



## What's New in CSM 10.0.0?

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- Cherwell Service Management
- Cherwell Asset Management

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# Overview of What's New in CSM 10.0.0

Links to community-suggested features on the [Cherwell Ideation Station](#) are provided when available. You must create an account and be logged in to view ideas. Additionally, links to "Learn more ..." about the feature are provided at the bottom of most sections.

## Authentication Consolidation for CSM Web Applications

To accommodate the move to modern web technologies and to simplify troubleshooting, user authentication for the CSM Browser Client, CSM Customer Portal, and Service Monitor has been consolidated through the Cherwell REST API. This change also impacts third-party reporting tools, Saved Searches, webhooks, and other CSM features.

- **Unified SAML Authentication**

SAML authentication for all CSM clients now flows through a single endpoint on the Cherwell REST API, no longer through the Cherwell Web Service. This change in endpoint is part of an effort to unify authentication of all Cherwell applications and services through the REST API, simplifying configuration, maintenance, and troubleshooting.

Due to this change in authentication, the SAML endpoint must be updated in both CSM and the SAML Service Provider. If the URL to the Cherwell REST API is entered during upgrade, the CSM SAML update is performed automatically. Otherwise, you must update the SAML value manually.

[Learn more...](#)

- **Requirement to Set the Base URL for the Cherwell REST API**

To support authentication changes, the base REST API URL must be configured in the installer, in the **Security** section of CSM Administrator, or through the Command-Line Configure (CLC) Utility. The URL must be in the following format: `https://host.domain/CherwellAPI/api/`.

Note the following scenarios for setting the base REST API URL:

- If installing CSM for the first time (not an update or system restore), you are prompted to set the REST API URL during the installation process. If you skip this step, you can still install CSM, but an error that says that the application is not configured to communicate with the Cherwell API Server will display when you attempt to log in.

[Learn More...](#)

- If you are upgrading to CSM 10.0.0 from a previous version of CSM, and the base REST API URL was already configured in the previous version, no action is required. You are never prompted to provide the REST API URL, because it carries over to CSM 10.0.0 automatically.
- If you are upgrading to CSM 10.0.0 from a previous version of CSM or performing a system restore, if the REST API URL was not configured in CSM Administrator or through the command line, you are prompted for the URL during the upgrade/restore process. After entering the URL, the system confirms that the URL is in the proper format: `https://host.domain/CherwellAPI/api/`.

[Learn More...](#)

- If you use the CLC Utility to install, upgrade, or restore CSM, if the REST API URL is missing, a caution message is written to your terminal or logging mechanism to alert you about the REST API URL requirement. You can use the CLC Utility to set the URL.

[Learn More...](#)

If issues occur when working with CSM features that rely on the Cherwell REST API, you can configure event logging in the Cherwell Server Manager.

[Learn more...](#)

## Related Item Navigation

### *Ideation Station Feature*

Related Item Navigation is a new way for users to easily view and interact with a Major Business Object's related Business Objects. You can enable Related Item Navigation for any Major Business Object. CSM provides related items for third-party Slack chat, solution search, attachments, and communication, but you can add more related items for any related Business Objects.


[Learn more...](#)

The screenshot displays the CSM Browser Client interface for incident 102237. At the top, there is a navigation bar with icons for Save, Cancel, Refresh, Delete, Unlocked, Attach (0), and Record 2 of 19. Below this, the incident title 'INCIDENT 102237' is shown with a 'P3' priority indicator and the breadcrumb 'IT Service Desk > Report Outage or Error > Submit Incident'. A table of key metrics follows: STATUS (Pending), RESPONSE BREACHED (1/18/2020 11:31 PM), RESOLVE WITHIN (35 days 2 hours), and PENDING REASON (Need data from Customer). A 'Next: Remove Pending Status' link is provided. Below the table, a tabbed interface shows 'Overview' as the active tab, with other tabs for Activity, Journals, Tasks (0), and Related Change Re. The 'Related Change Re' dropdown menu is open, listing 'Solution Search', 'Customer History (1)', 'Similar Incidents (3)', 'Related CIs (1)', 'Susan's Open Incidents (1)', and 'Related Problem'. The 'Solution Search' option is highlighted with a red box. The main form area includes a 'Customer \*' field with 'Susan Malach', a 'Description \*' field with 'PC Will not start', and an 'Additional Questions' section with the message 'No additional information for this request.' and a prompt to 'Continue scrolling down to complete the form.'

For example, the new Related Item Navigation **Solution Search** tab in CSM Browser Client allows you to run a search for an existing solution to an issue without leaving the current record. The Search Results display matching Knowledge Sources by relevancy. You can view all matching Sources or filter by selected Sources.

◀ Related Items


### Solution Search


computer 

**Internal (3)** Saved (0)

[Filter](#)

#### Known Errors


[10223](#)   
Misc. Software  
12/16/2019 2:48 PM

[10168](#)   
Accounting System  
2/16/2019 10:14 AM

#### Open Incidents

No records found.

#### Knowledge Articles

[10344](#)   
Internet  
To resolve this error: A connection to the server cannot be established. HTTP://URL is now in offline mode, in MS Outlook 2007: Note: This error occurs when the internet or network connection has be...

When typing in the **Search** field, the most recent searches that have been run against the current record will display in a list below the field, with the most recent searches at the top of the list. This allows a Technician to easily see what terms have already been searched by any user for the current record.

When a Solution Search is executed, a Journal entry is logged in the Activity pane.

Depending on your configuration, the following actions may be available in the vertical ellipses menu: Open in New Tab, Copy Link, Save Result/Remove Saved Result. When you select **Save Result** or **Remove Saved Result**, it is added to or removed from the **Saved** tab and a Journal entry is logged.

*This feature has replaced the Knowledge option previously available in the CSM Browser Client toolbar.*

[Learn more...](#)

A new **Solution Search Properties** window allows an Administrator to configure the Knowledge Sources, Fields, and Actions displayed in Solution Search for each Major Business Object.

The screenshot shows the 'Solution Search Properties' dialog box for 'Internal Sources (Incident)'. The window title is 'Solution Search Properties' and the subtitle is 'Internal Sources (Incident)'. Below the subtitle, it says 'Solution Search properties for internal knowledge sources.' The 'Knowledge Source' is set to 'Open Incidents'. The 'Display Fields for Source' list includes 'Incident ID', 'Customer Display Name', 'Call Source', and 'Description'. There are 'Add...' and 'Remove' buttons next to the list, along with up and down arrow buttons. Below the list, there is an unchecked checkbox for 'Includes Label'. Under 'Select Actions Available to Users', the following actions are checked: 'Open in New Tab', 'Copy Link', and 'Save Result / Remove Saved Result'. There is a 'Help' button and a message box that says 'Full-Text Indexing must be enabled for the selected Business Object for Search Results to display.' At the bottom right, there are 'OK' and 'Cancel' buttons.

As a best practice, follow the configuration workflow.

[Learn more...](#)

## Form Improvements

- **Custom Error Messages on Required Fields**

*Ideation Station Feature*

Administrators can now add custom error messages to required Fields. You can choose from a most recently used message, a Stored Expression, or a Custom Expression. When a required Field is not entered and a User tries to save the Field, the custom error message displays.

The screenshot shows the 'Field Properties' dialog box for the 'IncidentAssigned Team field'. The 'Custom Error' checkbox is checked and highlighted with a red box. The dialog includes the following sections:

- Required for save:**
  - Required for save
  - Always required for save
  - Never required for save
  - Field: [dropdown]
  - Custom Error: [dropdown] [more] [fx]
  - Function: [dropdown]
  - Stored Value: [dropdown] [more]
  - Expression: [dropdown] [more] [fx]
- Read-only:**
  - Read-only
- Default value:** [text box] [more]
- Calculated value:**  Calculated value [more]
- Value to set before save:** [text box] [more]
- State:**
  - Required for Closed state
  - Value to set for Closed state:** [text box] [more]
  - 'Required for state change' changes based on lifecycle
  - 'Value to set before state change' changes based on lifecycle

Buttons: OK, Cancel

[Learn more ...](#)

- **Simultaneous Form Editing**

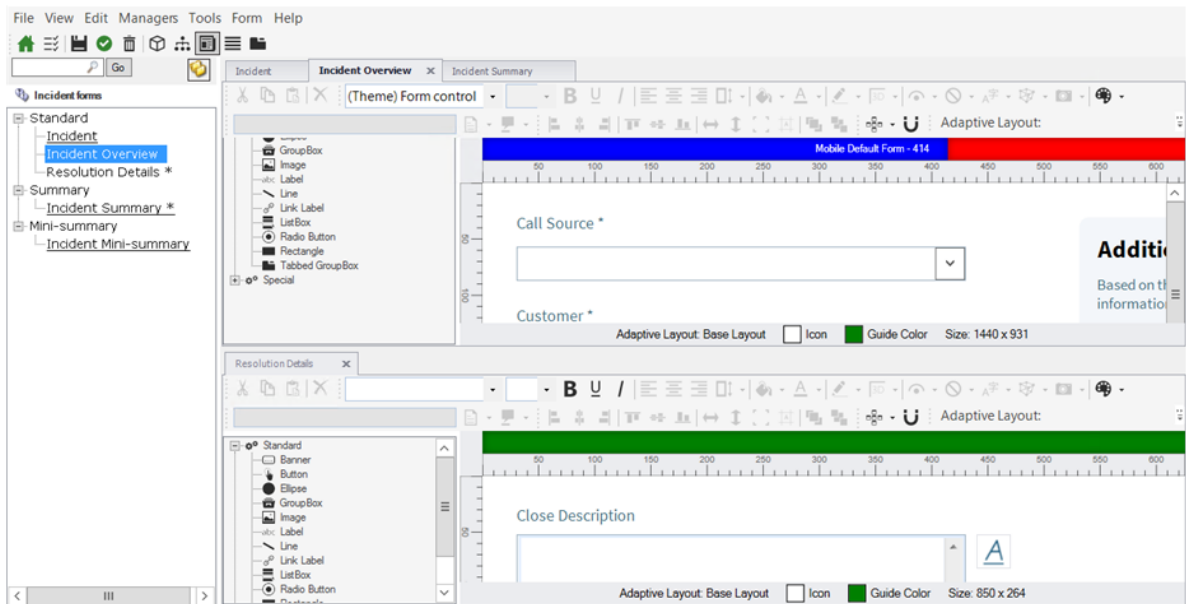
Using the Form Editor, you can now edit multiple Forms simultaneously. Forms are now displayed in a new tabbed view that lets you:

- Copy and paste single or multiple Controls between Forms.
- Float/dock tabs to view Forms side by side or in separate windows.



All Forms, of all Form types, for the selected Business Object are displayed in a Forms list.

[Learn more ...](#)



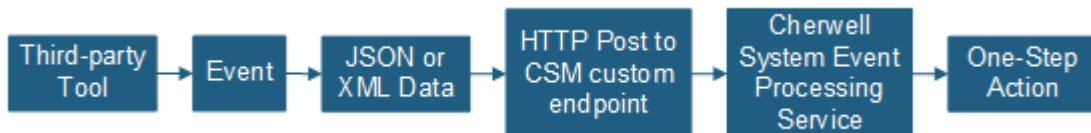
## Expanded Integration Capabilities

- **External Tools Integrations Using Webhooks and One-Step™ Actions**

*Ideation Station Feature*

*Ideation Station Feature*

You can now integrate with external tools using HTTP POST methods to send data to a CSM webhook endpoint. A One-Step Action assigned to each endpoint determines how the data is consumed by CSM. For example, use a webhook to update a CSM Incident with information from a Jira issue based on a defined event in Jira. Once the Jira event is triggered, data is sent to the new System Event Processing Service, which fires a One-Step Action to update mapped fields in the CSM Incident.



The System Event Processing Service is disabled by default and must be manually enabled before webhooks can be processed. In addition, a new security right controls access to the Webhooks Manager. Users can be granted rights to view, add, edit and delete rights to the Manager.

[Learn More...](#)

- **Slack Chat Integrations**

*Ideation Station Feature*

Two methods of integrating Slack with CSM are now available:

- **Webhooks Integration**

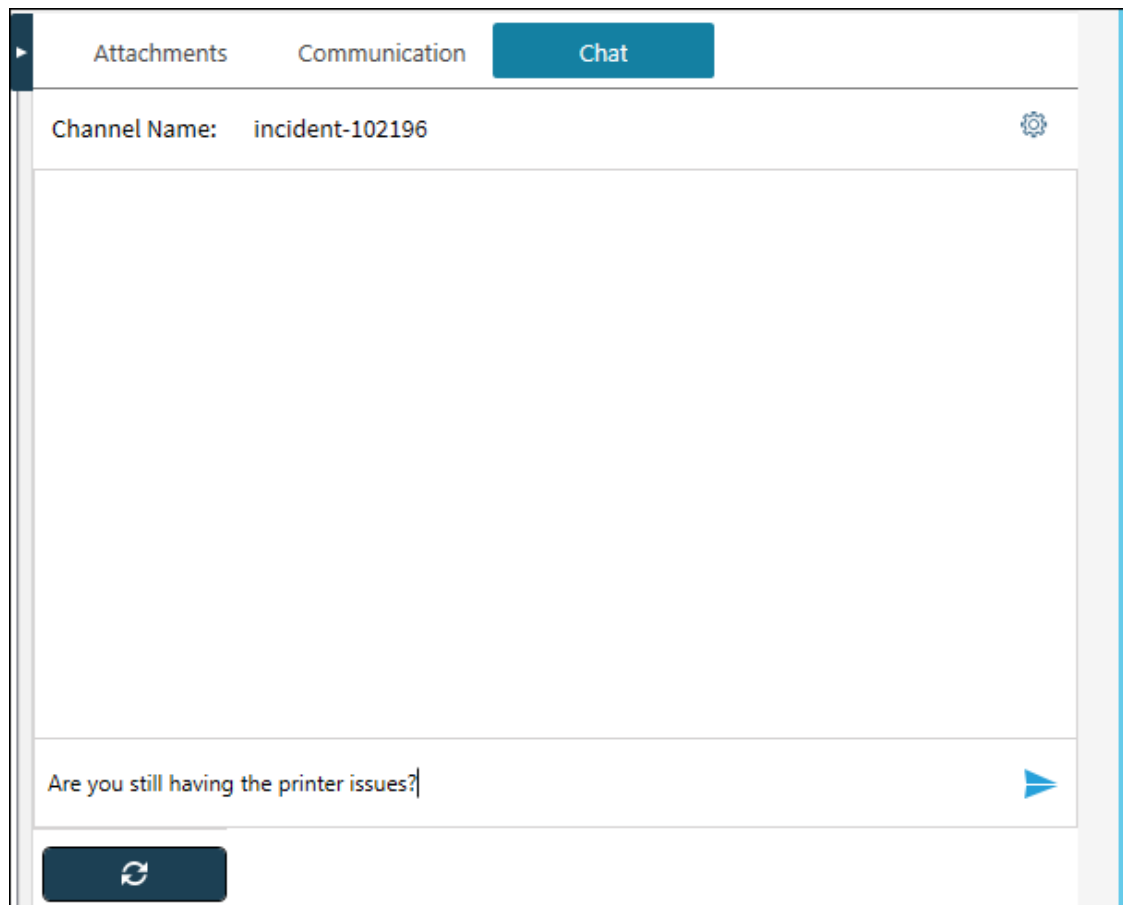
Configure webhooks to run One-Step Actions based on commands sent from Slack. For example, users can create, withdraw, or check the status of Incidents from a Slack channel.

[Learn more ...](#)

[Learn more ...](#)

- **Related Item Navigation Integration**

Create Slack channels from the CSM Related Items pane for any Major Business Object record. This enables users to view and participate in discussions in Slack without leaving CSM.



[Learn more ...](#)

[Learn more ...](#)

The Slack integrations can be used on their own or together to seamlessly manage communications with CSM.

## **Cherwell Virtual Agent (CVA) Support**

### *Ideation Station Feature*

Several new features pave the way for future increased support for artificial intelligence, third-party connections, and natural language interaction between users and CSM. These new features can be used standalone or with the Cherwell Virtual Agent (CVA). For more information about CVA, contact your account representative.

- **Enhanced Browser Widget**

The Browser Widget was enhanced to allow you to define a URL, POST URL, and POST Body including the use of tokens (Stored Values, System Functions, or Expressions). You can store a response from a POST request as a Stored Value, with the most recently used Stored Values available for selection in the Store Response drop-down list.

The screenshot shows a 'Widget' configuration window. At the top, the title is 'Widget'. Below the title bar, there are two fields: 'Name: Browser' and 'Type: Browser'. A section titled 'Browser Settings' contains several options:

- HTML page
- Web Site
- URL:
- Refresh every
- Execute POST before widget load
- POST URL:
- POST Body:
- Store Result

At the bottom of the window, there are four buttons: 'Info', 'Save', 'Save As', and 'Cancel'.

[Learn more ...](#)

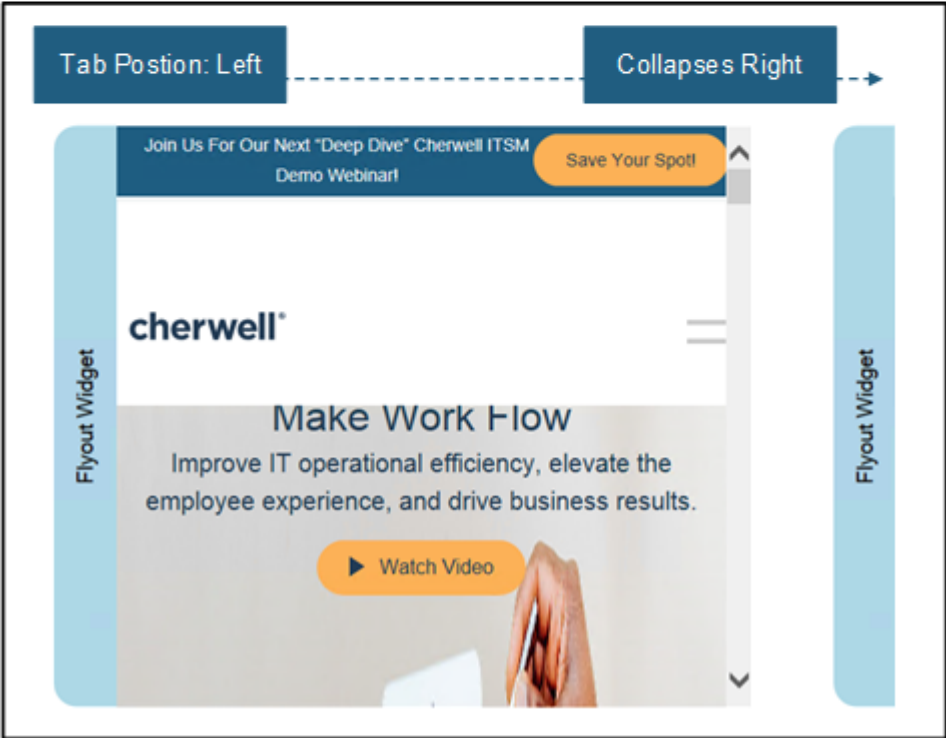
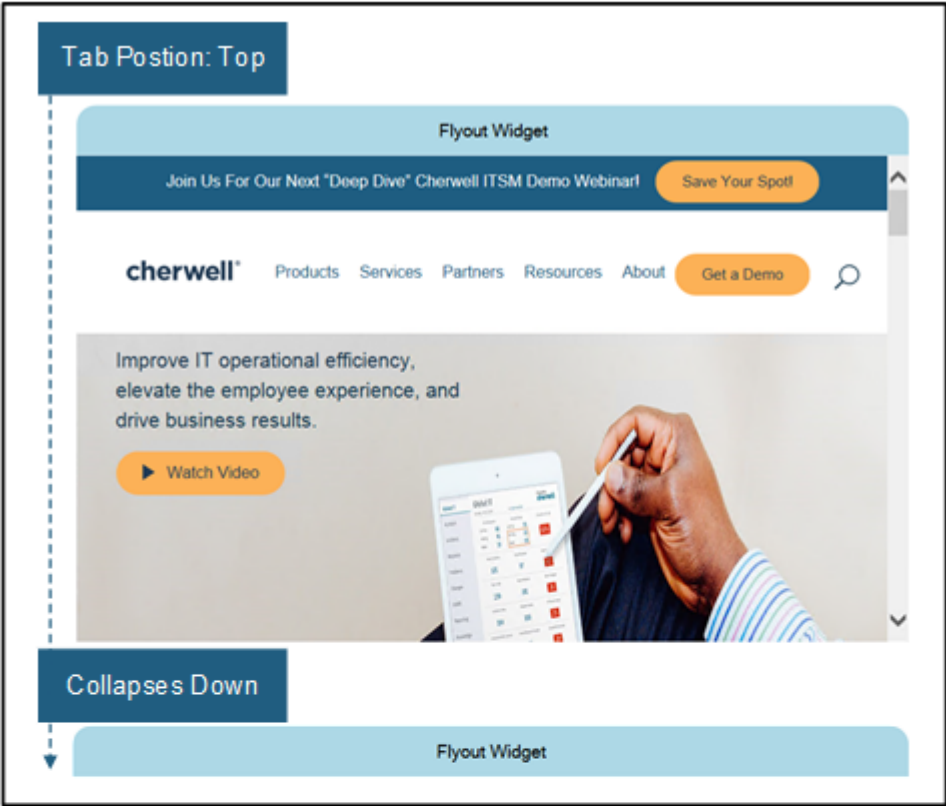
- **Flyout Widget**  
*Ideation Station Feature*

You can now create a Flyout Widget, which is similar to the Browser Widget, but it also collapses to a tab and expands to display an HTML Page or website. You can define a Flyout Widget's URL, POST URL and POST Body including the use of tokens (Stored Values, System Functions, or

Expressions). You can store a response from a POST request as a Stored Value, with the most recently used Stored Values available for selection in the Store Response drop-down list.

The screenshot shows the 'Widget' configuration dialog box. The 'Name' field is set to 'Flyout' and the 'Type' is 'Flyout'. Under 'Tab Settings', the 'Tab Text' is 'Flyout Widget', 'Tab Size' is 40 px, and 'Tab Color' is LightBlue. The 'Drop Shadow on Tab' checkbox is unchecked. Under 'Browser Settings', the 'Web Site' radio button is selected, and the 'URL' is 'http://www.cherwell.com'. The 'Refresh every' is set to 5 Minute(s). The 'POST URL' and 'POST Body' fields are empty. The 'Store Result' checkbox is unchecked. At the bottom, there are buttons for 'Info', 'Save', 'Save As', and 'Cancel'.

You can also define the tab's text, size, color, and position.



[Learn more ...](#)

- **System Functions**

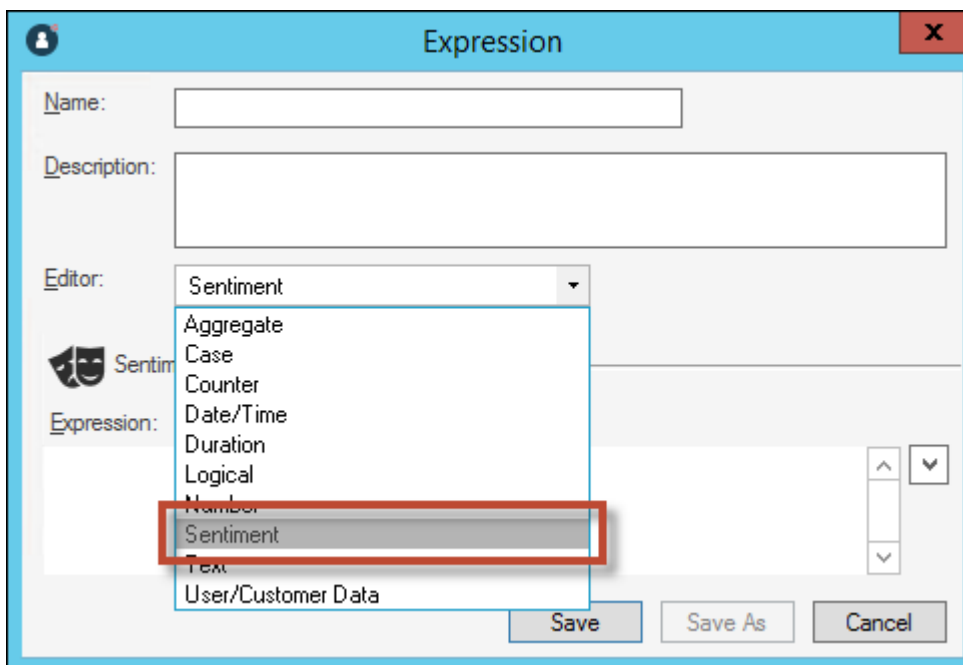
Three new System Functions are available to be used with the Browser Widget or Flyout Widget when defining the POST Body.

- **CurrentUserAccessToken()** is defined for the current user on login to the CSM Browser Client or CSM Customer Portal.
- **CurrentUserAccessTokenExpiryUTC()** is the date of the current user's access token expiry UTC.
- **CurrentUserRefreshToken()** is the current user's refresh token defined on refresh in the CSM Browser Client or CSM Customer Portal.

[Learn more ...](#)

## Sentiment Expression

You can now create a Sentiment Expression to determine the sentiment of text that returns a numerical value you can use to perform calculations. For example, a technician can review the sentiment of messages sent back and forth to customers and evaluate the frustration a specific customer experiences over time.



[Learn more ...](#)

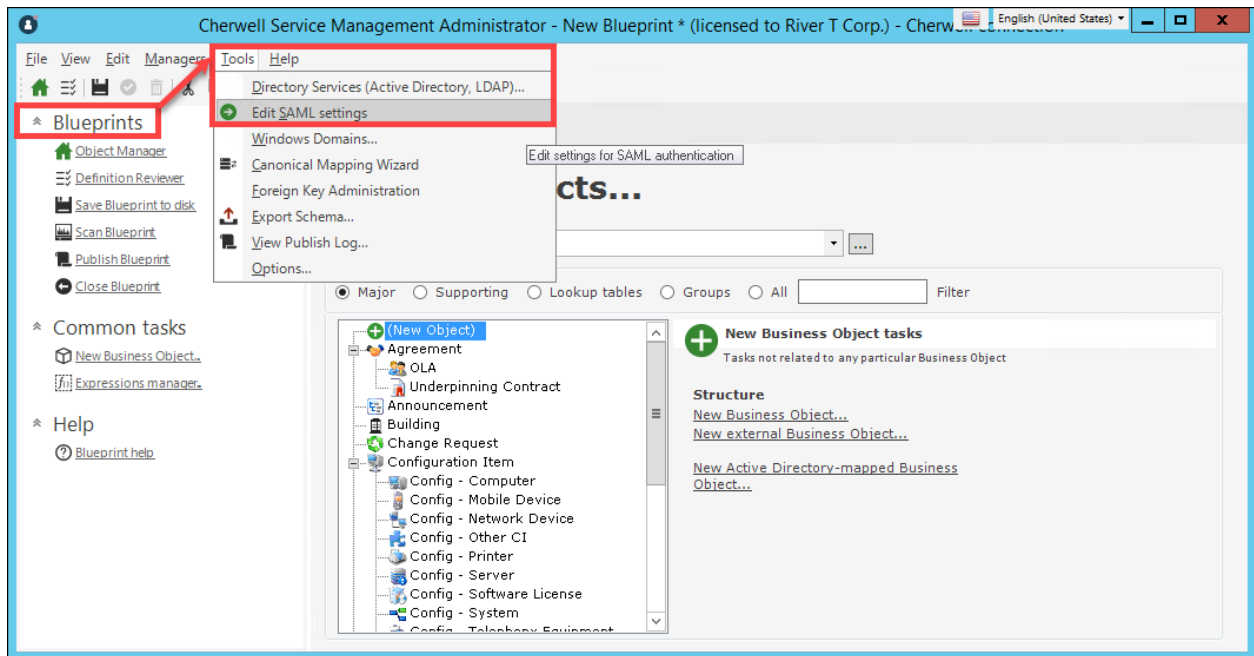
## Automatic User Imports From SAML

*Ideation Station Feature*

You can now configure automatic user account creation and updates in CSM when users log in using SAML. Control the user data and group membership passed to CSM by mapping ADFS attributes to Business Object fields and Active Directory security groups to CSM Security Groups.

This feature is only supported when SAML is configured with Microsoft ADFS and when Windows Login IDs are used to identify users in SAML.

To support Business Object field mapping required for automatic user imports, SAML configuration settings have been moved to the Tools menu for the Blueprint Editor and the mApp Editor.



[Learn more ...](#)

## Approvals Operations added to Cherwell® REST API

Four new operations for Approvals have been added:

- Action an Approval.
- Get an Approval.
- Get all waiting Approvals for the current user.
- Get all waiting Approvals that were created by the current user.

These new operations mean that workloads for Approvals can be managed efficiently within CSM.



Approval : Perform operations on Approval Objects		Show/Hide	List Operations	Expand Operations
POST	/api/V1/approval/{approvalRecId}/{approvalAction}			Action an Approval
GET	/api/V1/approval/{approvalRecId}			Get Approval
GET	/api/V1/getmyapprovals			Get all waiting Approvals for the current user
GET	/api/V1/getmypendingapprovals			Get all waiting approvals that were created by the current user

[Learn more ...](#)

## Miscellaneous Improvements

- **Record Limit Changes for Grids in the Browser Client**

All Grids in the Browser Client, except those in Form Arrangements, now display a maximum of 20,000 rows of data even if there is more data available. If there are more than 20,000 rows of data available for a Grid, the Grid will list the total number of records available. When you export a Grid as a .csv file, all rows of data are included in the exported file. You can export .xlsx (Excel) files from Grids, but the exported file reflects the displayed Grid and is limited to a maximum of 20,000 rows of data.

- **Use Save As to Create an Edited Copy of an Item**

Item Managers in CSM include the Business Hours Manager, Dashboard Manager and Search Manager. Many Item Manager dialogs now have a Save As button. This means you can make changes to an existing item displayed in a Manager dialog box and be able to save these changes for an entirely new Item without having to create anything from scratch.

**Widget**

Name:  Type:

**Chart**

Default title:

Refresh every  Minute...

Exclude from filters

Date	Value
12/15/2015	65
12/16/2015	60
12/17/2015	62
12/18/2015	25
12/19/2015	40
12/20/2015	40

**Options**

**Series**

Chart Series

- Series1

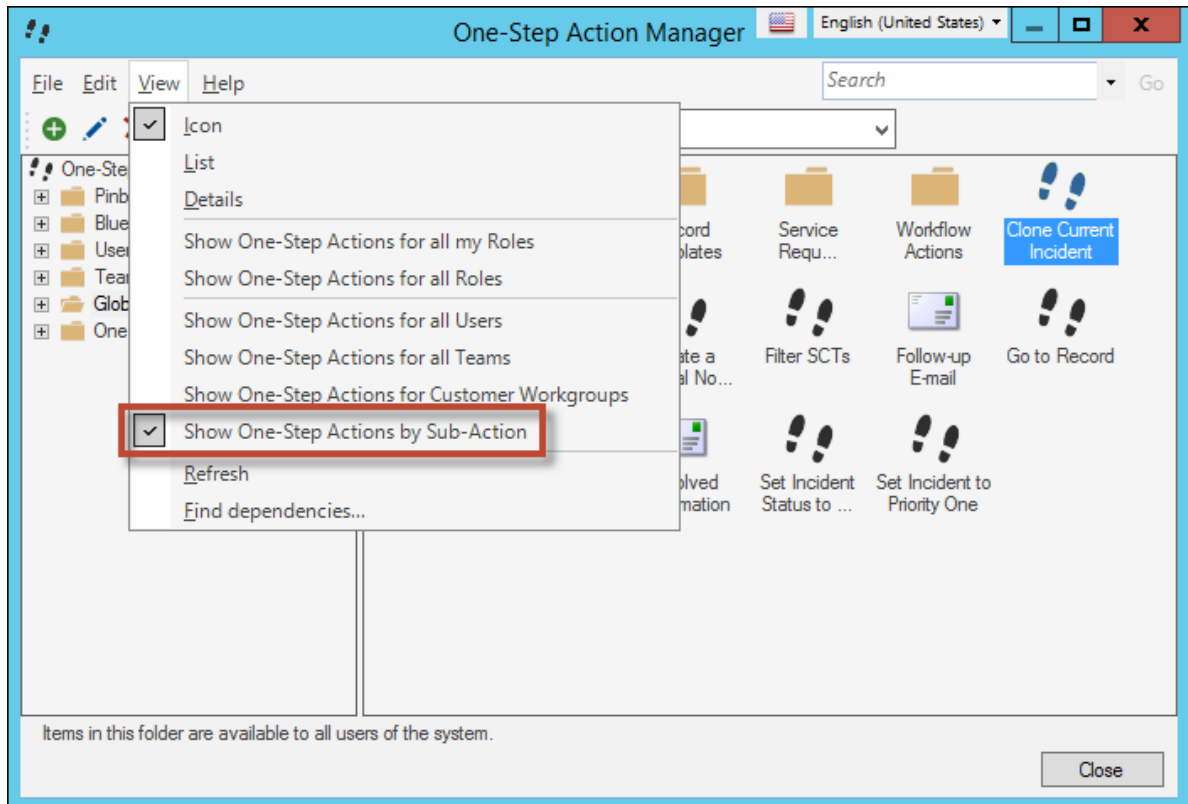
Note: Only 2D chart series are supported

Info Save Save As Cancel

[Learn more ...](#)

- **View One-Step™ Actions by the Sub-Actions They Contain**

You can now view One-Step Actions by the Sub-Actions they contain. A One-Step Action will appear in all Sub-Action folders that it contains, so a One-Step Action could be listed in multiple Sub-Action folders.



[Learn more ...](#)

## Administrative Improvements

- Trusted Agent Compatibility Check**  
 CSM now logs when a Trusted Agent running on a different version of Cherwell is attempting to communicate with the Trusted Agent Hub. These log messages are ERROR level and appear in the Trusted Agent Hub logs. The log messages will alert you if you need to upgrade an older version of the Trusted Agent after you've upgraded the Trusted Agent Hub.
- Runtime Performance Warnings added to Health Check Tool**  
 A new rule called Runtime Performance Warnings has been added to the Health Check Tool. This means that any performance messages that occur during runtime over the previous week are now captured and made accessible when you run the tool.

**Runtime Performance Warnings**  
Shows all performance warnings occurring in the system since the last time HealthCheck was run.

First 20 Performance Warnings By Category:

MessageCategory	MessageDetail	CreatedDateTime
Relationship	Relationship 'Incident Owns Journals' on BusinessObject 'Incident' retrieved 1030	10/16/2019 2:32:07 PM
Report	Report 'Incidents by Source of Call' is set to retrieve RichText fields. This will	10/24/2019 2:57:41 PM

[Learn more ...](#)

## Documentation Changes for System Reliance

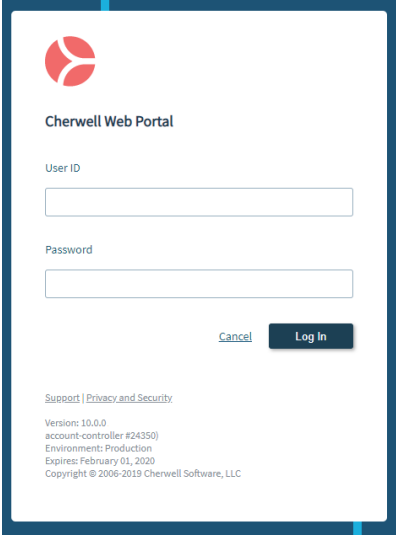
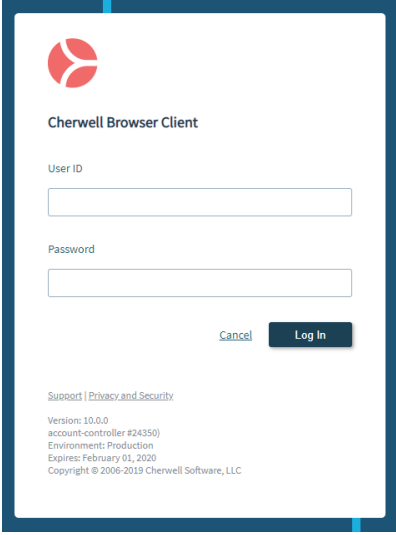
As part of an ongoing effort to improve technical documentation related to system configuration, performance, monitoring, security, information for the following subjects is now available:

- **Improved Guidance for Running Performance Health Checks**  
Learn about monitoring and optimizing system configurations that impact performance. Find and fix performance issues.  
[Learn more ...](#)
- **Improved Guidance for Analyzing RabbitMQ Logs and Dashboards**  
Learn about monitoring queues, analyzing messages, and monitoring metrics generated by the Cherwell Message Queue Service.  
[Learn more ...](#)
- **Performance Impacts of Blueprint Changes**  
Learn about the changes to Business Objects that may cause database tables to be rebuilt during the publish process. This can extend the amount of time it takes to complete the publish process, especially for Business Objects that contain a large number of records. This may impact system performance and cause some Business Objects to be unavailable.  
[Learn more ...](#)
- **CSM Integration Options**  
Learn about built-in integration tools that help you import, export, or link information between two systems. Options for performing actions that are triggered by an external tool or by CSM are also provided.  
[Learn more ...](#)
- **MSP Deployment and Configuration Options**  
Learn about CSM deployment options for managed service providers. Choose between simple access deployment or segregated tenants, depending on the level of access and customization required by the tenants weighed against the cost of configuring and maintaining the system.

[Learn more...](#)

### Updated Branding and Corporate Identity

The Cherwell Service Management branding and corporate identity has been updated throughout the CSM Suite.

Name	Locations	Images
CSM Customer Portal Login	CSM Customer Portal	
CSM Browser Client Login	CSM Browser Client	

# Overview of New OOTB Content for CSM 10.0.0

## **OOTB Portal Home Page Redesign**

The OOTB Portal Home page was enhanced with a new look and feel. The new Portal Home page has a consistent design similar to the rest of the CSM platform.

**cherwell IT SERVICE PORTAL** en-US Sites Bruce Robertson Help

Home My Items Service Catalog Knowledge Articles Service Orders

## Explore your Service Catalog

Whether you're looking to order something new or technical support you will find it in the Service Catalog.

[View Service Catalog](#)

---

**Current System Status**  
All systems are running without issues.

**Need to report an Outage or experiencing an Error?**  
[Start Here](#)

**Support Announcements**

**OneDrive is now setup!**  
Last Modified Tuesday @ 7:50 AM  
Moving forwards please use Microsoft OneDrive for securely storing documents.

**Switching Our Current Corporate Wireless Contract**  
Last Modified Tuesday @ 7:49 AM  
On August 12th we'll be moving our existing wireless service to AT&T's new 5G service. If you have any questions or concerns please contact Henry Bryce.

**Mail Server Installation**  
Last Modified Tuesday @ 7:48 AM  
Beginning Jan 1st, 2020 we will be installing a new

**Service Desk Hours**

**United States**  
Monday - Friday  
7:00 am - 6:00pm MST  
(Mountain Standard Time)  
+1 (719) 884-3001

---

**Europe, the Middle East and Africa**  
Monday - Friday  
8:30 am - 5:00 pm GMT  
(Greenwich Mean Time)

**My Items** [View All](#)

**My Incidents and Open Requests**

Created	ID	Status	Resolve By
7/23/2019 12:32 PM	101330	Assigned	7/23/2019 2:32 PM
8/4/2019 10:23 AM	102035	Pending	8/7/2019 1:23 PM
7/31/2019 9:27 AM	102071	Assigned	8/2/2019 7:28 AM

**Top Service Catalog Requests**

**Change Password**  
Request to change your network or system password.

**Mailbox Disk Increase**  
Getting an error that mailbox is full?

**Anti-Virus Installation/Config**  
Need help configuring your Anti-Virus software?

**Software Installation/Config**  
Request help installing and configuring your software.

**Browser Client Access/Installation**  
Request access to your browser client or installation help.

**Knowledge Articles** [View All](#)

Search

**Popular Articles**

**Add A Barcode Field**  
Last Modified Thursday @ 7:49 PM by Clair Wu  
Knowledge Usage Count: 3  
Like Count: 2  
Description: How to add a barcode field in Adobe Acrobat 9.

---

**Highlight the Text on a Page**  
Last Modified Thursday @ 7:15 PM by Clair Wu  
Knowledge Usage Count: 2  
Like Count: 4  
Description: How to highlight the text on a page in Adobe Acrobat 9.

---

**Send a PDF File for Shared Review**  
Last Modified Thursday @ 7:18 PM by Clair Wu  
Knowledge Usage Count: 1  
Like Count: 1  
Description: How to send a PDF file for shared review in Adobe Acrobat 9.

---

**Connect To A PC Using Bluetooth**  
Last Modified Thursday @ 7:27 PM by Clair Wu  
Knowledge Usage Count: 5  
Like Count: 3  
Description: How to connect to a PC using Bluetooth on the Blackberry 8800.

---

**Duplicate A Form Field Across Multiple Pages**  
Last Modified Thursday @ 8:02 PM by Emma Carson  
Knowledge Usage Count: 1

## **Change Management Updates**

The updated Change Request Business Object and associated Change Management features introduce a streamlined Change Request form, ITIL-aligned Change Request lifecycle, advanced risk assessment, updated Approvals, and an updated Change Management Dashboard.



Save Cancel Refresh Delete Unlocked Attach (0) Record 2 of 15 Not queued Current Record List Grid

**P3 CHANGE 10913 (Normal)** Update hard drive space on the file server Created by Henri Bryce on 1/12/2020 at 2:20 PM  
Last modified by Henri Bryce on 1/15/2020 at 7:49 AM

STATUS	PROPOSED START DATE	PROPOSED END DATE	REQUESTED BY	ASSIGNED TO
Approval	2020-01-15T00:00:00	2020-01-16T00:00:00	David Vargas	Gina Mehra
Next: Scheduled			David.Vargas@RiverTCorp.com	IT Management

Normal Change Activity Services Affected (1) Journals Tasks (0) Current Approvals (5 Waiting) Approval History Problems (1) Incidents

### Classification

Requester \*  
David Vargas

Change Type \*  
Normal

Change Model

Classify Normal Change \*  
Minor

Primary Configuration Item  
File Server

Assigned Team \*  
IT Management

Assigned To  
Gina Mehra

Impact Urgency Priority \*  
Individual + Support Service = P3

Service Affected \*  
Account Management

Service Importance  
Support

### Stage

Classify  
Assessment  
Authorization  
Implementation  
Review  
Closed

### Approval Status (Assessment)

5 Pending  
0 Approved  
0 Denied  
0 Abandoned

### Actions

Assign to me  
Link to an existing Problem  
Link to an existing Incident  
Create a Change Model

Title \*  
Update hard drive space on the file server

Description \*  
Users are reporting they cannot access the X drive

Reason \*  
Incident/Problem Resolution

Proposed Start Date  
1/15/2020 12:00 AM

Proposed End Date  
1/16/2020 12:00 AM

! Current dates selected are not in the normal maintenance window for this CI or Service!  
Would you like to propose new dates or create an Emergency Change?  
[Clear Proposed Dates](#)  
[Create Emergency Change](#)

CI Calendar  
[View Change Calendar](#)  
[View Collision Detection](#)

Review Date  
2/25/2020 12:00 AM

### Risk and Planning

Implementation Plan

Acceptance Criteria

Implementation Notes

Outage Required

Outage Start Date \*  
1/15/2020 7:35 AM

Outage End Date \*  
1/15/2020 7:35 AM

Justification \*  
Ran out of Space

Validation Plan

Backout Plan

Impact Assessment

Complete Risk Assessment

[Learn More...](#)

### **Redesigned Supporting Business Object and Lookup Table Forms**

Numerous Supporting Business Object and Lookup Table forms were updated in this release. The redesigned forms offer the same modern interface that was introduced in recent releases. The following example is the updated Approval form:

<b>Approval 11058</b>	<b>Status</b>
Approver	Waiting
<input type="text" value="Gina Mehra"/>	
Approval Team	
<input type="text"/>	
Due Date	
<input type="text" value="M/d/yyyy h:mm tt"/>	
Details	
<input type="text" value="Assessment Approval"/>	
<input type="text" value="Users are reporting they cannot access the X drive"/>	
Approver Notes	
<input type="text"/>	
<a href="#">Abstain</a> <a href="#">Deny</a> <input type="button" value="Approve"/>	

A partial list of updated forms is listed below:

- Agreement Status
- Approval
- Change Reason

- Change Request Final Disposition
- Change Request Risk Text
- Change Status
- Change Status List
- Change Type
- CI Downstream Relationship
- CI Upstream Relationship
- Completion Code
- Customer Internal Employee Status
- Customer Management
- Customer Status
- Event Status
- Product Area
- Request Type
- SCT WU Category
- Service Cart Status
- Service Classification
- Service Impact Category
- Service Impact Subcategory
- Service Importance
- Service Type
- Service Service Type
- Service Page Display
- Service Status
- Site Status
- Specifics Email Connection Type
- Specifics Email Type of Connection
- Specifics Presentation Hours
- Specifics Presentation Minutes
- State Province Territory
- Supplier Category
- Supplier Status
- Task Hold Reason
- Task Status List

- Task Type
- Team Info Type
- User Testing User Testing Disposition
- UserInfo
- Validation Type
- Virtualization Software Type

## **Knowledge Article Enhancements**

### *Ideation Station Feature*

The following enhancements were made to Knowledge Articles:

- Added the ability to schedule Knowledge Articles to publish on a future date.
- Added the ability for Administrators and Knowledge Managers to skip the Knowledge Article Workflow and publish immediately.
- The Knowledge Article Source field now reflects the Business Object the article originated from (example: Incident or Problem) when Submit to Knowledge Base is used from the Business Object.
- Added tiered security levels related to Knowledge Articles, including Security Groups and Teams.
- Knowledge Article is now a Group Object containing the Knowledge-IT Business Object.

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