

Release Notes 12.5 for June 9, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Systems Team

CCSQ ServiceNow Change Request (CR) Workflow Update: New First Level Approval Group

On Friday, June 9, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the Change Request (CR) Workflow so that CRs that include 'ServiceNow' as the 'Configuration Item' and 'HIDS Ops-ServiceNow' as the 'Change Owners Group' are routed to the CCSQ ServiceNow Contractor Approvers assignment group instead of the existing first level approval group (HIDS Change Manager - Approvals).

Affected Customers: QualityNet Question & Answer (Q&A) Portal Customers

Q&A Portal: New Topic 'CMS Disparity Methods'

On Friday, June 9, 2023, at 8:30 PM ET, CCSQ ServiceNow will add a new topic to the Q&A Portal titled, 'CMS Disparity Methods,' under the following programs:

- Inpatient Claims-Based Measures Program
- ASC- Ambulatory Surgical Center- Quality Reporting Program
- OQR- Outpatient Quality Reporting Program

Each of these programs will have the following 'Contact Type' dropdown options:

- Research Organization
- Consulting Company
- Federal or State Government Agency
- Hospital/Health System (including federal VA hospitals)
- Insurance Company
- Other organization (including non-hospital healthcare providers)
- Patient/Advocate/Consumer/Family Caregiver
- Quality Improvement Organization/Quality Innovation Network (QIO/QIN)

NOTE: The 'Country' and 'State' fields are mandatory when 'CMS Disparity Methods' is selected as the Topic.

Upon submission, the ticket will then be routed to the 'Public QA – CMS Disparity Methods' assignment group.

Affected Customers: CCSQ ServiceNow Security Team

CCSQ ServiceNow: User 'Last Login' Update

On Friday, June 9, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement a solution in ServiceNow to differentiate when the 'Last login' field was prompted by an approval email or a system login. The 'Last Login Source' field will populate 'Email' when the last login was prompted by an approval email.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Systems Team

CCSQ ServiceNow: San Diego Patch 10 Hot Fix 1b Upgrade

On Saturday, June 10, 2023, at 5:30 AM ET, CCSQ ServiceNow production environment will be updated to include the San Diego Patch 10 Hot Fix 1b upgrade.

ServiceNow Patches provide enhancements and security patching to the environment and will ensure that the production environment has the most current patch level to reduce the risk of potential vulnerabilities.