

Release Notes 13.6 for September 22, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ Services and Operations Support (SOS) Team

Targeted Communications Management for SOS /QualityNet Integration

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to make ServiceNow communications to stakeholders more efficient and targeted for the SOS Team. All Modules, templates, and user distribution lists will be in a centralized location.

The Targeted Communications Module will be available to the SOS Team to use when creating and sending communications.

The following templates will be available in ServiceNow as standardized default templates for SOS to maintain, create new, delete old, and update the content of the templates.

- Unplanned Outage
- Resolved - Unplanned Outage
- Planned Activity
- Reported Issue
- Reported Issue - Initial

This will improve the efficiency of the CCSQ Service Center planned and unplanned event communications to the CCSQ Service Center agents to streamline customer communications.

For more information, review the following Knowledge Articles in CCSQ ServiceNow:

- Targeted Comms - Overview for Creating and Publishing Publications
- Targeted Comms - Integrations between ServiceNow and QNet Emailer

Note: These Knowledge Articles will be available next week. To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow: 'Ticket Escalated to Incident' Notification Update

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 'Ticket Escalated to Incident' notification by removing the 'Ticket Status' field. This update will eliminate customer confusion when the type of record classification is changed from Case Closed and converted to an Incident.

For more information, review the Knowledge Article: [Related Links on a Case Form](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ ServiceNow iQIES Idea Managers

iQIES Idea Portal Update: New Idea Notification

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the process for iQIES Idea Portal notifications when a new Idea is submitted in the portal. The iQIES Idea Managers will receive an email alert when a new idea is submitted, reducing their level of effort and time it takes to find a new idea and review/evaluate it.

Affected Customers: CCSQ Services and Operations Support (SOS) Team

CCSQ ServiceNow Offboarding Automation

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will add three new tasks for individual offboarding catalog requests. This update will improve the efficiency of the ServiceNow Offboarding process by reducing the time to offboard vendor partner personnel.

The three additional tasks will be added to the IT Services Catalog ->User Access and Password Reset ->Individual Contractor Offboarding Request to provide the automation for individual offboarding requests:

- Atlassian/SLACK Role Removal (Task assigned to ADO ESS-Collab Support)
- Active Directory Offboarding Request (Task assigned to ADO-ESS Access Management)
- HARP Role Removal (Task assigned to CCSQ Services and Operations Support)

For more information, review the Knowledge Article: [Individual Contractor Offboarding Request-Offboarding Catalog Tasks](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ Services and Operations Support (SOS) Team

CCSQ ServiceNow: SOS Task for AWS Access Requests

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the AWS Access Task Fulfillment process. For each RITM approval, a catalog task is automatically created and assigned to the CCSQ Services and Operations Support (SOS) Team assignment group for approval. This will improve the tracking of assigned and completed tickets for the SOS Team.

For more information, review the Knowledge Article: [AWS Access Task Fulfillment](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: HIDS Security-SOC Group

CrowdStrike Falcon Endpoint Plugin Install and Integration Connection

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will install the CrowdStrike Falcon Endpoint Plugin and update IT Service Management (ITSM) capabilities for HIDS Security to process CrowdStrike application security findings through a clear, defined process. This will automate the current manual processing of ServiceNow Incident creation of CrowdStrike detections.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Systems Team

Automated Test Framework (ATF) Script Updates for Master Regression Test Suite

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to fix some of the issues with the ATF scripts in the master regression suite.

This update will:

- Match current functionality.
- Address incorrect steps that caused failing scripts.
- Eliminate data dependencies tied to specific instances.

This update will benefit the Agile Release Train (ART) whenever the ATF master regression test suite will be run (during upgrades, etc.). It is important to have these ATF updates applied in production so that they are cloned down to the lower instances, and we do not lose these changes.

Affected Customers: 1135 Waiver/Inquiry Customers

1135 Public Portal: Mandatory Fields Update

On Friday, September 22, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 1135 Public Portal mandatory fields on the Point of Contact section of the form. When submitters complete the fields and then toggle between a Waiver submission and an Inquiry submission, the visual indicator for a mandatory field (red bar on the field) will not display if the field has an entry.