scale PRB1928008 KB2428930	An upgrade to Yokohama hangs	Upgrades to Yokohama releases may hang for certain instances because of contention on the query registrar.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1959979	'Get connections from secondary pool' doesn't retry more than once	The retry count is capped because failImmediate is always set to true for secondary pools. This causes some issues with read replica routing.	
Database Persistence PRB1848049	Add support for a new RaptorDB feature to prevent DDL locking	DDL locking occurs when a long running query is executed.	1. Execute a long running query against Postgres. 2. Attempt to alter a table using an instant operation. Notice that DDL blocks all traffic until the long running query finishes.
Database Persistence PRB1937018	dbi.truncateTable(table_name) is truncating a table name when the table name is >29 characters and the 'Daily schedule' job isn't able to drop that table	In releases, DBTruncateUtil.truncateTable() calls for tables with long names leave orphaned tables behind in the DB and causes backups to fail.	
Database Persistence PRB1971863	Transaction canceled: 'Failed to get database connection due to exhaustion of connection pool on the node'	A spike in requests can produce a demand exceeding pool max capacity. Some connections are created, but the process is slow, causing various race conditions and delays and eventually causing a timeout in one operation.	
Database Views	Boolean string literals in a view table produce an	The fix for PRB1764595 does not address the issues caused by boolean string literals	Refer to the listed KB article for details.

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PRB1826155 KB2243925	error or cause the wrong results to be returned	in a view table that produce an error or cause the wrong results to be returned.	
Database Views PRB1900333	Querying a database view using an IN query on the view's sys_id uses a list of encoded sys_id values, resulting in an invalid query in Yokohama	When a database view is queried a sys_id, a unique value is generated by encoding the sys_ids from the matching joined records from each view table, which results in the row being returned.	
Data Fabric Table Glide Services PRB1937036	Data Fabric memory usage of GlideTableInfo	Performance testing on an instance experiences out of memory issues and node restarts when a long running transaction or a high number of transactions are executed. About 6.1% of the total memory is used by the JVM in a heap dump using GlideTableInfo.	
Data Privacy (Classic) PRB1881041	The **New** button displays on related lists where it isn't configured		1. Provision an instance with the GRC: Advanced Risk and GRC: Risk Management Workspace plugins installed. 2. Open the 'Lists' page in the Risk Workspace. 3. Navigate to 'Risk assessment project' section. 4. Select the **New** button visible at the top right on the list page. 5. Fill all of the required fields. 6. Make sure the impersonating user is set as the owner. 7. Move the project to the 'Risk scoping stage'. Observe the **New** button that's visible on the 'Risks' related list.

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Problem	Short description	Description	Steps to reproduce
Decision Table (Family) PRB1930728	Adding a new choice to a choice type results in a decision table	The user should be able to create a choice type result with a new choice result, or add a new choice to the choice type result in a decision table. However, there's an error.	1. Create a decision table and add at least one input and one condition. 2. Create a choice type result with a new choice list. Notice that the user can create a result type choice, but it gives an error whenever they try to add new choice in choice list.
Decision Table (Family) PRB1971318	Users are unable to publish decision tables	The decision table isn't published and a 'Could not update the decision table' message is displayed.	1. Create a decision table with a result column of type choice and capture it in update set. 2. Create new choice and add a couple of choices. 3. Import the decision table into another instance. 4. Publish the decision table to move it from draft to publish. 5. Then move it draft state and publish again. Expected behavior: The decision table should be published. Actual behavior: The decision table isn't published and the 'Could not update the decision table' message is displayed.
Declarative Actions PRB1975231	Field decorators for variable fields are cached in a way that causes issues, causing them to not show up sometimes		1. Create a variable set. 2. Create a catalog item for specific catalogs only. 3. Add the catalog item to the included in list for the variable set. 4. Navigate to the catalog item. 5. Select **Try it**. 6. Order the item. 7. Navigate to the request record. 8. Navigate to the related list. 9. Navigate to the request item record. 10. Note the sys id and visit the record in workspace. 11. Add a reference variable to the variable set created above.

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Problem	Short description	Description	Steps to reproduce
			12. Navigate to the catalog item. **13.** Try it again. Following the same steps above, users end with the variable fields in workspace without field decorators.
Discovery PRB1509705 KB0967278	The Simple Network Management Protocol (SNMP) object identifier (OID) 1.3.6.1.4.1.1602.4.7 is discovered as 'Network Multi-PDL Printer Board-D1/H1' and is used by many different families and models of Canon multi-function printers	The SNMP Classification OID record 1.3.6.1.4.1.1602.4.7 is used by whole families of Canon multi-function printers. This OID record causes them all to be model 'Network Multi-PDL Printer Board-D1/H1' regardless of the true family/model.	Discover a Canon printer with the OID 1.3.6.1.4.1.1602.4.7. Expected behavior: Either the make/model needs to be extracted from the other OID data, such as sysDesc, or no model name entered in this OID. Actual behavior: The Printer CI will be created with Model 'Network Multi-PDL Printer Board-D1/H1', which is incorrect.
Discovery PRB1636956 KB1224543	Perform Refresh Member accounts' Discovery is stuck in active state because of service_account_refresh system commands in ECC queue	This is not related to the **Refresh Member Accounts** UI action. 'Perform Refresh Member accounts' is triggered by Cloud Schedule when glide.discovery.cdu.auto_refresh_sub_accounts_and_ldcs is set to 'true'.	Refer to the listed KB article for details.
Discovery PRB1681006 KB1641144	Object identifier (OID) records for Cisco ASA-55xx Firewalls are not consistently using the Next-Generation Cisco Firewall Discovery pattern and Cisco	There are 111 OID records included out-of-box for Cisco ASA 5500 series Firewalls. Only 7 of these are set for the correct classifier/table and Next-Generation Cisco Firewall Discovery pattern. Of the remaining, 26 are set to the generic IP Firewall (cmdb_ci_ip_firewall) class and probe, which	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	Firewall Device [cmdb_ci_firewall_device] CI class	is acceptable, but doesn't fully discover the device. However, 27 are set as routers, and 51 as switches, which is incorrect.	
Discovery PRB1752501 KB1639128	Different certificate checks between VMWareVCenterVMTagsProbe and VMWarevCenterVMsProbec / VMWarevCenterDatastoresProbe	When doing VMWare Discovery currently, there are different certificate checks between VMWareVCenterVMTagsProbe / VMWarevCenterVMsProbe / VMWarevCenterDatastoresProbe. Certificate checks are only being done when one wants to discover VMWareVCenterVM tags.	**1.** Run VMWare Discovery. **2.** Discover tags. Expected behavior: The MID Server platform's MID Security policy should be left to define whether certificate checks are needed or wanted for the vCenter endpoint. Actual behavior: VMWareVCenterVMTagsProbe does a certificate check itself, which isn't needed.
Discovery PRB1833795 KB1825538	The credential alias doesn't work for applicative credentials		Refer to the listed KB article for details.
Discovery PRB1862106 KB2436326	Global IP exclusion isn't working for a cloud VM schedule	Not all the global exclusions are working for a Cloud Discovery.	Refer to the listed KB article for details.
Discovery PRB1898321 KB2260681	Logs for patterns execution on Discovery logs need to be less alarming	Discovery logs for patterns indicate a pattern failure 'Failed Exploring CI Pattern', even though the pattern brought data back.	**1.** Run lab and cloud discoveries. Notice that this should give a variety of errors or use attached update set, which has dummy patterns that fail in different use cases. **2.** Look at the Discovery log. Notice that 'Failed Exploring CI Pattern' occurs for discoveries that actually brought data.
Discovery PRB1919668 KB2588245	There's an error during a new certificate request creation for letsencrypt	Discovery's 'Discovery - Update status started count' business rule runs for ecc_queue ouput inserts that aren't actually from Discovery. This causes an error.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Discovery PRB1925275	Inconsistent behavior in Discovery's status **Started** and **Completed** counts and **State** fields	When the user runs quick Discovery, the Discovery status' **State** is either stuck in 'Active' or 'Starting' states. The **Started** or **Completed** counters stay on count 0 and there is no progress despite successful Discovery.	
Discovery PRB1927941 KB2434137	Discovery patterns failed prematurely, causing Discovery failure	An example is during 'Windows OS - Server' pattern Discovery running the Cluster pattern library throws consecutive errors, which should be expected, but the pattern engine failed the pattern instead.	Refer to the listed KB article for details.
Discovery PRB1930200 KB2474013	The 'Protected Tables' plugin blocks DiscoverySensorJob logging and causes warnings about syslog inserts from ProtectedTableAccessHandler instead	When the 'Protected Tables' Plugin is active, which is recommended, the source= DiscoverySensorJob GlideRecord inserts made directly to the syslog table by Discovery's 'DiscoverySensorJob' script include are blocked, and flood the syslog table with logs from source=ProtectedTableAccessHandler instead.	Refer to the listed KB article for details.
Discovery PRB1933785	A Cloud Discovery schedule incorrectly maps all related service accounts even when the 'Discover all Related accounts' toggle is unchecked	When creating a Cloud Discovery schedule for a project and unchecking the 'Discover all Related accounts listed below' toggle, the schedule still maps to all service accounts under that folder level. This behavior is intermittent and has been reproduced on multiple environments.	

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		The UI script logic doesn't correctly handle timing between setAllSubAccSelected and getSubAccountsOfMasterAccount. As a result, subAccountsList is reset incorrectly, leading to unintended account mappings.	
Discovery PRB1953520 KB2718488	ecc_queue input records are stuck in IP jail, causing status cancellation	IPs are placed in a jail if it is suspected that multiple IPs on a schedule belong to the same device. IPs are supposed to be released from jail when the Discovery of the device is complete. When this occurs, the IPs are never released from jail.	Refer to the listed KB article for details.
Discovery Probes and Sensors PRB1960340 KB2611107	Discovery's MID Server script files for Application Dependency Mapping are deleted during clones	The MID Server script file (ecc_agent_script_file) records have attachments. These attachments may go missing after the instance is cloned, breaking Discovery probes. To retain the attachments of base instance code-related records in clones, the table_name in the sys_attachment table must be prefixed with ZZ_YY. Discovery's names don't have that prefix, so the attachments may not be copied depending on the preserver/ exclude settings for the clone.	Refer to the listed KB article for details.
Document Intelligence Unified Backend	A conversation hangs after a topic is selected	In the syslogs related to DocIntel, scheduled job errors occur.	1. Navigate to the Employee Service Center. 2. Enter the prompt, 'I need to borrow a loaner laptop for work by tomorrow'.

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Problem	Short description	Description	Steps to reproduce
PRB1876011			Notice that the topic will be selected, and 'Starting 'Loaner Laptop'...' is displayed, but then gets stuck.
Document Management Services PRB1920126	'Export to PDF' for a scheduled report doesn't export in the proper alignment		
Document Viewer PRB1947203	After upgrading to Yokohama, there's an issue during the generation of a PDF file for a custom audit process using the PDFGenerationAPI library	The URL of an image or some function of the style of the HTML text used as the basis for the PDF file isn't converted or supported.	1. Take the **Corporate FSQ Audit engagement** field (engagement_type) with the status (state) as 'Follow Up' (5). 2. Verify that the **Report** field (kb_article) is populated. 3. Verify that the **Audit Report State** field (u_audit_report_state) is 'Final Report Delivery' (final_review). 4. Select the **Preview Audit Report** UI action that appears. An attachment should automatically be generated and be attached to the engagement in question, but nothing happens.
Dynamic Translation for Agent Chat PRB1942231	The 'agent_translated_msg' column is overwritten with an empty value when the agent is in English and the chat requester is non-English	An issue has been identified and introduced in Yokohama that impacts Dynamic Translation for Agent Chat (DTAC). When an agent is using English and the chat requester is using a non-English language, the 'agent_translated_msg' column in the database is overwritten with an empty value.	
Email Notifications PRB1898761	Email Client has a rendering issue in Next Experience due to '--now-accordion _divider--color'	The issue doesn't happen in UI 16 or in Next Experience without Frame. The issue only happens in Next Experience with Frame.	1. Provision an instance with sn_csm_gen_ai installed. 2. Set the email recommendation skill to active. 3. Set the system property 'glide.ui.load_seismic_email_client' == true1.

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Problem	Short description	Description	Steps to reproduce
			4. Navigate to an instance. **5.** Switch to Next Experience via personal settings. **6.** Navigate to any incident record. **7.** Select the 3 dots menu on the form header menu. **8.** Select **Email**. Expected behavior: The pop-up Email Client window should be rendered correctly. Actual behavior: The pop-up Email Client window is missing some CSS resources.
Email Notifications PRB1930940 KB2465116	Email parts are deleted when moving to a draft in workspace	Email issues are observed in the workspace. After copying and pasting the information, it's deleted.	Refer to the listed KB article for details.
Email Notifications PRB1942395	The cursor moves to the end of an input field when the CPU throttling is 4* slower and 6* slower		**1.** Log in as an admin user. **2.** Navigate to CSM Workspace. **3.** Open a case record. **4.** Navigate to **Compose email**. **5.** Change CPU throttling in the 'Network' tab to 4*slower/6*slower. **6.** Type continuously. Expected behavior: Drafting an email shouldn't encounter unexpected cursor placement to the end. Actual behavior: The cursor jumps to the end while typing.
Email Notifications PRB1950667 KB2572580	The **Apply** button isn't found in the **Apply Email Templates** icon in CSM Workspace	When the compose email is used and the 'Apply Email Template' icon is selected in a case record, the **Apply** button isn't visible for email templates that contain a large body.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Email Notifications PRB1951516	When using email client, drag and drop functionality isn't including an attachment on sending	In the current UI16 email client, users can add attachments using the **paper-clip** icon or by dragging and dropping files into the email body. However, drag-and-drop doesn't work outside the email body because a background field was not properly defined, which causes this limitation.	**1.** Log in to a Zurich instance. **2.** Navigate to the incident.list. **3.** Open Email Client. **4.** Drag and drop an attachment. When an email is sent, notice that the attachment isn't included. When users manually add the attachment, it's being added in to the email and is being sent.
Email Notifications PRB1952527 KB2743221	An email template isn't applied when users select **Apply template** in the mini/full composer	The template isn't applied.	Refer to the listed KB article for details.
Email Notifications PRB1964152	Email Client template behavior changed after upgrading to Zurich	After upgrading to Zurich, the behavior of Email Client template selection has changed. In Xanadu and Yokohama, the system always reverted to the default template when showing the 'Email' tab again. However, in Zurich, the system keeps the last used template (template2) instead of returning to the default.	**1.** Log in to an instance. **2.** Open Service Operations Workspace. **3.** Open an incident record from the list. **4.** Select the **Detail** tab. **5.** Select the **More** menu on the right of 'Work notes', then select **Email** (template1 is applied). **6.** Confirm that template1 is currently applied. **7.** Select the **Email Template** icon on the right-side menu. **8.** Select **template2**, then select **Apply Template**. **9.** After template2 is applied, enter an email address in the **To** field and select **Send Email**. **10.** Repeat Step 5. Expected behavior: Template1 is applied again (returns to the initial status). Actual behavior: Template2 remains applied (the last used template is applied).

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Employee Taxonomy Framework PRB1894626 KB2547515	Repetitive subtopics display in a subtopic widget		Refer to the listed KB article for details.
Employee Taxonomy Framework PRB1930747	EVAM view config records are skipped in Yokohama	Four EVAM view config records are skipped when upgrading to Yokohama: sys_ux_composite_data_template_predicate_28f0a2ffc30320102ec1a589a840ddea, sys_ux_composite_data_template_predicate_44b0a2ffc30320102ec1a589a840dd8d, sys_ux_composite_data_template_predicate_5de0a2ffc30320102ec1a589a840dde5, and sys_ux_composite_data_template_predicate_d5a062ffc30320102ec1a589a840ddd3. This happens because the view template is changed to xxxx v2 and 'child_docs' is missing from custom fields.	Check the skipped records in an upgraded Yokohama base instance.
Encryption PRB1931988 KB2481838	A 'Data migration' job fails when there are no context keys and EFC's in the migration_pending state	The job state changes to 'Error', with the following summary: 'Error creating job handler for type all_data_to_kmf: [The KMF cryptographic module to encryption context relationship table is empty. The 'Migrate Key Context to Module' job might not have been run or has failed.].'	Refer to the listed KB article for details.
Event Management PRB1955277	ConnectedBSGraphHandler needs additional guardrails, as this is leading to out of memory	The issue is happening as part of the 'Event Management - Impact Calculator for BS_3' job.	

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Problem	Short description	Description	Steps to reproduce
	errors and node restarts		
Flow Engine PRB1864438	The flow action 'Submit Catalog Item Request' is not working when populating the HTML type variable	The HTML variable is populated as a data pill, when it should be populated as a variable data.	1. Log in to an instance. 2. Open the catalog item '3M Privacy Filter - Lenovo X1 Carbon'. 3. Submit it with the HTML data. 4. Check the flow execution 'Test Html Variable Flow'. Notice that two new RITMs are created. Expected behavior: The variable 'HTML Variable' populates as Variable Data. Actual behavior: The variable 'HTML Variable' populates as a Data Pill.
Flow Engine PRB1879472	Sub flow context can't be opened after an upgrade to Yokohama	There's a deserialize error when viewing a flow context that has a static value assigned to the subflow output. The error stack can be located in the logs.	
Flow Engine PRB1896563 KB2250326	A stage_state orphan record is created after a flow is cancelled	Numbers of stage_state records with 'column_renderer'=Legacy and empty **field**, **id**, **source** and **table** fields exist in the stage_state table.	Refer to the listed KB article for details.
Flow Engine PRB1923566	Yielding to the high priority flows feature causes several issues	Pausing should only occur before a flow element has started executing. If a pause occurs during the execution of a flow element, then it will cause an error for the cursor location and reporting.	
Flow Engine PRB1932618	Duplicate updates of a field in an update record action after updating the same record in a custom		

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Problem	Short description	Description	Steps to reproduce
	action using a script		
Flow Engine PRB1941990 KB2605563	Trigger inputs aren't accessible after a do-until loop execution	This issue is caused by the changes to GlideFlowStages Updater.java (older name GlideStage UpdateListener.java). It's observed that, in this specific flow structure, the 'in.request_item' flow input isn't passed to the 'Create Catalog Task' action. Querying the sys_flow_value table, there are 2 entries for 'in.request_item' one for the flow input and another with the parent loop associated. As the same key 'in.request_item' is now associated with parent loops, it can only be accessed in the loop body (and for the specific iteration), and all other references to it out side the loop aren't available.	Refer to the listed KB article for details.
Flow Engine PRB1958181 KB2606177	Flows are intermittently not triggered after upgrading in a domain separation enabled instance	After upgrading a domain separated instance, some flows are no longer triggered. This is because some of the flow's records are in the domain that the flow was defined in, and other records in a different domain.	Refer to the listed KB article for details.
Flow Engine PRB1984516 KB2741852	Flows with record triggers intermittently aren't triggering after a Zurich upgrade	The root cause of the issue lies in the record trigger cache preparation, which isn't thread safe. This may result in returning incomplete triggers that cause flows/playbooks not to trigger.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1821536 KB2144795	Inline script dot-walk doesn't work as expected	The issue happens when there are three or more dot-walks, the engine major version is two, and com.glide.hub.flow.inline_script.dotwalk. enabled is set to true.	Refer to the listed KB article for details.
Flows (Family Channel) PRB1921408 KB2659810	The sys_hub_flow_version record of a flow is not captured in the update set when updating the flow	The user must manually capture the sys_hub_flow_version record in update set to avoid a preview error.	Refer to the listed KB article for details.
Flows (Family Channel) PRB1923234	Add the FDCollection complex object after all applications are installed		
Flows (Family Channel) PRB1931588	Opening a flow and closing it without editing updates the **Updated** and **Updated by** fields		
Flows (Family Channel) PRB1938123	Flows using base instance actions related to the plugin 'Customer Service Spoke' fail after upgrading to Yokohama	The flows in question are base instance actions related to 'Customer Service Spoke': 'Add Work Note to Task' and 'Add Comment To Task'.	
Flows (Family Channel) PRB1952639	There's an error in the logs: 'com.glide.script.RhinoEcmaError: "FlowRecommendationsSkillCheck" is not defined'	There are 464 error logs in the last 15 minutes. This makes Rhino Editor check the debug Skill Check is being executed on the instance.	
Form Templates PRB1968784	Users aren't able to update certain fields using templates	When a field depends on another field, if a user is attempting to clear the dependent field value via a	1. Navigate to an instance. 2. Impersonate any users who have roles to control incident along with SOW and to use a template.

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	in Service Operations Workspace (SOW)	template while the parent field is populated, the system validates if the new value exists within the parent field's reference. The validation fails, preventing the field from being cleared.	**3.** Navigate to **SOW** > **incident record** to apply a template. **4.** Fill out values in an assignment group and 'assigned to' columns. **5.** Select the **template** icon in the far right panel and choose it to update a field for instance 'Assigned to'. Expected behavior: A warning message shouldn't appear. And the **Assigned to** field should be updated. Actual behavior: A warning 'unable to update field Assigned to' message appears and users are unable to update the **Assigned to** field.
GlideAggregate API PRB1674129	Pagination for grouped lists in workspaces is not working correctly	This pagination issue hides the last rows of the list in Agent Workspace.	**1.** Open an instance. **2.** Navigate to Incident.LIST. **3.** GroupBy assignment group. Notice that there are 23 rows in the list. **4.** Navigate to Agent workspace. **5.** Open All incidents. **6.** GroupBy assignment group. Notice that the pagination shows 6 rows when there are actually more than 6 rows. Additionally, the last 3 rows that are seen in native UI are not present in Agent workspace.
Granular Delegation PRB1914000	Adhoc Granular Delegation intermittently doesn't work	This issue only happens when the delegation rule condition is added on the child table of the **task** field, which is added on the delegation rule.	**1.** Activate the Granular Delegation plugin. **2.** Create the delegation rule table on the change_request table. **3.** Choose the second step table. **4.** Set the filter to active = true. **5.** Select the **Assignments** and **Approvals** check boxes. **6.** Log in as an admin. **7.** Navigate to **All** > **change_request.list**. **8.** Create a new change request (Normal) with the Assignment group as 'Hardware'. **9.** Assign it to a user.

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			10. Change the state of the change request to 'Assess'. 11. Impersonate the user Abraham Lincoln. 12. Navigate to **All** > **Employee Center**. 13. Select **My Tasks**. 14. In the Open Tasks list, find the newly created change request. 15. Select **Delegate this task**. 16. Delegate it to the user Abel Tuter, with the start date as yesterday and the end date as tomorrow. Expected behavior: The UI shows the task as delegated to Abel Tuter with an option to edit. Actual behavior: The user sees a 'Success', but the UI still shows the 'Delegate this task' link.
History Set PRB1910202	Admin overrides are enabled in the ACL, but the admin user was denied access to History > List view	After the Yokohama upgrade, or when upgrading between patches, users with the 'admin' role are no longer able to access History > List view of all the tables/records. Prior to upgrading, the admin user was able to access the 'History List' menu as expected, and should have access to the 'History List' by default. This issue occurs even when the system property 'glide.security.admin.override.accessterm' is set to 'true'. Admin users can verify that they were blocked by the ACL with the 'Analyze Permissions' tool in the test instance. Only users who having the 'sn_hr_core.admin' role are able to see the History > List menu.	1. Open a Yokohama instance. 2. Impersonate System Administrator user. 3. Open an incident record. 4. Select the 'form contact' menu. Expected behavior: The admin user accesses the History List menu by default. Actual behavior: History > List is not visible to the impersonated admin user.

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Problem	Short description	Description	Steps to reproduce
Horizon Alert Component PRB1912990	Now-alert doesn't render HTML that is not wrapped in an outer tag		1. Create a now-alert component. 2. Use the HTML and partial markup. Notice that the HTML is not rendered.
Horizon Component Library PRB1929229 KB2515183	A theme changes when opening an HR Case record page	The user's theme preference changes automatically when creating/opening an HR Case form from the workspace.	Refer to the listed KB article for details.
HR Service Delivery PRB1920738 KB2525534	HR Case description (rich_description) doesn't copy over data, and the rich description is left empty	**Rich Description** appears as null in the List' view but displays correctly in the case record. The reverse works as expected—when updating the **rich_description** field in the HR case form, the value will appear in the **rich_description** field in the list view.	1. Log in to the instance. 2. Create an HR case. 3. Navigate to **sn_hr_core_case.LIST**. 4. Open the newly created case. 5. Select the **Hamburger** icon. 6. Configure the form layout. 7. Add the **Description** field. 8. Save the changes. 9. Return to the HR case form. 10. Enter a message in the **Description** field, but don't enter anything in the **rich_description** field. 11. Save the changes. Observe that the same value is automatically updated in the **rich_description** field due to a business rule that syncs values between the two fields. 12. Open the list view. 13. Add the Description and rich_description columns. Notice that the **rich_description** field doesn't contain a value.
HR Service Delivery PRB1931448	The **Suspend Reason** field isn't present on a form by default	This causes a discrepancy in populating the suspend reason in the work notes in an HR case.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2503620			
HR Service Delivery PRB1943958 KB2570781	There's a 'You do not have permission to read the created record' error when creating an HR Case	A race condition in the UI happens when a form is submitted before the GUID is created and an empty sys_is is passed. The server-side code was not handling this. It happens intermittently.	1. Open **Create New** via Agent Workspace. 2. Select the **Benefits Management** HR service. 3. Select **Create case**. Notice the error, but the case gets created in backend with an empty case number.
HTML Field Type Editor PRB1950682	The character count in HTML box is half cut in Zurich	After the Zurich upgrade, the character count/words in the HTML editor are cut in half. In Yokohama, the character count/words are seen clearly.	1. Navigate to kb_knowledge.LIST. 2. Open any record that is in the draft state. 3. Check the **description** field HTML editor. Observe that the character count isn't clearly visible.
HTML Field Type Editor PRB1953216	URL links added in HTML fields no longer change color when the **Toggle Theme** button on the TinyMCE editor is selected	The issue is observed in Zurich. It was tested in both light and dark themes, Next Experience, and coral.	1. In a Zurich instance, navigate to kb_knowledge.do. 2. Copy and paste a URL link into the **Article body** HTML field. 3. Select the **Toggle theme** button. Observe no color changes. 4. Repeat the same steps in a Yokohama instance. Observe the color of the URL link.
Instance Data Replication (IDR) PRB1897813 KB2287977	Shared key recovery doesn't happen when attempting to seed	Incorrect symmetric keys are observed in mostly incorrect post clone scenarios. This breaks the entire IDR and no data or metadata can be decrypted successfully.	Refer to the listed KB article for details.
Integration Authentication PRB1960124	Verbose JWT logs use opaque tokens when AuthLog is enabled		

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1905216 KB2601538	Base instance script includes have duplicate names	The following script includes have duplicates: RestStepMultipartUtil (Package - ServiceNow IntegrationHub Action Step - REST), and RestStepFormUrlEncodedUtil ((Package - ServiceNow IntegrationHub Action Step - REST)).	Refer to the listed KB article for details.
Internationalization Features PRB1892286 KB2277705	A non-admin user can't change a dashboard name by specific steps when the system language is set to Japanese	The dashboard name should be updated correctly and reflected in both the primary record and its translated fields, as it is in the Washington and Xanadu versions. In the Yokohama version, the update to the dashboard name fails silently when the Japanese language is enabled and the sys_translated record exists.	Refer to the listed KB article for details.
Internationalization Features PRB1911538 KB2266945	The 'Translated Text Synchronize' business rule has an infinite loop against v_plugin	The 'Translated Text Synchronize' business rule goes in an infinite loop. The virtual table v_plugin (or any virtual table) can refresh (delete and insert of records) the table upon query. Since v_plugin has translated fields, glideRecord insert tries to insert into the sys_translated_text table, which runs the 'Translated Text Synchronize' business rule. This business rule tries to query the owner table i.e., v_plugin again, which can trigger the refresh again and this goes on in an infinite loop. This is causing performance	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		impact against many instances.	
Internationalization Features PRB1912273	After a Yokohama upgrade, catalog admins can't create sys_translated records	Since the upgrade to Yokohama, it's no longer possible for catalog_admin users to create new records in table [sys_translated], only update existing ones.	1. Provision a Yokohama base instance with a language plugin installed. 2. Create a testuser with the role catalog_admin to access the catalog items and their variable sets and variables (but not the sys_translated table directly). 3. As sys_admin, create two variables for any catalog item. 4. Add a translation for one of the two variables. 5. Switch to testuser. 6. Open the catalog item. 7. Change the preferred language to the one associated with the plugin (make sure that the translation exists). 8. Change the English value to a translation for the variable that wasn't translated yet. 9. As sys_admin, check on the sys_translated table directly. Observe that the change is instantly reverted after trying to save it and isn't saved. 10. As testuster, adjust the existing translation of the variable question text for the translation that already exists. Observe that the adjustment is saved correctly and can be found in the sys_translated table, with 'updated' and 'updated by' correctly updated to the testuser.
JVM at Scale PRB1938155 KB2532115	glide.memory.watcher is too aggressive after a Zurich upgrade	Change the memory watcher to use old gen usage percentage over the whole heap usage percentage kicks in remediator logic early.	Refer to the listed KB article for details.
Key Management	Password2 system properties	In on-premises environments, database (DB)	

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Problem	Short description	Description	Steps to reproduce
Framework (KMF) PRB1906571	return an encrypted value after a node restart for on-prem instances	properties aren't being correctly decrypted and remain encrypted in memory.	
Key Management Framework (KMF) PRB1913708	The KMF 'Customer Action' page no longer displays the latest certificate vulnerability due to a missing **experience_properties** field	The KMF has a 'Customer Action' page with a custom script that uses the **experience_properties** field. This field is not populated in Zurich, which causes the feature to break.	
Key Management Framework (KMF) PRB1944097 KB2654904	Users are unable to upload push certificates into the sys_certificate table	An error is thrown.	Refer to the listed KB article for details.
Knowledge Management PRB1922665	The source numbers in Q&A responses should be unique	In some situations, the numbers from the Now Assist synthesized answers can display '0' for all the citations, or sometimes use the same number for different references.	
Knowledge Management PRB1973365 KB2733684	The 'Article Template Selector' page is not visible in UI16 in master		Refer to the listed KB article for details.
LDAP integration PRB1931311	Removing demo data removes the LDAP record producer	Removing demo data from an instance removes the LDAP Server record producer as well.	
List Administration	The **Dependent Choice** field can display	On the list view of a record, a particular field displays one value incorrectly, but another	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1353818 KB1700738	different labels in a list row vs form when two dependent choices have the same value	correct value when looking at the records form or 'showXML'. This occurs when the dictionary record of the field uses choices and field dependencies, and when there are two choice records for the field that have the same 'value' (not label). When they have the same value but different labels, the label shown in the list view defaults to whatever dependent field value is first in alphabetical order with the same value.	
List Administration PRB1883306	In Service Operation Workspace (SOW), when updating the due date from the list view, the date/time is removed	When the user changes the system property 'glide.sys.date_format' from base to 'dd-MM-yyyy', the field is cleared out when they attempt to change the date. This issue was observed in Yokohama.	1. Access a Yokohama base instance. 2. Navigate to **SOW**. 3. Navigate to **List menu** > **Requests** > **Open Items**. 4. In the list view for the Requested Item, add the column 'Due Date'. 5. Change the date/time and apply it. Notice that the date/time should update as expected. 6. Open the system property 'glide.sys.date_format'. 7. Change the value to 'dd-MM-yyyy'. 8. Save the record. 9. Return back to the RITM with the updated due date. 10. Change the date/time to a future date and apply it. The value for the date/time is removed from the list view and on the form level.

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Problem	Short description	Description	Steps to reproduce
List Administration PRB1917110	In Yokohama, the fixed filter condition doesn't calculate the sum in list view	The total value calculation doesn't account for the fixed filter condition defined in the module.	1. Enable the calculated list configuration for a decimal-type field. a. Select and hold (or right-click) the column header in the list view. For example, Sunday in the time_card table. b. Select **Total Value**. 2. Navigate to the sys_app_module table. 3. Create a module with a fixed filter condition using the URL from arguments. For example, time_card_list.do? sysparm_fixed_query =user=javascript: gs.getUserID(). 4. Impersonate any user. 5. Open the time_card list view via the module. 6. Check the sum value displayed for the configured decimal field. 7. Manually apply the same filter condition using the list filter. Observe that the total value calculation does not account for the fixed filter condition defined in the module. This behavior works correctly in the Xanadu instance.
List Administration PRB1918529 KB2669196	**Export** doesn't contain current view data	The **export** functionality doesn't apply the fixed filter configured in the list UI Builder's 'Fixed Filter' property. When exporting data, the exported file includes all records instead of reflecting the current view filter. This occurs when the fixed filter is configured in the 'Fixed Filter' property, as the **export** button ignores this configuration and only applies optional filters. The issue is reproducible in workspaces using the record-list-connected component (NRLC), where the fixed filter is	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		not respected during export.	
List Administration PRB1932331	Word wrap doesn't work for NRLC list	Content in the **Short Description** field does not break into new lines when line breaks are added.	
List Administration PRB1932703 KB2543882	Display values aren't showing for reference fields within the 'List' component	When including a table on the 'List' component that contains reference fields, it's showing empty. Where as in platform, it shows a value.	Refer to the listed KB article for details.
List Administration PRB1934797	There's an issue configuring the Platform Analytics Scheduled Exports Library list	The **Time** field isn't working as intended when added to the list view.	1. On any Zurich instance, navigate to **PA** > **Library** > **Scheduled export**. 2. Try to add **Time** field. Observe the error.
List Administration PRB1944139	Uptake allowExtended fields property on the lists side for the sn-field-select component	Tracking the changes for PRB1935534.	1. Create a system property 'glide.ui.list.allow_extended_fields'. 2. Set it to 'true'. 3. Create a UI Builder page with a list component configured. 4. Set the table property 'task'. 5. Open the runtime page. 6. Select the **Personalize columns** button in the header. Expected behavior: The fields from all tables extending from the task are displayed. Actual behavior: Only fields from the task table are displayed.
List Administration PRB1946446 KB2601161	Filtering issues on a **Date** field in workspace	After selecting a date, the filter options on the **Date** field in workspace are updated to an invalid date.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
List Filters PRB1967959	Unable to filter the **Tags** field in the presentation list from CSM/FSM Configurable workspace	When the user selects on the tag that has been added, a modal does not populate and the user is unable to select **View records with this tag**. Instead, the 'tags' column cannot be filtered.	**1.** Access the CSM/FSM Configurable Workspace. Notice that the variable with sys_id '0c69dae8cc842210f87799583e1668b2' is loaded to the workspace (order = '-10'). **2.** Access the list of any table. **3.** Use the condition builder to add the **Tags** field as a condition. Notice that the **Tags** field is not listed for selection. **4.** Add the 'tags' column to the list view. **5.** Select on the added tag. Expected behavior: A modal is populated and the user can select **View records with this tag** to find matching records. Actual behavior: Nothing happens, and it says the 'tags' column can't be filtered.
Memory: Heap Space PRB1636231	Memory is exhausted by the archiver job 'Consumer' due to syslog records stored in the memory, and syslog_awa isn't configured as a rotated table	Memory is exhausted by the archiver job 'Consumer' reparenting records from the syslog table due to a problem observed when syslog_awa, which is a child table of syslog, is created without table rotation. The archiver job reparents records for the archive rules it triggers for, and reparents a table that's not rotated. When syslog_awa isn't configured as a rotated table, the reparenting process executes on it and its parent table syslog. Query to syslog shards are then observed, and memory is consumed as the records on these shards are stored into memory. Due to the	

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Problem	Short description	Description	Steps to reproduce
		size of it, it causes memory to become depleted. When the archiver job is running, the localhost logs have a large query to a syslog shard where the function reparentDocumentIDRecords is running.	
MetricBase PRB1738054	The MetricBase Connectivity helper script for the MB Health Dashboard can construct an incorrect URL for a request for XML stats	In this script, it gets the hostname through a Glide property. If the host is null, it defaults to localhost:8080, but not all Glide instances run on 8080. This script runs every 10 minutes, so it can clutter the logs with errors.	
MetricBase PRB1913485	Clotho system series should be inserted into the v_clotho_series table using a global scope rather than null scope	The 'Application' column for v_clotho_series metrics should have a global scope.	1. Navigate to the sys_metric table. 2. Filter for records on tablename v_clotho_series. 3. Update the table list view in the UI by selecting the **Gear** icon to show the 'Application' column. Notice that the 'Application' column for all v_clotho_series metrics should have a global scope.
MID Server PRB1504483 KB0964389	File-based Discovery on a Windows host might fail with 'AuthorizationManager check failed' due to hard coded network path \\127.0.0.1	When running a file-based Discovery on a Windows host, the following error may occur in the Discovery log: 'Error: & : AuthorizationManager check failed.' When running the PowerShell script, PowerShell believes that the script is coming from the internet since the path to the file is a network path that starts with an ip_address, resulting in the 'AuthorizationManager check failed' error.	1. Activate the 'File Based Discovery' plugin. 2. Run it on a Windows host with a certain security policy. Observe the returned error.

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Problem	Short description	Description	Steps to reproduce
MID Server PRB1863551 KB1972022	Mid Web Server/ACC API Key can't be viewed on instances provisioned in 2017 or earlier without creating a Module Access policy	Older instances can use a different KMF module to encrypt the **password2** field used to store the API key due to a change of packaging that occurred in 2017 on the base table, discovery_credentials. On these instances, the **View API key** UI action on mid_webserver_api_key_credentials returns encrypted data unless the customer configures a Module Access policy manually.	Refer to the listed KB article for details.
MID Server PRB1892912 KB2763600	MID tries to download signatures for synced file attachments when code signing is turned off	During file sync when code signing is off, the MID still attempts to fetch the attachment's signature along with the attachment. When the record signature doesn't exist, an error message beginning with 'Unable to find the signature with the sys id' appears in the Glide system logs.	**1.** Ensure code signing isn't enabled on the Glide instance. **2.** Ensure that there is an attachment record that is downloaded by MID file sync but does not have a signature record in the sn_kmf_record_signature table (for example, a MIB). **3.** Start the MID. Notice an error message in the Glide system logs.
MID Server PRB1898139 KB2398708	The MID Server doesn't start due to a parenthesis in the home folder's path, leaving the MID Server down after upgrades	If there's a parenthesis in the MID server path, the upgrade from the Yokohama version fails. This problem is specific to the Set-FolderPermissions.ps1 script.	**1.** Create a MID server with a parenthesis in the path. **2.** Run start.bat. Notice that it fails with this line: '\ was unexpected at this time.' The upgrade log also includes a 'was unexpected at this time' syntax error specific to the Set-FolderPermissions.ps1 path.
MID Server PRB1912171 KB2266697	Yokohama MID Server upgrades do not upgrade all jar files in lib	Yokohama MID Server upgrades don't upgrade all jar files in lib, causing NoClassDefFoundError for various classes, and MID Server to go down.	Refer to the listed KB article for details.
MID Server	Patterns on agent commands	Collecting MSSQL DB details using ACC Discovery fails to fetch	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1916650 KB2421892	are randomly failing with allow list errors	DB details with an error message. The exception occurred when executing a command on Agent. The error occurs when processing the adhoc check request: 'command failed due to allow list exclusion: check command denied by the agent allow list. Context: Asset allow list empty, using agent config file allow list.'	
MID Server PRB1923497	A deadlock occurred due to two threads	The issue is caused by a conflict between two internal processes that manage and refresh OAuth credentials and MID Server connections. The platform periodically checks and refreshes expired OAuth tokens using a scheduled job. When this happens, the system reloads the credentials and resets all related connection data to ensure security and consistency. At the same time, if a Discovery probe or integration is trying to establish a new connection, it might attempt to access the same shared connection resources. This overlap can lead to both processes waiting for each other to finish, resulting in a temporary deadlock where neither process can proceed.	
MID Server PRB1969766	Missing MIDLogFileHandler MID Server properties cause MID servers to	MID Servers repeatedly come up and then go back down for a few seconds before the MID Server comes back up again.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2664275	go into an infinite loop of restarting during start up	This loop repeats continuously if certain MID Server Properties are missing from the ecc_agent_property table on the instance.	
Mobile Platform PRB1908491 KB2243641	mobile-client-scripts don't take the user's date/time format into account when parsing data in V2Transform	In DateTimeFormatter.ts getUserDateTimeFormatter, it calls globalThis.userDateTimeFormat, but this is never set.	Refer to the listed KB article for details.
Mobile Platform PRB1931576 KB2466952	Offline-mode payload generation has excessive memory retention, causing performance degradation due to an SG offline document job	The Yokohama release introduced major changes to the way in which mobile offline payloads are generated, most notably embedded forms are now transformed into redirected forms. This removes the embedded forms from list screen documents and turns them into separate documents. With that change resulted in an increase in the number of documents that are processed during offline payload generation. This number can spike to as large as twice or three times as many documents processed compared to previous releases. As such, this results in an excessive number of GlideRecord instances being retained in memory. This has been seen to cause memory issues, node restarts, and severe performance degradation for users.	

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Problem	Short description	Description	Steps to reproduce
Mobile Studio PRB1974465	Mobile AI Builder (id = sn_maib) plugin oob_apps/ now-mobile-ai-builder.properties should have mode = optional to ensure it is not an installed base instance	Mobile AI Builder (id = sn_maib) is installed as it is marked as mode = core in oob_apps/now-mobile-ai-builder.properties.	
Multi-provider Single Sign-on (SSO) PRB1979071 KB2715489	SAML SP Keystore expiration		Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1908169 KB2252998	An exact match for an experience with an invalid routeConfigId doesn't navigate	A new issue was found which results in Zing search results aren't opening properly within a workspace.	Refer to the listed KB article for details.
Now Assist Panel PRB1867538	Copy for synthesized responses (auto start) on Now Assist panel (NAP) doesn't work and copies 'undefined'	When using the Now Assist panel (NAP) and entering 'Summarize a record', the **copy** icon on the auto-started synthesized response doesn't copy the content, and instead, 'undefined' is copied. When 'undefined' is copied instead of the content and the synthesized response isn't auto-started, there is no **copy** icon and a 'Like/dislike' displays instead.	

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1909094	The **Show more** button isn't visible on NASS for Safari browsers	When using the Now Assist Panel (NAP), Now Assist for Virtual Agent (NAVA), or Now Assist for Request (NASS) on Safari, the **Show more** button isn't visible after truncation, so the user is unable to see the full message. This prevents users from accessing the complete content of responses.	
Now Assist Panel PRB1965617 KB2768233	Legacy Now Assist Portal doesn't load upon upgrade	The Now Assist panel bubble opens when selected, but the panel doesn't fully load. The interface remains stuck in a loading state, and no content is displayed to the user.	Refer to the listed KB article for details.
OAuth PRB1963296 KB2624687	Users aren't displaying in OAuth application user		Refer to the listed KB article for details.
OneExtend PRB1920515 KB2493973	LLM usage domain separation application properties aren't installed by default		Refer to the listed KB article for details.
OneExtend PRB1925002	Agentic Workflow's trigger sys_user is taking precedence over run as 'AI User'	When trigger conditions are met, the workflow should be executed with workflow's 'Run As' user for the new incident. However, the workflow is actually executed with the trigger's sys_user and the execution is terminated with the error 'Access Denied'.	
OneExtend PRB1944861	Assists consumption for custom		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2566151	skills created in the Now Assist Skill kit		
OneExtend PRB1963582	Opening Flow Designer triggers errors in logs	Opening Flow Designer triggers flow generation and flow summarization skills. However, since the skills aren't active in the customer instance, they're throwing errors in syslog table, such as 'Failed to get skill config for skillConfigId: 0472be2434131100b7b556ababf25d, capabilityId:'.	**1.** Log in to a Zurich base instance. **2.** Open Flow Designer. **3.** Open syslogs. Observe the 'Failed to get skill*' messages.
Password Reset PRB1932368	Massive flood of 'sys_user_grmember.delete' and 'sys_user_grmember.insert' events cause a huge delay on platform event processing	Mass import or deletion of a user group membership will generate a large number of 'sys_user_grmember.delete' and 'sys_user_grmember.insert' events, causing a huge delay on platform event processing.	
PDF Generation PRB1829301	System Trigger-PDFReportExportJob causes nodes to go out of memory	One user had slowness in the instance when the trigger on PDFReportExportJobs was executed. This trigger was consuming a lot of memory which forced support to turn off the execution. This was observed multiple times in the instance.	
Performance Analytics API PRB1917953 KB2703941	Analytics Center doesn't have guardrails in its NLQ Service, causing Java heap space out-of-memory errors	An NLQ with the combination of 'AC' and an empty 'table' parameter is fired, leading to excessive scans across the instance and eventually causing an out of memory error.	Refer to the listed KB article for details.
Performance Analytics Dashboards	User preferences (com.snc.par.dashboard.preferences) are never	'WARNING *** WARNING *** error processing request in broker: Exception while	**1.** Navigate to an instance. **2.** Open the dashboard.

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Problem	Short description	Description	Steps to reproduce
PRB1906120	cleared and causing out of memory errors and node restarts	executing request: Java heap space...'.	**3.** Select **Filter** > **Assignment group**. **4.** Wait for a couple of seconds and navigate to **User Preferences**. Observe that the latest preference has large text and lot of applies to values in JSON.
Performance Analytics PRB1964068	Empty dashboards are repeatedly duplicating from the 'Migrate Homepages' scheduled script	'com.glideapp.home.deprecate_homepages' has been set to false. After upgrading the instance from Xanadu to Zurich, a script called 'Migrate homepages' was introduced which created duplicated empty dashboards every time it runs.	
Platform Analytics Component API PRB1907336	The 'Created By' column values truncates after 10 characters in the Data Visualization library for Platform Analytics		
Platform Analytics Component API PRB1934435	'Dashboard view count' doesn't update for Core UI dashboards		
Platform Analytics Component API PRB1948336	Option to turn off the 'Welcome to Platform Analytics' pop-up / modal for migrated dashboards	When a responsive dashboard is migrated to PA dashboard, a pop-up / modal is shown to all users accessing the migrated dashboard: 'Welcome to the Platform Analytics experience'.	
Platform Analytics Component API PRB1952208	The dashboard list doesn't display and can't filter properly	The Dashboard Library on Platform Analytics (Zurich) generates an invalid query when any of the built-in filters are used and thus generate no	Navigate to **Platform Analytics** > **Dashboards**. Notice that when 'Filter active' is true, no records are displayed even when there are numerous active dashboards. Using

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Problem	Short description	Description	Steps to reproduce
		queries due to the sys property glide.invalid_ query.returns_ no_rows being set to true.	any filters removes all records from the list.
Platform Analytics Dashboard API PRB1843154	Not able to save a dashboard after editing		
Platform Analytics Dashboard API PRB1890523	Committing update sets with dashboard changes doesn't clear the par_dashboard_cache	After the user commits the update set, the dashboard changes don't show up in the new instance because the par_dashboard_cache can't be cleared.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB1905382	Dashboard tab names do not have unique keys for translations in a sys_translated table	Core UI dashboard tab names contain the sysId of the pa_tab record, and sometimes a BEL character and the string. Performance Analytics Experience dashboard tab names do not have this sysID prefix. In the Core UI dashboard, the sysID prefix enabled gives a different translation to the same string so multiple tabs can have 'New Tab 2,' but each can have different translation because real key is 'd6a290139 368b5107249 b9d86cba 1081New Tab 2'.	
Platform Analytics Dashboard API PRB1909232	Platform Analytics dashboards can't be saved due to colliding components that have the same positions	Performance Analytics Reporting dashboard can't be saved if multiple components are colliding. An error occurs in the logs: 'DEBUG: DASHBOARD_SERVICE: Dashboard with sys_id is Dirty. Need to update DashboardsService	

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Problem	Short description	Description	Steps to reproduce
		DEBUG: DASHBOARD_SERVICE: Dashboard updated true DashboardsService SEVERE *** ERROR *** DASHBOARD_SERVICE: An error happened editing the layout. DashboardsResource SEVERE *** ERROR *** DASHBOARD_API: Edit API - Widget Collision WidgetCollisionException - Colliding Widgets are.'	
Platform Analytics Dashboard API PRB1909523 KB2262722	Changes in the dashboard only appear in the session language where they were made	Users are experiencing inconsistent behavior in Platform Analytics dashboards depending on the selected user language. When viewed in English, the dashboard reflects the latest updates. When switched to Italian, an outdated version displays, even after clearing the cache using cache.do.	Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB1964706	Errors found in a system log caused by daily automated list	After upgrading to Zurich, system log entries show below errors every day at 08:00 related to the automatic migration of List - Simple to Analytics List.	
Platform Analytics Migration API PRB1926289	A reference table isn't migrated for the reference filter	After migration, the target for the filter is missing, and the reference table hasn't been migrated.	**1.** Create a dashboard on CoreUI. **2.** Add the base instance interactive filter of type reference: Incident Assignment Group - Multiple. **3.** Verify the filters. Notice that on the filter record, there's also the reference table available. **4.** Migrate the dashboard. Notice that after migration, the target for the filter is missing, and the reference table hasn't been migrated.

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Problem	Short description	Description	Steps to reproduce
Playbook Experience Core PRB1929896	The playbook lane isn't translated to Italian	This is an issue with record generator. It can also be reproduced by going to 'Playbook Preview' and selecting the record generator for the record.	1. Log in to any instance. 2. Switch the language to Italian from the menu preference. 3. Open **Workspaces** > **Risk workspace**. 4. Select the **List** icon. 5. Select **Risk assessment planning** > **Scheduled assessment**. 6. Select **New**. Observe that the playbook lane is still coming in the English language. Expected behavior: The playbook lane should be translated to Italian. Actual behavior: The playbook lane isn't translated to Italian.
Playbooks (Family Channel) PRB1934746 KB2592048	Playbooks archived in Xanadu don't work in newer releases	New fields that get added to the deserialiser need to handle the keys not existing, which, as of now, is snapshot_id and variant_id.	Refer to the listed KB article for details.
Portfolio Management PRB1936553 KB2503548	The condition of the business rule 'Update Total Plan Cost In Proj Currency' evaluates to undefined when the com.snc.ppm_multicurrency plugin isn't installed		Refer to the listed KB article for details.
Predictive Intelligence PRB1617925	Async NLU request fails with a close connection error	Some calls within a batch of NLU async calls don't reach the predictor and a connection error is reported by Glide.	
Predictive Intelligence PRB1954123	Mutual TLS (mTLS) is enabled on Zurich instances, causing	Due to the updates related to the Predictive Intelligence plugin, mutual TLS (mTLS) is enabled on user instances after a Zurich	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2594708	access issues for inbound integrations	upgrade. This may result in instance access issues for inbound integrations.	
Procurement PRB1675022	The user can't allocate the rights for an Unlimited Software license through a source request		1. Activate the 'SAMP Master and Procurement' plugin. 2. Create an entitlement with **Unlimited License** checked. 3. Create a Service Catalog request. 4. Add the same software model to cart. 5. Checkout the cart. 6. In SCTASK, select **Source Request**. In the 'Source Request' page, see that 'available rights' is 0 and the **Allocate** button is turned off.
Record Watcher PRB1894715 KB2345405	ChecklistItemResponder is too slow to effectively scale with normal usage of the platform, leading to the record watcher queue becoming backlogged	A performance issue has been identified related to checkLitsItem responders and ACL (Access Control List) checks while creating checkListItems in Visual Task Board's cards. These issues caused delays, especially when tasks had more than 50 checklist items. This is primarily because getItemsByChecklistId() is invoked every time a checklist item is added or a card is moved between lanes. It loops through all items under a checklist and performs individual ACL evaluations (read/delete access). These checks result in: Repeated database lookups, redundant ACL checks for the same parent checklist, and slower response times, especially when	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		checklist items exceed 50.	
Reporting PRB1910065	Reports with multiple datasets throw an error: 'ERROR: Cannot generate the report. JSONObject["original_xvalue"] not found'	This issue was noticed when using the 'Time series' type and Gregorian Calendar per month.	
Resource Management PRB1941447 KB2552237	The assignment FTE falls to an incorrect value due to lack of availability adjustment to 24 hours in the monthly view of RMWS	The issue is caused by not adjusting availability to 24 hours. It should adjust availability to 24 hours and redistribute hours evenly.	Refer to the listed KB article for details.
REST API Framework PRB1936861	'Requested URI does not represent any resource' is logged as an error instead of a warning	'Requested URI does not represent any resource' is logged as an error instead of a warning in the system Logs. Errors in the system logs represent issues that must be fixed; however, the 'Requested URI does not represent any resource' message should be displayed as a warning in the system logs because it is an error that has been handled and the user/ platform can recover from.	
Restricted Caller Access (RCA) PRB1967269	Unable to update status of restricted caller access privileges	Multiple restricted caller access entries are changed from 'Allow' to 'Requested' after the Zurich upgrade. The user has re-allowed what was possible, but some applications are private and can't be manually updated.	

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Problem	Short description	Description	Steps to reproduce
Roles PRB1888313	Time-limited role access is assigned if a user has more than one request in the future	Access should work as expected for users with multiple time-limited user role records, with assigning and revoking working as expected.	
Seismic Framework PRB1919027	Document requests end up using outstanding child prefetch promise	In certain scenarios, the Service Worker incorrectly fulfills a main page request using a pending iframe request. This occurs when the Service Worker matches the main page request to an existing pending iframe request, resulting in the main page loading the iframe's content instead of its own. This leads to incorrect rendering and potential functional issues on the main page.	1. Open any UI16 page on a Next Experience enabled instance. 2. Wait for the page to load. 3. Reload the same page several times (5+). Expected behavior: The navigation bar and shell to show up with UI16 content all the time. Actual behavior: Only UI16 content is shown on the page. The navigation bar and shell are missing.
Seismic Framework PRB1961091	The seismic placeholders 'nowPlaceholderHeight' and 'nowPlaceholderWidth' aren't rendering components	When both events in a starting position are visible on the screen, the templates render correctly. When the starting positions of both the events aren't visible on the screen but still they are in view port (gets hidden due to the section header), only one template renders and the other doesn't.	
Server-side scripts PRB1825872	ES12 support in global script includes isn't working		
Server-side scripts PRB1972733	Field translations for security integrations are failing and	The field translations aren't working. On changing the field **evaluator.with EnforcedSecurity(false)**,	

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	return a null value	field translations work as expected.	
Service Catalog Portal Widgets PRB1939681	The 'SC Category' page doesn't display catalog items correctly if the portal doesn't have AI Search turned on	The portal is associated to many catalogs. The portal is only meant to show the categories/items that are part of the catalogs it is associated to. The URL to show the categories is constructed manually. The URL is using the sc_category page. Since the portal doesn't contain the catalog that has the category, it behaves strangely.	
Service Catalog PRB1919964 KB2532880	The Record Producer **Submit** UI action should be grayed out after being selected once	On a catalog item in service portal, the **Submit** button re-enables after the first selection.	Refer to the listed KB article for details.
Service Catalog Variables PRB1855812	While changing the language from English to Norwegian, the user can't see all options under Lifecycle status 'End of life'	The getValue method on the GlideRecord that takes the column name behaves differently from the scriptable getValue on the gliderecord when the column is of type translated_text. It works fine for the translated_field types.	
Service Graph Connectors PRB1972771	A JDBC connection test times out after a Zurich upgrade	The JDBC Connection test times out after a Zurich upgrade. The user modified the script in the client script section of the UI page in the instance, which resolved the issue. The user is also concerned about this page customization.	
Service Mapping PRB1710808	In a tag-based service, the sys_property svc_by_tags.install.status does not apply the filter	SMServiceByTagsTopologyUtils, in the logic of walking by traversal rules, all stat apply this	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1576904	isn't used to filter out CIs brought by traversal rules	by the CI install_status according to svc_by_tags.install_status.blacklist. There are some issues with the tag-based population invoker. One thing to make sure is to force service recalculation even when the checksum hasn't changed, for cases when the service contains retired CIs.	
Service Mapping PRB1912099	List CI list view doesn't allow copying the filter	List CI list view used to have a visible filter of CI sys_ids. The list uses fixed_query, which doesn't allow changing or copying of the list of CI sys_ids.	
Service Portal Core Widgets PRB1953795	The **Subscribe to update** button doesn't work for non-admin users after a Zurich upgrade		
Service Portal PRB1886667	Korean consonants and vowels are separately returned when the user types into a variable using a keyboard in a portal page		
Service Portal PRB1893333	After the first login with MFA authentication, the user is redirected to the Platform UI page instead of the Portal page	The user lands on the platform page instead of the Service Portal page after MFA setup.	**1.** Log in as a user with MFA enabled. Notice that after a successful login, the user will be redirected to setup MFA. **2.** Complete the MFA setup. Expected behavior: The user is expected to land back on the Service Portal page. Actual behavior: The user lands on to the platform page.

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB1893869 KB2313113	The EC Search widget doesn't handle the overflow of text when there are more than ten navigation tabs	When there are more than ten navigation tabs (sys_search_filter) created for the AI Search Application, the EC Search widget doesn't handle the overflow of text.	Refer to the listed KB article for details.
Service Portal PRB1914199	Portal throws unnecessary success messages when adding an attachment		
Service Portal PRB1956154	Extra unusable scroll bars appear on all user portals when accessed from a touchscreen-enabled laptop	This only happens when the .touch_scroll class is added to the body element forcefully through developer tools.	1. Use a Windows laptop with a surface touch screen enabled. 2. Log in to any instance. 3. Open any portal. Observe the redundant scroll bar.
Service Portal PRB1970979 KB2706155	Help text is misaligned in portal forms after upgrading to Zurich	After upgrading to Zurich, the help text in portal catalog items is not aligned correctly. It is shifted to the right of the label above it.	Refer to the listed KB article for details.
Sidebar (Family Release) PRB1928878	Private conversations are visible to users on the sidebar	This issue occurs when impersonating a user who is in the discussion ends the impersonation, and then impersonates a user that isn't a participant in the discussion.	1. Impersonate any user. 2. Navigate to any workspace. 3. Open an incident that is in an 'Open' state. 4. Select **Discuss**. 5. Enter necessary mandatory info. 6. Add a user as a participant. 7. End the impersonation. 8. Impersonate a different user not participating in the discussion. 9. Load the same Incident with the discussion. Notice that there's an entry for the discussion that the user isn't a participant in is visible in the record's Activity Stream. 10. Select **Open Discussion**.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Only users who are a participant should see the chat conversation Actual behavior: Users that aren't participants in a private chat are still able to see the chat conversation.
Software Asset Management PRB1913658 KB2290496	On an upgrade to Yokohama, new entitlements may get created from entitlement import errors	Users may observe the issue as duplicate entitlements found after an upgrade to Yokohama, or, after an upgrade to Yokohama, a number of entitlements were added that were created by 'system'.	Refer to the listed KB article for details.
Software Asset Management Publisher Pack for Microsoft PRB1908686 KB2243700	Windows OS Server Pattern is failing at the extension section 'collect CAL info' with duplicate DUPLICATE_RELATED_RECORD errors for samp_user_device_license_consumption	Windows OS Server Pattern did not update or populate the IP address for the host. In the payload, duplicate related items for the table 'msft_ual_user' AT ID_RECORD 'collect CAL info' causes IRE issues.	Refer to the listed KB article for details.
Software Asset Normalization PRB1862904 KB1968357	The 'SAM - Find Normalization Suggestions' job fails when there are Discovery models with an empty version		Refer to the listed KB article for details.
Software Asset Reclamation PRB1937128 KB2514421	Return value issue with SAMPReclamationUtil getMetricAttributesFromMID	The job 'SAM - Identifying New Reclamation Candidates' job fails with error: 'Cannot read property 'unlimitedLicense' from null.'	Refer to the listed KB article for details.
Syntax Editor PRB1533082	The fonts defined on the system property 'glide.ui.html.editor.v4.font.collection' aren't	The list should show only the fonts defined in the value of system property 'glide.ui.html.editor.v4.font.collection', but it shows all the	

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Problem	Short description	Description	Steps to reproduce
	displayed on the font list of the HTML editor on Agent Workspace	fonts mentioned on the system property 'Description'. On the native UI HTML editor, it's working as expected.	
System Events PRB1933518 KB2515608	Default queue provisioning fails during an upgrade	Default queue provisioning fails during the upgrade process with the message 'invalid table: sysevent_queue_provider_param, state: failed'.	Refer to the listed KB article for details.
System Export Sets PRB1926120	There are node errors due to messages sent when Hermes/Kafka is unavailable or slow	When Hermes/Kafka clusters are down or running slowly, LES can't check their health before sending messages. As a result, the producer client keeps retrying, and without any pause or queue in place, these repeated attempts can eventually push the node into an error state.	
System Update Sets PRB1909130 KB2250914	An installation from an update set overwrites customized records	To remediate the update set, the commit should be backed out (including a rollback of the app install) and a different way of installing the application should be used.	Refer to the listed KB article for details.
Table Administration and Data Management PRB1819751	There's a shadow table after error when deleting a record after changing the string type field size from 50 to 100	Deleting a record from a form (not a list) results in the following error: 'Error Message(conn=258502) ALGORITHM=NOCOPY is not supported. Reason: Cannot change column type. Try ALGORITHM=COPY'.	
Time Card Management PRB1901454	'Week starts on' doesn't work in Time Sheet Portal	The calender does not open for the **Week start** field on a form in the Time Sheet Portal.	1. Provision an instance with the 'Time card management' plugin installed. 2. Impersonate a system admin. 3. Open time_cad_list.do.

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			4. Create an entry. **5.** Select the **hamburger** icon and configure the form in form design. **6.** Add the field **Week start** in the time sheet portal view. **7.** Open the time sheet portal. Observe the created record. **8.** Select the three dots option. **9.** Select **open** in the 'form' view. Notice in the form that the **Week start** field is not opening the date picker.
Transaction Management PRB1909722	Forked transactions close the async context immediately on an error	A few users have reported encountering a blank screen.	
Transaction Management PRB1923245	The IllegalMonitorStateException in WaiterCountManager can prevent locked threads from being unlocked and lead to a deadlock	There's a race condition between a new thread pool addition during a specific plugin installation and locking thread-pool queues to claim a transaction for processing. This could cause a potential deadlock.	
UI Field Administration PRB1157537 KB0685847	User presence works only if the browser cache is cleared	The user turned on the system property for user presence, but the user presence functionality doesn't work as expected. The user presence works when the user clears the browser cache.	**1.** Using Chrome, log in to an instance as an admin user. **2.** Disable the presence. **3.** Using Firefox, log in to the instance as an ITIL user. **4.** In Chrome, as admin, enable the presence. Notice that the **Presence** icon becomes available. **5.** Navigate to the Firefox session. Notice that the **Presence** icon isn't reflected. If the user logs out and logs

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Problem	Short description	Description	Steps to reproduce
			back in, the presence still doesn't show. 6. Clear the browser cache in Firefox. Observe that the **Presence** icon works.
UI Field Administration PRB1774082	The glide.phone_number_e164.strict system property, which is false, doesn't seem to apply in the workspace form	The field type Phone Number (E164) displays an error in HR workspace but not in platform when the **Phone** field has incorrect digits and when the following system properties are set to false: glide.phone_number_e164.strict: false and glide.phone_number_e164.display_territory_selector: false.	1. Open an HR record with a field type **Phone Number (E164)**. 2. Put 11 digits instead of 10 in the platform view. 3. Save the record. 4. Open the same record in HR workspace. Observe that the same field now has an error in the HR workspace.
UI Field Administration PRB1881510	The category under 'change request values' on the standard change template isn't reflected in Service Operations Workspace	This issue is present in the base instance as well. The **category** field is visible, but the value set for the category isn't visible under 'change template values'.	1. In the application navigator, navigate to **Change** > **Standard Change** > **My Proposals** > **New**. 2. Create a template with the change request values filled in. 3. Request approval. 4. In Service Operations Workspace, navigate to **List** > **Tasks** > **Assigned to you** (remove the filter if required). 5. Open the standard change template. Observe that the category under 'change request values' isn't reflected.
UI Field Administration PRB1882475	Change request values on change templates aren't visible on Service Operations Workspace (SOW)		1. Navigate to the std_change_producer table. 2. Open an existing change template or create a new one. 3. Ensure that the view is SOW. 4. Ensure that the form layout has the **Change Request values** field present. 5. Navigate to SOW. 6. Open the standard change template. Observe that the change request values aren't visible.

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Problem	Short description	Description	Steps to reproduce
UI Field Administration PRB1894570	HTML height is read-only with client script changes when a section is changed		1. Navigate to incident.list. 2. Create an HTML field on the dictionary. 3. Save a record with random text. 4. Navigate to client script and create a client script so that the field is read-only. 5. Navigate to the record. Observe that HTML read only height is small. 6. Change section and note the HTML height. Notice that the HTML height is read-only.
UI Field Administration PRB1941078	related_list_edit_help doesn't apply contextual ACLs	This issue occurs after installing the Enterprise Asset Management plugin.	1. Install Enterprise Asset Management plugin. 2. Navigate to **Asset Workspace**. 3. Create a pallet. 4. Create asset. 5. Log in as a technician. 6. Select **Add assets**. 7. Select an asset. 8. Select the **Add on MRA** pop-up. Observe that the asset didn't get added.
UI Field Administration PRB1945077	Click-to-call ignores the E.164 country code and defaults to +1	The 'Click-to-call' feature incorrectly dials US numbers instead of international numbers like the UK or India, regardless of the country code. Dialing from the contact card works correctly, but using the **Click-to-call** icon always defaults to US numbers.	1. Navigate to the CSM Workspace. 2. Open a case record. 3. Select the **Information** icon of the **Contact** field. The user account opens. 4. Select the **phone** icon of the **Business phone** field. An outbound call is placed, and an interaction record is created.
UI Field Administration	Notes text area does not auto expand when a new	The **Journal** field work notes do not resize automatically	1. Open SOW. 2. Notice the **+** icon in the workspace.

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Problem	Short description	Description	Steps to reproduce
PRB1959307	interaction/ incident is created in Workspace	as they did in previous versions.	**3.** Select a new interaction/incident. **4.** Start typing until the content exceeds the visible area. Notice that the text area is not resizing and the user is unable to see the text written.
UI Form Administration PRB1894995 KB2438505	A requested item (RITM) created from an interaction in Service Operations Workspace (SOW) with an HTML variable automatically re-attaches images from the variable as the current user	When a user copy-paste text + images from Word, email, etc. to an RITM created from an interaction in a SOW HTML variable, reloading the RITM automatically re-attaches images to the record and gets displayed in the activity stream as a new attachment.	**1.** Navigate to an Xanadu instance. **2.** Create a catalog item with one HTML variable. **3.** Open an interaction record from SOW. **4.** Locate and select the **Create Request** button. **5.** Create a request for the catalog item created in the second step. **6.** In the HTML variable, copy-paste text and images from a Word document or email. **7.** Submit the request. **8.** From SOW, open the RITM just created. Expected behavior: The RITM opens normally and images aren't reattached. Actual behavior: Images from the variable are reattached every time a user opens the RITM record. Newly re-attached images are show in the activity stream. These images can also be found in the sys_attachment table with Table sys ID = RITM sys_id.
UI Form Administration PRB1919041	An empty and read-only **Template value** input field causes an error when saving a record: 'Cannot read properties of null (reading 'hasChildNodes'))'	To reproduce, users need a record with an input field of type **Template value**, that is empty and also read-only. The error shows when saving the record.	**1.** Log in as an admin. **2.** Navigate to **All** > **incident.CONFIG**. **3.** Add a field called **Test Template**. **4.** Make it of the type 'Template Value' and save. **5.** Select the 'Advanced' view and the 'Dependent Field' tab. **6.** Select **Use dependent field** and a field, such as 'Channel'. **7.** Save the changes. **8.** Navigate to **All** > **incident.CONFIG**.

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Problem	Short description	Description	Steps to reproduce
			9. Create a UI Policy that will always make the new template value field read-only. 10. Pick an existing incident. 11. Make a change to the **Short description** field and save. Expected behavior: The record should save without error. Actual behavior: There's an error: 'Cannot read properties of null (reading 'hasChildNodes')'.
UI Form Administration PRB1920717	Hyperlinks in annotations on forms are not opening in a new window	Hyperlinks open in the same tab instead of opening in a new tab.	1. Open a base instance. 2. Open an incident table. 3. Open any incident. 4. Select and hold (or right-click) and navigate to **Configure** > **Form builder**. 5. Create an annotation with the code. 6. Open the incident in SOW. 7. Under 'Details,' select the link. Expected behavior: It opens the link in a new tab. Actual behavior: It opens the link in the same tab.
UI Form Administration PRB1926448	After upgrading to Yokohama, the 'Before Query' business rule doesn't filter records in the workspace using an encoded query	Adding an encoded query on a 'Before Query' business rule to a filter record restricts the record on UI16, but fails to filter the record in the workspace. The record doesn't open in UI16, but opens successfully in the workspace. This issue was found in Yokohama and Zurich.	1. Create a 'Before Query' business rule on the incident table. 2. Create an incident with a short_description. 3. Set it to 'test'. 4. Attempt to open the record in UI16 and workspace.
UI Form Administration PRB1938024	The 'View' context and tooltip is broken for a sn_cmdb_admin user		

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UI Form Administration PRB1950676 KB2622641	The Approval Summarizer formatter isn't displayed after upgrading to Zurich	An issue has been identified after upgrading to Zurich with the Approval Summarizer formatter where the approval record doesn't display the summary of the item being approved.	Refer to the listed KB article for details.
Upgrade Center PRB1889948	The pop-up 'Edit box' UI is mispositioned when trying to edit a field by double-clicking (or using the keyboard shortcut) on it on a hierarchical list	This issue is found in Washington DC, Xanadu, and Yokohama.	1. Open a base instance. 2. Navigate to the **change_request** table. 3. Enable the hierarchical list for this table. 4. Open any change record. 5. Add at least 20 records to the first related list on that change record. 6. Return to the change list. 7. Expand the hierarchical list for the same change record from step 4. 8. Try to edit the 15th or later cell on that expanded list. Notice that the **Edit box** UI is mispositioned.
Upgrade Center PRB1933942	Skipped error after upgrading	The user gets a skipped error after upgrading the instance from Xanadu to Yokohama. The reason is 'Skipping unavailable system property glide.db.df_engine.enabled. Customers cannot configure this property.' It's included in the plugin 'com.snc.db.df_engine'.	
Usage Analytics PRB1819883	Null pointer exceptions occur when running 'UACountPersistorMessageEnqueueJob' and 'UsageAnalytics Count Persistor V2'		

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Problem	Short description	Description	Steps to reproduce
Usage Analytics PRB1925359 KB2423777	Multiple out of memory (OOM) errors are triggered on the nodes from the 'User Property Change Sync' job	Multiple OOM errors were triggered on the nodes at different times whenever the 'User Property Change Sync' job was running. As a result, the node restarts.	Refer to the listed KB article for details.
Usage Analytics PRB1931446	GCC/On-Prem/Self-Hosted users get exceptions and errors when using User Property Sync and Usage Tracking - Migration	For the first issue, the user property sync is turned on for on-prem/self-hosted instances and is trying to sync the user property like in TrackLongInactiveUserLogin. TrackLongInactiveUserLogin should actually check if instance is self-hosted and job should not run. There's an error. For the second issue, migration jobs aren't respecting on-prem constraints, and are attempting to sync from appsee via host URL. This URL is empty for on prem instances. Jobs like apps/funnel/cohort migration are running regardless of the instance type, leading to errors.	1. Navigate to any on-prem instance. 2. Try to run the 'User Property sync' job by navigating to **scheduled jobs**. This should not run. 3. Try to run the 'App Migration' job by navigating to **scheduled jobs**. This should not run. 4. Check if metric calls are going. They should. 5. Try to run the 'Config downloader' job. This should not run.
Usage Analytics PRB1960875	The UXAAppMigrationJob job throws an error	The UXAAppMigrationJob job throws an error reading, 'Script: UXAAppMigration : inserting into sys_analytics_app table failed with error:ReferenceError: "APIKEY" is not defined.: no thrown error com.glide.ui.ServletErrorListener'.	
User Administration PRB1930929	Updates on the sys_user table are aborted by business	The business rules are too restrictive. The following business rules contain 'Abort action' in the script	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2468450	rules, breaking functionality	if an invalid country code or language code is present: 'Prevent invalid country code' and 'Prevent invalid language code'. However, they don't have any conditions to trigger. If the country code or language code was already invalid due to historic imports/updates, then all transactions on the sys_user records (and extended tables like customer_contact) is aborted. This breaks functionality such as data import, updating the user profile, password reset application, and administering the sys_user record via the UI. There is also insufficient logging presented to the user to indicate why the transaction failed.	
User Authentication PRB1944133	There's a login page (login.do) presentation issue after a Zurich upgrade	There's a login page (login.do) presentation issue after a Zurich upgrade when changing the language to French.	
UXF Components PRB1919730 KB2505771	UXF page components aren't loading properly post-upgrade due to a page fragment not updating during the upgrade	When users upgrade minor patches, if there are no changes to the metadata related to macroponents, page fragment caches won't be flushed. During the upgrade process, if any user accesses pages that have asset bundles, a problem occurs. During the upgrade, asset bundling is turned off, so the macroponent page fragment doesn't have assetsInBundle,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		but once the upgrade is completed, asset bundling will be turned on. However, the backend is serving the old page fragment without the asset bundle context, and the macroponent asset bundle is not loaded, so components in the page won't load.	
UXF Macroponent PRB1909733	A thread is stuck because there are multiple threads accessing the same page with the same macroponent	There is a stuck semaphore transaction related to the function createCacheable PageFragment FromShell in CacheablePage FragmentFactory.java. This can lead to multiple threads stuck with no other option than to restart the node to provide relief. This may occur when there is no cache entry for the requested macroponent on the server, and multiple users are trying to access the same page with the same macroponent simultaneously.	
UX Framework PRB1886861	There's an Automated Test Framework (ATF) error	A syntax error or access rule violation is detected by database: '((conn == xxxxx) Table 'xxxxx_1.sys_uxf_snapshot' doesn't exist)'.	
UX Framework PRB1887044 KB2541971	The latest asset in sys_ux_lib_asset isn't used when multiple asset records exist for the same asset version	This impacts Now Assist Panel loading and Dirty State Management in workspaces.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1892094	An ATF test UI action fails due to a timeout error	The intent library delivers context on generator registration for translators that don't exist on the page.	
UX Framework PRB1924256	In Service Operations Workspace (SOW), the Change Overview page loads blank on the first normal change creation in a new session	After creating a new normal change and saving the record, the 'Overview' page is displayed as blank.	**1.** Log in to an instance. **2.** Impersonate a user. **3.** Open SOW. **4.** Navigate to **Change** in List. **5.** Create a new normal change. **6.** Save the record. Notice that the 'Overview' page is displayed empty.
UX Framework PRB1925967	Engagement Messenger isn't loading chats after upgrading	The chat box in Engagement Messenger is blank, and loads no content. The errors occurs, 'SecurityError: Failed to read a named property 'uxfIntentLibrary' from 'Window'.	**1.** Launch the Engagement Messenger. **2.** Select the chat box. **3.** Observe that the chat box is blank. **4.** Navigate to a Yokohama instance. **5.** Navigate to Agentic Portal in a separate browser tab. Don't attempt to log in. **6.** Open up the dev console. **7.** Execute the script. **8.** Execute the code. **9.** Select the chat bubble that appears after the code finishes executing. Expected behavior: The chat loads with content. Actual behavior: The chat load is blank and a security error appears in console.
UX Framework PRB1942276 KB2661969	When hovering over any workspace tabs (parent or child/ secondary), the tooltip stays on screen and doesn't disappear	This is an intermittent issue, but when it occurs the user can't read part of the record.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1947987 KB2649894	CSM/FSM Workspace list filter changes when opening and closing a record	When opening a record through the list in the CSM/ FSM Configurable Workspace, the list's filter is modified after closing the record.	Refer to the listed KB article for details.
UX Framework PRB1966606	Make UXF Caches Hard references to mitigate long build times from cache reclaims	This is a product update.	
Virtual Agent PRB1878374	In Teams, conversations are stuck and run into errors after switching between instances		**1.** Connect the Prod bot to an instance. **2.** Run a few conversations on Teams. **3.** Switch to another instance. **4.** Try running a few conversations. Expected behavior: The user is able to run conversations on Teams. Actual behavior: The user conversations are stuck and run into errors sometimes.
Virtual Agent PRB1890944 KB2338484	Large /api/now/v1/cs/consumerAccount/unreadMessage calls from Proactive Trigger exhaust instance API resources	Some users on Portal have over 1 million df//api/now/v1/cs/consumerAccount / unreadMessage call observers in the node logs. This causes an issue as it exhausts the API rate limit and prevents people from submitting forms on the portal and other issues. The API call is constantly sent out even when the session is timed out.	Refer to the listed KB article for details.
Virtual Agent PRB1893137	The Virtual Agent LLM survey displays a question twice	It's observed that there's LLM support for a survey, and the questions asked in the survey are populated twice.	
Virtual Agent	Shouldn't be relying on the 'Greetings'	Users can have custom 'Greetings' topics. For	

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Problem	Short description	Description	Steps to reproduce
PRB1896593	topic for portal's Virtual Agent hand off	those users, the hand off is broken.	
Virtual Agent PRB1905962	Link, text and icon menu items aren't working in Virtual Agent branding in Dynamic Window		1. Navigate to our branding config record and review the menu items listed at the bottom: / sys_cs_branding_setup_list.do?. Observe that there's items for links, icons and text as menu items. 2. Navigate to the portal after impersonating a valid user. 3. Open Virtual Agent by selecting the icon at the bottom right. 4. Select the **Support** button at the top of virtual agent window. Observe that none of the items of links, icons and text appear. Expected behavior: All type of menu items should display. Actual behavior: Only the phone and email are working.
Virtual Agent PRB1913154	Non-actionable notifications under regular cases create interaction records for channels and NASS	For channels and NASS, it creates a conversation and does a silent handshake for NASS/NAVA. This creates a conversation and an interaction internally, which is incorrect.	1. Make sure that the user has had some conversation with NASS/Channel. 2. Trigger a non-actionable notification. Expected behavior: A conversation associated with the notification shouldn't have an interaction record. Actual behavior: An interaction record is created.
Virtual Agent PRB1927571 KB2586834	SessionManager and MacMessageBatchingSession is caching rhino objects contributing to higher heap usage	With a cache using around 150+ MB, chrome scope objects within a cache make it unexpectedly large depending on the GlideRecord queries that they run or JavaScript objects stored in the scope.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1930434	Multilingual functionality is broken, and the complete flow is not working as expected	This issue was observed in Yokohama with RAG 3.0.4 after the ynowassist nightly build occurred.	1. Impersonate as user with Japanese session language. 2. Ensure 'glide.sys.language' system property is in Japanese with the system property value would be 'ja'. 3. Create a skill. 4. Add RAG as tool. 5. Execute the skill. Expected behavior: The skill and RAG tool should execute successfully. Actual behavior: RAG is failing with attached error.
Virtual Agent PRB1933184	There's empty users in the sys_gen_ai_usage_log table	In SystemScriptObject, when executeSkill(), if setLicenseUsage() is called before execute(), sys_generative_ai_log would not be created yet and sys_gen_ai_usage_log's user field wouldn't be populated. There may be other instances where the user calls setLicenseUsage(), but there's no conversation.getContext().getGenAILogId().	1. Start a NAP conversation. 2. Execute a skill (for example, order laptop). 3. Navigate to sys_gen_ai_usage_log table. Expected behavior: The **User** field should be populated. Actual behavior: The **User** field on the record that was just created is empty.
Virtual Agent PRB1935944	Post-chat survey results aren't stored in the 'Assessment instance' table	There should be a record of the feedback asmt_assessment_instance given in the post-chat survey. However, no feedback given by the user in the post-chat survey is stored.	
Virtual Agent PRB1947698	Only one agentic workflow executes successfully when the same trigger fires simultaneously	When a workflow trigger fires simultaneously multiple times, only one of the resulting agentic workflows executes successfully. The other workflows terminate immediately with an error indicating that no session ID could be found. Each trigger correctly creates a new	1. Create the agentic workflow named 'Test multiple case executions'. 2. Select three or more case records. 3. Update them simultaneously so that the trigger fires for all at once. Notice that the three execution plans (sn_aia_execution_plan) and three conversation records are created. Only one conversation and execution plan executes successfully. The other

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Problem	Short description	Description	Steps to reproduce
		execution plan and a new conversation record, but only one conversation proceeds, while the others fail at the start.	conversations don't continue after the first task with the error 'No session ID found'. Expected behavior: Each triggered workflow should independently create or resolve its own valid session so that all conversations execute successfully, even under concurrent trigger conditions. Actual behavior: Only one conversation executes successfully. The other conversations either terminate immediately or don't continue after the first task with 'No session ID found' error.
Virtual Agent PRB1954972	Teams conversations time out due to a slow tracer query as the sys_cs_fdih_invocation table becomes too large	The sys_cs_fdih_invocation table can become large with 99.9999% records without a trace_id (trace_id=Null). A slow query can be triggered: 'QueryWarning *** WARNING *** Large Table: Table handling an extremely large result set: 2194898. Query that got us here is: TABLENAME = sys_cs_fdih_invocation ENCODED_QUERY = trace_id=NULL'.	
Virtual Agent PRB1956231	vaVars or vaInputs variables set in a script include from an LLM input script area aren't unwrapped	The value should be unwrapped and stored as base type (i.e. java.lang.String) in task context. Instead, the value is sent as NativeJavaObject, which leads to an xstream serialization exception.	1. Create a script include that takes vaVars as a variable. 2. In that script include, set a variable on vaVars: vaVars.time = global.VAClickMetrics.getCurrentTime(); from an LLM input node script area (like Dynamic Choice Picker). 3. Create an instance of this object. Expected behavior: The value is unwrapped and stored as base type (i.e. java.lang.String) in task context. Actual behavior: The value is sent as NativeJavaObject, which leads to an xstream serialization exception.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1976846	SessionManagerQueueSessionToChannelSession caches rhino objects, contributing to higher heap memory usage	Even if it's using a cache size of 10, each item takes between 8-10 MB, causing the overall memory consumption to spike to over 800 MB.	
Virtual Agent third-party integrations PRB1956730 KB2683059	Live agent only mode doesn't work for third-party channels	The user messages aren't received by the agent. This message appears in the log: 'Couldn't find rich control, dropping current message'.	Refer to the listed KB article for details.
Virtual Agent Web Client PRB1896591	Emoji panel loading is slow in Windows OS	Chrome and Edge browsers freeze for one minute after the user selects an **Emoji** icon in the Virtual Agent Web Client.	
Virtual Agent Web Client PRB1920035	The 'VTT' icon isn't available in previous model of Now Assist Portal (NAP)	The issue occurs when the user switches from the new model to the previous model with VTT turned on.	1. Provision an instance with any of the BU skills installed. 2. Turn on NAP with VTT. 3. Turn on the microphone from the browser preferences. 4. Toggle 'on' accessibility settings. 5. Select the **NAP icon**. 6. Ensure the **VTT** icon is available in the new model. 7. Change the model to old model (Self service modal dialog). 8. Refresh the page. Expected behavior: The **VTT** icon should be available. Actual behavior: The **VTT** icon is not available in the old model of NAP when the user switches from the new model to old model with VTT enabled.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1942157	The KB article displays an 'undefined' avatar for a guest user		1. Open the /csp portal in an instance without logging in. 2. Initiate a chat with the Virtual Agent (VA). 3. Fill in all the details like First Name, Last Name, and Email. 4. Select **Product Issue**. 5. When the VA prompts to describe the issue, enter 'dishwasher'. 6. Select **Yes** for summary accurate. 7. Select **Show me everything** > **Get Help (Template)**. 8. Enter 'dishwasher'. Observe that the VA comes back with the KB article, but the avatar of the KB is undefined.
Virtual Agent Web Client PRB1943211	A custom image for a FAB icon doesn't occupy the entire button	The current implementation uses a now-circular-button, but the custom image passed is set to the icon property of the button, which only occupies part of the button.	
Virtual Agent Web Client PRB1972561 KB2787591	Enhanced chat does not pick up custom tokens in portal		Refer to the listed KB article for details.

All Other Fixes

To view a list of all other PRBs fixed in Australia, refer to All other Australia fixes.

All other Australia fixes

The Australia release contains important problem fixes.

Australia was released on March 12, 2026.

- 03-04-2026_1355
- glide-australia-02-11-2026__patch0-02-24-2026

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Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This version is being evaluated for use in the ServiceNow Government Community Cloud (GCC) environment.

For a downloadable, sortable version of the fixed problems in this release, click here

All other fixes

Problem category	Problem	Short description
Access Control	PRB1966968	ScriptingGovernanceUtils does not correctly create sys_user_has_role records for the snc_required_script_writer_permission based on the legacy/V1 or V2 Role Management mechanisms
Access Control	PRB1928472	Unable to assign a 'Customer' admin role to a contact from the contact view page from CSM portal
Access Control	PRB1913056	Query range ACL can be created with script
Access Control	PRB1813550	Files are missing during upgrade of plugin
Access Control	PRB1928139	Field-level ACLs on database views appear to behave differently between .* and specific field names
Access Control	PRB1933758	Read allow ACLs are skipped evaluation
Access Control	PRB1936192	The Security Constraints error message is not getting displayed on the new record if a user does not have create access
Access Control	PRB1938078	Excessive syslog logging from AccessTerm "Slow ACL"
Access Control	PRB1949281	The 'Scripting Governance Tool' documentation link isn't working
Access Control	PRB1959231	The QueryRangeACLAuditor script needs always print the final log statement on line 5981
Access Control	PRB1892720	'Applies to' in the Deny Unless Read ACL doesn't work for users with elevated privileges
Access Control	PRB1914077	The Description field on ACL is not updating correctly
Access Control	PRB1919311	AddEncodedQuery in "Case Query rules" Business Rule is trying to get results using an invalid query

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Problem category	Problem	Short description
Access Control	PRB1930955	While updating the list records using 'Update All', the list context menu throws an error
Access Control List (ACL) Rules	PRB1918943	Ensures QueryRangeACLAuditor rerun to preserve the timestamps of query ACLs created by previous audit run
Access Control List (ACL) Rules	PRB1964011	AllTermsCache has an increased live set of close to 20 MB in Zurich
Action Bar Component	PRB1754460	UI Action Bar moves downwards when resizing the window in the Service Operations Workspace
Action Bar Component	PRB1865188	The 'Approval' and 'Reject' buttons are shown twice for a delegated user on approval records or problem
Activity Stream	PRB1936699	Activity stream flickers when the work notes are in modless view
Activity Stream	PRB1973866	When showEmailMiniCompose = ON_EMAIL_ACTION, users can't reply to an email more than once
Activity Stream	PRB1972203	@mention menu pop-up in workspace appears when removing trailing whitespace
Activity Stream	PRB1890722	Attachment details are displayed incorrectly in the workspace activity stream when attaching a duplicate attachment to an email
Activity Stream	PRB1894503	Typing and posting a comment rapidly can result in missing characters
Activity Stream	PRB1923171	When the Journal field is truncated, new lines are lost
Activity Stream	PRB1854197	Create a configurable sys property for a search's duration when searching for emails related to new records
Activity Stream	PRB1743672	Work notes using a carriage return aren't displaying in HR Agent Workspace when using Edge encryption
Activity Stream	PRB1959209	Paragraph spacing is lost after editing and saving a long post in the plain text editor
Activity Stream	PRB1936307	@mention in journal input doesn't appropriately respond to assistive technologies
Activity Stream	PRB1954291	An attachment with no creation date causes a null point error and the activity stream doesn't render on UI16
Activity Stream	PRB1969041	Focus remains on the 'Email' tab after 'Save'

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Problem category	Problem	Short description
Activity Stream	PRB1972588	Dependency fields are not resolved if the dependent field is not part of the filter
Activity Stream	PRB1868703	Slow queries against the sharded sys_audit table when populating the Activity Stream
Activity Stream	PRB1899572	The Activity section of the Details tab doesn't show field changes upon incident creation
Activity Stream	PRB1926219	Assignment rule is shown as updated by user name instead of system post Washington in the activity stream
Adaptive Authentication	PRB1902875	Adaptive Auth idenityProvider filter doesn't result in null
Adaptive Authentication	PRB1945533	Users are able to register a mobile device with an expired QR code in 'Trusted mobile device'
Advanced Work Assignment	PRB1943775	Walk-up interaction state is restricted by HR scope ACLs
Advanced Work Assignment	PRB1914068	The executeTimeoutJob from Advanced Work Assignment (AWA) might be attempting it again and going into a loop, blocking the node to come up
Advanced Work Assignment	PRB1932373	'Block relationship autocreation' business rule logic was not fixed correctly
Advanced Work Assignment	PRB1933671	AWA (Advanced Work Assignment) uses the system locale timezone when writing to logs
Advanced Work Assignment	PRB1939743	Interaction and AWA Interaction Work Item records show different assignment/wait time values
Advanced Work Assignment	PRB1944387	The 'Create Segment On WorkItem Accept' business rule runs unnecessarily when a previous accepted work item exists
Advanced Work Assignment	PRB1950553	Interaction list is taking time
Advanced Work Assignment	PRB1950970	Re-opening an alert triggered after agents manually mark a chat as 'closed abandoned' should be prevented
Advanced Work Assignment	PRB1959522	Agents are able to send messages even after a conversation is closed
Advanced Work Assignment	PRB1965535	MessagingActionUtils doesn't handle exceptions when sending messages, breaks messaging action timers
Advanced Work Assignment	PRB1975706	Standby node takes 1.5 hours to launch online

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Problem category	Problem	Short description
Advanced Work Assignment	PRB1982818	After removing a service channel, the current universal capacity of the agent isn't decreased
Advanced Work Assignment	PRB1874401	The awa_queue_trigger translation is not reflect in the agent chat when the language is set to French
Advanced Work Assignment	PRB1900404	Delay between poke and routing caused by the assigner thread not running on UI nodes
Advanced Work Assignment	PRB1918004	The configuration on Assignment eligibility - Eligible At is not reflected on Agent Chat
Advanced Work Assignment	PRB1929089	Missing index on awa_work_item (state, claimed_for, executed_by)
Advanced Work Assignment	PRB1929864	The chat card remains in the agent inbox after the guest ends the conversation
Agent Assist	PRB1918072	Similarity Definition is not working
Agent Chat	PRB1935719	Chat opens for closed, complete interactions in the configurable workspace
Agent Chat	PRB1964909	When an agent receives a new interaction within the workspace, the non-focused tab won't blink or flash
Agent Chat	PRB1922878	The agent chat's audio alert for inbox should stop playing when the agent has responded even if the alert's mp3 has not finished playing
Agent Chat	PRB1939251	Agent chat dynamic translation doesn't work as expected on per chat basis
Agent Chat	PRB1960915	Live Chat Messages from Agents are not appearing in the end user UI
Agent Chat	PRB1937850	Agents are unable to view messages sent by end users that contain URLs formatted with an HTML <a> tag when DTAC is enabled
Agent Chat	PRB1943203	When hovering through the response templates, the preview is obstructed/ hidden behind the case form
Agent Chat	PRB1943902	Create a new exclusive channel to receive work items on Agent Chat
Agent Chat	PRB1957261	Invoke end chat summarization in a 'system' topic
Agent Chat	PRB1959396	AWA workitemResponder onChange published message causes a work item card to disappear in the workspace

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Problem category	Problem	Short description
Agent Chat	PRB1970805	After transferring the chat to another queue, the previous agent is still able to send chats on the transferred interaction
Agent Chat	PRB1979795	Users can't update the agent chat status message content consistently via [sys_ui_message] records
Agent Chat	PRB1982490	RECORD#OPEN_CALL event isn't emitted during manual reject for transferred work items
Agent Chat	PRB1836368	Desktop message notification with unwanted content is triggered after an asynchronous chat ends
Agent Chat	PRB1908263	Safari audio issues in inactive tabs
Agent Chat	PRB1921738	Survey questions do not appear in the Active Chat window for Agent
Agent Inbox	PRB1972409	Incorrect Quick Action filtering when THIRD_PARTY_INTEGRATION is missing or disabled
Agile Development	PRB1968771	/sn_safe_$safe_board.do#/teamBacklog is broken
Agile Development	PRB1905318	Base instance process flow formatter for table doesn't match with the flow
AI Agents (Glide Family)	PRB1972747	Ten assists for catalog execution in the fully agentic should be charged
AI Search	PRB1931645	AI Search listens to events such as 'sys_cache_flush' and can cause stack overflow exceptions
AI Search	PRB1896807	'Index All Table' from the list view of a datasource should trigger 'No block indexing' instead of 'Block reindexing'
AI Search	PRB1745417	User with 'ais_high_security_admin' role doesn't get any search results
AI Search	PRB1887375	'OR' conditions aren't correctly evaluated in EVAM lite
AI Search	PRB1861012	Sn-search-combobox sends exact match data broker execution
AI Search	PRB1892424	In AI Search, there's an incorrectly wrapped string in t() function
AI Search	PRB1829924	On the Next Experience global search, 'Recently viewed' doesn't display an incident number and only displays text in the subdomain
AI Search	PRB1902960	Now Assist Q&A Genius Results don't display when the Log Signals Server side

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Problem category	Problem	Short description
		is turned on through Search Application Configuration
AI Search	PRB1949749	AI Search doesn't return results on the latest znowassist instances
AI Search	PRB1962777	NBA/RAG doesn't use applicable_skills
AI Search	PRB1780159	An AI Search pop-up with 'Recently Viewed:' and 'Suggested' groupings aren't identified to assistive technology users
AI Search	PRB1819970	The Knowledge Article view count is not incremented by attachment download in AI Search
AI Search	PRB1820525	The full_text chunking format is not indexing or querying the entire document
AI Search	PRB1830825	Taxonomy topic field on the sc_cat_item indexed source is not ingested due to an SQL exception in a domain separated and multi-lingual glide environment
AI Search	PRB1894396	Linking a new source profile does not mark the target profile's state as 'DRAFT'
AI Search	PRB1895430	SPSearchResultActions client callable scriptable is not available to unauthenticated users
AI Search	PRB1897733	When an attachment upload fails, all documents in the batch are not indexed
AI Search	PRB1907730	Global search icon color with zing for theming
AI Search (Glide)	PRB1936969	Spinner or loader is still shown when Genius Result (GR) isn't linked to the search application
AI Search (Glide)	PRB1897038	There are too many errors when AisRelevancyService doesn't have enough signals to train ML solution
AI Search (Glide)	PRB1944944	RAG corrupted AI Search results sends back the wrong sys_id and text in results
AI Search (Glide)	PRB1930534	When used on service portals, 'Exact Match' should honor search sources
AI Search (Glide)	PRB1971388	IngestableDocument.getObjectSize isn't counting fEmbeddedDocuments
AI Search (Glide)	PRB1972570	displayValue in location gives the sysID rather than the country code
AI Search (Glide)	PRB1921724	Improve ResponsePostProcessor time when the table is early binding
AI Search (Glide)	PRB1939064	Malformed field "is_conversational" in AIS response

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Problem category	Problem	Short description
AI Search (Glide)	PRB1939319	When the user first navigates to Full page search and executes a search on chat, an empty search databroker is executed
AI Search (Glide)	PRB1954965	The 'Query Timeout' property doesn't configure application level timeout
AI Search (Glide)	PRB1961490	The user cannot ingest semantic fields for skills in a non-global domain
AI Search (Glide)	PRB1990134	If all KBBs from one doc are removed from KB late binding, the post process stops and all following docs are returned
AI Search (Glide)	PRB1914943	Child catalog item e.g. sc_cat_item_guide is re-indexed incorrectly to sc_cat_item after record is inserted to sc_cat_item_category
AI Search (Glide)	PRB1916606	The User Context "Country" uses a display value instead of a country code but ais_rule.trigger uses country_code
AI Search (Glide)	PRB1921293	The Glide List field is indexed only in English during full ingestion despite non-English KB language
AI Search (Glide)	PRB1926964	E5 encoding does not work when a non-base instance English (EN) record is created in the sys_language table
AI Search (Glide)	PRB1931346	KB Article rendering issues in Agent Chat
AI Search Assist	PRB1928988	'Invalid Date' is displayed in the 'Last Modified' field in the AI Search Assist Widget
AI Search Assist	PRB1956754	The AI Search results expand/collapse chevron has no accessibility mark-up, causing it to not exist for screen reader users and keyboard-only users
AI Search for Service Portal	PRB1956814	Pressing the 'Enter' key doesn't open the link
AI Search for Virtual Agent	PRB1831062	For the Virtual Agent in the Employee Center, 'Here's what I found for {0}' appears as hardcoded
AI Search for Virtual Agent	PRB1932162	Marking KG 'None' in the Conversational Interface invokes the 'Text To Result' call
AI Search UX	PRB1946473	The enhanced search typeahead widget doesn't honor the placeholder value
AI Search UX	PRB1980290	In the Service Portal with Now Assist enabled, when the tab focus is on the link and the 'Enter' key is pressed, the link doesn't open
AI Search UX	PRB1963505	URLs towards the end of the streaming are rendered as plain text

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Problem category	Problem	Short description
AI Search UX	PRB1923669	Citations rendered as raw JSON when async/streaming is disabled
AI Search UX	PRB1956521	Results whose titles start with an @ and contain </highlight> (due to hit highlighting) don't render correctly
AI Search UX	PRB1768030	Search function duplicated details are read out within search results
AI Search UX	PRB1935102	AI Search Search Source Preview Link does not correctly handle "New Conditions"
AI Search UX	PRB1951137	Don't pass a Virtual Agent Entity View Action Mapper (EVAM) ID when enhanced chat isn't turned on
AI Search UX	PRB1957805	A sparkle icon color can't be set during animation
AI Search UX	PRB1962691	AI Search doesn't populate sys_search_source_event with sources that weren't returned
AI Search UX	PRB1963984	Streaming fails when there's a response with numerous citations
AI Search UX	PRB1977757	Portal search loses search_results_configuration context when resubmitting search
AI Search UX	PRB1920766	For Search Signals, kb_knowledge citations do not log tables in sys_search_signal_event
AI Search UX	PRB1928007	An empty GR result is shown when a multi-content GR response is returned for a different search
AI Search UX	PRB1928306	"Filter Genius Results by tab" configuration on Search Application form is not respected in portal search
AI Search UX	PRB1930672	A Service Portal Genius Result (GR) synthesized response flashes and changes text size
AI Search UX	PRB1932120	Non-conversational catalogs shouldn't have an option to request in a chat
AI Service - Glide Interfaces	PRB1919181	The 'MI solution' table gets updated whenever a prediction is done because of the 'last accessed time' column
Alert Aggregation	PRB1947502	Improve logging in the 'Service Analytics - Update virtual alerts for aggregation groups' logic
Analytics and Reporting	PRB1976877	Focus order issue in Open Analytics Window

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Problem category	Problem	Short description
Solutions for Service Portal		
Analytics Data API	PRB1931476	Issue with Incident SLA donut translation in Service Operations Workspace (SOW)
Analytics Data API	PRB1894963	Data Visualization drilldown doesn't follow previous filters
Analytics Data API	PRB1944148	PAE real-time isn't possible when the breakdown filter includes a scripted mapping for a different table
Analytics Data API	PRB1928857	The maximum number of groups on the heat map visualization in Platform Analytics resets to 10 when filtering
Analytics Data API	PRB1937286	When a visualization acts as filter, another visualization isn't filtered for the first time
Analytics Data API	PRB1956708	In Platform Analytics, there's an issue with time series visualization when grouped by breakdown
Analytics Data API	PRB1962112	Time series with 'Group by' elements in report range doesn't display the correct data
Analytics Data API	PRB1967291	After an upgrade, Platform Analytics reports and dashboards aren't able to viewed by users
Analytics Data API	PRB1980107	In Platform Analytics's Data Visualizations's 'Trend By', there's no support to select calendar_date_time fields
Analytics Data API	PRB1986630	Domain isn't included while generating a key for the indicator data source
Analytics Data API	PRB1892623	Data visualization on a pivot table shows 0 or incorrect/inconsistent data
Analytics Data API	PRB1897544	Chart interaction fails in Bubble Data Visualization when using a decimal-type field configured via dot-Walk (Reference field) under Xanadu and Yokohama dimensions
Analytics Data API	PRB1904385	PAR Bar chart sorting does not work if multiple visualizations have same data source filters, 'group by' and max number of groups in a dashboard or tab
Analytics Data API	PRB1914015	Data is not populated for Ratings widgets
Analytics Data API	PRB1915499	The funnel is displayed incorrectly in the workload saving widget
Analytics Data API	PRB1926216	Add proper support for different variable types

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Analytics Hub	PRB1930155	Comments created date inside a widget display the wrong created date
Anonymous Report Center (ARC)	PRB1736778	Pop-up message reloads when an employee enters the Anonymous Report Center
Anonymous Report Center (ARC)	PRB1931937	Anonymous report PDF displaying sys ID instead of display name
API Access Policies	PRB1940494	The post-authentication policy from one CBA or WSSE overwrites the outcome of other policies with the same type
API Access Policies	PRB1917216	Authenticate header for browser redirect to API is Basic when logged in
App Engine Studio - Family Channel	PRB1906919	Flow created from App template does not have trigger configured
App Engine Studio - Family Channel	PRB1923756	The Record Producer remains as the original template's one in a newly created app
Application Collaboration	PRB1833256	Delegated developers can see installed applications in 'My Company Applications'
Application Install Engine	PRB1930608	After a migration job was successfully completed, the glide property is not updated
Application Install Engine	PRB1914695	If the soft dependency version is not available, the entire app installation fails
Application Install Engine	PRB1925437	The Installation Logs related list does not show any logs for the global app
Application Manager	PRB1963964	The install/update modal for any Now Assist app that loads the new Now Assist suite UX takes over two minutes to load
Application Manager	PRB1945557	A Vulnerability Response application fails to load due to a long-running query in the AppsData script include
Application Manager	PRB1964007	Sys_prop is polluting the update set
Application Manager	PRB1920459	Nodes aren't coming online, and java.lang.Class CastException in the wrapper logs a boot
Application Manager	PRB1618401	sn_impex.GlideImportSetTransformMap() script doesn't work as expected in cross scope
Application Manager	PRB1872434	Apps are not listed under 'Products' during offline upload
Application Manager	PRB1888295	Unable to open the 'Product details' page with apps after uploading a .store file

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Application Manager	PRB1895645	The script call 'new UpdateChecker().checkAvailableUpdates();' creates an extra sys_update_version record
Application Manager	PRB1926354	Not Licensed applications are showing up under the Licensed list for the Service Operations Workspace product in Application manager
Application Rationalization	PRB1942817	Issues with the 'Dependency' view in Enterprise Architecture Workspace
Application Rationalization	PRB1945947	Deletion of a TRM product doesn't delete the associate lifecycle record
Appointment Booking	PRB1958490	The 'Reschedule' UI action isn't displaying any appointments
Appointment Booking	PRB1973793	Blackout schedule isn't honored
Appointment Booking	PRB1922446	The error "Function log is not allowed in scope sn_apptmnt_booking. Use gs.debug() or gs.info() instead" occurrs when upgrading Yokohama
Appointment Booking	PRB1923326	There's insufficient server-side input validation for 'Reschedule Appointment' in FSM appointment booking
Appointment Booking	PRB1925169	The 'Book Appointment' Dialog Box is not automatically closed and the 'Reschedule Appointment' title is showing for a first time booking
Approvals	PRB1900608	The approval history entries 'added as an approver' are duplicated on record
Approvals	PRB1928314	Re-triggered change approvals aren't routing to the user who rejected them previously
Approvals	PRB1965496	Add approval delegation helper methods to retrieve only requested approvals and help improve performance in Service Portal
Approvals	PRB1840427	Approval record history access is blocked when the state is 'No longer required'
Approvals	PRB1914382	When a change is accepted or rejected, a work note message is not translated
Approval with E-signature	PRB1955867	'Approval reason' field should be empty when no reason is provided
Approval with E-signature	PRB1962541	In workspace, an eSig popup doesn't appear when using the inline approval
Archive Rules	PRB1898325	In the 'Archive Rule' form in 'Archive Related Records' tab, a related record can point

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		or reference the main archive rule in the 'Reference Table Rule' field
Archive Rules	PRB1931605	"retain_references" flag should be inherited from an archive rule on the parent table instead of defaulting it to false when there is no archive rule for the table
Assessments	PRB1902714	When a scripted method assessment metric is used, the normalised value calculation is different
Asset Management	PRB1964198	Model business rule 'Update asset display names' times out transactions due to synchronous bulk updates on assets
Asset Management	PRB1948574	Baseline insert, insert, and stay functionalities in Asset Management are broken because of incorrect PID implementation
Asset Management	PRB1942227	Users are unable to create certain asset types in Asset Workspace in Japanese
Asset Management	PRB1943052	A sys_update_xml record isn't created when updating a translation
Asset Management	PRB1953435	The heading structure is incorrect for an Asset Workspace homepage
Asset Management	PRB1964071	The bulk update of a UI action generates a warning message when selecting 'Received'
Asset Management	PRB1968544	Assets which were created aren't displaying in 'Create Asset' on the Agent Mobile app
Asset Management	PRB1973670	Transfer order tasks are cancelled, but the active flag remains turned on
Asset Management	PRB1976533	The Asset Creation queue uses a user session domain instead of a CI domain
Asset Management	PRB1903399	When a pre-allocated value is selected for substate, both state and substate become read-only
Asset Management	PRB1915546	Empty terms and condition records are created if the user tries to update terms and condition while trying to create a contract
Asset Management	PRB1923537	Default view for Hardware Models table not showing in Views list
Asset Management	PRB1926850	Mismatched units in model form
Asynchronous Message Bus (AMB)	PRB1940517	Improvise performance of AMBQuickMessageDeliverer thread by using a shared lock when polling from two queues repeatedly

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Problem category	Problem	Short description
Asynchronous Message Bus (AMB)	PRB1906536	Asynchronous Message Bus (AMB) publishes calls through PubSub and fails for Record Watcher and VTB use cases
Attachments to Records	PRB1920687	User can see the 'New' and 'Edit' buttons in attachment attribute table
Attachments to Records	PRB1952615	Can't upload big files after upgrade to Zurich
Attachments to Records	PRB1857893	Attachment upload modal window shows null when an attachment with an empty file name is present in the sys_attachment table
Attachments to Records	PRB1977787	Adding the prefix 'ZZ_YY' hides all references to an attachment in a record
Attachments to Records	PRB1954868	The 'Delete' option is visible in the 'Attachment' section in workspace even after restricting the access to delete attachments in the Zurich version
Attachments to Records	PRB1879578	New button on the Attachment related list opens a a sys_attachment form when it should not, and when submitted, it adds a zero byte attachment to the Activity Stream with no content type
Attachments to Records	PRB1916743	Cannot update Virtual Agent chat notification sound
Audit History	PRB1958048	Audit TTL job doesn't clear the data from sys_audit on extension shards
Audit History	PRB1933089	The user is unable to see 'History > List ' on the form when the ACL is created with 'Applied to' or 'Data Condition'
Audit History	PRB1928527	Handling of NPE in historyWalker due to unknown fields appearing even they are not part of table's columns
Audit History	PRB1931990	Logs flowin to the active sys_audit sharded table
Authentication	PRB1913258	In the IP Filter Criteria Record, the user can't add a description to an existing range
Authentication	PRB1891591	Customer workflow triggered from last_login_time updates can cause the ACL result to be cached as guest in transaction
Authentication	PRB1975818	The property glide.authenticate.failed_redirect is not working after login failure
Authentication	PRB1897600	Log mutual authentication errors in AuthnLog for Dev Crypto API calls using mutual authentication

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Authentication	PRB1901442	Mismatch in failed login attempts for sys_event and Security Center Records
Authentication	PRB1918178	Insufficient Non-Text Contrast for Response Time (Stopwatch) icon button on the login page
Authentication	PRB1920095	A long "Change Password" UI Message causes formatting issues on the Next Experience version of Change Password Page (login_cpw.do)
Automated Test Framework (ATF)	PRB1932771	An ATF step UI Action visibility fails to find a UI action when sys_ui_action.client = true
Automated Test Framework (ATF)	PRB1943666	The ATF Page Inspector component list is empty on portal pages with AI Search turned on
Automated Test Framework (ATF)	PRB1900456	Set the sys_trigger state with a recognizable or meaningful state instead of state -1776
Automated Test Framework (ATF)	PRB1937603	'Copy Test' for Reusable Tests does not copy reusable input/output variables
Automated Test Framework (ATF)	PRB1920825	ATF becomes less responsive if a large number of cloud runner tests are queued
Automated Test Framework (ATF)	PRB1933246	ATF does not select exact match in select2 component when there is more than one selection available
Automated Test Framework (ATF)	PRB1941169	ATF reusable test input/output variables do not have a default form layout
Automated Test Framework (ATF)	PRB1956099	'Add Test Step' modal is blank for atf_test_admin users after installing the Cloud Account Management app
Automated Test Framework (ATF)	PRB1966193	The accessibility label of a file attachment is hardcoded
Automated Test Framework (ATF)	PRB1892104	Automated Test Framework (ATF) returns"[object Object]" error in 'Module Visibility' step when testing Next Experience UI
Auto Resolution Simulation	PRB1843989	Issue with the extraction of the term 'Delete' in the platform sys_ui_message for Yokohama
Batch API	PRB1911987	Search sources in UI Builder 's Source to Pay workspace Experience setting is null
Cache	PRB1953827	There's errors in the system/error log since Zurich
Cache	PRB1922845	File handlers are left open if a LazyInputStream is closed before being read by LargeContentDiskCache

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Problem category	Problem	Short description
Case and Knowledge Management for HR Service Delivery	PRB1933229	Incorrect UI policy causing issues on 'View Responses' UI action for sn_hr_core_task
Case and Knowledge Management for HR Service Delivery	PRB1935669	hr_SecurityUtils.getCoeSecurityPolicy script include API may error when the 'Services' field is empty
Case and Knowledge Management for HR Service Delivery	PRB1899272	HR uptake on scope mastering on sys_email, asmt_assessment_instance, and sysapproval_approver
Case and Knowledge Management for HR Service Delivery	PRB1960734	HR templates with scripts aren't working after upgrading to Zurich
Case and Knowledge Management for HR Service Delivery	PRB1946786	A primary job isn't set for an alumni record
Case and Knowledge Management for HR Service Delivery	PRB1981562	Transferring an HR case in the 'Ready' state to a new 'Service activity' fulfillment type HR case does not create approval records
Case and Knowledge Management for HR Service Delivery	PRB1891255	Agent unable to add a tag in a HR case
Case and Knowledge Management for HR Service Delivery	PRB1895171	Job code is updated in the sys_user record when the sn_hr_core_job record has been updated
Case and Knowledge Management for HR Service Delivery	PRB1901297	HR Task Widget is not formatting the Description as HTML
Case and Knowledge Management	PRB1920799	'Preview document' functionality on PDF displays '&' incorrectly

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Problem category	Problem	Short description
for HR Service Delivery		
Case and Knowledge Management for HR Service Delivery	PRB1922313	Synchronization of Phone Field from User Record to HR Profile only during record creation, but not during updates
Case and Knowledge Management for HR Service Delivery	PRB1924244	Duplicate constant "TASK_IN_PROGRESS" in Script Include "sn_hr_core.hr_Constants"
Case and Knowledge Management for HR Service Delivery	PRB1924672	Retiring a knowledge block results in a blank confirmation dialog
Case and Knowledge Management for HR Service Delivery	PRB1926747	The vendor portal take-questionnaire page stops working when an HR application is installed
Case Management	PRB1922249	Async business rule 'Set First Contact Resolution' updates the case status to a stale value
Case Management	PRB1926739	The user is not able to access an overview link from a customer service module
Case Management	PRB1934610	HistoryWalker code in base instance action 'Check if comment is added by others' throws errors
Case Management	PRB1952952	A non-admin is unable to save 'Applies to' in the special handling notes
Case Management	PRB1965548	The 'Entitlement' field of cases isn't populated when a language pack is installed
Case Management	PRB1863306	Metric definition script is not validating results, causing log errors downstream
Case Management	PRB1863313	Metric Definition script is not validating results, causing log errors downstream with messages indicating 'String contains contol character'
Catalog Portal Pages	PRB1847275	Session messages are not shown if the current action is aborted by business rules
Catalog UI Policies	PRB1913676	'Reverse if false' isn't honored when the UI policy is triggered from VA

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Change Management	PRB1931749	The 'Impact' field isn't updated after running risk calculation
Change Management	PRB1953175	The 'Notify assessment' user notification is triggered unnecessarily for change risk assessments
Change Management	PRB1893090	Slow processing of 'change_request.trigger.discovery' due to slow Discovery API calls
Change Management	PRB1983792	Different users triggering change risk assessments without completing them get a security error
Change Management	PRB1932643	There are English messages in the activity log for change requests
Change Management	PRB1946871	A user with a new role added to the 'change.conflict.role' system property gets a security constraint, preventing access to a requested page when checking conflicts
Change Management	PRB1950401	Duplicate approvals are created when a proposal is approved for retiring the standard change template
Change Management	PRB1974660	If the user checks conflicts before saving a child change from project RITM, the CHG won't be attached to the parent RITM
Change Management	PRB1981054	For change models, the 'Reusables' client script forces type to 'normal' if the type isn't included in the presets
Change Management	PRB1906840	Inconsistent hover text behavior on models in the Change Management landing page
Change Management	PRB1911948	Rejecting the Standard Change Template Proposal Approval shows inconsistent behavior
Change Management	PRB1929253	A message from 'Add affected CIs' persists after the list is filtered
Change Management	PRB1929526	Scheduling Assistant shows incorrect time slots on Mondays in 'JST' time zone
Change Management - Risk Assessment and Intelligence	PRB1930532	Change Risk Assessment overrides an Assessments UI Action which has left the UI Actions out of sync
CI Relations Formatter	PRB1964112	g_builddate isn't defined
Client Scripts	PRB1976513	showFieldMsg is unexpectedly dismissed for the 'Date' and 'Date/time' fields in workspace

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Client Scripts	PRB1954396	g_form.disableAttachments() doesn't work in the onLoad client script when called in callback of GlideAjax
Client Scripts	PRB1956934	g_form.getActionName returns 'none' when adding a file in a file attachment field
Client Scripts	PRB1926836	Optional chaining in Service Catalog Client Scripts throw an error upon saving
Cloud Provisioning and Governance	PRB1939563	Base instance business rule 'Empty Name Check' results in unexpected abortion due to few names matching the Account ID
Cloud Provisioning and Governance	PRB1941402	sn_cmp_ssh_credentials is automatically created when a catalog form loads
Cloud Provisioning and Governance	PRB1930444	The are empty execution ID entries in the sn_cmp_order_step_status table when the corresponding order record in sn_cmp_order is deleted
CMDB CI Class Manager	PRB1873821	The 'Attributes' column descriptions do not respect dictionary overrides for CI Class Manager
CMDB Data Manager	PRB1893433	CMDB Data Management Task assigned to user is still creating tasks with Managed By User of the CI even if the Dependent CI Policy has Task Assignment User attribute set to a User
CMDB Data Manager	PRB1919568	Archiving can erroneously report a failure when there are over 100 CIs in a chunk
CMDB Data Manager	PRB1771506	Data Management task is first assigned to the user who approved it and then assigned to empty
CMDB Data Manager	PRB1889646	Base instance business rule 'Reset cmdb task approval flow' on 'cmdb_data_management_task' throws an error in the syslog table
CMDB Data Manager	PRB1935628	Suggested relationship types show double relation of 'Used by (Child)'
CMDB Health Dashboard	PRB1921545	Can't preview records in the CMDB Health Dashboard List
CMDB Identification and Reconciliation	PRB1920308	The IRE doesn't update the related tables last_discovered or discovery_source columns on the ora_java_audit table
CMDB Identification and Reconciliation	PRB1939473	SGO-Dynatrace Process Groups create duplicate relationships for the same Parent and Child CI

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CMDB Identification and Reconciliation	PRB1952085	Dependent items are inserted regardless of the parent or main CI insertion failure
CMDB Identification and Reconciliation	PRB1893877	Slow query on Orphan Processor
CMDB Identification and Reconciliation	PRB1902220	De-duplication task is not created for ci-items when there is a lookup-item based multi-match
CMDB Identification and Reconciliation	PRB1919434	Reference Fields are not selectable for Hybrid Identification rules
CMDB Query Builder	PRB1982264	There's an inefficient query on cmdb_rel_ci - primary_hash=-739782498
CMDB Query Builder	PRB1848525	In CMDB Query Builder, saved query cards load slowly on instances with many saved queries
CMDB Query Builder	PRB1910646	A large query from Query Builder may lead to excessive memory utilization on a server
CMDB Query Builder	PRB1949470	Each execution of a saved query recreates SYS_UI_LIST records, even if not creating a table
CMDB Query Builder	PRB1964608	There's missing column results on pattern query connects to non-CMDB tables
CMDB Query Builder	PRB1966587	Query Execution fails with QB APIs, but succeeds with UI execution
Code Signing	PRB1921400	Update the signature timestamp on JIT-loading when the signature isn't present in the table, and compare the signature timestamp with the plugin upgrade timestamp before loading
Column Level Encryption	PRB1919998	'Save as Draft' for a catalog item doesn't work in a portal when logged in through an Edge proxy
Column Level Encryption	PRB1940680	Additional comment is duplicated when encryption is applied
Column Level Encryption	PRB1940688	For some language translations, the translations exceed the limit
Column Level Encryption	PRB1877801	Fields that are created on the task level table show a different size in UI16 and Next Experience
Column Level Encryption	PRB1892581	KMFCallerAccessPolicyRecordInterface#getCLECryptoModu isn't cached, causing a performance bottleneck

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Column Level Encryption Enterprise	PRB1914308	A column level encrypted field shows encrypted values
Communities	PRB1952833	Blog posts within Community forums have all been reformatted
Communities	PRB1939875	Editing a post and saving throws an error
Communities	PRB1914439	Base instance (add_users_to_announcement_list) is expected to include users based on forum subscription or membership but it doesn't
Communities	PRB1919963	Community emails go out to users even when they opted out
Communities	PRB1925015	The community_forum_list widget returns unexpected results when searching with the '&' character
Communities	PRB1930528	Community users can mention other community users in content with @nameOfTheUser, even if those users are inactive and their sys_user records are not active
Communities	PRB1932974	Unparseable date accessing Activity tab in Community Profile
Condition Builder	PRB1899557	Dot-walked tags fields in Platform Analytics revert back to the original table
Condition Builder	PRB1955570	In the Service Operations Workspace , there are hardcoded strings in the advanced filter
Condition Builder	PRB1927599	The condition builder on the presentational list displays all the options instead of the one that was searched
Condition Builder	PRB1949745	In a newer version of the Workflow Studio filter in Yokohama, the radio choice filter that used to display a string field isn't available
Condition Builder	PRB1935085	In condition builder, the selected choice doesn't show any inactivated values
Condition Builder	PRB1969379	In Platform Analytics, a data source filter with an operator 'is one of' / 'is not one of' displays the NULL/EMPTY option
Condition Builder	PRB1931089	Condition variables dot-walking doesn't populate results on data visualizations
Condition Builder	PRB1949906	Using GT_FIELD and LT_FIELD operators for two dotwalk dynamic attributes throws com.glide.ux.runtime.list.gql.NowListLayoutCompositeQuery errors

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Problem category	Problem	Short description
Condition Builder	PRB1950699	When a user presses 'Enter' on a value in a filter, it unexpectedly adds a keyword field
Condition Builder	PRB1962000	Comparing a catalog item variable to the created date in a report condition isn't working as expected
Condition Builder	PRB1966342	List_Label isn't announced by a screen reader
Condition Builder	PRB1851527	In some Related List Entry forms, the filter field's choice list does not include any fields from the target table
Condition Builder in Core UI	PRB1936913	Filter condition "Created on last Month" is not working properly
Configuration Management Database (CMDB)	PRB1918698	Health inclusion rules (cmdb_health_config) can't be added for certain tables that belong to CMDB CI Class Models
Configuration Management Database (CMDB)	PRB1894727	Duplicate approvals are created for the same users for CMDB Data manager tasks while in the 'Requested' state
Configuration Management Database (CMDB)	PRB1969483	The 'CMDB Group Health' dashboard displays incorrect totals for parent metrics
Configuration Management Database (CMDB)	PRB1909363	CMDB Data Management policy fails to archive records and returns the error 'Failed to create archive chunk. No CIs will be archived under this task'
Configuration Management Database (CMDB)	PRB1913161	The scheduled script 'Populate Internet Facing attribute on Hardware' can't set internet_facing=false
Configuration Management Database (CMDB)	PRB1952210	CMDB related list for 'svc_ci_assoc' is incorrectly labeled 'Configuration Item'
Configuration Management Database (CMDB)	PRB1925115	CSDM Sync business rules for CMDB do not support non-asset CIs if PI sync is enabled
Configuration Management Database (CMDB)	PRB1966768	If an input contains a lifecycle stage and a lifecycle stage status, an IRE CI update is aborted by the 'Validate lifecycle combination' business rule
Configuration Management Database (CMDB)	PRB1909506	Database performance is impacted due to the ASYNC: Script job
Configuration Management Database (CMDB)	PRB1968891	Application Service > Service Instance changes are missed in UI actions

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Configuration Management Database (CMDB)	PRB1923632	CMDB Health Correctness group score doesn't consider inclusion rules when computing health score
Configuration Management Database (CMDB)	PRB1914626	Insufficient access that's caused by a 'run as' user specification causes fewer records than expected to be included in the generated task
Configuration Management Database (CMDB)	PRB1933079	Missing lookup table settings attributes on reopening identification rule
Configuration Management Database (CMDB)	PRB1934365	Change the health dashboard failure threshold to apply only when it exists
Configuration Management Database (CMDB)	PRB1953125	A multisource domain path isn't set for update scenarios
Configuration Management Database (CMDB)	PRB1955150	Configuration Item lifecycle validation can abort changes to CI, but still push changes to linked asset
Configuration Management Database (CMDB)	PRB1956449	A CMDB data certification task in the 'Data Certification' dashboard displays inconsistent data on the 'Review not completed' tab
Configuration Management Database (CMDB)	PRB1986775	IRE throws missing dependency errors for dependent CIs when glide.identification_engine.skip_sys_object_source_matching property is enabled
Configuration Management Database (CMDB)	PRB702100	Labels are the same for multiple CMDB-related tables
Configuration Management Database (CMDB)	PRB1865417	There is no option to create records in the Data Service Instance table (cmdb_ci_data_service_instance)
Configuration Management Database (CMDB)	PRB1871274	'CMDB Cascade Retire Dependent CIs' is unable to delete the processed CIs
Configuration Management Database (CMDB)	PRB1877360	Failure to create a new service instance due to auto-numbering issue with base instance data for CSDM
Configuration Management Database (CMDB)	PRB1894116	CI Install status is set as 'absent' even after a successful discovery
Configuration Management Database (CMDB)	PRB1904681	The timeline widget (both classic History Timeline and Unified Map timeline) in CMDB Workspace doesn't display CI-related changes

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Configuration Management Database (CMDB)	PRB1907569	For CMDB 360 Query 3, Source 1/Source2 are displaying correctly when the 'Compare to CMDB' checkbox is selected and Source 1/Source2 are empty when 'Compare to CMDB' checkbox isn't selected
Configuration Management Database (CMDB)	PRB1911028	The QB UI throws a 500 error on selecting columns for a node in QB Query construction
Configuration Management Database (CMDB)	PRB1915178	CMDB Workspace makes calls for i18n that could be fetched
Configuration Management Database (CMDB)	PRB1917175	Remove redundant overall metric reference from health dashboard
Configuration Management Database (CMDB)	PRB1924702	The Policy Execution ID field in the cmdb_data_management_task table shows "Completed" as display value
Configuration Management Database (CMDB)	PRB1926784	Skip invalid tables from health score calculation of CMDB health group
Console	PRB1914597	Script Tracer window with scroll bars moves/shakes constantly while running
Contextual Search	PRB1925445	Contextual Search logs an error message instead of a debug message for an unsupported feature
Contextual Search	PRB1937841	cxs_relevant_doc is created with incorrect relevance to (source_doc) so the m2m_kb_task record is not created
Contextual Search	PRB1920670	Knowledge Articles don't display in the Related List after being attached from Contextual Search
Contextual Search	PRB1930220	Contextual Search Results cause an error if there is an emoji in any of the text fields
Continual Improvement Management	PRB1927760	Rename function in CIM's UI Action "View KPI details" to avoid conflict with the same function name in "View Scorecard"
Contract Management	PRB1969392	The yearly cost on a contract isn't calculated from active contract rate cards
Contract Management	PRB1972929	If the date format isn't the default system (YYYY-MM-DD), users are unable to save or extend contracts through the Hardware Asset Management workspace
Core Platform	PRB1731307	When the function definition is provided, an improper syntax throws 'Record not found' for the corresponding table

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Cost Management	PRB1907331	Expense lines record against the wrong cost plan, expense type, and cost type, which causes a difference between exported reports and tables in SPM
Cost Management	PRB1968641	There's an unexpected calculation from the 'fm_Populate Month Field' business rule
Currency Administration	PRB1940257	Real-time updates on a form display incorrect values in currency fields, causing data loss
Currency Administration	PRB1896464	Instance can't handle properly newly added custom currency code on fx_currency
Currency Administration	PRB1935621	Issue with currency type field on proc_po_item table
Customer Operations for Customer Service Management	PRB1973190	Slow read ACL causes a performance issue
Customer Service Management	PRB1967302	Inactive CSM knowledge bases were reactivated unexpectedly during the upgrade of an instance to Zurich
Customer Service Management	PRB1926263	Users with the roles 'snc_internal' and 'sn_customerservice.customer_data_viewer' can see all the records from the ast_contract table
Customer Service Management	PRB1928341	sn_customerservice_manager contains workspace_admin role and can modify global UI Actions like delete, save, update, global forms
Customer Service Management	PRB1931244	Incorrect information message thrown "[Problem Number] has been linked to this problem" when linking a problem to a case via Agent Assist
Customer Service Management Workspace	PRB1958198	In CSM/FSM Configurable Workspace, 'No records to display' text is defined as a heading
Data Archiving	PRB1921624	There's a race condition where one record can be archived twice
Database Indexes	PRB1938499	If an element is in a compound index, modifying the max_length on a table to > 255 throws a SQLException
Database Indexes	PRB1891295	'Drop Index' functionality wasn't following the complete drop index process
Database Persistence	PRB1930261	DB connection recycling reduces the number of available semaphore permits

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Database Persistence	PRB1939323	SQLException thrown when loading the sc_cat_item table with language translations on (order by a field that can have translations)
Database Persistence	PRB1853004	Oracle 'GroupBy a reference field' in Korean fails and throws a syntax error
Database Persistence	PRB1969080	An incorrect column alias is used in query generation when storage_alias matches element_name of another column
Database Persistence	PRB1909923	Propagate OrderBy to SELECT sub clause on GlideAggregate when using setAggregateWindow
Database Persistence	PRB1937141	When the user right clicks on the "State" field in the Change task form's configure label option, it throws "record not found"
Database Persistence	PRB1942424	List filtering a choice field by 'starts with' doesn't work for non-English languages
Database Persistence	PRB1962341	Truncating a temporary table using gs.truncateTable() creates a new temporary table
Database Persistence	PRB1962784	Property glide.db.alter_large_table_threshold can't be set large enough
Database Persistence	PRB1965515	Minimize the impact of connection pool expansion throttling on scheduler jobs
Database Persistence	PRB1970223	The DBSqlParser query modifies the sys_id ElementDescriptor storage table name, which breaks queries to the parent tables after
Database Persistence	PRB1920242	Searching in Italian on a translated text field does not work
Database Persistence	PRB1920823	Data is lost on updateMultiple with the type 'phone number E164'
Database Persistence - Data Access	PRB1995281	Instant alter on a large table times out after 3 minutes and enters an infinite DDL retry loop, and is an upgrade blocker
Database Persistence - Data Access	PRB1968109	When glide.db.aggregate.groupby_display_optimize is true, group by reference fields display value is a sys_id
Database Persistence - Data Access	PRB1715251	There's a syntax error when adding a dot-walked column with the type 'fx_currency' to a report

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Database Persistence - Data Access	PRB1958519	Datetime truncates values after 'yyyy-MM-dd' in RaptorDB
Database Persistence - Data Access	PRB1783331	TableDescriptor.isValid() returns true for wrongly cased logical table names with function field columns
Database Persistence - Data Access	PRB1939121	WhereClause isn't correctly identified when language translations are enabled for a catalog variable with reference to sc_cat_item
Database Persistence - Data Access	PRB1891512	FixNonAsciiColumnNames jobs should be able to handle unexpected errors and still carry out cache flush
Database Persistence - Data Access	PRB1969095	Old value is being encrypted
Database Persistence - Data Access	PRB1928920	ScheduleDateTime extending String (and mapped to VARCHAR) causes string comparison instead of DateTime comparison in SQL queries
Database Persistence - Data Access	PRB1942103	getForTables gives inactive columns
Database Persistence - Data Access	PRB1943465	'Is Not' with multiple 'OR' Conditions results in incorrect results
Database Persistence - Data Access	PRB1971470	Column visualization shows incorrect data if the week start is different from Sunday or Monday
Database Persistence - Data Access	PRB1978837	Glide online ALTER DDL statements can be stuck in 'wait for metadata lock', which can cause database lock and semaphore exhaustion
Database Persistence - Data Access	PRB1792470	Some alters to increase max length are running twice during an upgrade
Database Persistence - Data Access	PRB1825857	Unused and missing joins in query generation for a TS query with many 'contains' conditions
Database Persistence - Data Access	PRB1871451	Query business rules aren't honored in GraphQueryExecutors
Database Persistence - Data Access	PRB1889308	On RaptorDB, a Function field definition using divide with a fractional dividing value ignores the fractional component and only uses the non-fractional value

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Database Persistence - Data Access	PRB1903695	The 'between' operator on a function field from a reference column returns incorrect query/data
Database Persistence - Data Access	PRB1905616	Issue with filtering a Translated text field when it is empty in the French language
Database Persistence - Data Access	PRB1923704	Due to an ordering change on Raptor post migration, certificate authentications for API calls may fail and cause '500' errors
Database Persistence - Data Access	PRB1929018	C2R isn't working when query has '\'
Database Persistence - Data Access	PRB1930341	Choice field max length is ignored in the storage column selection, which may lead to the value truncation
Database Persistence - Data Access	PRB1930611	GlideRecord.find() can create a duplicate record
Database Persistence - Data Management	PRB1884666	TableCleaner. deleteAttachments() has an infinite loop and is unable to delete encrypted records
Database Persistence - Data Management	PRB1971093	One-time update/delete job conditions shouldn't contain Javascript
Database Persistence - Data Management	PRB1939498	Migration to RaptorDB brings column length changes, which could impede archive table synchronization
Database Persistence - Data Management	PRB1982941	Collection records in sys_dictionary are unexpectedly cascade deleted
Database Persistence - Data Management	PRB1894495	The 'Glide clone' API isn't generating delete statements for a hybrid table
Database Persistence - Data Scale	PRB1860988	An instance became inaccessible after testing
Database Persistence - Data Scale	PRB1975852	MetricStatsCache causes the application node to run OutOfMemory
Database Persistence - Data Scale	PRB1889276	deleteMultiple fails for PG for IN conditions larger than 1000
Database Persistence - Data Scale	PRB1908288	Canceled transactions don't finish until the query has completed when loading a result set

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Database Persistence - Data Scale	PRB1878883	Update the Table Cleaner rule to target more dead records
Database Persistence - Data Scale	PRB1945816	A connection pool should properly handle errors during expansion
Database Persistence - Data Scale	PRB1893786	Truncate oversized CLOBs to 16M because the job causes long running transactions in RaptorDB and blocks multiple sessions
Database Persistence - Data Scale	PRB1928060	Deactivating the secondary pool record in sys_db_pool does not shut down the actual DB Connection Pool.
Database Rotation	PRB1954418	A sys_created_on filter doesn't work for a shard-type rotation
Database Views	PRB1881428	A MariaDB database view using INSTR could result in a syntax error when the function is rewritten when executed because of a related > 0 or != 0 comparison
Data Policies	PRB1840624	Setting a read-only data policy on an HTML type field causes an invalid error to occurr after downloading the attachment
Data Privacy (Classic)	PRB1940538	Clone job depends on the 'dp_rta_ner_request' table to run successfully
Data Privacy (Classic)	PRB1943631	An overriding record shouldn't be in the global domain
Data Privacy (Classic)	PRB1960061	Keywords in data pattern causes false positive discovery
Data Privacy (Classic)	PRB1919038	dp_cache_refresh_thread_name thread deadlock scenarios
Data Snapshots	PRB1958979	**Apply target color to icon** doesn't work for a DS indicator
Data Snapshots	PRB1953187	DataSnapshot is not supported and causes errors in the System Log / Error Log
Date Picker	PRB1896055	Field of the type 'Basic Date/Time' behaves not as expected on the UI when the date format does not match the base instance 'yyyy-MM-dd glide.sys.date_format
Declarative Actions	PRB1819856	Declarative actions (Move, Add, Change, Delete) aren't enabled when 'group by' is applied on any column for active PI records
Declarative Actions	PRB1972195	Declarative actions disappear after navigating to an invalid record in the workspace due to a 'Form Action Layout' caching issue.

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Declarative Actions	PRB1955274	ReferenceDecoratorUtils. showRefDecorator() doesn't return the correct value
Declarative Actions	PRB1839630	The re-size modal from the list view isn't not working in workspace
Declarative Actions	PRB1930569	Reference qualifier query for UX action in Action Form Layout Group is partially incorrect
Dependency Views	PRB1960563	The 'ngbsm_view', which isn't domain separated, can display users and CIs references from different domains
Developer Sandboxes	PRB1952287	If a plugin is turned off, xmlstats? include=dsb_stats shouldn't return any DSB information
Discovery	PRB1969791	The Discovery Pattern logs say Warning CI Pattern is completed, even though the pattern failed completely
Discovery	PRB1905069	Discovery can fire both discovery.completed and discovery.canceled events, which results in any 'run after' schedules being triggered twice
Discovery	PRB1946099	AWS Cloud schedules are not working as expected
Discovery	PRB1951250	Use bash shell when the command contains a semi-colon
Discovery	PRB1857955	Discovery Jobs on Mutual Auth MID Servers have a big increase in duration
Discovery	PRB1915033	Unable to download private key after generating CSR in certificate management request
Discovery	PRB1956011	ADM / ADME probes cause memory issues and take down instance nodes due to large amount of PostgreSQL processes discovered
Discovery	PRB1916388	Discovery admin user is unable to view the error records for a Discovery schedule
Discovery	PRB1964984	'Pattern Sync to Mid' UI action causes OOM on instances with large number of custom fields
Discovery	PRB1893089	The 'Discovery::getScheduleContainingAnyIP()' API causes slow pressing of 'change_request.trigger.discovery' sysevents

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Discovery	PRB1907392	Dell EMC Data Domain pattern fails to discover the device
Discovery	PRB1924351	NoSuchElementException in SNMP (v2c) Response Processing
Discovery	PRB1898199	DiscoveryAPI doesn't work in Flow
Discovery	PRB1950443	Look into adding timeout values for Credentialless NMAP discovery to potentially avoid hung threads/memory issues
Discovery	PRB1926888	File Based Discovery omits the capture of the 'Last Scanned' field
Discovery	PRB1773487	'Quick Discovery' is slow because of global IP exclusion processing
Discovery	PRB1853651	An auto-retry mechanism is needed when discovery jobs input probe processing fails to insert the sys_trigger record
Discovery	PRB1935662	Devices are misclassified as Router/Switch instead of Firewall
Discovery	PRB1936605	Multiple 'Panorama Security policies' patterns fail because the name of the group has spaces
Discovery	PRB1383768	There should be an option for MID clusters in Serverless Discovery schedules
Discovery	PRB1885328	TLS Handshake Scanner currently doesn't support TLSv1.3; the implementation is hardcoded to use TLSv1.2 only
Discovery	PRB1896042	Discovery Pattern fails to explore on Linux servers
Discovery	PRB1970237	Post-Zurich upgrade, pattern debug mode isn't working as expected
Discovery	PRB1893063	For SNMP Shazzam, if there's Cred Affinity to V3 credential, V3 should be tried first, and V1/V2 should only be tried after
Discovery	PRB1925320	Payload processing steps are incorrectly placed in horizontal logs
Discovery	PRB1909689	A pattern step fails intermittently due to the 'runCommand' being null
Discovery	PRB1956992	Discovery logs display an error when ci_sys_id doesn't exist or the value of OS field/column is NULL: 'TypeError: Cannot convert null to an object'
Discovery	PRB1959120	The 'VMWarevCenterESXHostsProbe' probe doesn't update the 'Last Scanned' field for vSphere software installations

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Discovery	PRB1913970	Using VM > config > guestFullName causes a discrepancy in guest_os_fullname in Discovery
Discovery	PRB1975276	Typo in encoded query
Discovery	PRB1903928	Slow query with primary_hash=-865319141 runs 60k times per day, consuming reasonable time from the database
Discovery	PRB1938420	HTTP pattern fails with the error "MULTIPLE_DEPENDENCIES Found multiple dependent relation items"
Discovery	PRB1939261	User with discovery_admin role unable to see "Test Probe" UI action under Related links
Discovery	PRB1939533	The mac_manufacturer field on cmdb_ci_network_adapter is not populated by base instance discovery
Discovery	PRB1939856	Some servers get retired during discovery after updating Visibility Content to version 6.26.0
Discovery	PRB1944007	The SNMP OID classification model is incorrect for the OID '1.3.6.1.4.1.1872.1.13.3.5" / "1.3.6.1.4.1.1872.1.13.3.5.2'
Discovery	PRB1946539	The SNMP OID 1.3.6.1.4.1.5003.8.1.1.56 number belongs to Voice Gateway, but its incorrectly updated as 'router'
Discovery	PRB1947421	Discovery's 'Connecting to' and 'Listening on' fields display ':undefined:' instead of 'port'
Discovery	PRB1960086	'Discovery credential' list view still displays a MID Server after switching to 'Applies to All MID Servers'
Discovery	PRB1962473	The 'AWS Org Assume Role' fails when using wildcard ARN containing an IAM role path
Discovery	PRB1966593	ECC queues with empty agent_correlator cause errors on a Discovery job
Discovery	PRB1968412	DiscoverySensorJob script includes have gs.info statements that fill the syslog table and can't be turned off
Discovery	PRB1969220	"AbstractDeleteStrategy" generates queries from "sys_object_source" with an excessively large number of "target_sys_id"
Discovery	PRB1972668	SSM starved all MID threads

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Discovery	PRB1979768	After a Zurich upgrade, in ACC, there's a discovery source issue for some server records set from ACC-Visibility to ServiceNow
Discovery	PRB1785169	ACC-V execution for Oracle GLAS Data Collection fails because the pattern removes 'ct_cpuq.sh' and 'db_queries_to_csv.sql' as part of the 'Target Cleanup' process
Discovery	PRB1835558	The 'Put file' operation does not filter credentials based on credential tag
Discovery	PRB1875973	Multipage doesn't break pages properly when there's a large number of related items on the main CI, and 1000+ pages are created; however most pages have only a few objects
Discovery	PRB1878387	Domain picker option exploration for filtering data as per domain for Discovery Admin Workspace
Discovery	PRB1891908	Warning message for Cloud Discovery will display for non-Cloud Discovery schedules
Discovery	PRB1892035	ITOM Content Service true up for Zurich
Discovery	PRB1895238	Cloud Application Patterns are launched sequentially and contribute to the long discovery schedule
Discovery	PRB1895406	Cleanup of stale relationships in VMware Discovery (vMotion and vCenter Migration)
Discovery	PRB1895555	Cannot recover stale Cloud Discovery schedules due to sensor transaction timeout
Discovery	PRB1895680	Discovery being executed against retired NICs
Discovery	PRB1898371	Cisco Next Generation Firewall pattern is using SNMP for hostname despite glide.discovery.hostname.snmp_trusted being 'false'
Discovery	PRB1902724	Disable the debug message in Discover Logs for credential-less IP address in payload because it is null and creating PRBs
Discovery	PRB1907740	Inefficient deletion strategy during snapshot cleanup is causes performance issues and affects Discovery runs
Discovery	PRB1911156	EMC Isilon discovery relevant basic authentication credentials are used

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Discovery	PRB1911645	Fortinet firewalls are incorrectly classified as routers on instances that were initially provisioned before Vancouver and updated to Vancouver or later
Discovery	PRB1912063	Version upgrade creates duplicate SNMP public credential
Discovery	PRB1913340	SuSE Linux OS is not retrieving the clusters
Discovery	PRB1915654	Behaviors don't work for IPv6 addresses or host names on a schedule
Discovery	PRB1916283	Credential Affinity is not used for CIM - Classify when an external credential is used
Discovery	PRB1917904	File Details probe causes ECC output records to be generated with mid.server.undefined
Discovery	PRB1918198	Unexpected Type values in Database class set by discovery
Discovery	PRB1922628	Resolve High CPU utilization due to ServiceNow discovery commands running on AIX servers
Discovery	PRB1925371	The operational status for remove AWS resources is not updated to 'Retired' after discovery execution
Discovery	PRB1931349	Script evaluation error in script include "VCenterVmStateUpdater" causes errors in the syslog
Discovery for Amazon Web Service (AWS) cloud	PRB1922763	Amazon "Secret Region" C2S, has a non "amazonaws.com" sts endpoint, which is currently unsupported
Discovery Probes and Sensors	PRB1901850	Discovery Probe warnings 'HOSTARRAY[index++]=server {: not found'
Discovery Probes and Sensors	PRB1948780	The script include 'ClassifierProbes' isn't using SelfCleaningMutex
Discovery Probes and Sensors	PRB1959013	Linux distribution's 'Rocky' gets classified as a generic 'GNU/Linux' operating system
Document Intelligence Unified Backend	PRB1942585	Straight-through processed documents with tables will generate an extra row of predictions if the use case is on a version older than 27.1
Document Management	PRB1934576	HRC document generation does not format correctly
Document Management	PRB1944622	Japanese file names are truncated when downloaded from a shared link

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Document Management	PRB1965416	When setting a sequence of approvers for documents, the flow action that processes those approvals evaluates the sequence incorrectly, resulting in disorder
Document Management	PRB1914034	Base instance notification settings are not configured to send document approval rejection notifications to the document owner in Document Management
Document Viewer	PRB1945206	Starting in the Yokohama release, duplicate PDF headers are generated when exporting to PDF file from record form
Document Viewer	PRB1707280	A small lag while loading the document in an iFrame while using the Document Viewer in Now Mobile
Domain Separation	PRB1957915	The error 'com.glide.domain.paths: Domain node missing path with id' causes stack overflow in restart
Domain Separation	PRB1935652	The "Domain - Cascade Company" business rule does not check for a NULL value for the COMPANY filter, resulting in data corruption
Domain Separation	PRB1909848	Updating group membership can delete non-visible members for Domain Separation
Domain Separation	PRB1921443	A default domain exists as both demo data and vase instance data
Dynamic Scheduling	PRB1925058	Dynamic scheduling issues from case tasks
Dynamic Scheduling	PRB1951019	Dynamic scheduling doesn't assign tasks to agents
Dynamic Scheduling	PRB1951608	In Dynamic Scheduling, auto-assignment of some work order tasks take time before a recommendation is displayed
Dynamic Translation	PRB1910384	Translate button isn't visible in the Standard Ticket Conversations widget when the size is less than 768px or it's seen in mobile view
Dynamic Translation	PRB1913176	A One API Service Plan feature for Virtual Agent's (VA) Utterance Translation has no timeout set
Dynamic Translation for Agent Chat	PRB1988564	If Dynamic Translation for Agent Chat (DTAC) translation fails from agent to requester, the original message isn't sent
Dynamic Translation for Agent Chat	PRB1973276	Dynamic translations aren't working in Agent Chat at the end of a conversation in the 'Internal Transcript' field

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Problem category	Problem	Short description
Dynamic Translation for Virtual Agent	PRB1927624	Dynamic translation with live agent conversation in page
Edge Encryption	PRB1927436	After an upgrade to Yokohama, a lot of 'MultiPartXXX' files are created under the 'tmp' folder
Edge Encryption	PRB1915259	Users are uable to attach a 10MB file to a record when logged in with an Edge URL
Edit List Columns	PRB1819221	Choice filter options are not selected by default
Email Notifications	PRB1857979	The 'Email recipients' field in the email client isn't updated in sys_email_draft when applying another email client template
Email Notifications	PRB1939486	Base instance email layout <img> missing alt text
Email Notifications	PRB1953887	On the 'Compose email' page, selecting an icon that opens a side panel incorrectly displays the Email Template panel first
Email Notifications	PRB1939810	The NOTIF_UNSUB macro is translated in static email notifications when the user's notification language isn't English
Email Notifications	PRB1954629	Glide.email.outbound.mailscript_insecure_substitution property should be honored for email client
Email Notifications	PRB1914312	User receives SMS alerts for unsubscribed notifications
Email Notifications	PRB1938128	Notification preview should handle scenarios where sysparm_record_id is null
Email Notifications	PRB1941865	Multiple deletion isn't throwing any alerts
Email Notifications	PRB1942294	UI16 email client accepts an incorrect format of input for To/Cc/Bcc fields
Email Notifications	PRB1956095	sys_email records display emails sent from native workbench as 'send-ignored', but the same email sent from Service Operations Workspace displays 'sent'
Email Notifications	PRB1959769	Email templates, response templates, and quick messages aren't displayed in the side panel even though they are present
Email Notifications	PRB1971098	Chevron icons for 'Reply/Reply All/Forward' aren't visible for long email subjects in CSM/FSM Configurable Workspace
Email Notifications	PRB1857521	Addresses are removed from recipients with no explanation or logging
Email Notifications	PRB1900285	Delegated user gets notification emails for non-subscribed notifications

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Email Notifications	PRB1904205	The 'Preview Email' notification uses an existing event, and deletes the body of the preview email body
Email Notifications	PRB1906050	Duplicate emails are sent when a recipient is part of Group/Recipient-list for MIM
Email Notifications	PRB1920101	"Check From field" Business Rules display an Error message when there is no error
Email Notifications	PRB1922141	Notification Email Address Filter not working consistently
Email Notifications	PRB1923167	getDisplayValue is does not identify the non-global choices
Email Notifications	PRB1924395	Dynamic email translation fails when the corresponding 'sn_dt_translator_configuration' record is in a non-global domain
Email Notifications	PRB1927781	Existing flows with inbound email trigger do not display advanced options after setting glide.hub.flow.inbound_email_trigger.show_advanced to true
Email Notifications	PRB1928166	Email Client Template 'Reply all' populates the recipient email that received it
Email Notifications	PRB1931000	Emails listed on table sys_blocked_email_address are still receiving emails
Employee Document Management	PRB1894984	Unable to search document types in a non-English language in Employee Document Management
Employee Document Management	PRB1915008	StreamPipeline probe doesn't escape parentheses () in file names in the SCP command line, causing syntax errors
Employee Relations Case Management	PRB1939005	HRSD Email recommendation skill is not working
Employee Relations Case Management	PRB1909215	There's no base instance scoped ACL for sn_hr_er and asmt_assessment_instance_question
Employee Service Center	PRB1970121	Description for a catalog item in Now Mobile is not fully in portrait mode even when swiping right; only when switched to landscape mode, the entire content comes
Employee Taxonomy Framework	PRB1897473	A user is able to see expired articles if they are featured

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Employee Taxonomy Framework	PRB1875126	Strings are not getting translated
Employee Taxonomy Framework	PRB1936297	The 'Topic path' field on Topic record in Employee center Taxonomy is not properly captured in Update sets
Employee Taxonomy Framework	PRB1899194	Connected Content sort order is not retained for new KB article versions
Encryption Support	PRB1973482	Search filter 'startsWith' is not working on a referenced column when another column with the same name has an EFC
Encryption Support	PRB1911828	The 'Add Attachments' upload stays in an indefinite loading state when selecting 'Close modal' on the Encrypt Attachment
Enterprise Architecture	PRB1945436	When creating a business application, the model_id is set to 'Unknown'
Enterprise Architecture	PRB1958577	The 'Restrict past target date' business rule aborts an update when planned_disposition_date is the current date
Enterprise Architecture integration with Policy and Compliance	PRB1906743	Slow ACL for sys_security_acl_f746285e532101100f61ddeeff7b1285
Event Management	PRB1937156	Events are duplicated multiple times for the same resource of NNMI
Event Management	PRB1941171	Slow query in Event Management - Process Events
Event Management	PRB1975115	Slow processing of the 'Event Management - Maintenance Calculator' job when processing a large number of closed alerts
Event Management	PRB1885972	The 'Solarwinds Volume events' event rule, which was previously deactivated in Washington, is active again after an upgrade to Yokohama
Event Management	PRB1902287	Can't uninstall sn_em_ai_overview and sn_em_ai_action because they're part of core-ui-components/'Core UI Components'/sn_core_ui_ponents
Event Management	PRB1954172	Automated group is created even if some of the alerts don't match the aggregated alerts filter
Event Management	PRB1591528	NNMi connector timestamp is null on em_event records

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Event Management	PRB1934096	There's a regex preview mismatch in Enrich due to Java vs JavaScript engine differences
Event Management	PRB1934829	getMap runs indefinitely when it has an alert path on a service map with a cycle
Event Management	PRB1938724	When setting an alert management rule on a CI name which contains the word "services" the user observes the warning message: "The Impacted Services field in the alert filter is not supported"
Event Management	PRB1942702	Alerts without priority are displayed at the top of a list even though they might be low priority or filtered out
Event Management	PRB1955822	Out of memory errors when processing EM events with additional info > 4000 where event rule CI binding is of type 'CI Field matching for Oracle DB Instances'
Event Management	PRB1956638	Too many EM bi-directional syncs cause the MID Server status to flip
Event Management	PRB1639714	Alerts on an Application Service have empty PRCs
Event Management	PRB1891360	Launch Application contains broken links
Event Management	PRB1891871	em_events with the resolution state 'Closing' aren't processed correctly during the CEST clock change window
Event Management	PRB1892217	Add logs for the 'Event Management - Update Health Monitor' job
Event Management	PRB1894242	SCOM Connector Bi-Directional update does not update the SCOM Source when the user's language is not English
Event Management	PRB1895330	ImpactStatus isEquals tries to compare non-existent ImpactStatusKey
Event Management	PRB1898882	SCOM Connector update queues are failing
Event Management	PRB1906529	The TBAC 'Override group description' doesn't work on Zurich
Event Management	PRB1911465	Table cleaner of em_alert does not clean audit records
Event Management	PRB1916071	em_impact_maint_ci 'CI Window Status' field does not update
Event Management	PRB1916917	Negative values in impact status contribution vector
Event Management	PRB1918087	Poor performance of building business service trees in 'Services Dashboard'

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Event Management	PRB1929647	OOM error due to 'ASYNC: Event rule grouping calculation' job
Event Management	PRB1930911	Exception when running 'Service Analytics Alert Aggregation Learner - Daily' job when queried alerts in sa_analytic_alert has the same remote time
External User Self-Registration	PRB1967636	In external user self-registration, Google captcha loads inconsistently
Field Service Contractor Portal	PRB1978290	Attachments on questionnaires aren't working using the Field Service Management Contractor Portal
Field Service Management	PRB1971866	After an agent selects the 'Reject' UI action, the work order task (WOT) redirects to the 'Task reject' UI page
Field Service Scheduling	PRB1949408	There's incorrect Google travel durations when the number of locations exceed matrix_size
Field Service Scheduling	PRB1930252	"Could not serialize value" occurs in subflows
Field Service Task Bundling	PRB1952595	Scheduling subtasks takes longer than expected
File-based Discovery	PRB1922861	A change in the file information record can be mapped to a new file set, but the software install is not recreated
File-based Discovery	PRB1936524	File-based Discovery doesn't capture the content when the filename contains spaces
Filter Conditions	PRB1941809	Users can't overwrite a Japanese filter (sys_filter)
Filter Conditions	PRB1927694	Show matching break query with the ^NQ
Finance Service Management (Legacy)	PRB1957612	A task record was auto-created unexpectedly from a time worked entry
Flow Engine	PRB1925181	The Script API inForeground run a subflow that calls another subflow that has mid action step throws an exception before the outputs are ready with a message
Flow Engine	PRB1903013	A flow execution step that calls a Now Assist skill kit is failing because it's sending back 'null' as the response from the skill kit
Flow Engine	PRB1850198	Output of PowerShell action step is escaping double quotes
Flow Engine	PRB1936210	High priority events aren't cached to the same node due to yield check

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Flow Engine	PRB1967018	Instance outage and default semaphore exhaustion is caused by a long-running database query from the GlideElementWorkflow.queryStageState() function
Flow Engine	PRB1971237	Unable to run 65M Load Test
Flow Engine	PRB1907242	Published flow switched from CRUD trigger to email trigger doesn't create sys_flow_email_trigger
Flow Engine	PRB1935825	Skip_schedule_cleanup is not reset to false for subflows
Flow Engine	PRB1982762	Unable to queue interactive job IDs for flow.fire events, even though the jobs are queued and the event has been processed
Flow Engine	PRB1912954	Dates do not function to determine uniqueness for 'Insert' or 'Update Record' operations
Flow Engine	PRB1913968	High query count on sys_flow_record_trigger
Flow Engine	PRB1921338	Flows execute repeatedly despite the 'Run Trigger Type' field being set to 'Once'
Flow Engine	PRB1930687	Non-null Runtime values become null after de-serialization on MID
Flow Generation (Family)	PRB1915407	The Now Assist flow builder bypasses system rules
Flows (Family Channel)	PRB1868564	The Now Mobile App shows more stages on Requested Item records than what's shown in the platform list view for the same record
Flows (Family Channel)	PRB1956539	Changing a subflow input name case breaks a flow save
Flows (Family Channel)	PRB1945637	Existing scripted fields are set to the 'fd-scripted' static value when there are more than 1 scripted inputs present in the case of templated fields on an update
Flows (Family Channel)	PRB1952110	Cross-scope privileges aren't honored in a look-up record action
Flows (Family Channel)	PRB1954202	Nested complex objects don't preserve dropped pills
Flows (Family Channel)	PRB1878615	Number of decision rows are affecting flow publishing
Flows (Family Channel)	PRB1888427	Flow generated from Now Assist does not have an 'AI generated' version

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Flows (Family Channel)	PRB1904699	There's a null pointer exception on a parent flow if child flow outputs are changed for QUICK flows
Flows (Family Channel)	PRB1918469	There's error checking availabilty for a flow recommendations skill
Form Controller	PRB1958159	In CSM/FSM Configurable Workspace, the heading structure is incorrect for the 'Record Information' section
Form Controller	PRB1990803	Users are unable to toggle checkboxes on system properties UI pages
Form Controller	PRB1913291	TAGs created from Service Operations Workspace (SOW) doesn't update the 'Title' with name or number in Label entries
Form Controller	PRB1920605	On Workspace, when Special Handling Notes have a condition on a custom field, the Notes are popping up on New Records
Form Templates	PRB1959535	A Knowledge Article body isn't applied when using templates after upgrading Zurich
Form Templates	PRB1919984	Form templates fail to load in workspace if a template with an empty name exists
Form Templates	PRB1963747	A template sometimes can't populate both the 'Assigned to' and 'Assignment' group
Form Templates	PRB1923266	Can't apply form templates in Workspace if a template sets a field which no longer exists on a table
Form Templates	PRB1962327	Users with only the template_editor role can unexpectedly delete a group template they didn't create
Form Templates	PRB1897466	Searching the templates with short description shows no results
Form Templates	PRB1906244	Form Templates are not applying the value to translated HTML fields when the language is not English for Yokohama
Form Templates	PRB1907844	Reference qualifiers on templates aren't supported on Service Operations Workspace (SOW)
Form Templates	PRB1925876	The 'Undo' and 'Cancel' buttons display the same word (Annuler) when translated to French
GlideAggregate API	PRB1934853	'Pivot Table' data visualization in domain doesn't show sys_choice label with 'inactive=false' when 'glide.sys.domain.use_record_domain_for_choice_list' is true

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GlideAggregate API	PRB1951351	GlideAggregate returns incorrect results for business calendar with condition on date field
GlideAggregate API	PRB1964202	It is not possible to groupBy a Function field
GlideAggregate API	PRB1854398	Date filter and drilldown are not working for Business Calendar
GlideAggregate API	PRB1886789	GlideAggregate and enableSessionLanguageJoin is not consistent for Reference and Translated Text field defaults
GlideFilter API	PRB1872222	The business rule conditions 'Size bytes' and 'greater than' are not working as expected
GlideRecord	PRB1934284	GlideQuery.parse() throws error for 'Choice' fields with '--None--' selected, while the equivalent GlideRecord encoded query works
GlideRecord	PRB1940425	Users are unable to install the Security Incident Response app due to an exception
GlideRecord	PRB1939111	Long term Fix for OOM issue to enable the DataFabric metric/stats
GlideRecord	PRB1946744	Querying against the 'numeric value' variable silently fails because casting to 'signed' isn't supported in postgres
GlideRecord	PRB1962118	Prevent 'Floating Point Number' fields from being created with a max length of 7 or less
GlideRecord	PRB1769440	GlideQuery isn't escaping '^' characters
GlideRecord	PRB1862257	Column Level Restricted Caller Access can be bypassed by GlideRecord.addExtraField
Glide Server APIs	PRB1946733	setStartDateTime API behavior change for strings passed in
Glide Server APIs	PRB1840576	The portal top page is displayed instead of the edited knowledge article after publishing
Glide Server APIs	PRB1850252	Update() failing when there are other 'Where' clauses besides the primary key are being used for GlideQuery
Glide Server APIs	PRB1885968	The 'Change records', 'Show Matching', and 'Filter Out' options no longer work in the Related CI list XML field
GraphQL API	PRB1900136	The validation of reference fields in the GraphQL schema is inefficient/expensive and adds latency

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GraphQL API	PRB1971431	Extremely large tables are queried from GlideRecordSchema, causing out of memory errors
GraphQL API	PRB1927998	Session messages are not rendered in List Views for UI Builder lists
GRC Platform Plugins	PRB1906345	'Revised By' on Knowledge appears blank intermittently when updating article by GRC Policy
GRC Platform Plugins	PRB1924501	Policies have a page break alignment issue
Grouped Rows	PRB1885946	The action 'Back to grouped view' doesn't disappear after restoring the filter to default in a workspace list view or navigating to a different list category
Guided Setup (Legacy)	PRB1908191	Screen reader announces the content information in Guided Setup as table
Guided Setup (Legacy)	PRB1908971	Insufficient color contrast on text elements in the 'Guided Setup' page
Guided Setup (Legacy)	PRB1925947	Semantic issues in Guided Setup screen
Guided Tours	PRB1886549	While saving an incident on Service Operations Workspace (SOW), the error 'SOW Canvas Error' appears
Health Log Analytics (Family)	PRB1964296	Upgrading Glide after the Health Log Analytics (HLA) app was uninstalled will install HLA back
Hermes (Family)	PRB1941776	Queue depth comes back > 0, even if there are zero messages
Hermes (Family)	PRB1902282	Don't show warning message for 'Cannot find matching namespace, for: '
Hermes (Family)	PRB1888169	Unnecessary logging in syslog by KafkaConsumerRegistry and GlideHermesTopicManager
Hermes (Family)	PRB1922260	External port test runs when it shouldn't
Hermes (Family)	PRB1925871	Instance PKI Certificate Generator is displaying KMF error
History Set	PRB1886989	Selecting the AVIT record history gives the error 'Remediation target date must be in the future.'
Horizon Component Library	PRB1891279	The pop-up message '[Attachment deleted...]' is still displayed on workspace after abort deletion by a business rule
Horizon Component Library	PRB1818590	now-pagination-control resets the first page (page 0) unnecessarily

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Horizon Component Library	PRB1786792	In the GRC Compliance Workspace, automatically detected errors are identified by color alone
Horizon Component Library	PRB1892046	The auto-resize limit doesn't work when the text area is read-only
Horizon Image Component	PRB1910414	Image component configuration panel is missing the Upload button and flow in Platform Analytics Dashboard
Horizontal Portal Capabilities for Customer Service	PRB1918820	Login page sessions should be excluded from guest usage metrics
Horizontal Portal Capabilities for Customer Service	PRB1921775	CSP external user registration failed for password
HR Service Delivery	PRB1911888	Users with the 'sn_hr_core.admin' role and without the 'admin' role are unable to grant the 'sn_hr_core.admin' role to other users
HR Service Delivery	PRB1958041	After Zurich upgrade, LE tasks aren't getting created
HR Service Delivery	PRB1904008	The description of an HR case for a MRVS drop-down field is set with a value instead of a label
HR Service Delivery	PRB1919627	When a user who doesn't have an HR admin role updates user segment status, the 'Failed to create user segment' error appears
HR Service Delivery	PRB1941212	A cross-scope error occurs when opening the 'Request Personal Information Report' HR template
HR Service Delivery	PRB1936359	Base instance notificationss are missing for some COEs
HR Service Delivery	PRB1939177	User can't view the attachment on a HR case
HR Service Delivery	PRB1940348	Users are unable to perform an employee relations case search on the 'Create Case' screen
HR Service Delivery	PRB1963713	The 'Evidence' table's attachment rename functionality isn't working in HR Agent Workspace
HR Service Delivery	PRB1965533	There isn't logic to prevent a user from entering 'HR Service' even when the task type isn't 'HR Service'
HR Service Delivery	PRB1974935	'ER Case Commented (opened_for)' email notification produces an empty short_description and triggers the error

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		'Source descriptor is empty while recording access for column task.short_description'
HR Service Delivery	PRB1799096	Some tables in HR core are not properly defined in the dictionary, resulting in unexpected behavior
HR Service Delivery	PRB1899131	User is not able to access ER case when sn_hr_er_involved_party has an HR case field as 'NULL'
HR Service Delivery	PRB1902459	Discrepancy in User Count on Bulk Case Request for User Segment Group
HR Service Delivery	PRB1917275	When sys_user records is updated, the update is synchronized with a record of sn_hr_core_job.job_active = false
HR Service Delivery	PRB1918489	Transfer HR case functionality is not working for system/bot created tickets
HR Service Delivery	PRB1919962	The tag feature does not work in HRSD cases for non-admin users in HR Agent Workspace
HR Service Delivery	PRB1920358	Client Script "Auto Fill Assigned To field" is only for the HR case Table not for child tables
HR Service Delivery	PRB1927289	The user is able to enter a Work Note containing only spaces in the Suspend Dialog Box
HR Service Delivery	PRB1928882	When loading an HR profile, the employee number field changes on the display
HR Service Delivery Case Management for Lifecycle Events	PRB1915543	Journey shows the incorrect task number to Hiring Manager
HTML Field Type Editor	PRB1918842	Before Query business rule doesn't work correctly after Yokohama Upgrade
HTML Field Type Editor	PRB1933221	Extra space is shown in HTML field when change tab in the form
HTML Field Type Editor	PRB1951698	Videos aren't reproducible in an HTML field after saving a record
HTML Field Type Editor	PRB1961384	A KB article with valid wiki text throws a syntax error for the wiki_text field, and content isn't rendering anymore: 'Table tags are not properly matched'
HTML Sanitizer	PRB1934851	The HTML Sanitizer incorrectly replaces rel=external with rel=nofollow in HTML dictionary fields
Identification and Reconciliation API	PRB1972817	There's an NMA update exception

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Identification and Reconciliation API	PRB1934489	Revisit design of Computer Rule introduced in CMDB CI Class Models version 1.77.1
Identification and Reconciliation API	PRB1848571	Slow SQL observed during Tenable.io Open Vulnerabilities integration, impacting ingestion rate
Identification and Reconciliation API	PRB1912104	CMDB 360 Preview does not show display values for Reference fields
Identification and Reconciliation API	PRB1932467	IRE does not update target table of sys_object_source when CI class change happens from a different source
Identity	PRB1890898	UserHasRole PatchJob may inadequately update user role inheritance if it processes a user prior to original transaction (M2MSlushbucketSaveJob) completion
Identity	PRB1949855	The "system" user is not allowed to modify scripts because of missing snc_required_script_writer_permission role
Inbound IP Address Access Control	PRB1918984	IPAddress objects occupying high memory
Inbound IP Address Access Control	PRB1931553	Database connections Pool Exhaustion issue
Incident Communications Management	PRB1956997	A communication task SMS notification only includes 2 levels of users
Incident Communications Management	PRB1912198	Failing requests for integration with Zapier
Incident Management	PRB1966341	The 'Changing cmdb_ci and resolving incident triggers' check HAM action is selected on an incident business rule when validation properties are set to false
Incident Management	PRB1930370	When both files contain the same information, only one of the two attachments from the interaction gets copied over to the incident record
Incident Management	PRB1938914	In the body of the email notification template the section header text "About this incident" should be designated as a heading 2
Incident Management	PRB1941995	Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW) (incident end)

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Innovation Management	PRB1981597	Delete records from the 'im_m2m_idea_category' table which break the associated idea record Audit history and the Activity Stream
Innovation Management	PRB1399211	The 'Getting Started' module for Idea is broken
Innovation Management	PRB1931268	Comments posted against ideas are not displayed as wrapped text
Instance Data Replication (IDR)	PRB1878892	Attachment capture records created, and when returned 'Strategy' is null or has include attachments set to 'false'
Instance Data Replication (IDR)	PRB1911193	HTML field replication edge case is broken
Instance Data Replication (IDR)	PRB1917780	Shared Key recovery does not happen when attempting to seed
Instance Scan	PRB1927870	Instance Scan excludes inactive records , even when the system property 'glide.scan.base_system_records' is enabled
Instance Scan	PRB1942594	Muted findings in Instance Scan continue to impact health score calculations, preventing scores from improving to 100 even when all findings are muted
Instance Scan	PRB1908060	Using 'let' keyword impacts update set scan results
Integration Authentication	PRB1958788	Token-based authentication last_login_time isn't updated
Integration Hub	PRB1943215	ua_ih_usage tracking displays 'unlicensed' when used with new Workflow Data Fabric (WDF) SKUs in Xanadu
Integration Hub	PRB1662083	Retry policy shows wrong 'Next Retry' in Ops View
Integration Hub	PRB1928792	Unable to connect to ServiceNow MCP Server using ServiceNow MCP Client
Integration Hub	PRB1933193	Configuration data is missing in REST step
Integration Hub	PRB1983057	ServiceNow base instance Script Includes with duplicate names (i.e RestStepMultipartUtil and RestStepFormUrlEncodedUtil)
Integration Hub	PRB1933358	Non-IH outbound calls are counted as IH Usages, even if this flow doesn't cause the outbound request
Integration Hub	PRB1946989	Async HTTP client does not honor proxy bypass settings

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Integration Hub	PRB1964766	Refresh token URL is not directly shown in the Application Registry form
Integration Hub Usage Dashboard	PRB1894079	When an API call is done from jelly code in the HTML field of a UI page, the error 'Prior artifact scope is null in call chain: no thrown error' appears
Investment Portal	PRB1920188	Users can't open or filter users/groups when there are a lot of records in the sys_user table
Issue Auto Resolution for Virtual Agent	PRB1912537	Task SLA field is visible when configuring Issue Auto Resolution (IAR) for HR
Journal Field Types	PRB1926543	No global CRUD ACLs on the sys_journal_field table
JVM at Scale	PRB1926518	ArrayIndexOutOfBoundsException on MemoryWatcherThread
Key Management Framework (KMF)	PRB1948809	The 'Security Customer Actions' page isn't displaying weak certificates with Security Center version 3.1.2
Key Management Framework (KMF)	PRB1950812	SEK rekey job failures
Knowledge Blocks	PRB1861268	The Used Count of a HR scoped Knowledge article (i.e. Application 'Human Resources: Core') record does not increase upon using it by the attaching it to a HR Case using Now Assist
Knowledge Management	PRB1905161	An error appears when creating a knowledge article using a business rule
Knowledge Management	PRB1964059	The UX sitemap configuration 'sitemap_config_KB' can't generate a sitemap
Knowledge Management	PRB1920012	The "Valid to" date deosn't populate correctly on the knowledge record based on the timezone of the end user
Knowledge Management	PRB1938335	Query range ACL error appears when viewing a link from article expiry notifications
Knowledge Management	PRB1981407	After Zurich, the 'Source task' field for knowledge articles isn't assigned
Knowledge Management	PRB1916080	In the Service Portal, the knowledge article title is truncated within the Knowledge breadcrumbs
Knowledge Management	PRB1927836	Related articles aren't visible in the 'Related Knowledge Articles' widget

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Problem category	Problem	Short description
Knowledge Management	PRB1938603	The user cannot navigate to anchors within a collapsed accordion when the article is opened from Workspace
Knowledge Management	PRB1938882	Base instance ACLs in knowledge management treat gs.getProperty() result as boolean which returns a string and doesn't have any significance if the property is true or false
Knowledge Management	PRB1944461	Extra UI elements cause update set errors when migrating the kb_knowledge form view
Knowledge Management	PRB1950179	The 'Knowledge Affected products' widget displays cached data from a previous article
Knowledge Management	PRB1953401	In Customer Service Portal, the heading structure isn't correct on the homepage
Knowledge Management	PRB1953737	kb_view displays the 'Edit' button when a role doesn't have permissions to edit
Knowledge Management	PRB1957071	The white space of list widgets are incorrect due to an 'empty' widget instance value
Knowledge Management	PRB1958717	\The accessible name does not start with the visible label on the Knowledge Bases combo box
Knowledge Management	PRB1966145	In Zurich, when the Knowledge Article is moved from 'Draft' to 'Review', the approval mails are not sent to the approver
Knowledge Management	PRB1713546	Performance in getLanguagesToDisplay by removing the Summary table
Knowledge Management	PRB1871027	Unable to view or write comments on an article when it's viewed using the preview of 'Related Search Results' on an incident form
Knowledge Management	PRB1900979	Knowledge article access is blocked on branded mobile apps
Knowledge Management	PRB1905164	Knowledge articles in an HR scope have an out of sync 'helpful' count and 'useful' count
Knowledge Management	PRB1917569	When trying to move the "Knowledge Article Helpful" widget on top of "Knowledge Article Content", the results are not as expected
Knowledge Management	PRB1920755	Knowledge Articles content does not fit in the portal and requires scrolling to the right
Knowledge Management	PRB1921678	Wiki field on Knowledge Blocks is visible on Published Knowledge Blocks

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Problem category	Problem	Short description
Knowledge Management	PRB1929677	There's an issue with the dependent field values in Knowledge Management
Knowledge Management	PRB1930451	Ineffective SQL query
KPI Details	PRB1972051	On the 'KPI Details' page, a chart isn't rendering the latest score for indicators with fiscal yearly frequency
Language and Translations	PRB1863364	Sys_ui_message shows the wrong translation of 'No' to German 'Keine'
Language and Translations	PRB1883354	In the Swedish language, comments don't show properly in the activity stream
Language and Translations	PRB1945159	When adding an affected CI from the related list in Service Operations Workspace and native UI incident forms, the configuration class search doesn't function correctly when using the Finnish language
Language and Translations	PRB1968320	Tooltips in Virtual Agent icon labels have an extra space for Simplified Chinese and Japanese languages
Language and Translations	PRB1975283	The Japanese sys_ui_message on the UI page 'set_initial_selection_criteria' unexpectedly has HTML tags
Language and Translations	PRB1850471	'Build' and 'Design' are translated incorrectly in German for CMDB i18n
Language and Translations	PRB1880128	Finnish translation shows 'Osavaltio' instead of 'Tila' in the State field in Yokohama
Language and Translations	PRB1880908	Translated column label for alm_asset.location in French has changed after upgrading from Washington DC to Yokohama
Language and Translations	PRB1885028	The " " character (non-breaking space) introduced in the French language pack breaks Event Management Test Connector UI page
Language and Translations	PRB1910767	The question_choice field is displaying 'um' instead of 'A' for the Brazilian Portuguese language
Legacy Agent Workspace	PRB1937106	Declarative action exclusion doesn't work with table + view combination
Legacy Agent Workspace	PRB1926675	The 360 Record information button doesn't display consistently on the sidebar in CSM workspace without refreshing the browser

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Problem category	Problem	Short description
Legacy Workflow	PRB1955456	Users are unable to publish a workflow in a scoped application
Legacy Workflow	PRB1959429	There's an accessibility contrast issue on the RITM table where some green icons in the stage column don't meet the minimum 3:1 color contrast
License Usage (Family Channel)	PRB1835734	Publisher fetch takes 80 Seconds, which exceeds workspace timeout (30 seconds)
License Usage (Family Channel)	PRB1931731	Non-licensable (child) products are listed in the report for "Licensable software products deployed on containers"
Lifecycle Events	PRB1941769	Lifecycle Event approvals intermittently fail to generate
Lifecycle Events	PRB1942195	HR Lifecycle Events resume cases are failing
Lifecycle Events	PRB1956890	User evaluation against audience on activity fails during rescind
Lifecycle Events	PRB1960147	Rescinding a case with workflows causes an error in the logs
Lifecycle Events	PRB1905399	HR Activity field mapping is not working for 'true' and 'false' values
List Administration	PRB1967492	Export fails when the filter is too long in Service Operations Workspace
List Administration	PRB1924348	Column Personalization preferences aren't saved to the appropriate view in case of list page template
List Administration	PRB1943326	Copying data from the workspace list results in additional help text being copied: 'Press and hold Shift then press Enter to edit.'
List Administration	PRB1934171	Group by is not working on some document ID type columns
List Administration	PRB1883062	In UI Builder, the Presentational List component gets refreshed and creates additional code in macroponent
List Administration	PRB1943196	List personalization doesn't work for a list with a view other than SOW in service operations workspace
List Administration	PRB1930125	Workspace list view doesn't show records for non-admin users
List Administration	PRB1889393	Localization is not enabled for fixed filters
List Administration	PRB1903949	Personalizations on an enclosed list in a workspace persist after refreshing, even after restoring to column defaults

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Problem category	Problem	Short description
List Administration	PRB1935030	Highlighted values have limited width on the initial load of the now-list
List Administration	PRB1919338	Empty state doesn't show up in the presentation list
List Administration	PRB1795998	Page navigation isn't working for 'Group by' on an incident list
List Administration	PRB1944329	Playbook fields' boolean values aren't editable through list for users when the language is anything other than English
List Administration	PRB1897320	Untranslated text in record list bundle personalization options
List Administration	PRB1948024	A reference list endpoint does not retrieve the record count when non-English languages are enabled
List Administration	PRB1882756	When navigating from 'New List' to 'Select columns' in Service Operations Workspace (SOW), it is not in alphabetical order
List Administration	PRB1974024	Date time field is not working as expected
List Administration	PRB1933683	List column widths are not persistent when columns are personalized
List Administration	PRB1947366	Condition Builder isn't resetting in a workspace when switching between 2 specific lists
List Administration	PRB1948701	A ServiceNow list appearance is distorted
List Administration	PRB1948956	There's an improper focus order for a copy URL alert
List Administration	PRB1951492	In the list edit view, the user must scroll to access the 'Cancel' and 'Update' UI actions in Zurich CSM workspace
List Administration	PRB1956876	Selection query and UI state mismatch during multi-page navigation and after selecting all operations
List Administration	PRB1957699	Mandatory field doesn't have an error message
List Administration	PRB1957824	A list cell's background color style is different if 'background-color' isn't all lowercase
List Administration	PRB1958261	The UI is broken in CSM/FSM Configurable Workspace and users are unable to create a list
List Administration	PRB1963950	There's an undefined table name when opening a record in the task table list after a live update

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Problem category	Problem	Short description
List Administration	PRB1972110	Users are unable to search a configuration item by its correlation ID in an 'Outage' form
List Administration	PRB1973022	The 'View records with this tag' link doesn't work in SOW
List Administration	PRB1973546	Highlighted text in PAR dashboards is shifted to the right in Zurich
List Administration	PRB1973868	Bug in configurable workspace in search reference pop up when editing a list
List Administration	PRB1977162	Duplicate entries on Related list after upgrading Yokohama
List Administration	PRB1842481	TinyURLs are incorrectly generated on compound fields in a Related List
List Administration	PRB1851777	Filter condition in the Predicate builder fails to show the full filter condition after applying a filter
List Administration	PRB1853994	Screen reader fails to announce the number of record information after invoking pagination controls in Dashboards
List Administration	PRB1895808	A URL changes '+' to '%2B', which breaks a 'Favorites' from a keyword search with a space
List Administration	PRB1897982	Unable to remove grouping when the default 'Group By' is applied in the presentational list
List Administration	PRB1898529	Attachment preview is not working when replying through email in the 'Preview record' page
List Administration	PRB1902695	There are duplicate calls noted for nowRecordListConnectedSnapshot on the HomePage load after the perfintegrations build
List Administration	PRB1903361	Lists 'Clear' button is appears hardcoded for i18n
List Administration	PRB1912513	Filtering Choice fields on the list does not work on the parent table list view
List Administration	PRB1915162	List column values have different font sizes in NS-Sonic-Workspace
List Administration	PRB1916589	"No data to display" is not translated on SOW the first time, and only works after a page refresh
List Administration	PRB1916592	An assigning tag containing apostrophe ' adds the "undefined" tag
List Administration	PRB1923987	Unable to edit dot-walked choice fields and remove commas from the display

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List Administration	PRB1925183	Save Filter clears out the filter parameters in the URL
List Administration	PRB1926404	The sys_dictionary attribute isn't honored on integer value on the 'Presentation List' component, which is part of 'Record List Bundle' of UI Builder
List Administration	PRB1926700	Users are unable to select a custom component of a presentational list inside a modal
List Administration	PRB1928221	Table Filter Condition does not give the appropriate results in the list view
List Administration	PRB1929250	A unique name is not defined for the Filter column elements in the list table
List Controller	PRB1953139	'My Lists' sharing doesn't display all the users in a shared option
List Controller	PRB1923677	The wrong record count is rendered when Record Count Limit is enabled
List Controller	PRB1964511	'My Projects' list view in Project Workspace experiences intermittent loading issues
List Controller	PRB1936225	Grouping doesn't work on a group
List Controller	PRB1946318	List doesn't refresh after adding columns via 'Personalize' fields
List Controller	PRB1965637	ACLs are not functioning as expected with data condition getMyExplicitGroups
List Editor	PRB1687900	Users are unable to edit the class in the list view of Service Operations Workspace
List Editor	PRB1904112	Inline edit on list reports dont function for time type fields
List Filters	PRB1735519	Duplicate filters are added in the filter list
List Filters	PRB1899953	My List [sys_ux_my_list] column field is unable to cater for dot-walking
List Filters	PRB1911228	The assignment group in the list filter isn't populating correctly
List Filters	PRB1921105	Date filter on the Presentational List doesn't work
List Filters	PRB1943971	Unpredictable behavior when column filtering on Presentational time fields
List Filters	PRB1856614	The dot-walk choice field from a child table cannot filter as choice format, but filter as a string in the workspace for Reference lists
List Multi-Field Edit	PRB1857683	Shift-click to select multiple tasks in lists in Service Operations Workspace (SOW) is not working

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Problem category	Problem	Short description
List Search	PRB1919502	In SOW workspace, the list Keyword filter "Clear" button clears more filters than just keywords
List Views	PRB1925678	Can't resize the column for 'List - Simple' on the dashboard when the horizontal scrollbar appears
List Views	PRB1963196	With a Zurich upgrade, the 'select all' option on the UI Builder list component has moved from left to center
Localization Framework	PRB1915365	Custom font is not available for translations in the Edit Translation page while requesting adhoc translation for Service Catalog items
Major Incident Management	PRB1915124	Selected groups don't show up in the list to send a meeting invite
Major Incident Management	PRB1947195	The 'fav' icon is overidden by the ServiceNow icon in a few ITSM UI pages
Major Incident Management	PRB1960650	Slow SQL query on multiple instances when executing the "ContactManagementEngine.java#L210"
Major Incident Management	PRB1876477	Choices in the 'Resolution Code' field are visible in other domains
Major Incident Management	PRB1931736	Optimize the business rule (BR) 'Attach Communication Plan'
MetricBase	PRB1989962	Metricbase load spikes can cause bursts of server connection errors: 'No threads are available'
Metric Intelligence (Family)	PRB1875150	The 'Update CI Tracker' business rule on m2ci causes delays during mass metric registration
MFA with SSO	PRB1907685	Purpose of the link is not descriptive for accessibility
MID Server	PRB1892926	MID connection pools leak sessions when java.lang.Error is thrown while attempting to create connection
MID Server	PRB1942577	MID Server with a closing parenthesis in the Windows service name doesn't start itself after upgrading
MID Server	PRB1909983	Issue with Discovery via WinRM where non-admin MID Server Service users don't have access to get trusted host
MID Server	PRB1966095	Auto MID selection causes excessive metrics to accumulate when connection issues occur

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MID Server	PRB1862165	Customer is unable to use DZDO if 'mid.sa.ssh.use_sncssh' is set to true; it always defaults to SUDO
MID Server	PRB1923181	Agent failover to additional MID servers takes an excessive amount of time
MID Server	PRB1903937	Azure Key Vault Cred resolver is unable to use Managed Identity if MID is configured with proxy
MID Server	PRB1940087	When installing MID on Linux server, the 'agent/configure.sh: line 466: [: too many arguments' error is shown when enabling Certificate Revocation
MID Server	PRB1925363	Legacy 'Windows Installed Software' probe can't collect software installs due to different format in the output of WMI Runner
MID Server	PRB1943949	Detect or trim the preceding whitespace in MID server installer for an instance URL field
MID Server	PRB1961305	MID Server logs populate into the 'Agent Files' related list instead of 'Agent logs'
MID Server	PRB1964711	Reverse DNS lookup fails due to a mismatch between a fixed FQDN and a dynamically assigned IP address
MID Server	PRB1971195	Events aren't created through the MID Server post-Zurich upgrade due to a weak password in the previous instance
MID Server	PRB1971767	Agent Client Collector policies aren't synced to agents after MID restart and agent reconnection
MID Server	PRB1893043	When triggering a check execution from the instance, MID response encounters a null pointer exception if it does not receive the agent OS version from keepalive
MID Server	PRB1893857	mTLS enabled MID Server failed to start if mid.ssl.bootstrap.default.check_cert_chain set to 'false'
MID Server	PRB1898579	When adding Azure to MID Server 'Capabilities' the record is created correctly, but isn't properly linking to the ecc_agent_capability table
MID Server	PRB1902328	ACC-F Agent upgrade from instance fails due to directory traversal detected in ResourceCacher.java
MID Server	PRB1904023	The business rule 'Prevent creating duplicate vault' does not exclude the

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Problem category	Problem	Short description
		current record during updates, causing it to falsely detect a duplicate
MID Server	PRB1905158	Discovery fails using SSH Private Key credential with Cyberark
Mobile Experience for Field Service Management	PRB1924604	Questionnaires with multiple levels of dependencies display incorrectly on Mobile
Mobile Platform	PRB1804416	Inconsistency in which field types from a card template can be changed on the actual card configuration
Mobile Platform	PRB1951413	Search cards based on external content can't be configured on fields created on the external content table
Mobile Platform	PRB1965358	Scripted screen questionnaire dependencies between fields stop working because of irrelevant evaluations using toString()
Mobile Platform	PRB1930548	OfflineGlideRecord.get throws an exception because a generated SQL has mismatched table names
Mobile Platform	PRB1940079	Add condition operators to support IN and MATCH_RGX with the field value in the UI rule
Mobile Platform	PRB1950570	Mobile doesn't return all results when searching for French terms when this works correctly on the platform
Mobile Platform	PRB1955836	In offline mode, the task list scrolls infinitely
Mobile Platform	PRB1988272	Users can only select the Clip icon to upload attachment on Now Mobile MESP Catalog Item web view in Zurich
Mobile Platform	PRB1906516	On Mobile iOS, a list scrolls down infinitely
Mobile Platform	PRB1911660	Support Record field name in the UI Rule condition on v1 header
Mobile Platform	PRB1916821	The prefetch logic for the parameter screen is broken when using scripted variables
Mobile Platform	PRB1918106	In the glideDate.ts in parseDateString function,parsing fails when the day ends with '0'
Mobile Platform	PRB1925283	Searches in mobile do not create an entry in sys_search_event if no results are returned
Multi-factor Authentication (MFA)	PRB1902646	MFA SMS Message is not translated correctly

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Multi-factor Authentication (MFA)	PRB1910692	Issue with MFA Authentication where user is unexpectedly redirected to the / welcome.do page
Multi-factor Authentication (MFA)	PRB1931056	In the MFA dasboard, 'Helps you configure MFA...the Yokohama release' should be of type TRANSLATION_LITERAL so that it can be exposed for translation, instead of type JSON_LITERAL
Multi-provider Single Sign-on (SSO)	PRB1920554	The 'Check certificate expiration' job fails daily
Natural Language Query (Family Release)	PRB1992648	com.snc.nlq.MetadataGenerator modifies GlideElement objects in TableDescriptorCache
Next Experience All Menu	PRB1904388	The order of sys_ux_registry_m2m_category is not working as expected
Next Experience UI16 Theming	PRB1956988	The email window doesn't open in the black theme even after selection of the black theme for the instance
Next Experience Unified Navigation	PRB1897388	A content page fails to load via a module after an upgrade to Yokohama
Next Experience Unified Navigation	PRB1948768	In the Zurich release, switching to the classic application manager displays a blank page
Next Experience Unified Navigation	PRB1945540	The 'Enable Analytics' preference property isn't passing the user_consent property
Next Experience Unified Navigation	PRB1956585	There's no CSS hook for hover text color for categories within the filter navigator
Next Experience Unified Navigation	PRB1953563	The font doesn't revert after turning off 'Compact'
Next Experience Unified Navigation	PRB1980286	The preference menu freezes when there's a circular dependency in the theme record
Next Experience Unified Navigation	PRB1981408	The Next Experience toggle within the user preferences no longer refreshes the page
Next Experience Unified Navigation	PRB1849930	Referer is none while accessing an external site from the App module
Next Experience Unified Navigation	PRB1905386	When a custom Unified Navigation menu is created, the menu items added in the menu are duplicated in 'All'
Next Experience Unified Navigation	PRB1907056	Approvals showing on Next Experience landing page don't work for non-task table related approvals
Next Experience Unified Navigation	PRB1908544	Default theme is not working when user-criteria is enabled

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Problem category	Problem	Short description
Next Experience User Menu	PRB1926920	On instances with AI Agents, some users can't be found on the impersonation list
Normalization Data Services	PRB1931854	A core company isn't handled correctly for a domain-separated environment
Notifications for Service Creator	PRB1919705	Catalog service records are not displayed with in the favorites page for specific users
Notify	PRB1942047	Zoom error scenarios should be handled gracefully
Now Actions messaging app for Slack	PRB1934867	Slack Auth Error on 'messaging_application' JSON configuration change
Now User Experience	PRB1959318	Upgrade doesn't changw fields from 'string' -> 'translated_field'
Now User Experience	PRB1765528	The sys_ui_macro override may be ignored if a similarly named macro is inactive
Now User Experience	PRB1889651	Directly navigating to a list page from the App Navigator in UI16 will trigger multiple '/table_name_list.do' transactions
OAuth	PRB1946383	A system property isn't set as intended, causing email account connection failures
OAuth	PRB1923549	OAuth/ID token auth profile authorization doesn't update last_login_time
OAuth	PRB1923548	Web Service Only user last_login and last_login_time are updated
On-Call Scheduling	PRB1982308	On-call message number records aren't deleted when a user responds
On-Call Scheduling	PRB1938628	When adding a coverage to a shift, the user is displayed two times on the 'day' view of the on-call schedule
On-Call Scheduling	PRB1923493	Unable to add or edit events from the schedule calendar view
On-Call Scheduling	PRB1981295	OnCallRotation.getPrimaryUser returns null when there's no members on a roster and only coverage present
On-Call Scheduling	PRB1921160	Make necessary changes to support the older behavior for customers who are still using message_number field on notify_message table
On-Call Scheduling	PRB1933203	Start of On-Call Schedule does not respect timezone
On-Call Scheduling	PRB1933521	While creating a new shift for group where there exists a shift already that does not overlap with newly one being created, the

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		system throws an error "Span overlaps rotation schedule"
On-Call Scheduling	PRB1939445	workflow.notification is triggered for SMS notify
On-Call Scheduling	PRB1945462	getSpans() returns an empty group_id
On-Call Scheduling	PRB1945817	An incorrect assignment timestamp generates in the activity stream when using on-call scheduling
On-Call Scheduling	PRB1948234	In the 'On-Call: Escalations By Email Per Rota' workflow, an incorrect user is referenced in an email body when multiple recipients are configured
On-Call Scheduling	PRB1967407	Rosters aren't tagged to on-call shift properly for a few on-call schedules
On-Call Scheduling	PRB1967490	OnCallRotation.getPrimaryUser returns null for across day shift time while using 2024_schedule_engine
On-Call Scheduling	PRB1975908	On-call spans internal cache causing issues on the on-call calendar
On-Call Scheduling	PRB1976318	Duplicate incorrect records on table "v_st_on_call_shifts_and_coverages_my_team" for on-call group
On-Call Scheduling	PRB1909337	No response after selecting On-Call Calendar if there's no shift in cmn_rota
On-Call Scheduling	PRB1914307	A user with rejected time-off request cannot provide the coverage for overlapping shifts
On-Call Scheduling	PRB1923652	Meeting end time issue on CAB meeting refresh
On-Call Scheduling	PRB1932044	Overlapping shifts, where one shift lacks a custom escalation setup empty, is resulting in duplicate on-call notifications
OneExtend	PRB1923618	There's a heap OutOfMemory error and node restart in an ITSM use case for Agentic AI Benchmark
OneExtend	PRB1949710	There's an error: 'Failed to get skill config for skillConfigId: 047dbe24434131100b7b5586bab8f25d, capabilityId: while running LLM Based API'
OneExtend	PRB1973586	A newly changed LLM provider setting is reset after upgrading
OneExtend	PRB1920363	checkLLMModelAvailability returns false when the user's preference language isn't English

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OneExtend	PRB1959140	IHUB Spoke Util Pack (com.snc.ihub_spoke_util_pack) plugin breaks after upgrading Yokohama
OneExtend	PRB1940748	Changed the Active field to false in 'Run script include as FDIH subflow' to keep it hidden
OneExtend	PRB1962281	Users are unable to uninstall a Store application that contains any tables which are restricted as a part of AccessHandler
OneExtend	PRB1980887	Syslog table is flooded with the message 'Neha SNCDEBUG inside LogAIStats action if block'
OneExtend	PRB1929447	Must increase prompt size to 40k
Oracle Reconciliation	PRB1876511	An install shouldn't be deleted if there are applications pointing to it
Oracle Reconciliation	PRB1941470	Oracle Options are marked as 'Unlicensed' even though CAL Records and NUP Entitlements are present
Password Reset	PRB1949370	'Password Reset Error UI' page generates a script error
Password Reset	PRB1917005	Redirection doesn't work in case of password reset email URL
Password Reset	PRB1939021	Security questions in Password Reset (via Virtual Agent) are not randomized
Password Reset	PRB1946757	Issues with the first time login registration process and redirection for external users
Password Reset Widget for Service Portal	PRB1938892	Change Password does not honor the property "password_reset.request.max_attempt_window"
PDF Generation	PRB1959833	Header and footer fetches the default type in the report PDF
PDF Generation	PRB1827843	PDF has missing list attributes when a user exports to PDF from a large filter
PDF Generation	PRB1939589	Left header image and right header image do not work correctly in Yokohama release
Performance Analytics	PRB1937240	The reports and PA widgets are displayed in the Migration Center without the bulk migration being triggered
Performance Analytics	PRB1967641	Errors in the system log are observed with the message '#DASHBOARD_INSIGHT_SERVICE: Error building uuid:XXXXX'
Performance Analytics	PRB1914980	Error in the base instance dashboard with the plugin 'Performance Analytics -

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Problem category	Problem	Short description
		Context Sensitive Analytics for Change Management'
Performance Analytics	PRB1919230	Date Picker shows the error 'Invalid date. Must be a valid date in the format MMM DD YYYY' while trying to select any date
Performance Analytics	PRB1823066	Investigate and fix test failures in ams-analytics-business-calendar test project
Performance Analytics	PRB1948103	After upgrading from Xanadu to Yokohama, the line chart appearance changes for the 'current year vs. last year' comparison report using data sets
Performance Analytics	PRB1963190	Drilldowns from Single Score visualizations with monthly aggregation redirect to the current month instead of the month that the data represents
Performance Analytics	PRB1914338	Platform analytics score cards do not look the same after upgrade to Yokohama
Performance Analytics Breakdowns	PRB1930573	Related Lists conditions on a breakdown source do not get applied
Performance Analytics Dashboards	PRB1968325	Translated dashboard tab name reverts to English after refresh
Performance Analytics Dashboards	PRB1954107	Using a session context for prop binding to get a user ID doesn't function with early evaluation
Performance Analytics Dashboards	PRB1832437	The count for DASHBOARD_LAYOUT jumps significantly upon page refresh
Performance Analytics Widgets	PRB1967553	The Platform Analytics (PA) widget 'Word Cloud' only displays the current period (on load) and stops responding when selecting other periods
Platform Analytics Component API	PRB1984668	There's a column filter issue in the Data Visualization library page, in which the 'Does Not contain' isn't working on the 'Owner' column
Platform Analytics Component API	PRB1941595	Dashboard categories aren't filtering the dashboards in the Platform Analytics dashboard overview
Platform Analytics Component API	PRB1936517	A user with minimal roles can't add a breakdown to an indicator
Platform Analytics Component API	PRB1961233	Filtering does not support '%' and '_' symbols

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Problem category	Problem	Short description
Platform Analytics Dashboard API	PRB1977527	columnLimit has an invalid value, as it expected a value than can be converted to type 'Int' but it was a 'String'
Platform Analytics Dashboard API	PRB1947499	Editing in two browser tabs results in tabs content mismatch
Platform Analytics Dashboard API	PRB1936902	Saving changes to Library is not working as expected in the Platform Analytics Dashboard
Platform Analytics Dashboard API	PRB1971556	Rich text components in the in-line dashboard editor are getting partially translated
Platform Analytics Dashboard API	PRB1954949	Dashboard is duplicated when first opening if the user is in different domain
Platform Analytics Dashboard API	PRB1954828	As a dashboard owner without the admin role, the user cannot set the Owner Group field of a dashboard
Platform Analytics Dashboard API	PRB1946249	User with the 'snc_external' role is unable to see choice values for filters in a Performance Analytics Reporting (PAR) dashboard
Platform Analytics Dashboard API	PRB1965731	Changes to par_visualization_permission aren't captured in sys_update_xml
Platform Analytics Dashboard API	PRB1908412	Platform Analytics Dashboard translation problem
Platform Analytics Dashboard API	PRB1923526	Chart titles are not translated to other languages if the 'sys_ui_message' entry has any value in the 'code' field
Platform Analytics Filters	PRB1900864	Filter loads the same string entry multiple times
Platform Analytics Filters	PRB1968556	Users are unable to filter on the sys_class_name column of the kb_knowledge table in a new Platform Analytics dashboard
Platform Analytics Filters	PRB1972756	When adding a filter to a dashboard, the data source doesn't appear until changes are made
Platform Analytics Filters	PRB1832298	Selecting 'Today' does not update the calendar with the user selection
Platform Analytics Filters	PRB1890194	Dashboard filters are not working as expected for cmdb_admin
Platform Analytics Filters	PRB1907093	There's a change in behavior after upgrading to Yokohama for non-admins when filtering a list when table/data source is a DB view

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Problem category	Problem	Short description
Platform Analytics Filters	PRB1917204	Translation does not work on 'Filter Group'
Platform Analytics Migration API	PRB1936887	Dashboard redirection is incorrect for the user if the dashboard is migrated from the library by admin/analytics manager and not activated
Platform Analytics Migration API	PRB1899127	Some BT1 users can see the migration banner even if they are not the dashboard owners
Platform Analytics Migration API	PRB1905573	The migrated spline time series with drilldown doesn't work inside PAE dashboard but works in viz designer
Platform Analytics Migration API	PRB1971216	Guided setup needs a new URL with an updated dashboard ID
Platform Analytics Migration API	PRB1956520	Support the migration of a tab name and dashboard name translations
Platform Analytics Migration API	PRB1935002	When upgrading to Yokohama, the initial screen shows the 'Start moving' button in the Migration Center
Platform Analytics Migration API	PRB1943751	Auto-migration that runs on an upgrade needs a new sysID on each famlily release
Platform Analytics Migration API	PRB1962944	Duplicate records are created in the analytics_category_m2m table when using UnloadDashboard before and after Platform Analytics migration
Platform Analytics Migration API	PRB1910729	Setting the property com.glide.par.coreui_single_migration.enabled to false causes the message 'Cannot migrate icon' to display
Platform Analytics Migration API	PRB1917338	Translation of Static Content on a core UI dashboard is lost after migrating to a Platform analytics dashboard in Yokohama
Platform Licensing	PRB1894641	Update the SMV1 reference to use the SMV2 reference during installation of remote applications
Platform Licensing	PRB1838592	The allotment type of custom table is removed automatically after the upgrade and migration
Platform Licensing	PRB1965760	The ua_instance_state table isn't updating due to an API failure
Platform Runtime	PRB1913417	The StructuredShutdown doesn't wait for the external shutdown to complete
Platform Runtime	PRB1952655	Prevent inserting empty macronames into the sys_allowlist_macro_template table

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Platform Runtime	PRB1788007	GlideRecord. getUniqueValue() called from the 'Database' view returns 'null'
Platform Runtime	PRB1913014	GlideChoiceList returns different Dependent field data for different users with different languages
Playbook Experience Core	PRB1965373	When adding an optional activity on a playbook more than once, the playbook bugs
Playbooks (Family Channel)	PRB1936766	Playbook properties don't auto-select after a guided setup upgrade or re-publish
Playbooks (Family Channel)	PRB1949708	Stage or activity conditions don't work when referring to a playbook input value
Playbooks (Family Channel)	PRB1917556	The user observes a 'No Playbook stages available' error in the 'Playbook' tab
Playbooks (Family Channel)	PRB1922316	After upgrading to Xanadu, playbook stages/activities disappear from the screen
Predictive Intelligence	PRB1892456	Workflow predictions fail when the attachment is missing for word vector corpus in the ml_model_artifact table
Problem Management	PRB1930428	Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW)
Problem Management	PRB1952187	Users are unable to create problem tasks
Problem Management	PRB1946370	Problems that are accepted as 'risk' move to 'resolved' as expected, but if they are accepted as 'complete', then the stage changes to 'fix applied due to UI Action'
Process Mining	PRB1912315	Filter set models are calculated on an incorrect number of cases when filter set conditions match more than 10k results
Process Mining	PRB1951278	Uppercase sys_ids for cases break the log collection
Process Mining	PRB1954737	If a filter is on a large table, filtering in a breakdown definition can cause performance issues
Process Mining	PRB1905387	Addition of Query ACLs in Process Mining
Process Mining	PRB1920054	Conditions with transitions are failing when viewing the 'Schedule task' results
Process Mining	PRB1921496	The scheduled task name is reset to default if its renamed when the task is processed on Glide

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Procurement	PRB1971378	The 'Cost' field for purchase order line items populates with incorrect decimal values for the 'kr' currency
Procurement	PRB1933237	Sourcing does not validate creation of TO/PO and incorrectly closes the task
Procurement	PRB1931415	Receive UI action takes a long time to load when the user has a high amount of stockrooms
Project Management	PRB1951811	When the user creates a project with a template, the system inserts all stakeholders defined in the table dmn_stakeholder_register without portfolio
Project Management	PRB1918462	The system throws an error and a Resource Allocation record isn't created upon creation of a Resource Assignment record on a project task
Project Management	PRB1907309	Issue accessing a project or demand via the 'Open Project' button on the Investment Portal
Project Management	PRB1936374	The choices for 'Cost Type' are shown in English, even if you set the language preference to Japanese
Project Management	PRB1906764	Unable to set operator for 'Percent Complete' filter in Project Workspace
Project Management	PRB1938591	Deleting a Parent Project Task with a Child Project Task does not record the Child Project Task in Audit Deleted Records (sys_audit_delete) and Rollback Sequences (sys_rollback_sequence) in Project Workspace
Project Management	PRB1974918	Key milestones for sub-projects aren't visible on a status report
Project Management	PRB1961178	Copy Partial Project fails silently due to Scheduling Conflicts
Project Management	PRB1941521	Task type breakdowns have incorrect rolled-up actuals when the 'Budget allocation attribute' property is set to 'cost_type'
Project Management	PRB1943581	An error message appears when creating a project from demand
Project Management	PRB1943677	Project Tasks are created in the Domain of the Domain Picker instead of the Top Project, when a Project Task is created using 'Insert a new row' on the Related List of a Project Form

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Problem category	Problem	Short description
Project Management	PRB1943681	Project tasks are created in the domain of the domain picker instead of the top project
Project Management	PRB1943685	Requirements are created in the domain of the domain picker instead of the top project
Project Management	PRB1944540	RIDAC records are created/converted in the domain of the domain picker instead of the top project
Project Management	PRB1944646	Shortening a cost plan creates inconsistent numbers
Project Management	PRB1948028	Moving Sub Projects in New Project Workspace is not possible
Project Management	PRB1948080	There's a file error when exporting to Excel from Planning Console
Project Management	PRB1949452	Generating a cost plan link in the Project Workspace > Classical Project Workspace > Financial tab doesn't work
Project Management	PRB1950944	Users with a project manager role see the year '1970' when moving the state to 'Closed Complete' on a project task
Project Management	PRB1951861	Users can't attach a portfolio to a program in a workspace
Project Management	PRB1955983	Project status reports 'Export to Powerpoint' isn't working as expected for ${project_key_milestone_baseline.end_date}
Project Management	PRB1959373	There's a typo in the 'ProjectWorkbenchPhaseValidationAndUpdate' business rule
Project Management	PRB1961018	The planned end date calculation on a project is incorrect when the schedule entry uses ':45' or partial hours
Project Management	PRB1962134	The project task status logic seems to be incorrect due to the script include 'PlannedTaskStatus'
Project Management	PRB1962243	There's a 'PPM Unable to Recalculate Task' error on a project task update
Project Management	PRB1965229	The 'Apply Template' UI action on the planning console displays the following error message 'An error occurred while applying the template'
Project Management	PRB1972438	There's an incorrect rollup of costs in demand currency to demand and task breakdown levels
Project Management	PRB1977018	"Benefit in project currency" retains the old value when the entered benefit is set to "0"

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Problem category	Problem	Short description
Project Management	PRB1861882	Changing the 'Planned end date' field on Program table (pm_program) and selecting 'Save automatically' moves the Time field by one hour
Project Management	PRB1877352	The 'Assigned to' and 'Additional assignee list' fields are cleared out when mpp files are imported
Project Management	PRB1891228	Excessive/unnecessary events created during 50k/hr order processing test
Project Management	PRB1908085	Error on 'Manage View'
Project Management	PRB1910762	Duplicate widgets are created in the PMO dashboard 'Actuals' tab after upgrading to Yokohama
Project Management	PRB1911900	When planned task rollup is set to 'False' for the column like 'State' and 'Percent' for the Project task table, the parent task 'State' and 'Percent' complete fields are not editable on the Project tasks forms
Project Management	PRB1916682	When a project with a requirement is assigned as a sub-project to another project, the top task for the requirement is not updated
Project Management	PRB1920461	"Start fiscal period" and "End fiscal period" are not update when project task is created before project start date
Project Management	PRB1920544	The "Check It Out" button displays 'Page not found' error for projects that are converted from demand
Project Management	PRB1927590	Error 'Invalid query detected, stack trace below [Unknown field active in table fm_expense_line] Query [active=true]' when selecting 'View expense lines' from Project Workspace
Record Watcher	PRB1956568	Record Watcher doesn't match records when there's a trailing space in the record
Related List Action Model	PRB1890337	A related list action is incorrectly turned off when defining a condition on a parent record field
Related Lists	PRB1936061	GlideElement miscast causes an error in the workspace
Related Lists	PRB1787443	The floating horizontal scrollbar on the related list isn't floating with Next Experience turned on

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Problem category	Problem	Short description
ReleaseOps - Family	PRB1960603	Deal Registration (DR) is not the catching preview conflict in Test, and moves to Ready for Deployment
Reporting	PRB1891029	When a filter condition is applied and the user tries to export the PDF, the filter condition isn't considered and all the records in Yokohama are exported
Reporting	PRB1941537	In Oracle DB instances, report stats can overflow Integer and logs error messages
Reporting	PRB1890706	Double aggregate on a column with the length greater than 30 characters references the display value, not the sys ID
Reporting	PRB1900311	Multi-pivot report drills down to empty list
Reporting	PRB1911390	Country mapping is not working correctly in Reports when performing in a user language that is non-English
Reporting	PRB1913670	Semi-donut chart is not displaying information when users select the dark theme
Resource Management	PRB1904672	In RMW, the resource assignment is not reflected under the user without refreshing
Resource Management	PRB1976554	When a demand with resource assignments is reverted to a draft, the resource allocation is deleted and the resource plan state is updated to 'Planning'
Resource Management	PRB1948165	Resource Assignment doesn't change from 'Pending' to 'Approved' for 'Percent Capacity' effort type (%)
Resource Management	PRB1943893	Deleting a project task results in orphaned resource_aggregate_monthly records
Resource Management	PRB1964329	All resource assignments aren't visible in the time card 'Resource Assignment' column when one value is selected
Resource Management	PRB1969650	The 'Resource Planned Cost' field in the project task isn't updated when the planned cost in the related resource plan is modified using the rate override option and resource rate
Resource Management	PRB1973105	Planned costs in demand currency and confirmed/allocated costs in demand currency aren't updated on a resource plan
Resource Management	PRB1906312	The 'Resource Assignment' tab is not present on the SPW for the teamspace2 planning table

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Resource Management	PRB1920118	Allocated hours do not match requested hours
Resource Management	PRB1927816	Resource Aggregates Monthly do not match with the Resource Aggregates Daily when the resource schedule changes post allocations
Resource Management	PRB1932950	RCA record is not present in the Human Resources Core scope for Employee Profile UI Action record
REST API Framework	PRB1933015	Generated OpenAPI specification file has servers URL with trailing slash causing problems with some tools
RESTMessageV2 API	PRB1934341	RESTMessageV2 executeAsync is unable to refresh token when using in a scoped app's business rule
Restricted Caller Access (RCA)	PRB1927893	getDisplayValue("name_of_document_id_field") returns null when the document_id isn't set
Restricted Caller Access (RCA)	PRB1962158	RCA warning pops up even if there is a valid scope to scope RCA
Restricted Caller Access (RCA)	PRB1925925	Users are unable to see the sparkle icon for an email recommendation
Roles	PRB1893348	Deleting a sys_user_group with roles fails to update/remove all the roles from the group's members
Rollback Contexts	PRB1942654	'Clean Expired Rollback Contexts' job runs for an extended duration
Scheduled Jobs	PRB1970221	sys_trigger query latency causes scheduler mutex timeouts and job claim failures
Schedule Optimization	PRB1940536	When an wm_intraday_events record is created without an affected record, the related flow errors
Schedules	PRB1868862	Changing glide.sys.time_format from HH:MM:SS to HH:MM affects the tasks with an end time of 23:59
Schedules	PRB1947840	In 'Schedule calendar', time doesn't work properly if the system uses an AM/PM time format
Script Actions	PRB1911719	Parsing issues detected in the Package Call Removal utility tool
Script Debugger API	PRB1965114	Users can't re-open a script debugger window after closing it
Search Administration	PRB1942924	In HR Workspace, the string 'Keywords' appears hardcoded

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Search Administration	PRB1902764	In Global Search Exact Match, selecting 'Go to list view' leads to an error, 'The page you are looking for could not be found' when using any Non-English language
Search Application Configurations	PRB1949837	Search_application_admin role grants write access to sys_dictionary through personalize_dictionary role
Search Application Configurations	PRB1912254	Performance test results for the E2E backend query show high response results
Search Signals	PRB1982588	The Genius results field is returning empty results ({"results":[]}) for certain search queries captured in the sys_search_signal_event table, even though the search itself is executed
Search Suggestions	PRB1848010	The screen reader reads out the entire list of items in the Reference field dropdown list, which is too much detail for users to process
Security Attributes	PRB1852325	GlideSecurityManager. dotWalkQueryConditionToBuild QueryElementToGRMap expands dot-walked fields unnecessarily
Security Attributes	PRB1930543	Assignment to "answer" not allowed in security attribute scripts when script is running in strict mode
Security Data Filters	PRB1929955	404 error appears after selecting 'Analyze Performance' when Polaris is turned off
Seismic Framework	PRB1909660	GraphQL query caching issues when the instance is domain separated and when properties are toggled off
Server-side scripts	PRB1917134	Data isn't populated in Tuning cards and there's an error on the Checks page 'Sandbox: using sn_i18n is restricted!'
Server-side scripts	PRB1895613	There's different behavior in the JSUtil.isEmpty function after the upgrade from Washington to Yokohama
Server-side scripts	PRB1908371	Outbound REST requests with no request body or attachment fail on the base instance RESTclient business rule
Server-side scripts	PRB1915039	Regex fails with 'Invalid quantifier ?: com.glide. rest.domain. ServiceException: Invalid quantifier ?'
Server-side scripts	PRB1955078	Singletons are broken by the inclusion of a module ID in URI
Server-side scripts	PRB1960493	Regexp regression in invalid unicode sequences

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Problem category	Problem	Short description
Server-side scripts	PRB1962399	\P and \p escapes are reported as invalid in non-unicode regexps
Server-side scripts	PRB1966601	Dot format time (hh.mm.ss) doesn't work in Postgres DB
Server-side scripts	PRB1976787	Scoped script include with private function thrown when called from same scope
Server-side scripts	PRB1989147	Unauthenticated URLs that include invalid URL encoding may redirect to a blank page
Server-side scripts	PRB1850260	Script debugger skips to the end of script when stepping over "gr.insert()" or "gr.update()"
Server-side scripts	PRB1886474	Users aren't able to turn off the ES toggle for an existing record
Server-side scripts	PRB1886555	The 'Select User Role' popup appears when the 'Mobile Callable' field is missing in the script include form
Server-side scripts	PRB1925368	Incorrect miss ratio for syscache_expression
Service Catalog	PRB1968830	Custom approval doesn't move RITM to 'Cancel' when all approvals are canceled for Service Fulfillment Steps
Service Catalog	PRB1935961	Change 'va_render_type' from a calculated to a static field
Service Catalog	PRB1909584	Latency issues in AI Search on portal
Service Catalog	PRB1897960	The prices for catalog items on employee center are shown differently depending on if the user is browsing or searching
Service Catalog	PRB1927340	Variable Widget Summarizer throwing $rootScope:infdig error in console
Service Catalog	PRB1917582	Exporting records from the list view of sc_cat_item results in more records than what is seen on list view
Service Catalog	PRB1921146	Issue with service catalog order_now API
Service Catalog	PRB1977677	The event 'Request generated' is not being triggered after using the Catalog item in Mobile variant
Service Catalog	PRB1976031	The lookup select box variable with 'Choices depend on' stores a choice value instead of a label
Service Catalog	PRB1950677	Post Zurich upgrade, masked 'String' fields show the encrypted value
Service Catalog	PRB1781388	There's no padding on forms after switching to Hebrew language

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Service Catalog	PRB1606619	In a Service Portal catalog item's form, changing the value of any field then logging out triggers 'Leave site?' and 'Leave page?' confirmation modals
Service Catalog	PRB1936877	"Request Translation" UI Action doesn't work as expected
Service Catalog	PRB1884207	gForm methods-getLabelOf, setLabelOf are not working in platform
Service Catalog	PRB1890520	Image display issue with the 'Catalog Item' component in UI Builder
Service Catalog	PRB1959858	The dropdown list menu value is not populating with Service Catalog
Service Catalog	PRB1938326	When changing the date format to other than yyyy-MM-DD the flow is throwing error "The value for the mandatory field <Duration type> is empty or invalid" in Submit Catalog Item request action
Service Catalog	PRB1949974	Duplicates are created when users double/ triple click a standard change item out of a catalog
Service Catalog	PRB1958962	Catalog Builder generates two update sets for the items where 'Not available For' is captured in an empty update set
Service Catalog	PRB1959132	There's slowness in task load
Service Catalog	PRB1976199	The 'Required Information' buttons are missing roles for accessibility
Service Catalog	PRB1977134	Documentation displays conflicting information regarding AI Search and Meta fields
Service Catalog	PRB1977676	Variables are not wrapping correctly on CSM workspace when question length is large in Single Line Text
Service Catalog	PRB1981972	The customized default value of sc_cat_item.sc_catalogs is overwritten after Zurich
Service Catalog	PRB1833466	A warning is not displayed after editing a submitted RITM's multi-row variable set (MRVS) and leaving the RITM without saving the changes
Service Catalog	PRB1879491	Screenreader is reading columns incorrectly, and does not match what is seen on screen visually
Service Catalog	PRB1910117	Multi-select default values do not populate a field in the right way

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Service Catalog	PRB1915841	Topics are not copied to a new Catalog item from the Copy UI action
Service Catalog	PRB1917416	The user can't horizontal scroll on Variable Instructions images in Mobile
Service Catalog	PRB1920651	Numeric Scale is overflowing from the frame and radio options are hidden in a variable editor on an RITM
Service Catalog	PRB1921073	Migration script "Migrate 3DES" data could run multiple times during upgrade
Service Catalog	PRB1928421	Multiple attachments on a form cause the clean-up process to delete the wrong attachments due to asynchronous processing
Service Catalog	PRB1929699	In Virtual Agent a hyperlink shows as: a href = "sp" target = "blank"
Service Catalog	PRB1932764	The checkbox price label doesn't honor the fixed, single, calculated setting on price field
Service Catalog API	PRB1946265	The Service Builder module gives an 'Invalid Request' error after ATF test
Service Catalog Builder	PRB1937677	Record producer with reference question gets stuck in Publishing when the referenced table is deleted, and no error is thrown by sn_sc.CatalogItemVersioningService.publish()
Service Catalog Builder	PRB1962431	Catalog Builder modifies variable sets when they aren't wrapped properly by formatters
Service Catalog Builder	PRB1977985	Editable for submitter in Catalog item templates
Service Catalog Builder	PRB1889322	Heading level 1 on the 'Welcome to Catalog Builder page' is not WCAG 2.4.6 conformity
Service Catalog Builder	PRB1912643	Issue with Create/Update catalog item with non-English language in Catalog Builder
Service Catalog Builder	PRB1916832	Record producer does not save an image
Service Catalog Builder	PRB1924283	Annotation image attachment is not attached as Attachments of the variable
Service Catalog Components	PRB1918551	g_form doesn't trigger UI re-render when used in the callback function of async (GlideAjax) on Workspace
Service Catalog Portal Widgets	PRB1952900	Selecting the 'Back' button after saving a record in the variable editor prompts the user to save again

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Problem category	Problem	Short description
Service Catalog Portal Widgets	PRB1933178	The portal screen reader does not announce the 'You do not have any requests' message automatically on the 'My Requests' page
Service Catalog Portal Widgets	PRB1936177	Clone Request option on ESC portal redirects users to /sp portal
Service Catalog Portal Widgets	PRB1937930	The widget 'SP Category Page' is updated twice, getting double refreshed
Service Catalog Portal Widgets	PRB1947153	The lookup select box with a reference qualifier in MRVS displays incorrect labels on the 'SC Catalog Item' widget
Service Catalog Portal Widgets	PRB1952792	In Supplier Portal, a visual label isn't announced by a screen reader
Service Catalog Portal Widgets	PRB1957018	CSS styling/variable behavior issues in Zurich
Service Catalog Portal Widgets	PRB1957355	'No matches found' isn't translated to the user's session language on the 'SC Categories' widget
Service Catalog Portal Widgets	PRB1968576	A lookup select box doesn't load values, causing its width to reduce when selected in the portal
Service Catalog Portal Widgets	PRB1975164	Universal Task creation doesn't display the 'Requested For' variable from the parent Universal Request
Service Catalog Portal Widgets	PRB1976088	When saving an item as a draft, the my_request widget throws many console errors
Service Catalog Portal Widgets	PRB1887916	Slowness is observed when the user select certain variables on a catalog item on Service portal
Service Catalog Portal Widgets	PRB1902541	'MRVS Delete row' will focus on the first MRVS instead of the MRVS that the row deleted
Service Catalog Portal Widgets	PRB1916587	Focusable content should have tabindex='-1' or be removed from the Document Object Model (DOM)
Service Catalog Variables	PRB1913710	There's a cache for the catalog variable default value
Service Creator	PRB1979124	The 'Service Task Processing' flow triggers and sets an assignment differently than a deprecated workflow
Service Level Management	PRB1931328	On the Service Operations Workspace Incident form, if an SLA definition is in a different domain from the currently

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Problem category	Problem	Short description
		selected one, the SLA isn't displayed correctly
Service Level Management	PRB1974948	Identical SLA definitions with reset conditions, only differing in duration, can have incorrect duration set when both reset and go into the pause stage
Service Level Management	PRB1910735	Default SLA Condition is used rather than custom condition_class on contract_sla on SLA repair when com.snc.sla.condition_class.caching.enabled=false
Service Level Management	PRB1926636	When a RITM is created from the catalog, the sc_req_item record does not display the 'Request' (REQ) number in the activity section
Service Mapping	PRB1785221	'Update svc_ci_assoc' and 'Error Counters' run heavy queries on instances with a large amount of application services
Service Mapping	PRB1893301	List layout for sa_ml_connection_suggestion has duplicate position values for the list elements
Service Mapping	PRB1931766	UI action allows 'Insert and Stay' action for cmdb_ci_service_discovered without 'Create' rights
Service Mapping	PRB1938102	Flow Discovery Scheduler doesn't work as expected when the connector schedule and scheduler repeat intervals are the same
Service Mapping	PRB1952657	'Duplicate records found while searching for possible matching endpoints' displays when recreating HTTP Entry Point without an IP
Service Mapping	PRB1959919	The cmdb_ci_translation_rule record is flagged by the CMDB Health Completeness metric due to missing mandatory attributes: 'Source IP' and 'Target IP'
Service Mapping	PRB1730575	Debug of pattern is not working for included CIs when using the ACC Agent
Service Mapping	PRB1885999	Adding TCP entry points to Service with the same IP:port and different location fails
Service Mapping	PRB1886863	The cmdb_ci_aws_datacenter class should be excluded from the recompuation base instance
Service Mapping	PRB1889547	The 'Gather VIP information for creating connections' library creates a TCP endpoint that overwrites custom fields

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Problem category	Problem	Short description
Service Mapping	PRB1895784	Dynamic CI Group doesn't get updated by the job if the number of CIs is over the limit
Service Mapping	PRB1895805	Discovery map fails to load in host view, causing out of memory (OOM)
Service Mapping	PRB1904506	Location feature is not working for AVI LB
Service Mapping	PRB1906898	The limit of CIs is not accurate for SmServiceByTagsUtils.getListOfTaggedCIs
Service Mapping	PRB1910332	DNS Lookup Enhanced throws an exception in case the ipList parameter was missed in the answer from DNS Lookup probe
Service Mapping	PRB1914247	The wrong discovery message in a case IP address is in an inactive status
Service Mapping	PRB1919091	TD discovery has NumberFormatException because a pattern returned multiple ports
Service Mapping	PRB1922240	Action "View CMDB group CIs" is broken when removing "cmdb_group" field from the dynamic CI group form
Service Mapping	PRB1931472	Memory usage is high with many tag-based services due to createSubLogger
Service Model Foundation	PRB1908477	Base instance business rule 'Sync Service Org's address fields' clears the Latitude field incorrectly
Service Operations Workspace	PRB1956001	Identical page title
Service Portal	PRB1917651	The list collector variable on a catalog item doesn't display correctly when seen on the service portal in Yokohama
Service Portal	PRB1934256	Error message is seen in logs while navigating to the portal
Service Portal	PRB1955719	The base instance widget 'Approval Info' creates duplicate comments in the sysapproval_approver record when rejecting
Service Portal	PRB1922948	Number of approvals in the service portal header isn't refreshed in real time
Service Portal	PRB1919036	A faceted search widget/Genius result card doesn't have a responsive design and disappears on a mobile browser or a small browser window
Service Portal	PRB1932325	'Show filters' isn't translated in the portal search page
Service Portal	PRB1983857	In Zurich, a user can't input a value/type into a KB knowledge base widget

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Problem category	Problem	Short description
Service Portal	PRB1950805	In the ESC portal, the 'Skip to chat' link fails to land focus on the 'VA chat' button
Service Portal	PRB1935624	'Hide filters' and 'Clear All' in a facet search aren't properly aligned
Service Portal	PRB1979521	Using the date format 'E yyyy-MM-dd' throws an error in Portal
Service Portal	PRB1943746	Table level UI policies don't work in the Service Portal form when the 'Dictionary' fields are mandatory
Service Portal	PRB1935843	In Windows 11, from any web browsers (i.e. Chrome or Edge), two Korean alphabet letters are returned despite a user entering one Korean alphabet letter into a base instance Select box in base instance Service Portal and ESC portal pages
Service Portal	PRB1936655	Widget instance options defect
Service Portal	PRB1943881	In Service Portal, list fields don't respect dependent values
Service Portal	PRB1947686	There's no 'Save changes' message when users select the 'Back' button of a browser for an unsaved form in a portal
Service Portal	PRB1947889	A footer position misplaces when to make a footer fixed
Service Portal	PRB1948141	A user's initials in a header avatar overlap with the profile picture after the upload until the page is refreshed
Service Portal	PRB1950851	A screen reader announces 'Required' in English even after the profile language has been changed to German
Service Portal	PRB1953993	The 'Back' button doesn't work stably after selecting a related list twice
Service Portal	PRB1965943	In Service Portal, the attachment window continues to load when dragging/dropping an opened One Drive file
Service Portal	PRB1968872	A case number isn't displayed on the CSM portal under the 'Notification' menu
Service Portal	PRB1969373	When a user changes the bio in their profile on the Portal, they also see the same bio for all other users
Service Portal	PRB1975755	Hamburger menu options are not keyboard accessible
Service Portal	PRB1980456	The DateTimePicker month and year selection views are marked up incorrectly and can't be accessed via keyboard with NVDA

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Service Portal	PRB1982105	'End Live Chat' isn't translated for Now Assist in the Virtual Agent window
Service Portal	PRB1710928	Service Portal and Employee Center 'Skip to ...' focus ring does not universally meet the minimum contrast on all banner color themes
Service Portal	PRB1875961	The 'uploading' message is not announced by the screen reader when adding an attachment in Employee Service Center (ESC) and Service Portal portals
Service Portal	PRB1894521	Form field lacks visible a label and relies only on placeholder text (i.e. 'Add an optional comment' or 'Type your message here') in the Activity stream in portals
Service Portal	PRB1896387	Issue Now Mobile App Survey - 'Show More' Button for choice question
Service Portal	PRB1900049	'Turn on ECMAScript 2021 (ES12) mode' option does not allow ES12 features on Service Portal Widgets
Service Portal	PRB1900517	The Portal Search box is a rectangle instead of oval with white spaces surrounding it
Service Portal	PRB1901391	The visual label is missing from the 'sn-time-ago' element on the Attachment section in the Service Portal
Service Portal	PRB1908848	g_form.adddecoration seems to behave differently for list vs. choice types on mobile devices
Service Portal	PRB1909572	Invalid ARIA attribute value 'aria-activedescendant''select2-result-label-81'' on the List Collector type
Service Portal	PRB1910219	Table markup is not defined for the Widget information table in the Widget Diagnostics modal
Service Portal	PRB1911196	The 'Report' sp_widget on click URL is incorrect when data includes an ampersand (&)
Service Portal	PRB1912260	When using a portal URL, the user is not redirected to the expected record after SSO authentication
Service Portal	PRB1915044	Standard ticket header title is not translated
Service Portal	PRB1920953	The browser Back button does not navigate to the previous page (pagination) in portal
Service Portal	PRB1921882	A session isn't reset on the portal enhance chat for Dynamic Window

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Service Portal	PRB1924527	The text, "Find Answers, Faster, Find the answers you need when you need them", is not visible on the homepage up to 400% browser zoom
Service Portal	PRB1926350	.svg format photos don't work in portal
Service Portal	PRB1926621	Skip links shouldn't jump to breadcrumbs in service portal
Service Portal	PRB1927481	Add error message alert on service portal pop-up give date with space after Hours HH: mm:ss
Service Portal	PRB1931939	Service portal menu items do not scroll on mobile and some are cut off
Service Portal Core Widgets	PRB1951416	The Knowledge Base (KB) widget KB doesn't display all language articles
Service Portal Core Widgets	PRB1969194	When loading a page, showing a survey instance with an image to the Portal widget generates attachments every time
Service Portal Core Widgets	PRB1843112	The 'Share' modal on the Social Q&A portal widget isn't responsive in an iOS browser
Service Portfolio Management	PRB1957675	The 'Other tasks' Related List from the 'Service Portfolio Management Premium' package causes slowness
Service Portfolio Management	PRB1941525	Mixed-choice labels with the same value of 'Technical Service' create confusion in the user experience
Service Portfolio Management	PRB1952633	Outage duration displays an additional one hour due to DST if the 'begin' time is Nov 2nd 00:00:00
Session Management	PRB1929529	Unhandled exception occurs when getAttribute is called after Glide session invalidation
Session Management	PRB1880419	IP stored in GlideSession isn't updated when an existing session changes IP address
Session Management	PRB1930353	There's a timezone defect as a result of Glidesession.getUser()
Session Management	PRB1958183	An application throws the error 'The request object has been recycled and is no longer associated with this facade' when a Glide transaction is active and the session is destroyed
Sidebar (Family Release)	PRB1931636	Optimize member unread query
Sidebar (Family Release)	PRB1971434	On SFS trueup, when users send a message, they get an exception saying

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		that this.threadMembers is null and the message isn't sent
Sidebar (Family Release)	PRB1908427	The 'Util' menu keeps loading if there are no conversations yet
Skills Management	PRB1941545	In HR Workspace, the 'Skills' table is a non-translatable type
Skills Management	PRB1956971	Skills without the IIFE template overrides a local variable with the same name
Software Asset Data Import	PRB1930648	An excel row field is not populated for standard import
Software Asset Management	PRB1906425	BR 'Build primary key on insert' uses single digit month for January to September to calculate primary key, while Script include 'SAMPSoftwareUsageDataSourceIntegration' uses double digits
Software Asset Management	PRB1942745	There's an incorrect 'Active rights' calculation when extending the end date and updating purchase rights in the same update
Software Asset Management	PRB1909356	The recon job fails when custom products don't have the 'Publisher' field stamped
Software Asset Management	PRB1907339	Value of 'Subscription period' defaults to 'annually' after bulk import of entitlements
Software Asset Management	PRB1959756	The 'Connection Setup' section is missing on the Custom Integration view for the Workday Integration Profile after upgrading sn_sam_saas_int
Software Asset Management	PRB1965456	An ACL introduced in Zurich blocks users with no role from accessing alm_entitlement_user
Software Asset Management	PRB1975702	total_spend/true_up_cost/ over_licensed_amount/potential_savings values at the publisher level are set to 0 even though Product_results have those values
Software Asset Management	PRB1981043	User resolution rules aren't working if the subscriptions don't have a UPN
Software Asset Management	PRB1890559	The scheduled job 'SAM - Update value builder usage' fails with the message, 'Fail' instead of the standard 'Failed' message
Software Asset Management	PRB1905727	The samp_sw_reclamation_rule table's last_activity_threshold field definition has an incorrect 'Choice' definition
Software Asset Management	PRB1915761	An 'Install' table has a cross scope issue since the code is moved to Store

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Software Asset Management	PRB1919496	Filter options in workspace are not translated
Software Asset Management	PRB1920322	On Red Hat, an undetermined reason is caused by an incorrect 'Virtualized By' relationship
Software Asset Management Integration with Citrix	PRB1914340	Error while executing a discovery pattern
Software Asset Management Publisher Pack for Citrix	PRB1869215	Citrix Source installs created from persistent devices
Software Asset Management Publisher Pack for Oracle	PRB1968348	'Licenses Required' and 'Licenses Owned' are shown as empty if the CPU count is missing on a VM instance
Software Asset Management Publisher Pack for Oracle	PRB1897054	In the samp_oracle_options table, the column 'Currently Used' needs to be renamed to 'Considered' for licensing
Software Asset Management Publisher Pack for SAP	PRB1856239	Developer NUT users should be licensed separately from a developer environment
Software Asset Management Workspace (Glide)	PRB1925065	Software Asset Overview Activity center alerts fetch a failure log for the previous week's run, causing a discrepancy with a successful newer job log
Software Asset Normalization	PRB1847357	Users with the sam_admin role can't view custom software product and custom software product suggestions lists on License Operations
Software Asset Normalization	PRB1857676	Discovery model's discovered product doesn't match the software install's display name
Software Asset Normalization	PRB1904901	The enhancements for Norm product / publisher are not cleared / stamped on a few installs
Software Asset Reclamation	PRB1916098	SAMPReclamationUtil throws an exception
Software Asset Reclamation	PRB1862254	The 'SG-SCCM' import job deletes a software install with a reclamation candidate
Software Asset Reclamation	PRB1907403	Reclamation candidates and reclamation rule issues

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Problem category	Problem	Short description
Software Discovery	PRB1579663	File-based discovery populates the version only on the first software install record for a DM
Software Discovery	PRB1958646	Duplicate installs are created from applications
Software Discovery	PRB1967095	Software Asset Connections doesn't set the last scanned on cmdb_sam_sw_install
Software Entitlements	PRB1943125	Total cost calculation in software entitlements for workspace is different than on the form
Software Entitlements	PRB1902573	Business Rule 'Ensure Entitlements do not exceed rights' gets an error when allocate licenses are equal to rights
Software Entitlements	PRB1937440	Agreement type is not available for CrowdStrike license metric group
Software Entitlements	PRB1873270	The 'Copy Allocation' page is unable to select values for reference values using the 'Lookup' icon for the Source Entitlement field in the SAM Workspace
Software Entitlements	PRB1928263	SAM user doesn't have access to copy allocations
Software Models	PRB1902396	Query errors display on a Software Model record due to a client side GlideRecord query
Source Control Engine	PRB1943030	Failed to link to Source Control through MID server
Source Control Engine	PRB1828098	When applying remote changes from the source control using the CCID REST API, a failure in the pre-processing doesn't update the tracker with details about why it failed
Source Control Engine	PRB1899903	Author elective update file is missing for app customization under 'Source control'
Source Control Engine	PRB1923645	Metadata delete records are queried multiple times when commit changes to source control
Standard Ticket Page	PRB1954051	Field states should reflect in the standard ticket summary generation
Standard Ticket Page	PRB1939753	Issue with user mention in additional comments when accents are present
Standard Ticket Page	PRB1969370	There's a random language translation on a request in Portal
Survey Management	PRB1926528	Sentiment Analysis doesn't work on surveys

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Syntax Editor	PRB1804517	The field type 'HTML template' on a standard form does not load properly when placed after field type 'Script' or 'Script (Plain)'
Syntax Editor	PRB1911045	The sys_user_has_role switches to a guest user when the user session is invalidated
System Archiving	PRB1938103	Reparenting of sys_attachment doesn't work when the table name is longer than 37 characters
System Events	PRB1943448	There's inconsistencies in event creation due to the gs.eventqueue() method not handling undefined script objects
System Events	PRB1939635	There's a missing 'Partition' column in SysEvent even after a Xanadu upgrade
System Events	PRB1965182	Automate alert deactivation logic and accomodate DST related fixes
System Events	PRB1926794	sysevent records stuck in queued ID state
System Export Sets	PRB1835154	Improve retry logic in POST API from MID server LES Consumer to Customer REST endpoint
System Import Sets	PRB1880984	Attempting to save merged changes on data source entries on sys_upgrade_history_log results in error message
System Import Sets	PRB1972454	Easy import with double byte character sys_id import attribute values are not able to coalesce
System Notifications	PRB1938027	A new notification makes all other notifications unread in Next Experience
System Notifications	PRB1912721	Rollback context being invalidated by Notification NPE, causing Automatic Test Framework (ATF) to not rollback
System Update Sets	PRB1930782	Unintended sys_ui_form_section(domain = global) is created when the user commits the update set in another domain
System Update Sets	PRB1934960	Incorrect update set behavior when changing sys_choice table reference
System Update Sets	PRB1940344	Update sets that contain DELETE for a "parent + child" table don't honor order (hierarchy of tables) of deletion when committed
System Update Sets	PRB1961575	'Days of Week' on the update XML Diff UI displays an incorrect day of the week

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System Update Sets	PRB1971540	URL bug when viewing the sys_update_set_list table through an Update Set picker
System Update Sets	PRB1885422	Importing an update set of an upgrade plan or items also installs the applications on the instance
System Update Sets	PRB1887979	For update sets including sys_choice records, the record inserted on the target instance once the update set is committed is incorrect, and has a table that is 'task' when it should be 'incident'
System Update Sets	PRB1891223	Adding an icon on sc_cat_item (sys_user_image.do) leads to out of memory (OOM) issues and node restarts
System Update Sets	PRB1895618	The application hyperlink in sys_ui_messge 'inform_user_about_ability_to_deploy_customizations_with_a is broken
Table Administration and Data Management	PRB1828517	There's an SQL error when inserting invalid or var__ tables as a dependent field for document it
Table Administration and Data Management	PRB1757717	addValue (string field, number value) isn't working as expected on the 'number' field in the 'sys_number_counter' table
Table Administration and Data Management	PRB1799203	When a table is created using the Japanese language setting, an error message is displayed
Table Administration and Data Management	PRB1638197	Skipping the online alter check doesn't create the field that doesn't require online alter and can use one of the available storage aliases
Table Administration and Data Management	PRB1937528	Nesting coalesce() within datediff() for a field function no longer functions in RaptorDB
Table Administration and Data Management	PRB1945120	Flow actions are deleted when they are reverted to older versions
Table Administration and Data Management	PRB1970189	Updating a sys_documentation record doesn't update the column label value for the CMDB child table
Table Administration and Data Management	PRB1970986	Deleting a field from the 'cmdb_ci' table doesn't cascade delete the field labels, choices, ACLs, and so on
Table Administration and Data Management	PRB1893553	Altering a large table through deletion, field type change, or field length increase times out by a UI quota rule and becomes canceled

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Table API	PRB1936930	Loading and saving REST API Access Policies is slow
Table Cleaner	PRB1966084	Cascade delete fails when the table is audited and record serialization fails
Table Cleaner	PRB1929847	Hex Table Cleaner should add "table_cleaner" category on select queries
Tables and Columns Data Dictionary	PRB1933921	Schema table does not display fields inherited from parent table
Tags	PRB1977490	Deny unless ACL is not working when using tags
Targeted Communications	PRB1934355	Rejecting targeted communication shows an unexpected comment
Telemetry Glide Infrastructure	PRB1920545	CDC replication turns off batch DB update operations on replicated tables, causing increased upgrade times on instances
Template Management for Field Service	PRB1920388	When accessing a work order template, $sm_templates can be slow and cause memory issues on the client-side (browser)
Territory Planning	PRB1894202	While doing 'Agent- relocation', the now-date-time-interval component is showing the error on load: 'The second date/time must match format: yyyy-MM-dd HH:mm:ss'
Time Card Management	PRB1944070	The 'Task' field in time cards are able to be removed by a time card user role who created the time card in the list view
Time Card Management	PRB1890906	Time sheet displays empty space on the bottom of the last time card
Time Card Management	PRB1896237	A negative hour time card update is possible from the timesheet portal form view even when it's blocked in Portal
Time Card Management	PRB1911895	Project Time Category dropdown list box shows the 'None' option multiple times when the list has more than 20 choices
Time Card Management	PRB1923751	Time Card validation intermittently fails for the decimal Max Hours per day
Transaction Management	PRB1966462	FORKED_TRANSACTIONS shows NaN for semaphore service_saturation metric in /load_stat.sdo
Transaction Management	PRB1936264	Transactions aren't removed from TransactionManager because an exception is thrown in the http thread before transaction queuing

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Transaction Management	PRB1956071	'Deflater has been closed' error occurs intermittently when finishing gzip stream at the end of a transaction
Transaction Management	PRB1965589	The 'Check DC Supports' TLS job shouldn't run for on prem users
Transaction Management	PRB1913194	Unhandled exceptions in GlideTransactionProcessor may leak HTTPTransaction objects, causing memory issues
UI Actions	PRB1936788	The color field value of a sys_ux_form_action_layout_item record is shown in English when the user session language is Japanese
UI Actions	PRB1806248	In the 'Additional Actions' menu in all modules, there is a backslash (/) before apostrophe (') in the help tag when French Canadian is used
UI Actions	PRB1886211	When a UI action calls an external site via Iframe, the UI action will only fire once
UI Field Administration	PRB1974424	There's a tree picker performance issue seen with an assignment group after upgrading to Zurich
UI Field Administration	PRB1976103	The glide_list field with choices in an extension table form (incident) shows choices for a parent table (task)
UI Field Administration	PRB1887661	Records are not being added based on the selected Configuration Class item
UI Field Administration	PRB1919959	An exception displays in a syslog when adding/removing a property in a full-screen slushbucket
UI Field Administration	PRB1870246	In Service Operations Workspace, the user is unable to add the date in the start and end date fields using numeric input in the change request page under schedule
UI Field Administration	PRB1615389	Pause Condition builder doesn't work when 'Update selected option' is chosen from the list view
UI Field Administration	PRB1598544	When creating an HR case from an interaction record, 'interaction_related_record' duplicates are created
UI Field Administration	PRB1924730	The Radio button choice display value is not labeled in platform list
UI Field Administration	PRB1936609	Mandatory asterisk is shown on a field with an empty display name

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UI Field Administration	PRB1937530	Reference fields do not display correctly
UI Field Administration	PRB1945187	An @mentions flyout is dismissed after providing a space after matching a user
UI Field Administration	PRB1947095	Keyboard focus is lost once the email address is added in the 'Work notes' list under the 'Notes' tab
UI Field Administration	PRB1947541	There are AXE violations for the RTE Compose editor
UI Field Administration	PRB1955199	After selecting enter on a list field, it loses focus and users can't type another value
UI Field Administration	PRB1957375	An attachment rename icon in 'Create Record' and user form activity is displayed even though the user doesn't have access to modify the file name
UI Field Administration	PRB1957609	When a 'Timer' field is paused with a value, modifying any other field value changes the display to 00:00:00
UI Field Administration	PRB1958960	A username is truncated without an ellipsis in a workspace preferences' flyout when Next Experience is turned off
UI Field Administration	PRB1960935	The 'Radio button' field isn't visible and configurable in a new template form
UI Field Administration	PRB1962617	The plugin 'now_assist_context_menu from url /scripts/ now_assist_context_menu_tinymce_plugin.js' failed to load
UI Field Administration	PRB1974408	A few error messages are issued multiple times by the screen reader
UI Field Administration	PRB1575910	When an 'Activity Stream' pop-up is opened using a mouse, the user can interact with other interactive elements in the main content
UI Field Administration	PRB1815398	The recurring price is updated incorrectly
UI Field Administration	PRB1822002	Unable to change the user record linking to ar_sys_user
UI Field Administration	PRB1879698	The NOW_RECORD_TIME#VALUE_CHANGED event is not fired on UI field interaction
UI Field Administration	PRB1887400	The date picker isn't translated to the appropriate locale
UI Field Administration	PRB1890158	On the form Reference field, dropdown list custom colors in Next Experience UI are different from the workspace UI

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UI Field Administration	PRB1893966	The '@mention' function does not initially find the user
UI Field Administration	PRB1896321	The 'Time worked' field (type timer) auto starts even for closed records in Service Operations Workspace (SOW)
UI Field Administration	PRB1900926	Heading <h1> is inappropriately defined
UI Field Administration	PRB1916843	@mentions shortcuts don't work properly on a form's section
UI Field Administration	PRB1917295	A form with an attachment field is broken after an upgrade from Yokohama to Zurich
UI Field Administration	PRB1920656	The telephone number in the URL field of External Links is broken
UI Field Administration	PRB1926852	'Add file' overlaps with the title in base instance
UI Field Administration	PRB1928623	Recent selections do not appear in workspace even after saving the field value multiple times
UI Form Administration	PRB1969026	Deferred Related list can fail the UI page ACL if the script condition checks URL parameters
UI Form Administration	PRB1912648	The Personalize Form feature for record on workspaces isn't working
UI Form Administration	PRB1888357	Cannot invoke 'com.glide.sys.cache.CompactCacheEntry.getBytes()' because 'entry' is null
UI Form Administration	PRB1949131	g_form.getValue() isn't working as expected to get the currency_type from a 'Currency' type field
UI Form Administration	PRB1949349	Form fields overlap in the HTML editor in configurable workspace
UI Form Administration	PRB1853423	When the user tries to attach a video greater than 500MB from the HTML field, nothing happens and a console error logged
UI Form Administration	PRB1886963	onChange script runs while the form is submitted
UI Form Administration	PRB1688241	Broken links to Docs from context-sensitive help
UI Form Administration	PRB1918107	Rename option isn't available for published knowledge articles in pop-up
UI Form Administration	PRB1972511	Invalid payload event for CTRL_RECORD#MACROPONENT_PROPERTY_CHANGED

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Problem category	Problem	Short description
UI Form Administration	PRB1939423	Workspace record context is not updating Now Assist Panel (NAP) on the initial load of the record
UI Form Administration	PRB1833166	Form Sections aren't hiding from non-admin users for FSM work order tasks
UI Form Administration	PRB1881480	List2_related_lists.xml calls while building syscache_realform cache when the related list loading is OnDemand
UI Form Administration	PRB1861230	When 'glide.ui.fetch.list.record.count.asynchronously' is set to true, the record count never completes in Reference Lookup in Workspaces
UI Form Administration	PRB1933227	Failure to upload .jpeg files via .zip file
UI Form Administration	PRB1934313	In Workspace, the Default view is not checked in the View section of the Additional actions menu of the form header in non-English languages
UI Form Administration	PRB1935372	In Catalog Builder, UXF Notifications are rendered behind the client script or UI policy wizard modal
UI Form Administration	PRB1943361	Tasks in the ER flows aren't instantly visible on the case
UI Form Administration	PRB1944434	Personalized form fields that are already hidden by ACLs cause a form error
UI Form Administration	PRB1945607	Currency edits on workspace list multiform default to USD
UI Form Administration	PRB1959255	In SOW, the onChange client script only runs in the workspace if reference isn't there on the layout
UI Form Administration	PRB1728612	There's no confirmation message provided to users who update a form field
UI Form Administration	PRB1847354	There's no facility for setting the default encryption of attachments to 'None' in the configurable workspace
UI Form Administration	PRB1847545	The vertical scrollbar of a browser is gone after closing a second modal
UI Form Administration	PRB1884099	g_form.setValue(Obj) on workspace saves a truncated value for the reference field
UI Form Administration	PRB1889844	Base instance incident caller location auto-population is not working
UI Form Administration	PRB1893371	Keyboard shortcut 'Ctrl + click' for Windows is not working as expected on Service Operations Workspace (SOW), and does

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Problem category	Problem	Short description
		not open the reference field in a new tab as it doess on Mac OS using 'Cmd + click'
UI Form Administration	PRB1897655	g_form.setSectionDisplay isn't working as expected on the workspace, as it always displays if there's any mandatory field on the section
UI Form Administration	PRB1897661	Date validations don't work properly on SOW with 'Current Minute Configuration' in UI policy
UI Form Administration	PRB1898889	The 'Upload a file' message on the Attachment side bar doesn't disappear on workspace
UI Form Administration	PRB1910382	Hidden fields are saved in the template
UI Form Administration	PRB1912124	Unable to use first letter navigation with JAWS for many controls in Form view, buttons and header controls in Incident, on the 'Interaction & Request' page
UI Form Administration	PRB1916089	Selecting 'Hide my templates' on UI builder hides all three tabs on Templates panel: All, My Template, favorites.
UI Form Administration	PRB1918236	The 'Child Incidents' related list gets populated with all available incidents
UI Form Administration	PRB1925140	File Attachment type does not display a label in some edge cases
UI Form Administration	PRB1927627	Article template table fields are not shown in the knowledge base field "Set default knowledge field values" which was shown earlier in a Utah version
UI Policies	PRB1769904	onChange is not working as expected for UI Policy
UI Policies	PRB1927901	UI policy actions work as expected on platform but not on workspace, based on "Clear the field value"
Universal Request	PRB1893973	Missing scope specifier in the business rule 'Update Universal Request State' (e6d26e3673120010888b6238edf6a751) intermittently fails to update universal request
Upgrade Center	PRB1952534	Upgrade monitor reflects 'Installing Distribution' if the upgrade is triggered twice and 'Upgrade Distribution' has an empty completion time
Upgrade Center	PRB1927990	Full cache flushes occur during on-demand installations/upgrades, causing performance issues

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Problem category	Problem	Short description
Upgrade History	PRB1940724	onSubmit script error appears when selecting the 'Save merge' button for skipped record in contract_sla
Upgrade History	PRB1832209	Assignment type doesn't have choices
Upgrade Plans	PRB1904790	Unable to remove the upgrade plan item due to the message, 'Not allowed - unpublished applications or elevated priviledged only plugins are not allowed to be installed via upgrade plan'
Usage Analytics	PRB1963094	Users aren't able to interact with the Unified Navigation menu when the web SDK configuration becomes empty
Usage Analytics	PRB1923784	Console error on the landing page on HR Agent Workspace, 'TypeError: Cannot read properties of undefined (reading 'set')'
Usage Analytics	PRB1966686	There's a heap memory issue due to the queuedevents array growing uncontrollably
Usage Analytics	PRB1982586	Usage Insights SDK Configuration API call fails for non-ISO application names in headers
Usage Analytics	PRB1912033	Definition ID counts in usageanalytics_count shows negative value (-6)
User Administration	PRB1961641	The snc_external user can't grant the admin role
User Impersonation	PRB1970709	When impersonating any user, the message '_SCREEN_MACROPONENT_PLACEHOLDER' appears
UX Framework	PRB1968071	Viewport content isn't refreshed if the tab is already selected before saving the record, causing the content in the tab to not populate
UX Framework	PRB1924105	Custom Domain Theme built in theme builder resets to a different color after refreshing the homepage
UX Framework	PRB1966630	Workspace tabs aren't rendering screens
UX Framework	PRB1980248	When hovering over two workspace tabs (parent or child/secondary), the tooltip stays on the screen and doesn't disappear
UX Framework	PRB1980696	Workspace interaction logging sends non-JSON 'params' causing server-side JSONException (UX Metrics)
UX Framework	PRB1949471	Users can't make the Service Operations Workspace main tab limit to open only one

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Problem category	Problem	Short description
		record, even after setting 'maxMainTabLimit' to 1
UX Framework	PRB1947452	UX screen record allows the 'Parent Macroponent' field to be set to the screen within the same screen collection as the current screen record
UX Framework	PRB1957790	An error page displays when adding parameters to a page variant after a Zurich upgrade
UX Framework	PRB1948796	Domain props aren't set on the page macroponent on a domain separated instance
UX Framework	PRB1958053	The macroponent_config field is unable to store the configured value due to its maxLength limit
UX Framework	PRB1962984	A loading overlay appears underneath the modal post-upgrade to Zurich
UX Framework	PRB1964710	With a modified Workspace App Shell, the SOW page doesn't load on refresh
UX Framework	PRB1971390	Content triggered by hovering-over is not dismissed by using the ESC key
UX Framework	PRB1972320	There's an unexpected focus shift to the first focusable element on a page
UX Framework	PRB1972737	Conditions for displaying page variants aren't working for web embeddable components
UX Framework	PRB1886937	There's an issue with QCO closing out without the 'click' of a mouse
UX Framework	PRB1888822	Keyboard shortcut to close the current working tab quickly without pressing multiple tabs is not present
UX Framework	PRB1892477	Portal App Shell workspace pages jump to the middle of the page on save
UX Framework	PRB1923311	UX dependency tracing should use LargeContentDiskCache.getMetadata to avoid file touching
UX Framework	PRB1925894	Jackson and ux.runtime errors are generated in the logs
Validated Payload Execution	PRB1921311	PayloadHashHandler.calculatePayloadHash() causes an out of memory error on the nodes due to large data streaming from sys_choice
Versatile Node and Cluster Configuration	PRB1902157	ClusterSynchronizer may overwrite a newer cluster state with an outdated value if

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Problem category	Problem	Short description
		message processing takes too long and the state changes during that time
Versioning	PRB1950900	Removing plugin application files from a global application reverts the files to a base version
Virtual Agent	PRB1970662	Gemini web search does not work on Yokohama Now Assist and the latest Zurich builds
Virtual Agent	PRB1956188	Translation issue on 'View AI Steps'
Virtual Agent	PRB1952103	Remove showNoSkillsConfigured options passed when requesting the skill picker control in Now Assist Portal (NAP)
Virtual Agent	PRB1928402	Virtual Agent enhanced chat translation doesn't work on chat menu items
Virtual Agent	PRB1962876	Interaction Record form does not always pop up when receiving an inbound call
Virtual Agent	PRB1962077	The Virtual Agent (VA) audio beep isn't heard for all chats in Zurich
Virtual Agent	PRB1768573	Profanity filter keyword issues
Virtual Agent	PRB1937290	The 'New conversation' button disappears when using certain custom branding colors
Virtual Agent	PRB1937033	Agent statements containing URLs are not translated for a chat user when DTAC is active
Virtual Agent	PRB1915544	The Virtual Agent (VA) topic execution returns a tool response instead of a main skill
Virtual Agent	PRB1915766	Now Assist search result links aren't configurable by portal on mobile
Virtual Agent	PRB1890524	Increase in heap utilization due to expression cache for search
Virtual Agent	PRB1960129	A conversation abruptly ends after a cold start conversation with a pre-chat survey enabled
Virtual Agent	PRB1918457	Virtual Agent Designer updates captured in the update set can't be committed to the target instance
Virtual Agent	PRB1891918	The Now Assist panel displays a misleading notifications indicator
Virtual Agent	PRB1966041	Virtual Agent iframe is rendering with a blank screen
Virtual Agent	PRB1936798	The scroll bar of the Virtual Agent is no longer visible in Chromium 139/140 versions

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Problem category	Problem	Short description
Virtual Agent	PRB1874005	A record in provider_user_map is still inactive, causing Now Virtual Agent to fail approvals
Virtual Agent	PRB1973526	The business rule 'VA Phone Interaction - On Close' is not firing in the 'wrap_up' state
Virtual Agent	PRB1939270	Hide the 'Show links for each record' toggle on VA Designer 'Table' bot response
Virtual Agent	PRB1894545	LLM responses aren't unmasked if streaming is turned on with a Java proxy enabled
Virtual Agent	PRB1934605	The user can't use AI Connector VAD Node to invoke an agent in non-global topics
Virtual Agent	PRB1870642	In Now Assist, the chat experience for the greeting / closing message isn't working for non-English languages
Virtual Agent	PRB1923131	sn-chat-choice-picker appears instead of text-picker for users that turned on the new sys prop
Virtual Agent	PRB1965604	An interaction is moved to 'Closed/ abandoned' after a manual reassignment to an offline agent
Virtual Agent	PRB1897152	Unexpected badge for an unread notification displays on the chat history icon after loading a citation and navigating back
Virtual Agent	PRB1940559	The Virtual Agent topic 'Check Case Status (Template)' is stuck at '. . .' in the Virtual Agent chat
Virtual Agent	PRB1969087	&para is getting converted to the paragraph symbol in sys_cs_conversation
Virtual Agent	PRB1925872	Error appears for Dynamic Translation when input text is not passed
Virtual Agent	PRB1940858	RITM/REQ isn't mapped to an interaction when a conversational catalog item is submitted
Virtual Agent	PRB1971759	NAVA should read the catalog sysid correctly from FDIH invocation
Virtual Agent	PRB1895063	Dynamic choice fields are not translated automatically when the requester_session_language is set
Virtual Agent	PRB1920893	A suggestion message is only displayed in French after English input
Virtual Agent	PRB1915102	Post chat survey question is triggered twice

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Problem category	Problem	Short description
Virtual Agent	PRB1945377	'Now Assist Panel - Platform (default' set up topics have a read-only protection policy
Virtual Agent	PRB1939997	Non-actionable notifications in Virtual Agent aren't cleared when load_active_only is set to true
Virtual Agent	PRB1942164	Interactions closed by timeout are incorrectly marked with 'Left While Search'
Virtual Agent	PRB1942868	The user wants an improved experience for the 'View More Records' button
Virtual Agent	PRB1949727	The 'Incident' list page fails to display records due to a missing URL encoding of a Base64 query
Virtual Agent	PRB1954676	Fallback isn't working for Now Assist Virtual Agent (NAVA)
Virtual Agent	PRB1958358	VaInputs isn't receiving the correct value from a topic block
Virtual Agent	PRB1959241	Virtual Agent shows the message twice for information lookup
Virtual Agent	PRB1959445	Now Assist Panel shows 'Unable to load'
Virtual Agent	PRB1959534	Virtual Agent is not considering the user's timezone preference on the date/time variable while submitting a catalog item
Virtual Agent	PRB1962100	Interactions related to deleted conversations are updated with a 'Unable to generate Transcript' string in transcript fields
Virtual Agent	PRB1962199	There's an error retrieving a transcript for a conversation with getMessagesFromTranscript()
Virtual Agent	PRB1963459	A conversation abruptly ends after a cold start conversation that has a pre-chat survey turned on
Virtual Agent	PRB1970956	Now Assist in Virtual Agent returns incorrect dates/times with certain inputs
Virtual Agent	PRB1978377	Tab on the Chat button takes the user to the chat window instead of the input area for accessibility
Virtual Agent	PRB1557268	Chat doesn't have a method to provide alternate text for multiple image attachments within a chat session
Virtual Agent	PRB1823250	Values to the interaction set from sysparm_interaction_<column> overwrites updated values at end of conversation

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Problem category	Problem	Short description
Virtual Agent	PRB1829786	A card response of type 'Small image with text' doesn't display the data on the card in Virtual Agent from Xanadu version
Virtual Agent	PRB1832704	In the Virtual Agent chat bot, the 'Minimize chat window' text appearance is different in each instance
Virtual Agent	PRB1845885	Ensure <meta name''viewport''> does not disable text scaling and zooming (meta[name=''viewport'']) for Virtual Agent
Virtual Agent	PRB1869171	Virtual Agent Context variable does not work in Virtual Agent Designer for testing
Virtual Agent	PRB1888867	Attachment on Virtual Agent (VA) shows twice for CSM portal on the requester end
Virtual Agent	PRB1889246	When com.glide.cs.advanced-chat.popover is 'true', the chat header doesn't display correctly for Virtual Agent chat branding
Virtual Agent	PRB1896976	The 'Start a new conversation' pop-up box in Virtual Agent is out of the screen
Virtual Agent	PRB1899038	The bot text response script message is skipped if there is a space in the start of it
Virtual Agent	PRB1901893	Toggle to collapse categories on the 'Show Me Everything' page is not working as expected within Virtual Agent
Virtual Agent	PRB1902259	'Add as Update Set on Skill Kit' does not work at all for skills that use tool builders because critical records are missing
Virtual Agent	PRB1910766	One extend APIs aren't honoring a timeout with Virtual Agent (VA)
Virtual Agent	PRB1911010	With DTAC enabled and an agent name displaying in the Virtual Agent header, Virtual Agent uses an incorrect name
Virtual Agent	PRB1913443	If http call fails with 403/404 etc, it still shows as delivered in sys_cs_message for Virtual Agent API
Virtual Agent	PRB1918095	Virtual Agent total Chat Bubbles(notifications) doesn't clear unread message count when support multiple conversations is enabled
Virtual Agent	PRB1918623	Glide node does not reliably start due to a dp_cache_refresh_thread_name deadlock error
Virtual Agent	PRB1919055	Add a new property to to turn off the 'shorten responses' feature by default
Virtual Agent	PRB1921731	Post chat survey allows the user to switch topics

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Problem category	Problem	Short description
Virtual Agent	PRB1926973	Links data aren't included in a synthesized response in a transcript
Virtual Agent	PRB1927206	Sensitive data for agent chat does not work with URLs
Virtual Agent	PRB1930364	AI search fails for users in a sub-domain on a domain separated instance
Virtual Agent Designer Legacy	PRB1917696	Virtual Agent Designer isn't displaying options for subflows if there are more than 100 spokes
Virtual Agent Designer Legacy	PRB1934841	The conversation field is null in an execution plan when invoking an AI agent from the AI connector node
Virtual Agent Designer Legacy	PRB1938160	Card output node error if Virtual Agent can't find valid record
Virtual Agent Designer Legacy	PRB1949979	Unable to pass inputs to AI Agent in Virtual Agent topic using AI Connector utility
Virtual Agent Designer Legacy	PRB1897174	Converting published LLM topics to topic blocks leaves sys_gen_ai_skill records
Virtual Agent Designer Legacy	PRB1928396	Date time input when used in a topic block returns null on output parameters
Virtual Agent third-party integrations	PRB1941102	Typing a response before a previous response has completed can lead to a 'technical error' in the conversation
Virtual Agent third-party integrations	PRB1904755	Exception occurred while getting context profile for conversationId in the error log in the Virtual Agent API
Virtual Agent Web Client	PRB1906343	The chat window container header isn't following the branding color selected on the 'Assistants - Branding page'
Virtual Agent Web Client	PRB1948623	Uptake new versions of Unified Experience Framework (UXF)
Virtual Agent Web Client	PRB1922825	The 'New chat' button is in disabled mode after a live agent connection has ended when the chat history is turned off
Virtual Agent Web Client	PRB1893493	Non-conversational catalog items can't be selected if they are preceded by external KB article citations
Virtual Agent Web Client	PRB1964982	Web client needs to honor the 'format': 'markdown' in synthesized response
Virtual Agent Web Client	PRB1925994	Engagement Messenger isn't loading chats after upgrading Yokohama
Virtual Agent Web Client	PRB1947114	In Virtual Agent, parent questions aren't announced by a screen reader for multiple-choice prompts

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Problem category	Problem	Short description
Virtual Agent Web Client	PRB1981038	There's an extra empty message added after the HTML output when messages arrive too quickly
Virtual Agent Web Client	PRB1930544	Size issue with custom emojis and 'Masked' icon in branding for engagement messenger
Virtual Agent Web Client	PRB1889678	User can input text before the conversation starts after a Xanadu upgrade
Virtual Agent Web Client	PRB1933088	Processing loader is displayed even after getting a response
Virtual Agent Web Client	PRB1933376	Custom protocol links such as kolauncher:// are not rendered to be selected in Virtual Agent Genius responses
Virtual Agent Web Client	PRB1940975	Support more markdown for text messages and synthesized responses
Virtual Agent Web Client	PRB1944963	Support more markdown for text messages and synthesized responses
Virtual Agent Web Client	PRB1947524	In Virtual Agent, topics listing with a ' ' are missing a programmatic/accessible label
Virtual Agent Web Client	PRB1953555	Now Assist panel (NAP)/Now Assist Virtual Agent (NAVA) Client does not load
Virtual Agent Web Client	PRB1957770	Streaming is slow or frozen when performing continuous searches within the same conversation for Now Assist Virtual Agent (NAVA)
Virtual Agent Web Client	PRB1963494	The synthesized response isn't displayed completely
Virtual Agent Web Client	PRB1964923	'There is a JavaScript error in your browser console' errors in the ESC landing page
Virtual Agent Web Client	PRB1965054	Virtual Agent messages are displayed twice
Virtual Agent Web Client	PRB1981024	Markdown link [label](url) renders an incorrect URL when the URL contains a dollar sign ($)
Virtual Agent Web Client	PRB1869729	Choices provided in the picker is dragged below the visible window
Virtual Agent Web Client	PRB1893104	In Now Assist Multi-Turn Catalog Ordering, the 'Data/Time' type variable isn't showing the current time, but as 00:00AM in Virtual Agent for non-English language mode
Virtual Agent Web Client	PRB1901501	Having more than one query sysparm does not work in the sn_va_web_client_login page

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Problem category	Problem	Short description
Virtual Agent Web Client	PRB1916685	Scrolling doesn't work in choice-picker intermittently
Virtual Agent Web Client	PRB1921052	Name is not defined for the Now Assist Virtual Agent button
Virtual Agent Web Client	PRB1922217	ServiceNowChat.open isn't opening Portable Virutal Agent
Virtual Agent Web Client	PRB1925903	The user's attachment is sent twice when connected to agent
Virtual Agent Web Client	PRB1927910	When initiating a chat with Enhanced Chat active in a portal, the '+' button to start a new chat remains disabled after the chat times out
Virtual Agent Web Client	PRB1931626	Bottom input is enabled in NLU topic block in enhanced chat
Visual Task Boards	PRB1955767	vtb_card and vtb_task ACLs cause performance issues if either table is used in a related list
Visual Task Boards	PRB1919994	Performance is heavily impacted when a VTB has a high number of swim lanes
Visual Task Boards	PRB1979360	The 'Manage Filters' button doesn't in the visual task board 'Load Filter' modal
Walk-Up Experience	PRB1965546	In SOW, navigating to location kiosks doesn't return any results
Walk-Up Experience	PRB1967419	Walk-up location schedule isn't working properly post-upgrade to Zurich
Walk-Up Experience	PRB1902465	Scheduled job update happens with the inactive user and creates multiple follow-up appointments
Walk-Up Experience	PRB1954321	A walk-up check in dropdown is partially blocked by an iPad virtual keyboard
Walk-Up Experience	PRB1954978	The 'Walk-up' experience doesn't display any walk up locations due to an error related to Query Range ACLs
Walk-Up Experience	PRB1956906	The user observes an error after creating a walk-up appointment, assigning the appointment to a user and rescheduling the appointment in portal
Walk-Up Experience	PRB1957263	The 'Getting Started' module isn't working under the 'Walk-up Experience' application
Walk-Up Experience	PRB1962829	A walkup user is assigned to the 'Conditional Script Writer' group, which in turn prevents access to the walkup portal
Walk-Up Experience	PRB1968746	The 'Explicit role' plugin should be enabled, assigning the snc_internal role to a walkup

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Problem category	Problem	Short description
		user which has a conditional script writer role
Walk-Up Experience	PRB1974025	Query_match ACL error for walkup user while user check-in in walkup experience
Walk-Up Experience	PRB1981055	Image on the 'Walk up reservation' page does not display for users without a walk up role
Walk-Up Experience	PRB1920787	Estimated waiting time displayed in the queue because related Work Items have no Assignment rule
Web UX Runtime	PRB1983522	The sn-canvas-tabs component displays a record preview popup on hover that is inaccessible to keyboard and screen reader users
Web UX Runtime	PRB1893204	Keyboard focus order on tab items and related controls is not logical for Workspace tabs
Web UX Runtime	PRB1920689	screensData contains unexpected parent data for primary tab, causing dirty screenData state
Word Document APIs	PRB1967960	Custom fonts in Word documents throw an error
Word Document APIs	PRB1971900	If a document has modified content controls with track changes turned on, document generation fails when Sync Document is performed
Workflow Editor	PRB1956774	Workflow inputs of string (Full UTF-8) types are missing a value
Work Order Management	PRB1914183	Google Maps API doesn't work when calculating travel time in Field Service Management when changing the system date format
Work Order Management	PRB1917452	Travel time and work time validation doesn't prevent the work order tasks from being updated, and the 'Close incomplete' button has unexpected results
Work Order Management	PRB1931220	Estimated travel duration shows the incorrect message when the travel duration is valid and contains '1970-01-01'
Work Order Management	PRB1934000	Agent Timeoff Created flow error reading, "Error: Cannot read property "start_time" from undefined"
Work Order Management	PRB1935240	Duplicate events appear when the schedule of a personal event changes

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Problem category	Problem	Short description
Work Order Management	PRB1948216	The wm_task_initiator role is referenced by its sys_id rather than by name in security attributes
Work Order Management	PRB1955190	The 'Reschedule' UI action isn't displaying any appointments
Work Order Management	PRB1960720	If two-step is enabled, the REQ for the part request isn't created using the CartJS.orderNow() method for _submitPartRequestOrder
Work Order Management	PRB1964615	The Dispatcher Workspace Agents calendar shows availability on holidays
Work Order Management	PRB1967578	The Enterprise Asset Manager role conflicts with a Field Service Management Qualifier role
Work Order Management	PRB1971177	'Auto Assign' suggests and assigns work order tasks (WOTs) to agents who are already booked by other tasks, resulting in double-booking FSM
Work Order Management	PRB1912592	There's an incorrect info message for work order tasks
Work Order Management	PRB1921026	'Status' field choices differ from those on the 'Work Order' form view when setting up a Work Order Task (WOT) template
Work Order Management	PRB1929488	The location field is not reliably set to 'Optional' due to incorrect use of getReference() in client script
Work Order Management	PRB1930371	Drag and drop blocks WOT's assignation
Work Order Management	PRB1931704	All Work Order records are visible to users who have only the snc_internal role
Work Order Management	PRB1932040	Multiple errors from 'Date checks' BR on sm_task table
Work Order Questionnaires	PRB1919237	Users are unable to view the attachment linked to a survey when retaking the survey
Work Order Questionnaires	PRB1936777	RIsk Assessment Method Statements Questionnaire of other agents can be viewed
Work Order Questionnaires	PRB1926607	string_value missing in ast_metric_result records
Workspace List Menu	PRB1935619	Intermittently the L1 (left side toolbar) menu doesn't render in workspaces
Workspace List Menu	PRB1958912	The 'Contains' operator displays in workspaces for fields with encrypted data

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Problem category	Problem	Short description
Workspace List Menu	PRB1897679	In Yokohama, bookmarks on the workspace with filters are broken
Zing Text Indexing and Search Engine	PRB1920659	NoClassDefFoundError appears when initializing JapaneseTokenizer due to uninitialized TokenInfoDictionary
Zing Text Indexing and Search Engine	PRB1926406	Improve the syscache_text_indexable_table_detail caching mechanism
Zing Text Indexing and Search Engine	PRB1972145	The query is slow from the TS Index Stats job from the getTableList method
Zing Text Indexing and Search Engine	PRB1982399	Choice field is not indexed if there is no language configured for Zing
Zing Text Indexing and Search Engine	PRB1919510	Slow queries that time out go unhandled and leave the global search in an infinite loading state

Browser support

Browser support varies for each version of the user interface (UI). Some features have additional browser requirements, which are noted in the appropriate documentation.

Note: Starting with the Washington release, Internet Explorer and Internet Explorer mode in Edge are no longer supported.

Browser support for each UI version

Browser	Next Experience	Workspace	Core UI	Service Portal
Chrome	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Firefox and Firefox ESR	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases
Internet Explorer	Not supported	Not supported	Not supported	Not supported
Microsoft Edge Chromium	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Safari	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up
Tablet Mobile	Not supported	Not supported	Supported	Latest version of iOS and Safari

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Browser support for each UI version (continued)

Browser	Next Experience	Workspace	Core UI	Service Portal
				Latest version of Android and Chrome
Phone Mobile*	Not supported	Not supported	Not supported	Latest version of iOS and Safari Latest version of Android and Chrome

*Mobile phone browsers do not support the desktop version of the UI. Instead, mobile browsers use the mobile UI.

Firefox

The iOS version of Firefox does not support ServiceNow Community or other Service Portal pages.

Accessibility and conformance

View a summary of accessibility updates and improvements completed for the Australia family release. Learn which Voluntary Product Accessibility Template (VPAT) was used to create Accessibility Conformance Reports (ACRs) for ServiceNow® products and where to access them.

Release Highlights

The Australia release focuses on enhancing usability for everyone—especially users who navigate by keyboard, rely on assistive technologies, or have low vision or cognitive differences. Key improvements include a user preference that auto-focuses page alerts, improved semantic markup in Service Portal Designer for better screen reader navigation, reflow support for the Create a Change Request page, and a Format Painter plugin for TinyMCE.

New features and other improvements

New Accessibility Preference: Enable Auto-focus on page alerts. Enable this user preference to automatically move keyboard focus to page alerts, so you won't miss critical messages while navigating with a keyboard or screen reader.

Semantic tags in Service Portal Designer: Add and edit more semantic tags to define key areas of your portal, giving screen readers better context for navigation and page structure. This helps users who are blind or have low vision by enabling assistive technology to identify and describe different sections of each page.

Reflow for "Create a change request" page in IT Service Management: This page now supports reflow, allowing content to be zoomed up to 400% in your browser without losing content or functionality. At 400% zoom, the layout automatically transforms into a vertical, stacked view. This helps users with low vision or anyone viewing content on smaller screens, different devices, or in challenging lighting conditions.

Format Painter plugin for Tiny MCE: Copy and apply consistent font styles, sizes, and table formats across content in the HTML editor field. Maintaining clean,

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predictable formatting throughout documents is particularly helpful for users with cognitive or visual differences. Keyboard navigation is supported for keyboard-only users.

Enterprise Modeling and Visualization in Enterprise Architecture Workspace: Magnify content up to 400% while retaining full access to all features. Keyboard navigation is improved, including keyboard access to the shape context menu. Popover menus on connector lines are more visible. These enhancements help keyboard-only users and those with visual needs navigate and use the interface with ease.

Telecommunications Network Inventory: Improved overall accessibility across the Network Inventory application, focusing on keyboard navigation, screen readers, zoom levels, color contrast, and text spacing. These updates help users relying on assistive technologies and those with visual needs work more effectively in the application.

Configurable Accessibility Headings in Employee Center: Admins can configure widget heading levels (H1–H6) to meet organizational standards and support assistive technologies. Clear heading hierarchies improve navigation for screen reader and keyboard-only users

Product Accessibility

A Voluntary Product Accessibility Template (VPAT) is a globally recognized reporting format used to evaluate the accessibility of a product or service. ServiceNow uses the international version of the VPAT to create Accessibility Conformance Reports (ACRs). ACRs are available for the currently supported ServiceNow releases.

For a full list of available accessibility conformance reports, see Accessibility conformance reports.

Related topics

Section508.gov

Prepare your upgrade

Before each upgrade, refresh your memory on general upgrade information, learn which important pre- and post- upgrade tasks apply to your upgrade, and learn how to use ServiceNow® products and tools to make your experience easier.

To help you get ready for a safe and effective upgrade, all the most important upgrade resources are compiled in one place.

Upgrading to a new ServiceNow release

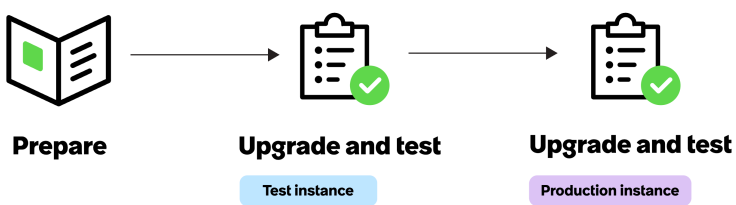
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ServiceNow upgrades Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks** Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist** Use the end to end checklist to plan and track the activities for your upgrade.
Upgrade tools and resources Learn about ServiceNow products, tools, and resources that can improve your upgrade experience.	**Upgrades and the ServiceNow® Store** Learn about how upgrades are applied to ServiceNow® Store applications.	

ServiceNow upgrades

The upgrade process moves your instance to a new ServiceNow release version. Understand the difference between upgrading and patching, release definitions, rollback and backup options, and how to test your non-production and production instance upgrades.

Before you begin the upgrade process, read the Australia release notes and review the upgrade and migration tasks for your applications and features.



System upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading implements enhancements to all features that are part of the base system or are

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already active, unless the feature is customized on your instance. For a list of all available plugins and whether they are active by default on the base system, see List of Australia plugins.

Careful preparation and knowledge of the available software, tools, and resources can contribute to a successful upgrade. In addition to the materials provided by ServiceNow, it is important to understand how your ServiceNow instance is currently operating and the performance level of key business functionality. Set the expectation with IT and business users that time must be dedicated to preparing for, implementing, and testing ServiceNow upgrades.

If you have any issues during the upgrade process, contact Customer Service and Support. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

For additional help with upgrades, ServiceNow also offers various Production Readiness Services. These services specifically address challenges with instance upgradability, manageability, scalability, and performance. The reviews are performed by a ServiceNow certified professional consultant, who provide recommendations to align customer configurations with ServiceNow best practices. Contact your ServiceNow sales representative for more details.

Upgrade and update durations in Australia

The upgrade process takes a significantly shorter time for both updates and upgrades. (An update occurs when an instance moves from one patch or hotfix to another within the same release family. An upgrade occurs when an instance moves from one release family to another). As always, test your upgrades, but don't assume from the much faster completion time that the update or upgrade wasn't successful.

Supported upgrades

You can upgrade directly to the latest release family. If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version. For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Upgrades vs. updates

ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as Australia. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

- Orlando Patch 4
- Orlando Patch 3 Hotfix 2

Upgrading is the act of moving to a release that is in a different family than your current release. For example, a move from London Patch 7 to Orlando Patch 3 is an upgrade because London and Orlando are different families.

Updating is the act of moving from one patch or hotfix to another within the same release family. For example, a move from Orlando Patch 1 to Orlando Patch 3 is a update because both versions are part of the Orlando family.

In both cases, the target release is Orlando Patch 3. It is the difference between your current and target release family that determines whether you are upgrading or updating.

Features, patches, and hotfixes

Each release family contains features, patches, and hotfixes.

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A feature provides a complete solution that customers can implement to add value to their organization. New features are generally only available as part of a feature release. Features are supported with patches and hotfixes.

Type	Scope
Feature	• Introduces new features • Includes all available fixes to existing functionality • Is production-oriented; quality and stability are of the highest priority throughout the lifecycle
Patch	• Supports existing functionality with a collection of problem fixes • Generally does not include new features
Hotfix	• Supports existing functionality with a specific problem fix for a feature release • May or may not include any previous fixes for a given release • Does not include new features

For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Rollbacks and backups

When you plan an upgrade, remember that ServiceNow does not provide a universal rollback option. Rollbacks are available for updates (for example, Australia patch-to-patch and Australia patch-to-hotfix). The rollback window is 10 days by default. You can customize this window by modifying the *glide.rollback.expiration_days* property. To request a rollback, contact Customer Service and Support.

Avoid restoring a production instance from backup, when possible, due to downtime and data loss. When a problem cannot be solved using other methods, restoring a production instance from backup is a final option. ServiceNow can restore an instance to any point in time, regardless of when a backup is completed. Customer Service and Support provides support 24 hours a day, 7 days a week for assistance with critical post-upgrade issues.

Note: ServiceNow does not perform on-demand backups. Instances are automatically backed up daily during non-peak business hours on schedules defined by ServiceNow. The timing of existing backup schedules is not adjusted.

Testing throughout upgrades

Testing is an integral portion that occurs after each instance is upgraded. After you upgrade an instance, test and validate it.

This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

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1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	• Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. • You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. • For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

If you encounter any post-upgrade issues, document the issue's conditions, steps to reproduce the issue, and your customizations. Contact Customer Service and Support to open an incident for each issue, and provide this information accordingly. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

Pre- and post-upgrade tasks for various products

In preparation for your upgrade, review the upgrade and migration tasks for various applications and features. Plan to complete these tasks, when applicable, before or after the upgrade is complete.

Prepare your instance for a smoother upgrade

Before you upgrade to Australia, review these pre- and post-upgrade tasks and complete the tasks as needed.

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Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Upgrade planning checklist

Plan and track the activities related to your ServiceNow instance upgrade. To help ensure that you complete all the tasks for a successful upgrade, follow the step-by-step instructions in the upgrade planning checklist to track and plan the upgrade.

Some optional steps may not be appropriate depending on the number of instances, customizations, and so forth. Mark the ones you do not need in the **N/A** column.

Tip: To download a PDF version of this checklist, click here.

The process for completing steps for self-hosted customers may vary (for example, requesting an instance clone or upgrades). These differences must be considered during planning.

Customer name:	
Product instance name:	https://[instancename].service-now.com
Other instance names	https://[instancename].service-now.com https://[instancename].service-now.com

	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				
1	Review the Australia release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Australia -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.	❑	❑	❑
Phase 2 - Complete these planning tasks.				
2	Confirm which ServiceNow instances are in-scope for upgrade.			
3	Confirm the instance hosting model. For example, ServiceNow cloud, on-premise, or off-premise.	❑	❑	❑
4	Based on the Australia release notes and other release materials, determine new functionality or notable changes that need to be validated after the upgrade.	❑	❑	❑

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	Description	Yes	No	N/A
5	Confirm plans to enable or disable features introduced in the new product release.	❑	❑	❑
6	Review the Browser support to determine browser prerequisites. For example, versions and types supported, and additional requirements for new UI versions. Compare these supported browsers to your corporate standard and identify any gaps.	❑	❑	❑
7	Create a project plan for cloning, upgrading, and testing.	❑	❑	❑
8	Identify the core team of testers, power users, and key stakeholders required to validate functionality in the ServiceNow instances before and after the upgrade.	❑	❑	❑
9	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter.	❑	❑	❑
10	Confirm which of the following situations applies to your ServiceNow non-production instances: **1.** Development and testing can be frozen until the production upgrade is completed. **2.** Continued development (and testing) activities need to continue in a non-production instance while upgrade, remediation, and testing activities are performed in parallel on another instance. **3.** Once the final upgrade to your production instance is complete, the cloning of your final production instance to your non-production instance will wait until after the production upgrade is complete.			
11	Confirm the availability of other systems required for integration testing (key resources and environments).	❑	❑	❑
12	Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing. For example, an interfacing system is only set up to access a specific ServiceNow test instance.	❑	❑	❑

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	Description	Yes	No	N/A
13	Confirm the testing scope and approach.	❑	❑	❑
14	Create a comprehensive test plan including test cases for all core instance functionality and integrations.	❑	❑	❑
15	Confirm the method for tracking any defects identified during testing.	❑	❑	❑
16	Create a high-level implementation plan that covers: • the sequence and timing to upgrade non-production and production instances • the instances to be cloned • the instance to be used for integration testing.	❑	❑	❑
17	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter. Responsible: ServiceNow or Customer	❑	❑	❑
18	Determine whether existing internal training materials, Knowledge Base articles in the customer instance, or other supporting documentation must be updated to align with the upgraded version. For example, changes in functionality or user interface.	❑	❑	❑
19	**Optional:** Schedule the ServiceNow Configuration Review, which provides recommendations to align the customer configurations with ServiceNow best practices. **Note:** There may be a service charge and require professional services engagement.	❑	❑	❑
20	On your production instance, create a system clone and select your development instance as the **Target instance**. Notify impacted users and internal stakeholders of the scheduled date/time for cloning (from production) and upgrade of the non-production instance.	❑	❑	❑

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	Description	Yes	No	N/A
	Note: It is important to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data, and ensure that you have deselected the exclude options.			
Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support				
21	Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.	❑	❑	❑
22	Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
23	Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
24	Schedule the upgrade in Now Support.	❑	❑	❑
25	If applicable, request a version entitlement.	❑	❑	❑
Phase 4 - Upgrade and validate the development instance				
26	Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.	❑	❑	❑
27	After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.	❑	❑	❑
28	Identify your update sets.	❑	❑	❑
29	Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.	❑	❑	❑
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance				

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	Description	Yes	No	N/A
30	On your production instance, create a system clone and select your development instance as the **Target instance**.	❑	❑	❑
31	Schedule the non-production upgrade in Now Support and verify your upgrade configurations.	❑	❑	❑
32	Validate that the upgrade to your non-production instance is complete.	❑	❑	❑
33	Install any optional plugins that were installed on your development instance.	❑	❑	❑
34	Install any custom applications and post-upgrade fix scripts that you need.	❑	❑	❑
35	Install update sets.	❑	❑	❑
36	Perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 6 - Prepare to upgrade the production instance				
37	Confirm sign-off from IT and Business stakeholders that all non-production instance defects have been fixed and validated in update sets. Responsible: Customer	❑	❑	❑
38	Confirm the core team of key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade. Responsible: Customer	❑	❑	❑
39	Confirm coverage for Day 1 support post-upgrade. Responsible: Customer	❑	❑	❑
40	Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles and responsibilities, communication plans, key contacts, support coverage for Day 1, and so forth. Responsible: Customer	❑	❑	❑

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	Description	Yes	No	N/A
41	Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team. Responsible: Customer	❑	❑	❑
42	Submit and obtain approvals for change records as required by the organization change process. Responsible: Customer	❑	❑	❑
43	Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth. Responsible: Customer	❑	❑	❑
44	Profile the performance of your instance before upgrading.	❑	❑	❑
45	Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.	❑	❑	❑
46	On your clone, perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 7 - Upgrade the production instance				
47	Schedule the upgrade in Now Support.	❑	❑	❑
48	If applicable, request a version entitlement.	❑	❑	❑
49	Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.	❑	❑	❑
50	Apply any update sets and post-upgrade fix scripts that you have.	❑	❑	❑
51	Validate and test your instance by conducting user acceptance testing (UAT). Verify with all key stakeholders that the system is performing properly after production upgrade, and key functionality is available.	❑	❑	❑

Upgrade tools and resources

Learn about ServiceNow products and tools that can improve your upgrade experience.

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Products

Use these ServiceNow products to automate parts of your upgrade testing and manage your upgrades from one central place.

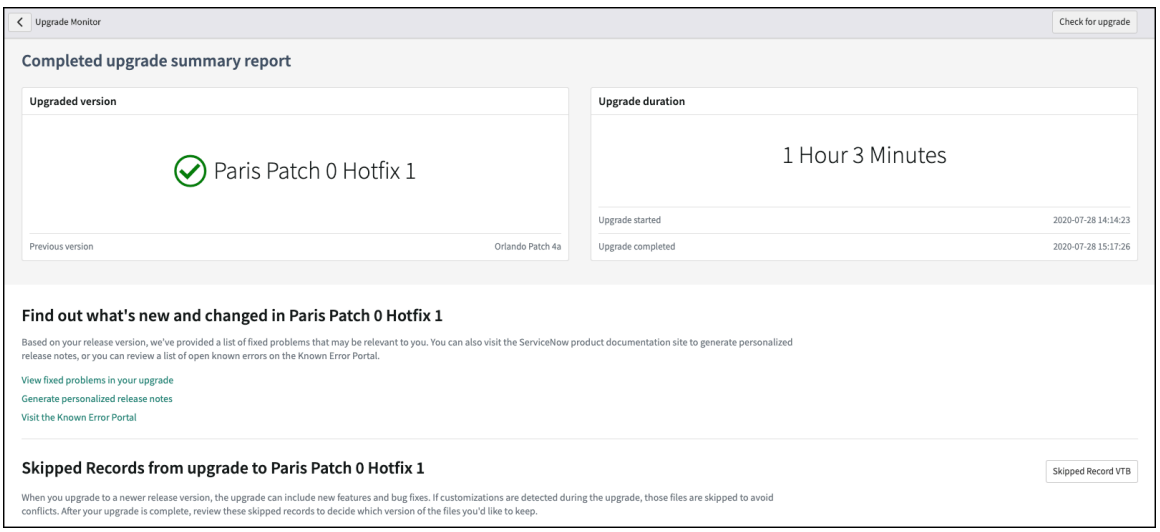
Automated Test Framework

The Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making a change. For example, after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review.

Note: By default, the system property to run automated tests is disabled to prevent you from accidentally running them on a production system. Run tests only on development, test, and other non-production instances to avoid data corruption and outage.

Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



Upgrade tools

In addition to upgrade-related products, you can also use ServiceNow's upgrade tools.

Now Support upgrade assist

Stay current by automating your ServiceNow upgrades. Use an automated service to offload upgrade scheduling tasks.

Known Error portal

Review a list of known issues in selected patch release versions.

Sample upgrade project plans

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The Upgrade planning checklist provides a quick look at the steps in an upgrade. If you'd like to track your upgrade progress in Excel, PDF, or Microsoft Project, you can download these sample project plans to get started.

- PDF
- Excel
- MPP

Best practices

Visit the ServiceNow Customer Success Center website for information on upgrade value and best practices.

Upgrade value calculator

Determine the potential business value of staying current with ServiceNow upgrades.

Playbook: Upgrade quickly and maintain platform health

Use upgrade processes and tools to conduct your upgrades, and learn how to make changes to your baseline system when required.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

Balance value and risk with platform customizations.

Resources

ServiceNow Customer Success Center

Browse prescriptive content and tools such as playbooks, checklists, and quick answers to gain more value from your ServiceNow implementation.

Expert services

Connect with a ServiceNow expert who will help you apply best practices and tools to upgrade to the most recent ServiceNow innovations.

Upgrades and the ServiceNow Store

The ServiceNow Store includes official applications that are developed and released by ServiceNow. Users can download, access, and configure Australia apps on their instances. Store application versions can be upgraded when you upgrade your instance to a new release version.

New versions for a ServiceNow® Store app can be defined in patch and family releases. This includes the ability to define a minimum version and/or a hotfix for a version you already have installed. If your instance has an installed app version below the defined minimum version, the app will be upgraded to the minimum required version. Similarly, if your instance has an installed app below the defined hotfix version, your app will be upgraded to the hotfix version.

For example, consider an application that defines these versions in a release: 1.7.0, 2.4.1, and 3.0.1. In this example, version 1.7.0 is the minimum version. Versions 2.4.1 and 3.0.1 are hotfix versions.

When an instance upgrades to the release version, the following behavior occurs:

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Minimum version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.0.0	1.7.0 - The version upgrades to the minimum version
1.3.2	1.7.0 - The version upgrades to the minimum version
1.7.0	1.7.0 - The version stays the same, because the instance was already on the minimum version
1.7.2	1.7.2 - The version stays the same, because the instance was already ahead of the minimum version

Hotfix version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.8.0	1.8.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
2.0.0	2.4.1 - The version upgrades to the defined hotfix version
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the instance was already ahead of the defined hotfix version
4.0.0	4.0.0 - The version stays the same, because there are no hotfix versions defined for 4.0.0+.

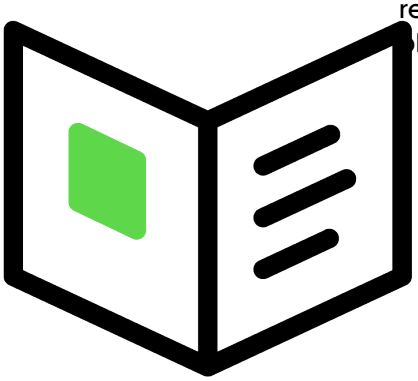
Upgrade to the Australia release

Upgrading and patching your instance requires planning, testing, and validation. To ensure a safe and effective upgrade, read the release notes, create upgrade plans, and test your upgrade on non-production instances before upgrading your production instance.

Important: These topics contain in-depth explanations about upgrades. For a step-by-step reference of upgrade steps, refer to the Upgrade planning checklist.

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Phase 1 - Read the release notes and plan your upgrade



Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

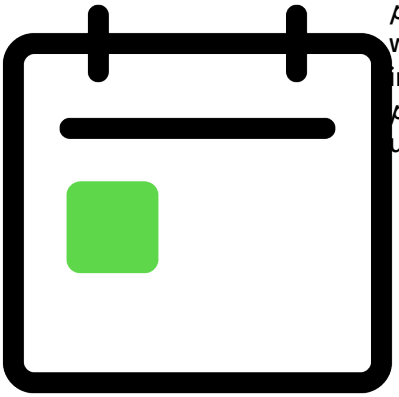
Phase 2 - Prepare for the development instance upgrade



For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

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Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support



Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

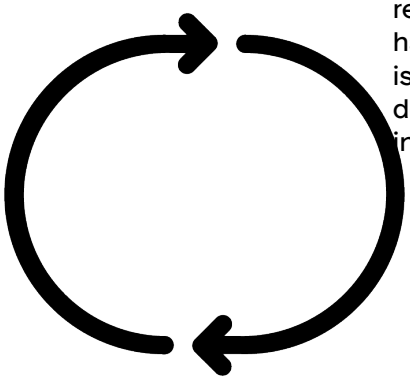
Phase 4 - Upgrade and validate the development instance



Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

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Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance



After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Phase 6 - Prepare to upgrade the production instance



After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

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Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).



Phase 1 - Read the release notes and plan your upgrade

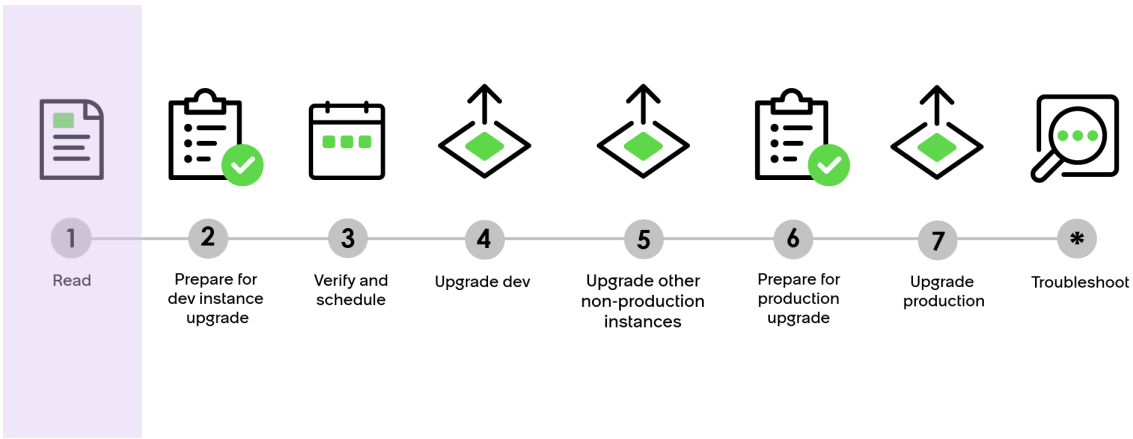
Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

Before you begin

Important: If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version.

Role required: admin.

About this task



Procedure

1. Read the release notes for your target version.
   Review upgrade and migration tasks that you will need to complete before or after your upgrade.

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- ServiceNow provides release notes for every release. The release notes offer valuable information about new functionality, notable changes, and fixes available in a particular version. Read the Australia release notes to determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.
- For Australia -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
- If you are thinking about upgrading to the Australia family, problem (PRB) fixes can be an important factor in your upgrade plans. You can generate a list of . Compare the lists of fixed problems across various Australia upgrade scenarios to help you decide which release version to upgrade to.

2. Complete the preparation and planning tasks in Phase 2 of the Upgrade planning checklist.

   The checklist contains a list of planning tasks that guide you through various aspects of upgrade preparation. You are guided through tasks such as scoping, gathering stakeholders, identifying features to disable and enable, and creating test plans to use throughout the upgrade. Follow these steps to ensure that all aspects of your organization are ready for the upgrade.

3. To better prepare for the upgrade, evaluate the level of customizations on your instances.

   For information on customization best practice guidelines, visit the Customer Success Center website.

Complexity score	Customization examples
Low	○ Modification to form layout/design ○ Add fields and/or UI policies to forms ○ Build simple custom integration ○ Extend an existing table (such as incident) in scope with new fields only
Low-medium	○ Extend an existing table (such as incident) in scope with some scripting ○ Extend an existing table (such as incident) as the basis for a different application, such as HR
Medium	Build a new scoped application
Medium-high	Build a new global application
High	○ Change baseline business rules (such as modifying the SLA process) ○ Build a complex custom integration

4. Create a comprehensive test plan that includes test cases for all core instance functionality and integrations, including any customizations you may have.

   To efficiently test and evaluate system functionality, create a set of detailed test scripts for your testing team to use. You will use this test plan throughout each instance upgrade.

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Instance	Type of testing required
Development	Conduct smoke tests.
Test	○ Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. ○ You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. ○ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

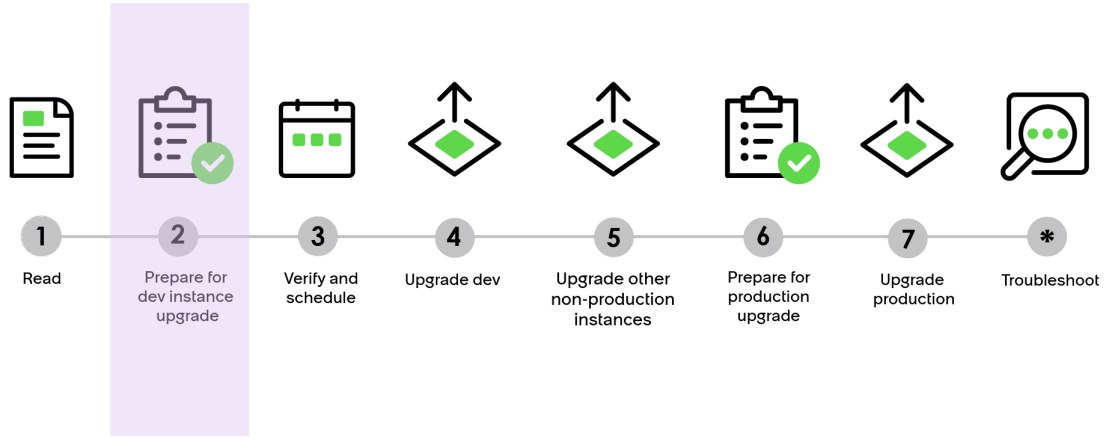
Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Before you begin

Role required: admin.

About this task



Procedure

1. On your production instance, create a system clone and select your development instance as the **Target instance**.

   The clone provides you with an exact copy of production. Performing an upgrade on your clone allows you to simulate an upgrade on your production configuration in a non-production environment. Refer to System clone for details.

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> **Important:**
>
> For effective upgrade testing, use this clone to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data on your production clone. To ensure that all production data is included with the clone, make sure that you clear all the **Exclude** check boxes on the Request Clone form. On your non-production instance, replicate typical user behaviors that occur on your production instance to enhance an estimate of your upgrade duration.

2. Set expectations for performance during upgrades.

   During an upgrade, your performance may be impacted because your nodes initiate the distribution upgrade. All nodes are restarted during an upgrade, but your multi-node instances are available during an upgrade because ServiceNow instances operate on a multi-node system. This multi-node system staggers node distribution upgrades, ensuring that there is at least one active pair of nodes for multi-node instances during an upgrade.

   To help you set accurate expectations for performance during upgrades, be aware of the differences between the nodes on your non-production and production instances. Instances with one node experience a short period of downtime during the upgrade, but multi-node instances do not have UI downtime. For details on your nodes and their status, see the Upgrade Progress screen.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the *`Check distribution for possible upgrade`* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *`Check distribution for possible upgrade`* scheduled job. Then, schedule your upgrade in Now Support.

Before you begin

Role required: admin.

You must check the configuration of the **Check distribution for possible upgrade** and **Check database for possible upgrade** sys_triggers, which are essential to making sure your instance upgrades to the correct target version.

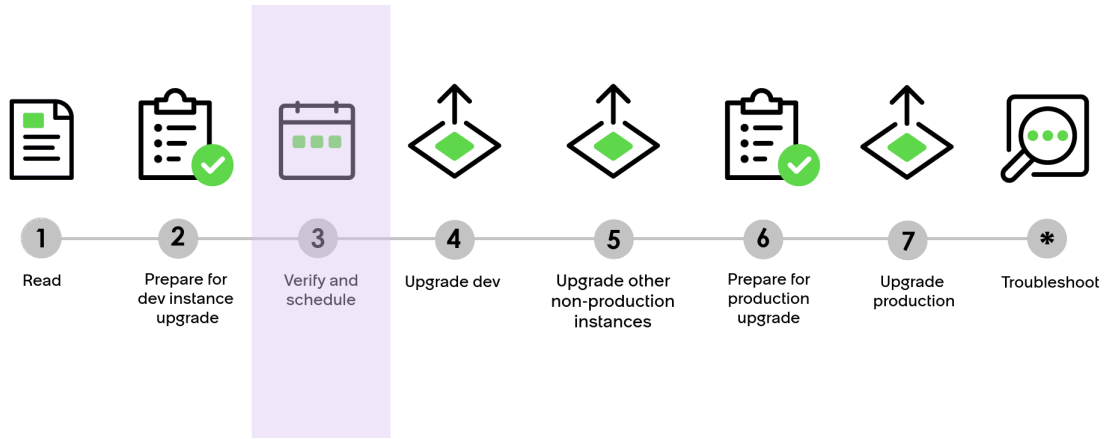
> **Note:** Starting in the Paris release, 'Upgrade' job has been renamed to 'Check distribution for possible upgrade'. In addition, the 'Check Upgrade Script' job has been renamed to 'Check database for possible upgrade'.

sys_trigger	Function
Check distribution for possible upgrade	• Queries Now Support to ask whether an upgrade is going to happen in a given time interval, which is determined by the configuration for the *`Check distribution for possible upgrade`* scheduled job. • Asks whether the instance should be running a different version. If so, the distribution for that version is downloaded, and your instance upgrades to the target version.

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sys_trigger	Function
Check database for possible upgrade	• Runs after the distribution has been upgraded. • Performs the database upgrade.

About this task



Important: Your upgrades are orchestrated out of your instance, not Now Support.

Now Support keeps records of what version you should be running, and your instance periodically queries Now Support to check its assigned version. When you designate a time for your upgrade, your instance begins the upgrade at that time. For example:

Action	Result
You schedule an upgrade to Australia Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Australia Patch 8 on June 10 at 3:00pm.
Now Support waits to get pinged by your instance after the scheduled time on June 10.	Your instance continues to operate on its current release version, and it periodically pings Now Support.
After the scheduled time on June 10, Now Support receives a ping from your instance.	Now Support tells your instance that it should be on Australia Patch 8.
Your instance receives a Now Support notification that it should be running a different version.	Your instance starts the upgrade.

How to schedule and manage instance upgrades on Now Support

You can browse the Now Support service catalog to request and self-service tasks such as scheduling an upgrade.

Request plugins and self-service tasks using service catalog on Now Support

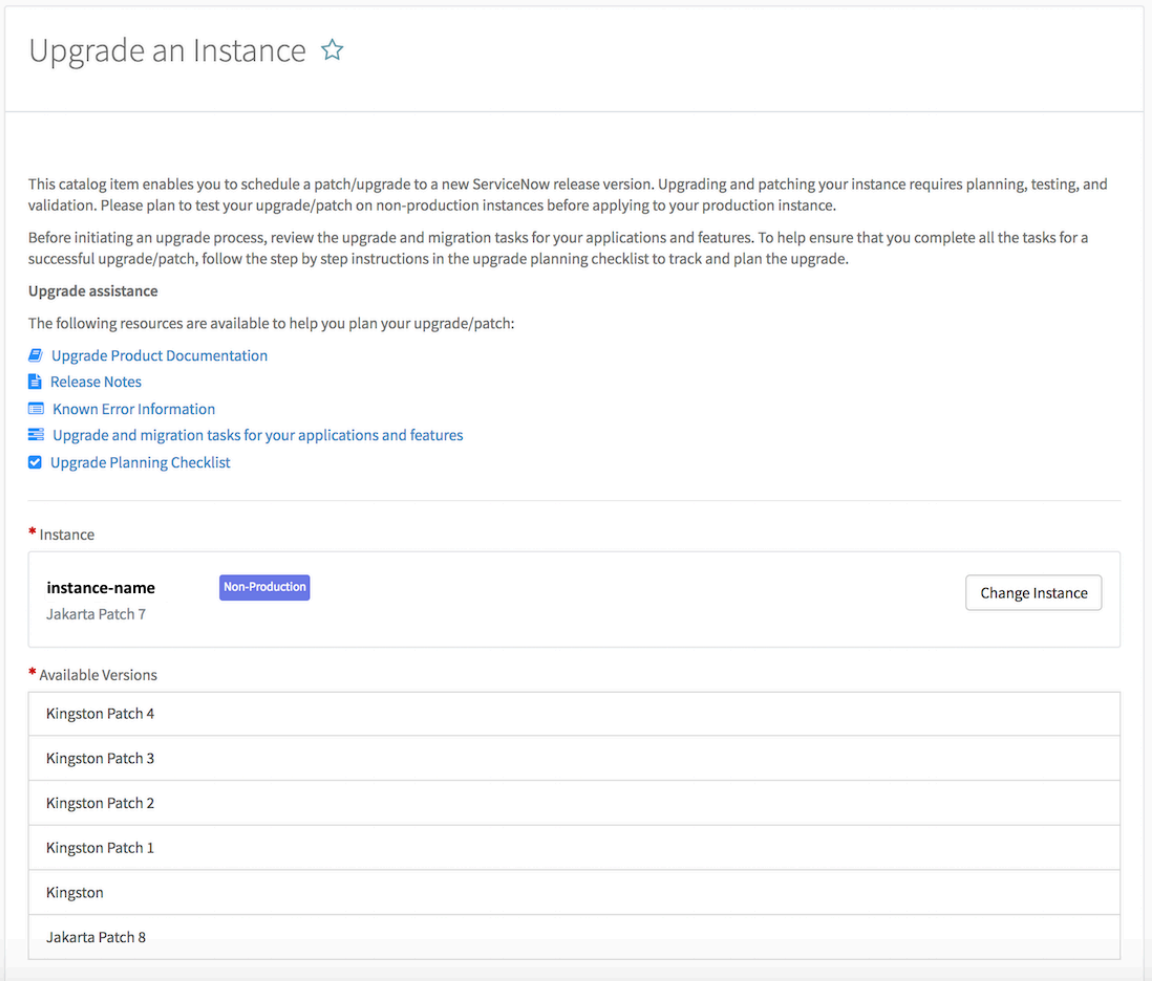
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Procedure

1. Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. In the list, find the *Check distribution for possible upgrade* scheduled job.
   c. View the **Next action** column to determine when the job next runs.
2. Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check distribution for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Interval**.
   d. Make sure that the **System ID** is set to **None**.
3. Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check database for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Run at System Startup**.
4. Schedule the upgrade in Now Support.
   a. Log in to Now Support.
   b. Click **Instances** in the left navigation menu.
   c. Select **Manage Instances**.
   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.
   e. Select the instance that you want to upgrade or patch.
   f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

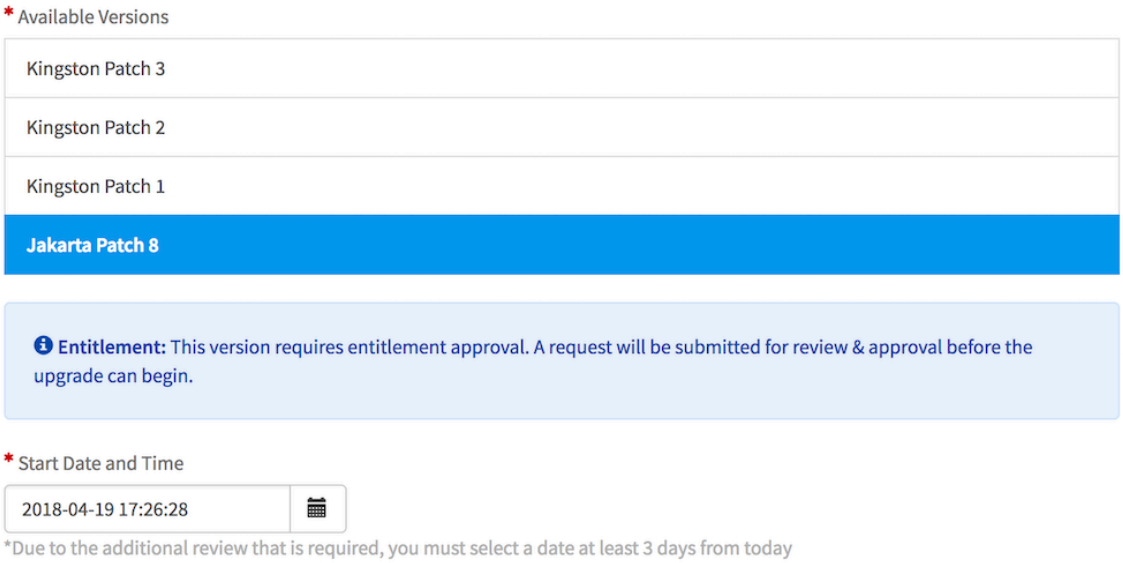
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

5. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

Phase 4 - Upgrade and validate the development instance

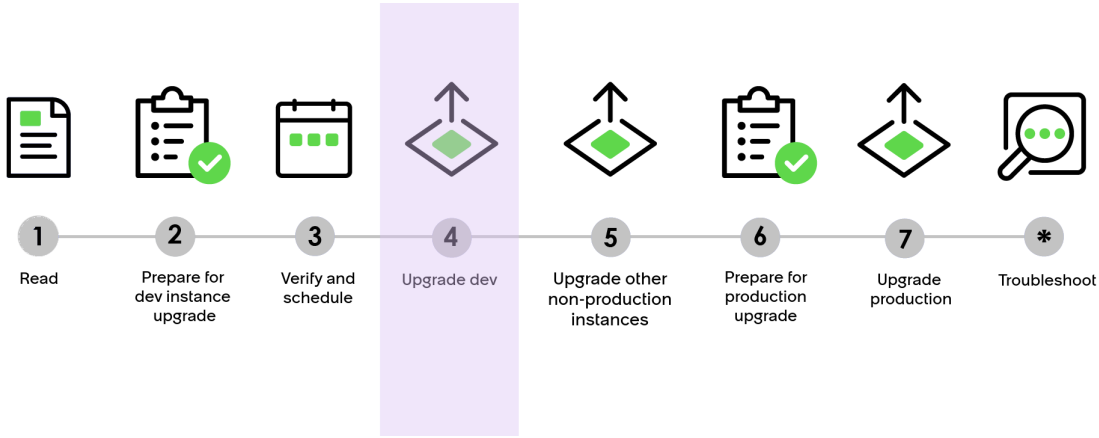
Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Before you begin

Role required: admin.

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About this task



The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

Procedure

1. Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.
2. After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.

   As you are processing the skipped list, you may merge and revert records, resolve conflicts for an individual record, and make additional customizations. These changes go into the latest version, which goes into your current update set.
3. Identify your update sets.

   You need these update sets for your subsequent non-production instances. If there are issues that must be addressed after the upgrade, make the appropriate changes and they will go into your current update set. Collect the update sets that:

   - Were created while reviewing the skipped updates list.
   - Were created while changing customizations to work with the latest release.
   - Must go live immediately after your next upgrade.

   Gathering these update sets before your upgrade expedites the process of exporting, importing, and committing them onto your other instances. After the correct update sets are identified, follow the standard process for moving and applying those update sets. Refer to System update sets for details.
4. Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.

   After upgrading, track any defects or deviations from the pre-upgrade testing results. Defect tracking can help identify root causes and create fixes. When a fix is identified, capture the fix in a single update set. The resulting update sets hold the cumulative fixes that should be applied to the production instance.

   To help automate your testing and validation on non-production instances, use the Automated Test Framework. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.

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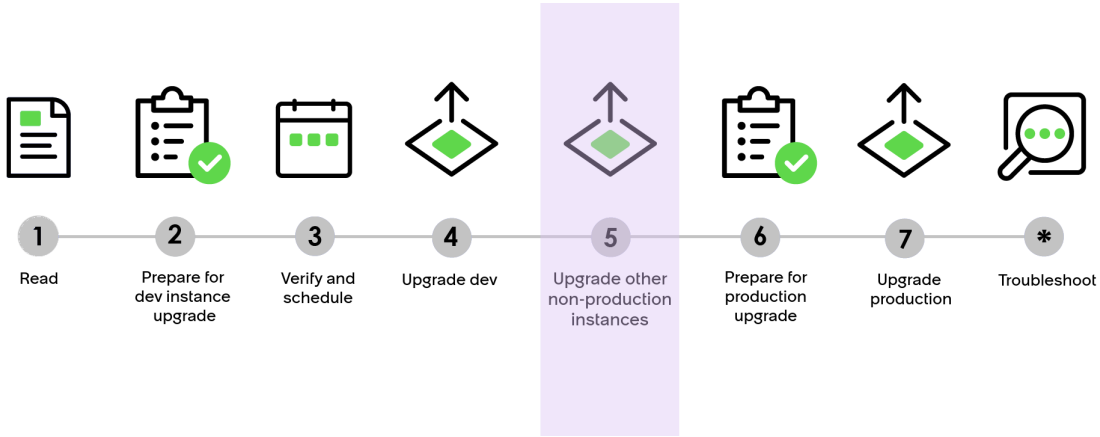
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Before you begin

Role required: admin.

About this task



This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

After you have applied your development update sets to your test instance, perform the following tasks on your test instance (and other non-production instances, if applicable).

Procedure

1. Create a system clone down from your production instance.
2. Schedule the non-production upgrade in Now Support and verify your upgrade configurations.
3. Validate that the upgrade to your non-production instance is complete.
4. Install any optional plugins that were installed on your development instance.
5. Install any custom applications and post-upgrade fix scripts that you need.
6. Install update sets.
   Use these update sets to move your initial changes into your subsequent non-production instances.
7. Perform functional testing and monitor the performance of your instance.
   Reproduce the typical user activities that occur on your production instance. The Automated Test Framework can greatly assist you in testing your non-production instances. You can use Automated Test Framework quick start tests and product testing suites to help you jump start

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your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. For extra testing coverage, you can also conduct user acceptance testing (UAT).

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Before you begin

Role required: admin.

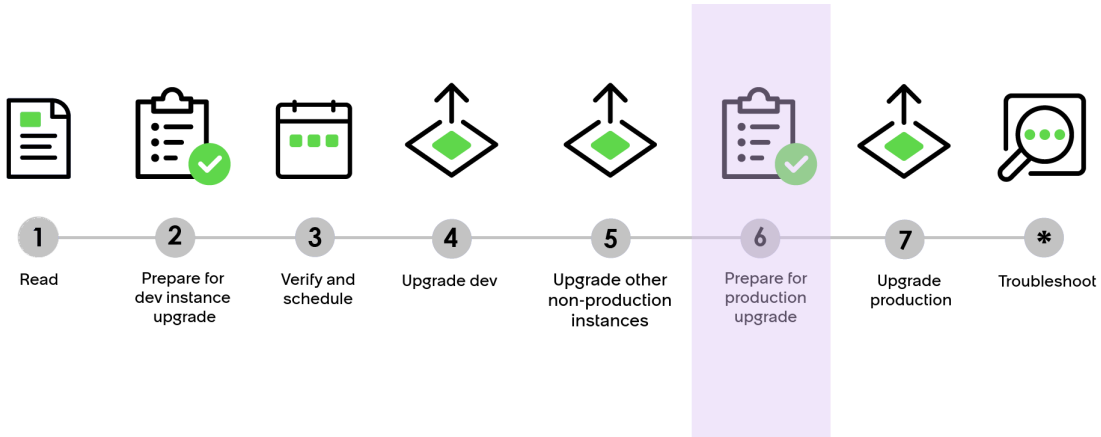
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- Obtain confirmation from IT and management that all non-production instance defects have been fixed, validated, and included in an update set.
- Use the change management process established by your organization to track the upgrade.
- Communicate effectively with your user community regarding changes, new features, and process updates resulting from the upgrade.
- Negotiate a suitable upgrade time for all users of the ServiceNow system.

  For example, schedule the upgrade after hours, to minimize impact to your users. Remember to schedule the upgrade to occur 15–20 minutes before the *Upgrade* scheduled job interval.

- Allow time in your change window to run all test cases and validate that all integrations, key business functionality, and system performance are acceptable. Add a time buffer for responding to errors without breaching the change window.

About this task



Procedure

1. Profile the performance of your instance before upgrading.

   Pre-upgrade instance validation can provide a reliable benchmark of the current operating environment and alert you to any issues that may appear after the upgrade. For example, it sometimes appears that specific functionality is broken by an upgrade. Analysis might show that the functionality did not work properly in the production instance, even before the upgrade.

   Before performing the upgrade, analyze the current operating environment. Specifically, review:

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- Key functionality
- Integrations
- Instance performance

2. Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.

   You will later compare and contrast this information during your post-upgrade validation and testing. Benchmarks will be different for each of your instances.

   To access the ServiceNow Performance homepage:

   a. Log in to your instance.

   b. From the list in the top left of the instance homepage, select **ServiceNow Performance**.



3. On your clone, perform functional testing and monitor the performance of your instance. Replicate typical user behaviors that occur on your production instance. Assign a consistent core team of power users and key stakeholders to validate important functionality in the ServiceNow instance before and after upgrades.

Phase 7 - Upgrade the production instance

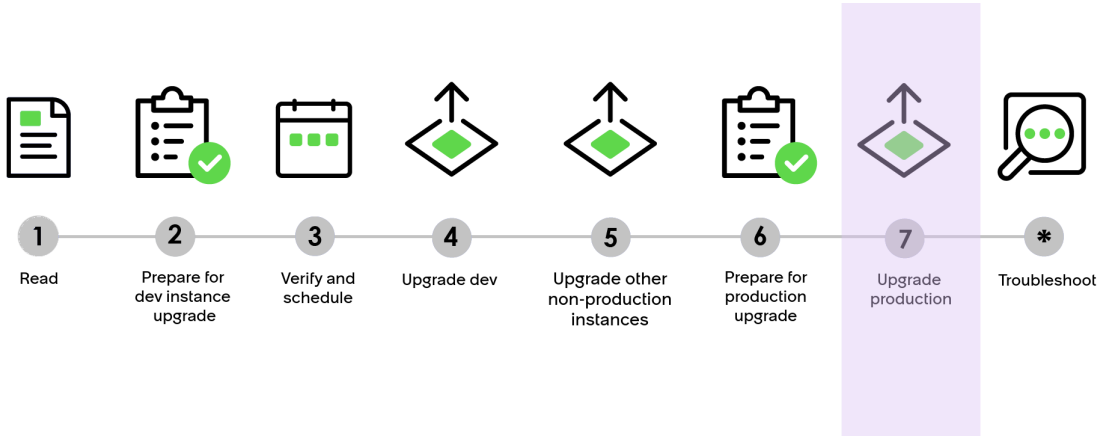
After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Before you begin

Role required: admin.

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About this task



Procedure

1. Schedule the upgrade in Now Support.

a. Log in to Now Support.

b. Click **Instances** in the left navigation menu.

c. Select **Manage Instances**.

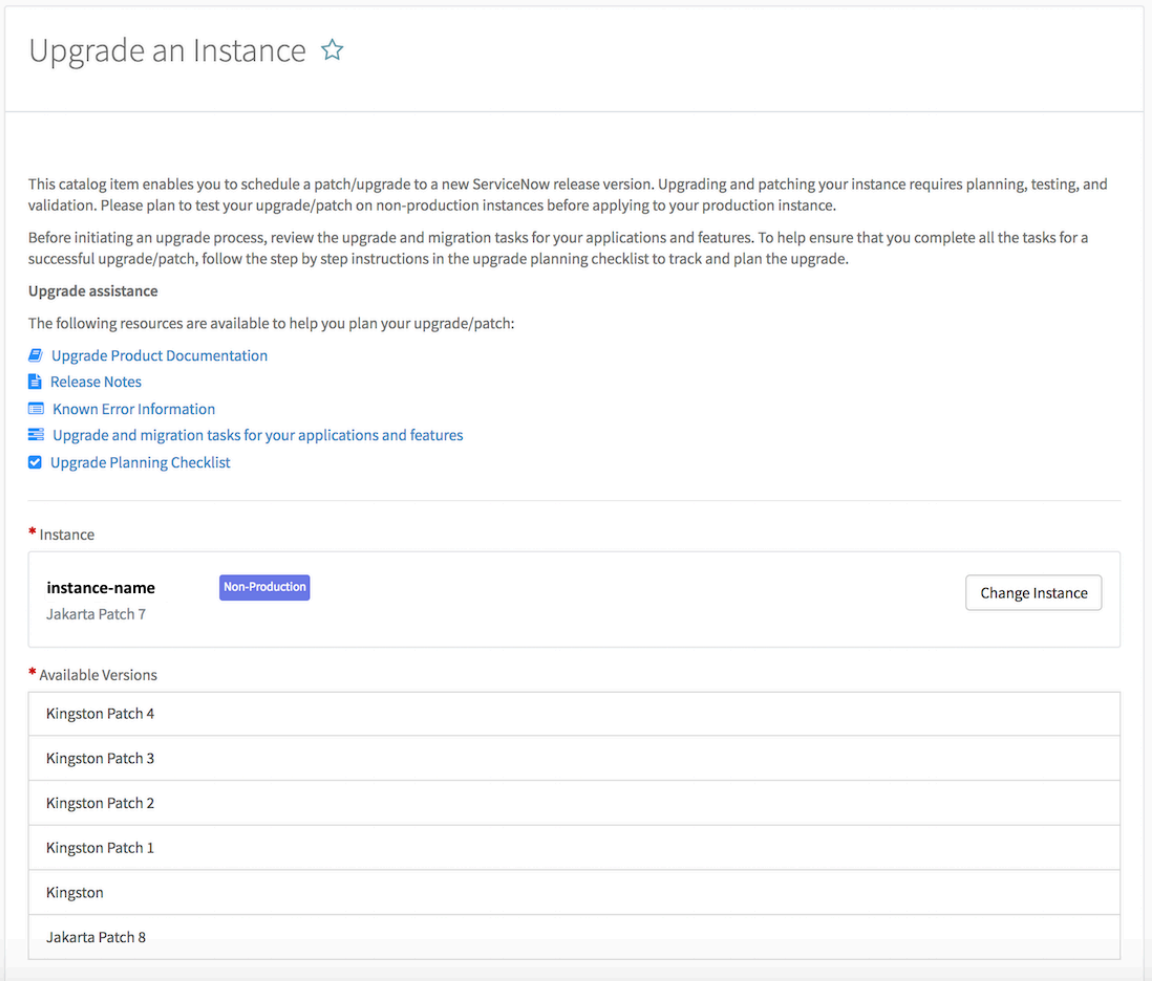
d. Partners only: From the user menu, use the **Switch Company** feature to select a company.

e. Select the instance that you want to upgrade or patch.

f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

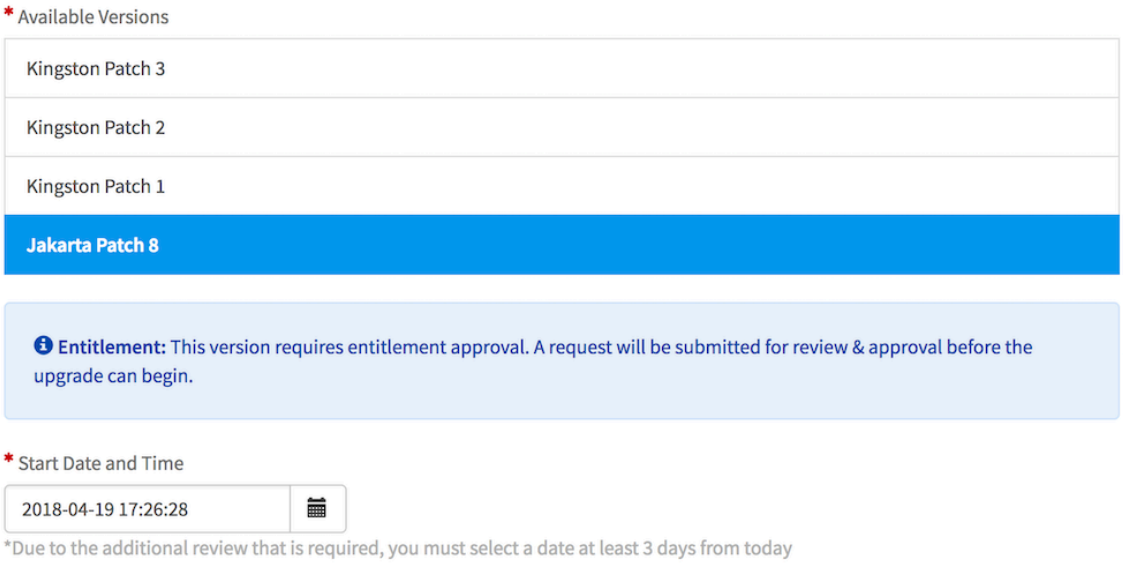
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

2. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

3. Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.
There are several methods of verifying that your upgrade is complete:

- Navigate to the **System Diagnostics** > **Upgrade Monitor**.
- Navigate to **System Diagnostics** > **Upgrade Log** and locate the `Notifying HI that upgrade has been completed` message.
- Navigate to **System Definition** > **System Upgrades**. Information about all system upgrades is listed.
- Navigate to **System Diagnostics** > **Upgrade History** and search for the most recent upgrade.

4. Apply any update sets and post-upgrade fix scripts that you have.

5. Validate and test your instance by conducting user acceptance testing (UAT).
Performance and operating information is available in the system logs, which offer an excellent source of information for evaluating the inner workings of a ServiceNow instance. Use this

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information to help resolve as many errors as possible. To access the log data, navigate to **System Logs** > **System Log** > **Errors**.

Note: Not all errors in the error log are results of your upgrade. Error messages are often present in pre-upgrade instances, and many of these messages do not affect users or performance.

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