

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow QPP Service Center Team

QPP Case Form Update: New Field 'ACO Legal Name'

On Friday, June 16, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the QPP Case form in the ServiceNow Platform and Agent Workspace to include a new field titled, 'ACO Legal Name.' This new field will only appear when 'Medicare Share Savings Program Accountable' is selected from the 'APM' field. The value selected from the dropdown for the 'ACO Legal Name' field will populate the value in the 'APM Entity ID' field.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ Services and Operations Support

CCSQ ServiceNow Case Update: New Field 'Office Contact'

On Friday, June 16, 2023, at 8:30 PM ET, CCSQ ServiceNow will update all Cases in the ServiceNow Platform.

- The new field 'Office Contact' will be added to the ServiceNow Platform and Agent Workspace.
 - The new field will not be visible until the completion of SNOW-7118.
 - This update will set the stage for the remainder of the features under EPIC SNOW-4522.
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Affected Customers: CCSQ ServiceNow Agents

CCSQ Support Central: Remove the "Priority" Field from View Ticket Activity

On Friday, June 16, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update in CCSQ Support Central to remove the 'Priority' field from the View Ticket activity. The 'Priority' field will also be removed from all email notifications.

Affected Customers: CCSQ ServiceNow System Team

1135 ATF End-to-End Master Regression Suite Test for Utah Upgrade

On Friday, June 16, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the 1135 ATF End-to-End Master Regression Suite Test to reduce testing effort, improve maintenance of test suites, and reduce issue resolution time associated with the Utah upgrade.

This feature creates the Child Test Suites that are included in the parent Master ATF Test Suite.

Affected Customers: CCSQ ServiceNow System Team

ATF Test Suite Updates

On Friday, June 16, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following CCSQ ServiceNow Test Suites to reduce testing effort, improve maintenance of test suites, and reduce issue resolution time associated with the upgrades, patches, and enhancements:

- ATF Test Suite for CSM
- ATF Test Suite for Reporting
- ATF Test Suite for ITSM

This feature creates the Child Test Suites that are included in the parent Master ATF Test Suite.