# #define
## Release Notes 3.20

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Another maintenance release of #define 3. The changes in this release are mostly small bug fixes and a couple of customer specific changes (to workflows, mail templates etc).

### Global Logica Service Desk

Since last release we've moved our support desk into the Global Logica Service Desk. If you are a Logica employee, this means you can register requests and incidents on #define to your local country Service Desk. External clients use the same contact information as before. Read more about how to get in touch with us on our support page.

To be able to serve your request as quickly as possible, please be sure to say which tool (e.g #define or PrimePortal) your request is all about. Also, if possible, include a link to your project or account in #define. This helps first line to redirect your request to the correct support team.

### #define4 progress report

As we mentioned in previous release notes, #define 4 is also available as a service to new projects.

Our main focus right now is to write integration parts which will allow for PrimePortal frontends and also open up for other Logica tools to be integrated in a secure way.

We are currently also in writing of migration tools to offer #define 4 to our existing #define 3 clients.

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