

## **Release Notes 13.5 for September 8, 2023**

### **The following enhancements will be completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow 1135 Waiver Submitters and Administrators

#### **1135 Waivers: Updated Language and Pop-up Functionality**

On Friday, September 8, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the language and pop-up functionality on 1135 Waivers for the 'Other' Waiver/Flexibility Request selection and add new pop-up functionality to the 'Other' Inquiry Type selection. These enhancements will provide more descriptive instructions for customers submitting Requests who cannot immediately identify their intended selection.

Additionally, this update will also provide the same pop-up functionality for Inquiry Requests on the 1135 Public Portal which was previously not provided.

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### **The following maintenance tasks will be completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow Service Customers

#### **CCSQ ServiceNow: Annual Zip Code Update**

On Friday, September 8, 2023, at 8:30 PM ET, CCSQ ServiceNow will process the annual upload to update the ServiceNow Location table with the current United States Postal Service (USPS) location information for City, State, County, and Zip Code.

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**Affected Customers:** CCSQ ServiceNow iQIES Idea Portal Idea Managers

#### **iQIES Idea Portal Update: Associate Duplicate Ideas to the Original Idea**

On Friday, September 8, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update on the iQIES Idea Portal. This update will allow Idea Managers to associate duplicate ideas with the original idea.

The field titled 'Duplicate' will display on the form when the selected State is 'Duplicate'. When the Idea Manager clicks the Lookup icon in the 'Duplicate' field, all existing Ideas previously submitted will display. Managers will be able to select the original idea from that list to associate it with the duplicate idea submitted.

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**Affected Customers:** CCSQ ServiceNow System Team and HIWAVE Customers

#### **CCSQ ServiceNow Update: Utah Patch 6 Upgrade**

On Saturday, September 9, 2023, CCSQ ServiceNow will be updated to include the Utah Patch 6 upgrade as scheduled in HIWAVE as a part of the monthly patching program. Skipped list will be manually adjusted as needed.

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.