

Release Notes 13.1 & 13.2 for July 28, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow iQIES Customers and Service Center Agents

CCSQ Support Central: iQIES Idea Portal Launch

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the iQIES Idea Portal as part of CCSQ Support Central. The ServiceNow Idea Portal for iQIES will provide a central location to collect, curate, and promote ideas, enabling integration of customer feedback into future product development.

iQIES customers with valid HARP IDs will have access to the following iQIES Idea Portal functions:

- View, submit, vote, and subscribe to ideas.
- Collaborate using comments to discuss and exchange information on ideas.
- Customers who subscribe to an idea receive a notification for any state change, comment, or reply to that idea keeping them informed about its status and progress.

ServiceNow licensed Idea Managers can use the idea portal to:

- Manage submitted ideas.
- Review and evaluate the submitted ideas and select the ideas that meet their requirements.
- Selected ideas will be converted into Jira tasks with full integration between Jira and ServiceNow during the development cycle of the idea.

For more information, review the [Master Article – iQIES Idea Portal](#) and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ ServiceNow Service Center Agents and Managers

CCSQ ServiceNow: Incident Watchlist Notification Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement a new notification that is triggered when the caller adds a new comment to an Incident. The new notification is sent to all customers included in the Watchlist for the associated Incident. This will ensure that everyone on the Watchlist is kept current on the Incident work progression.

Affected Customers: 1135 Agents and Group Managers

1135 Waivers: PII/PHI Verification Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 1135 process for identifying and reporting Personally Identifiable Information (PII) and Protected Health Information (PHI) on 1135 Cases.

Two new buttons have been added to the 1135 Case form:

- The 'Notify the Manager' button is available to all 1135 Agents and is on the native view form that escalates the Case to an 1135 Group Manager for review and security incident creation. An email is sent to the manager to inform that PII/PHI data is found on the case.
- The 'Create Security Incident' button is limited to the Group Managers. When the Manager opens a record with 'Verify No PII/PHI' field set to 'Has PII/PHI Data', the 'Create Security Incident' action button navigates to the Create Security Incident Form.

This update will provide compliance support in the identification and remediation of PII/PHI when provided by the Submitter.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Service Center Managers

Agent Workspace: 'Close Case' Button Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will update Agent Workspace, so Managers are able to close Cases by clicking the 'Close Case' button.

Affected Customers: CCSQ ServiceNow Change Request Submitters and Approvers

CCSQ ServiceNow: Change Request (CR) Approval Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the approval process stages that appear at the top of the Change Request record. When the record advances to Government Technical Lead (GTL)/Business Approval after the 1st level approval is completed, a green check mark will display next to each approval process stage when completed.

This check mark will provide a quick visual verification of the current approval stage of the CR.

Affected Customers: CCSQ ServiceNow IT Services Catalog Customers

CCSQ ServiceNow IT Services Catalog: 'Priority' Field in RITM/TASK Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to CCSQ ServiceNow Request Items (RITMs). The IT Services Catalog customers will now be able to change the 'Priority' field under TASK without impacting the 'Priority' field of the RITM.

Affected Customers: CCSQ ServiceNow Support Central Customers

CCSQ Support Central: Customer Satisfaction Surveys Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will extend the time between Customer Satisfaction Surveys presented to CCSQ Support Central customers. When CCSQ Support Central customers receive a Customer Satisfaction Survey for 'Create a New Ticket' and 'Track an Existing Ticket', they will not receive another survey request for 180 days.

Affected Customers: Division of Value, Incentives and Quality Reporting (DVIQR) and Hospital Hardship Submitters

2023 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form Update

On Tuesday, August 1, 2023, at 3:00 AM ET, annual updates will be completed to the PI Hospital Hardship Exception Application form for Eligible Hospital (EH) to reflect the submission window closing July 31, 2023.

NOTE: The PI Hospital Hardship Exception Application for Critical Access Hospital (CAH) submission window closes September 30, 2023.

Reports and Dashboard will also be updated to reflect the 2023 PI Hardship program reporting requirements.

Affected Customers: CCSQ ServiceNow Portal Customers and ServiceNow Knowledge Team

CCSQ ServiceNow Portal: Knowledge Base Update

On Friday, July 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the CCSQ ServiceNow Portal to include missing Knowledge Bases: EQRS Shared, EQRS Basic, and HQR/QNET.
