

Release Notes

Front Office v7.1



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1.0 Enhancements

Please refer to the Administration Guide for more details.

1.1 Quick Links panel from the Home Page

A new expanding panel of useful links can be displayed on the Service Catalog (home page). The top sections give quick access to the user's recent activities e.g. the most recent requests raised or pending approvals / tasks, as well as user defined 'favorite' Service Catalog endpoints. Additionally clients can configure any number of rich text sections which could display pertinent corporate links or information returned from an external system in a HTML iframe. The panel can be pinned for a permanently opened view, leading to a resized Service Catalog or slid open or closed as required, with an overlay to the Service Catalog.

Service Catalog Favorites can be created independently of the Quick Links panel.

1.2 Extended flexibility for External Listbox Request Fields

The request External Listbox field type has been extended to support multiple selection, searching, filters and paging.

The External Listbox field allows data from an external source to be presented to the requester, generated in real time. Two modes of display are now available: the existing single select, in-line drop list and the new richer selection, more akin to the asset field selection, in a popup. If any of multi-select, search, filter or paging is set within the schema, the field value selection is via popup. Column headings, filter labels, drop-down data and grid data can all be returned localized, using the logged in user's language.

A new (7.1) external system definition is available which must be used to take advantage of the new functionality.

1.3 Calendars use of Business Time

Workflow SLA, Workflow Task Duration and Approval Reminders / Escalation periods are now calculated using individually defined business days, as well as the operational hours within those days, allowing greater accuracy of the calculated time. Configuration now encompasses *hours* and *minutes*, as well as the existing *days*. The 'Days Waiting' calculation in the Approvals List also uses the calendar.

1.4 Request Hooks and external system updates

Request / Approval Hooks have been simplified by separating the notification element from the request XML, which means that only minimum data is transferred. All interfaces use a single request ID parameter and require the destination system to retrieve the information required, in the desired format, via the API. Approval Hooks also send out the approval member ID.

The API to retrieve Request header, Item and Supplier information now returns the Attachment ID for Attachment field types. This is required for all the related Attachment Data calls.



Additional API methods available:

Approve, Decline, Add Part, Add Off Catalog Part, Get Request XML as string, Get Header Field Value, Set Header Field Value, Get Item Field Value, Set Item Field Value, Get Supplier Field Value, Set Supplier Field Value, Update Request Field Values and Get Request Status.

1.5 Active Directory Integration

Synchronizing the user base is now easier with support for scheduled importing from Active Directory.

Import is managed via a standard scheduled import task, allowing a specified time or a frequency to be specified and multiple sources listed. An import profile requires a target access profile, cost center and status to be identified, as well as zero or more user groups to which users may be associated; the user group must exist in Front Office. Multiple import profiles can be specified. An import profile can be specified by group or organizational unit, with or without 'children' included.

A *Run Now* option allows immediate processing.

1.6 Improved visual presentation

A number of additional Front Office themes, in a range of colors, are now available out of the box. Additional service catalog images have also been added. If assistance is required to create your own theme, please contact support@biomni.com.

The request 'submission for approval' page and the request summary view of approval are now more visually appealing and the information shown simplified.

The Part Number within the cart and request has been hidden, to simplify the data presented. It is still accessible via the product hyperlink.

The Approval Matrix configuration page has been simplified, so that more commonly used fields are presented clearly. *Remove Expired Products* and *Update Pricing* are only displayed for item request types. The Matrix List page has been enhanced to include request field rules and Line Manager assignment, where relevant.

1.7 Additional enhancements

Service Catalog improvements

Within the Service Catalog admin screen, the Service *Action* tab has been shifted to the right to allow a more intuitive set up sequence. The *Show on Top* checkbox, which allows a service to be displayed at top level of the Service Catalog, is now available at all stages and statuses, and has been moved to the *Categories* tab.

If a Service Catalog end point is invalid, the user will now be taken to the service information page, allowing more context to be provided.



Request Time Fields

Request 'time' fields can now default to empty value and hence can be set as mandatory.

Request List column names

Request List column names uses the Request Field Short Name if present, otherwise the standard name. This is useful when a longer label would distort the column width in the Request List grid.

Approvals List changes

More columns have been hyperlinked within the Approvals List to allow easier drill down to the relevant Request screens.

When manually editing the approval route using the Edit option on the Approvals List, a tooltip in the User picker will display any out of office dates, as well as the substitute approver.

Single Sign On session time out

The Single Sign On plug-in can now be notified of session time outs, allowing alternative navigation options. Current implementations will continue to work but for adoption of this enhanced feature, contact support@biomni.com for more information.

Data Import

There is no longer the option to exclude the Action column for Data Import via csv.

Catalog Import

One or more catalogs may be scheduled for import via a standard scheduled import task, allowing a specified time or a frequency to be specified. A web service is specified in an external system definition. The standard Catalog csv file format is accepted.

Scheduled Tasks

All scheduled tasks have a 'run now' option available, which will allow the task to be forced into the Task Queue for immediate processing. Additionally, the 'Import Task' screen, where Master Data file-drop processing was configured, has been merged into the 'Scheduled Task' screen.

External System timeout setting

It is now possible to specify the timeout period of a web service call when configuring an External System Definition.

Audit Trail changes

The Audit Trail and Audit Trail History tables have now been merged and the retention period system configuration setting amended to delete any non-request related records after the specified time. Request specific audit records will be retained indefinitely.

Auditing User Admin changes

All changes to a user's details via the user interface are now recorded in the Audit Log, as 'record updated'.



2.0 Bug Fixes

Description	Biomni #
Service Catalog: the search string is now cleared after displaying results.	16099
Bundle Detail: Unnecessary spacing between sections and rows in the Bundle Detail page has been corrected.	16258
Request editing: address lines and zip codes for editable addresses are displayed as per the formatting screen.	15810 / 16055
Request editing: read-only addresses are now displayed regardless of any missing country level address formatting rules.	16069
Request editing: if the approver's role grants no right to edit the cart, the <i>Add more items to the request</i> link is suppressed.	16200
Request editing: when order number generation is set to differ when multiple suppliers are present within the request, if items are subsequently deleted, leaving a single supplier, the supplier PO number format is now adjusted.	16497
Request editing: validation enforces asset fields marked as mandatory are completed.	16265
Request hooks: hooks now additionally fire on editing a request post approval declined and also whenever the request is edited during approval and fulfillment. It is assumed that the adaptor will determine the update rules.	16165
Request submission: when resolving the approval route, if the assigned approver has deferred to an inactive proxy user, the approval stage will be sent to either the request's Cost Center Approver or if not possible, to the Admin user. If the approver with an inactive proxy is part of a user group, that group member will be ignored, unless they are the only member in the group, when the rules for single approver are applied (as above). These rules will be applied in all cases where the approver is deemed invalid.	1182 / 16178
Request Summary: Country Name rather than Code is now displayed as part of the address.	16071
Copy Request: when copying a request, items are removed if the supplier is no longer active.	16094
Email template: the Country Name for an address is now available rather than just the Code in the Request XML.	16070
Catalog Part Number: when creating a new part number, double incrementing to generate the next number no longer occurs.	15294
Request Type Import: when importing a request type, case sensitivity when comparing field codes is ignored.	16138
Request Type Import: filters for products with superseded flags set are now imported / exported.	16056
Service Catalog Admin: on completion of all service catalog actions, the user is returned back to their original starting point within the list.	16142
Bundle Maintenance: screen positioning remains static when re-sequencing items within the bundle page.	16143
Bundle Maintenance: the item picker now excludes items from deactivated suppliers.	16152
Various: when using apostrophes within the page title text, popup titles are now displayed correctly.	16072

Note: all bugs fixed in Front Office 7.0 SP1 are included in this release.



3.0 System Configuration Setting Amendments

New:

- *Enable the Quick Links panel in the Service Catalog*

Amended:

- *Audit Trail retention period (days)*
- *Set Domain Name rules for User login (formerly Remove Domain Name from User Name)*

A full list of System Settings is available in the Documentation folder and via the *Admin > Support* category in the website.

4.0 Access Right Amendments

Amended:

- *Manage File Import*

A full list of System Settings is available in the Documentation folder and via the *Admin > Support* category in the website.

5.0 Install / Upgrade Considerations

The install and upgrade process is explained in more detail in the Front Office 7.1 Install and Upgrade document.

- Front Office 7.1 requires .Net4 framework.
- The install process now allows choice of the IIS website to install under.
- It is now possible to install under the website root.
- It is now possible to install to https sites in IIS7.
- The database will now be created with a collation of SQL_Latin1_General_CP1_CI_AS.
- The connection strings in the web.config file will be encrypted in IIS7.
- The Approval Matrix export / import file structure now includes two extra columns, to specify the time type (days, hours and minutes), so any post upgrade imports must use the new file format, available via exporting the Approval Matrix or by using the updated template spreadsheet.
- If using Reporting Services, it should be noted that the schema for 'Duration' related information has changed and so client created reports may be impacted.

Note: New functionality might require client specific style-sheet changes made to z-override to be reviewed.



Software requirements for Front Office 7.1

Legend	
Recommended	✓
Supported	0
Not supported	×

Server Operating Systems	
Windows Server 2003 (64bit)	X
Windows Server 2003 (32bit) SP2 or R2	0
Windows Server 2008 (32/64bit)	✓
Windows Server 2008 R2	✓
Windows XP	X
Windows Vista	X
Windows 7	X

SQL Server (32/64bit)	
SQL Server 2005 SP2	0
SQL Server 2008 SP1	✓
SQL Server 2008 R2	✓

Client Browsers	
Internet Explorer 7	0
Internet Explorer 8	0
Internet Explorer 9	✓
Firefox	0
Google Chrome	0
Safari	0

Application compatibility for Front Office 7.1

Application	Minimum version
Connecta	1.30
DTS	5.40.0.0

Please note that Connecta must always be upgraded prior to Front Office.

6.0 Known Issues

None.

