

## **Release Notes 14.5 for February 2, 2024**

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

**Affected Customers:** CCSQ ServiceNow Onboarding Team

#### **Service Catalog Onboarding Form Changes**

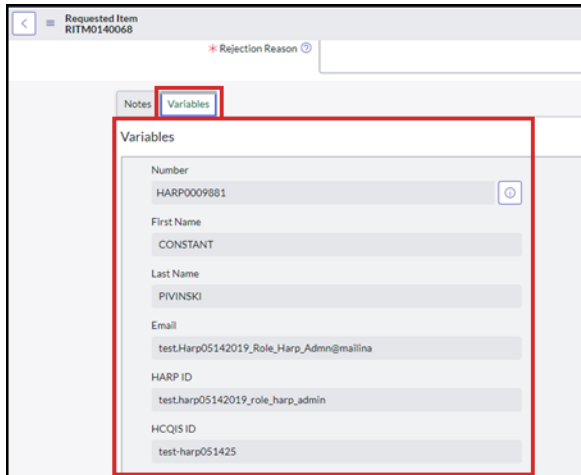
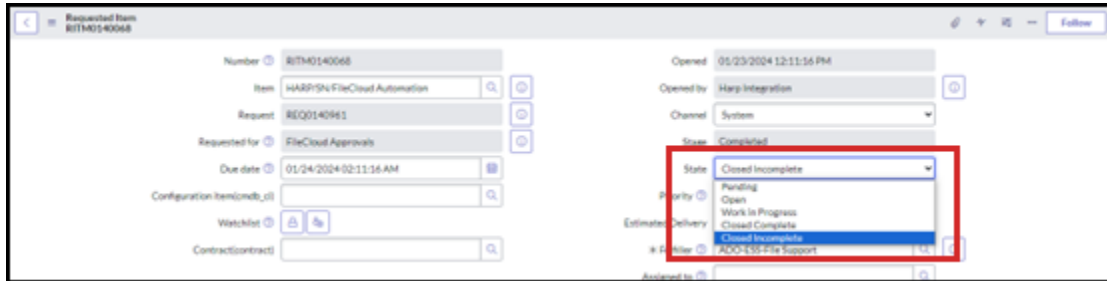
On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the updates below to the Service Catalog Onboarding form:

- Correct hyphenated use of Onboarding at the form level from 'On-boarding' to 'Onboarding'
  - The following will be removed:
    - The sentence, "Contact your On-boarding Project Manager with questions about the On-Boarding process."
    - Site Location questions
    - Contracting Officer field
    - Onboarding Project Manager field
    - Shipping Address fields
    - Billing Information fields including zip code field
    - Contractor Project Manager Information fields including job title field
  - The following fields will be added and/or changed:
    - Added under the Task Order Number field
      - Field Label: DUA Number
      - Field Type: Optional – Open text
    - Added under the DUA Number field
      - Field Label: DUA Expiration Date
      - Field Type: Optional – calendar select
    - Contractor Shipping POC Name changes from 'Contractor Shipping POC Name' to 'Contractor POC Name'
    - Contractor Shipping POC Email changes from 'Contractor Shipping POC Email' to 'Contractor POC Email'
-

**Affected Customers:** CCSQ ServiceNow Internal Customers

**IT Service Catalog: Requested Item (RITM) Closed Update**

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update for any IT Services Catalog item (RITM), when the 'State' field is 'Closed Complete' or 'Closed Incomplete,' the 'Variables' tab in the RITM will be locked down. The RITM will be read-only and cannot be edited. This will ensure the data being submitted is consistent.



**Affected Customers:** CCSQ Support Central, iQIES/QIES/ASPEN, CCSQ ServiceNow Platform and Portal Customers

## iQIES Idea Portal Enhancements

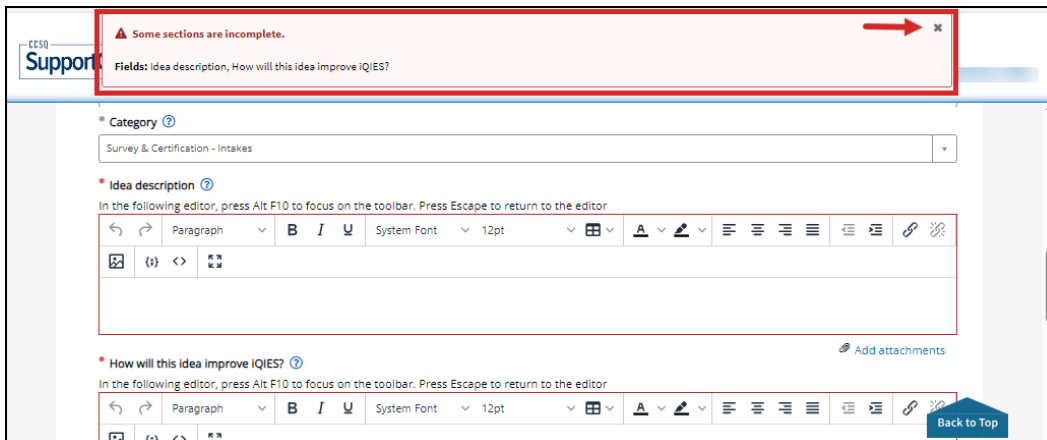
On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the Customer and Idea Manager experience on the iQIES Idea Portal. Enhancements to the iQIES Idea Portal include:

- The 'Introductory Statement' for the Idea Portal will be updated to:

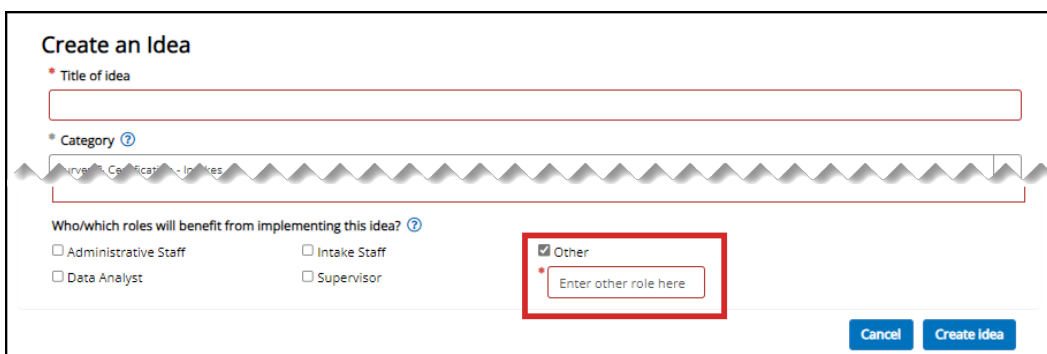
*"Welcome to the iQIES Idea Portal! To get started, click the Create an Idea button below. Once you submit your idea, it will be reviewed by the iQIES team to determine next steps. Be sure to vote on ideas you find most significant to help CMS understand consumer feedback. To keep track of your own ideas, click the My Ideas tab. To view all idea submissions, click the All Ideas tab.*

*Subscribe to an idea to receive a weekly update on the status of the idea. If you need assistance or want to learn more, please refer to the [iQIES Ideal Portal User Manual](#)."*

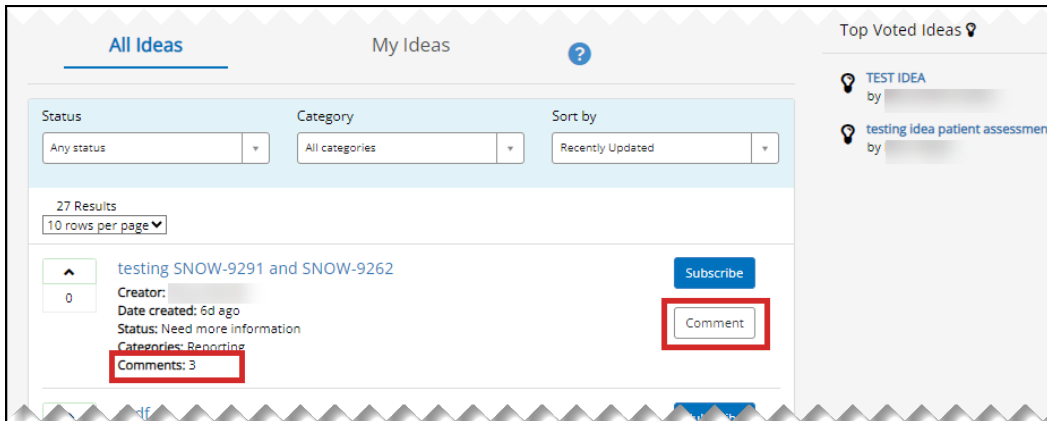
- A mandatory field message alert on the 'Create an Idea' page will notify customers when required fields are not completed.
  - When there are incomplete mandatory fields, upon clicking the 'Create Idea' button, an error message pop-up window will appear at the top of the form. The error message reads "Some sections are incomplete." and includes the names of the mandatory fields to complete.
  - Click the 'X' in the error message to close that window.
  - The focus will then be directed to the first incomplete mandatory field upon closing the error message.
  - The error message will reappear if the 'Create Idea' button is clicked again without completing the mandatory field(s).



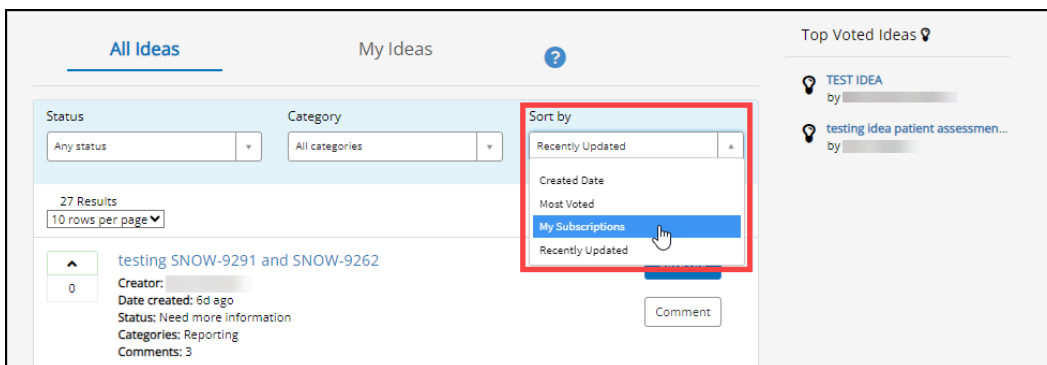
- On the 'Create an Idea' page, a new mandatory text field under 'Other' will be added for the customer to enter their role.



- All Ideas List View Updates
  - A 'Comment' button is added under the 'Subscribe' button.
  - The 'Comment Count' under 'Categories' will display how many comments are on each idea.

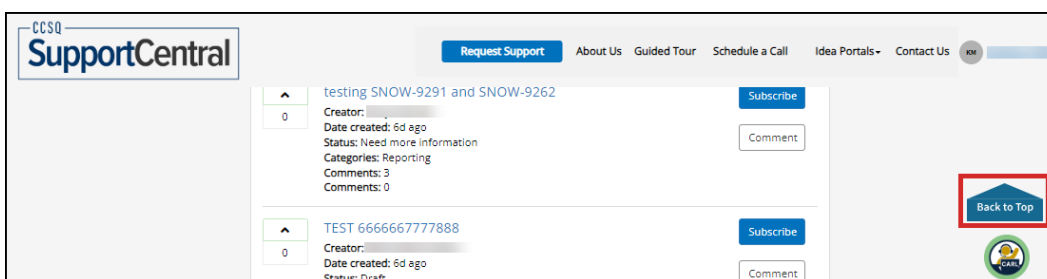


- Idea 'Sort by' drop down updates include:
  - The 'Created' option will be updated to 'Created Date.'
  - An option for viewing the ideas that the Customer subscribed to called 'My Subscriptions' will be added as a dropdown selection.

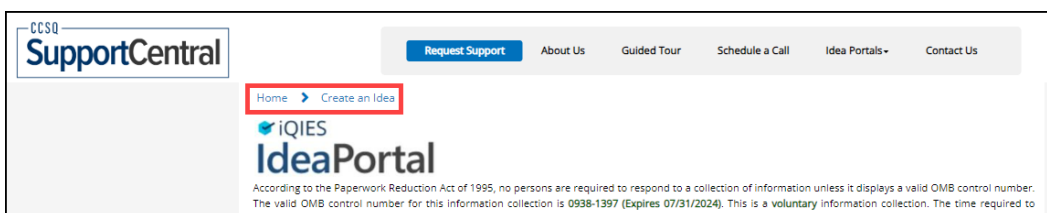


- Navigation Updates

- The 'Back to Idea Portal Home' link that was at the bottom right of the page will be changed to a 'Back to Top' arrow.



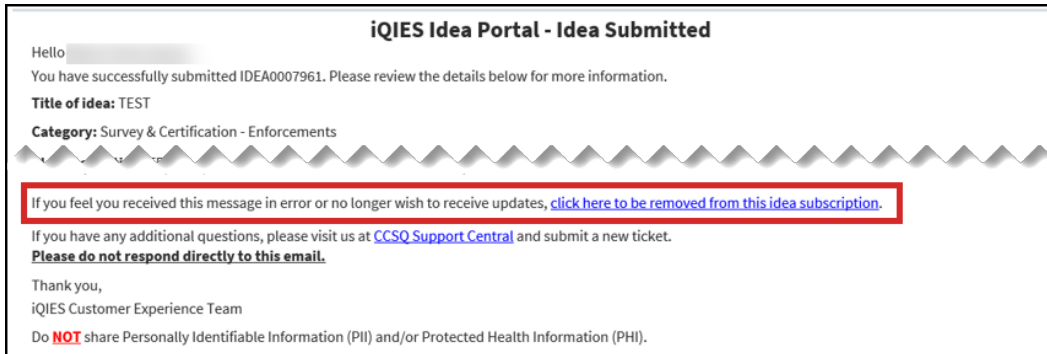
- Navigational links will be added to the top of every page to improve navigation around the iQIES Idea Portal.



- Selections made in the drop-down menus (Status, Category, Sort by) on the Home page will be saved when customers navigate to another page and return to the Home page. When the customer navigates to the Idea Details view, they can easily navigate back to the All Ideas List view using the new

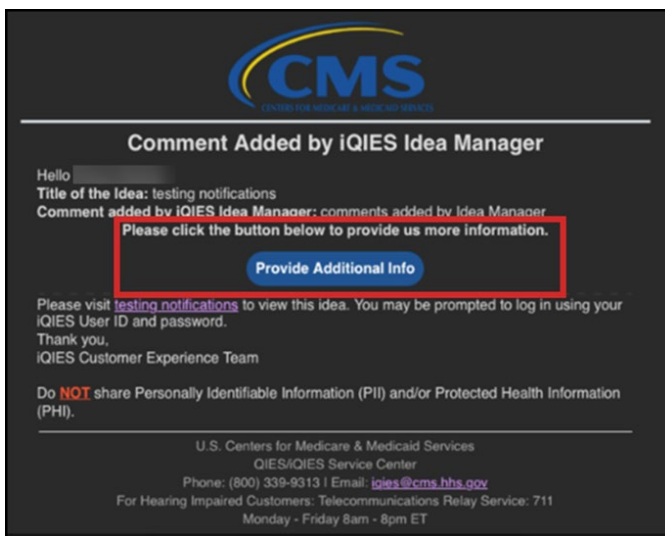
navigational links. The selections made in the drop-down menus will persist, so the customer doesn't have to select them again, creating a better user experience.

- The Idea Submitted email notification will include a new option to unsubscribe: "If you feel you received this message in error or no longer wish to receive updates, click here to be removed from the idea subscription."



- iQIES customers who submit ideas will receive email notifications when an iQIES Idea Manager leaves a comment on their idea. Idea submitters will be able to respond to the iQIES Idea Managers by clicking the 'Provide Additional Info' button in the email notification. These responses will go to the iQIES Idea Managers and will also be posted as a comment within the idea on the portal.

This update makes it easier for submitters and managers to respond without having to login to the iQIES Idea Portal to share the comment.



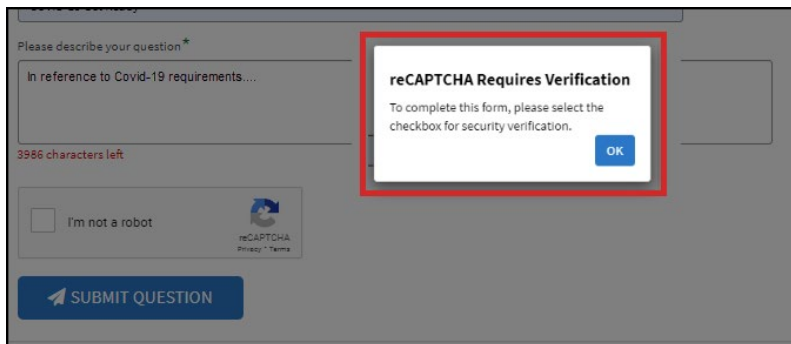
For more information, review the [Master Article for iQIES Idea Portal](#) and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

## Affected Customers: CCSQ ServiceNow Customers

### CCSQ ServiceNow: Update reCAPTCHA Challenge Error Message

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the reCAPTCHA message on the following portal webpages. This update will improve the ServiceNow customer experience by standardizing the reCAPTCHA pop-up message for these portals.

- QualityNet Question and Answer Site
  - Q&A Ask a Question (new)
  - Q&A My Questions - Request a report of your open or closed Questions.
- QSEP Help Center
- iQIES HCD Research Form
- Support Central Track a Ticket



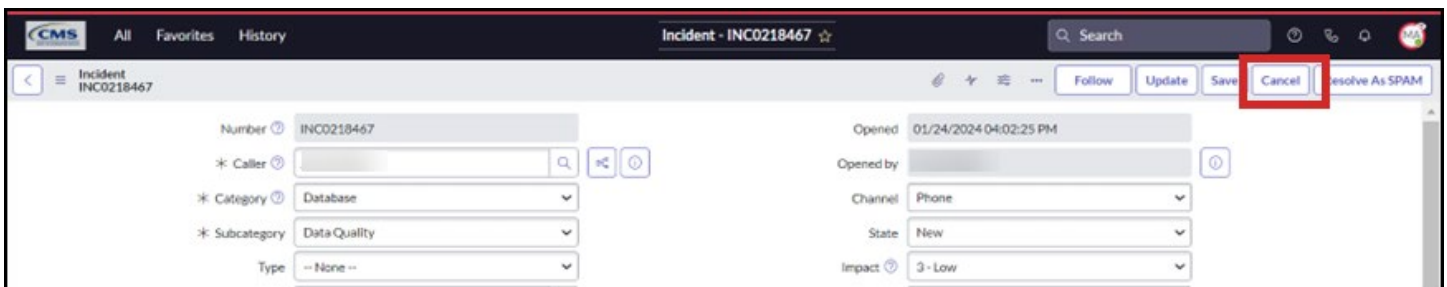
When the customer does not check the "I'm not a robot" checkbox in reCAPTCHA, the customer will receive a standardized reCAPTCHA error message to address the security verification. The customer will click the 'OK' button to close the pop-up message. The focus will then be directed to reCAPTCHA box. The customer will click the "I'm not a robot" checkbox, and then click the appropriate 'Submit' or 'Send' button to proceed with their submission.

## Affected Customers: CCSQ ServiceNow Agents, Managers, and SOS Leadership

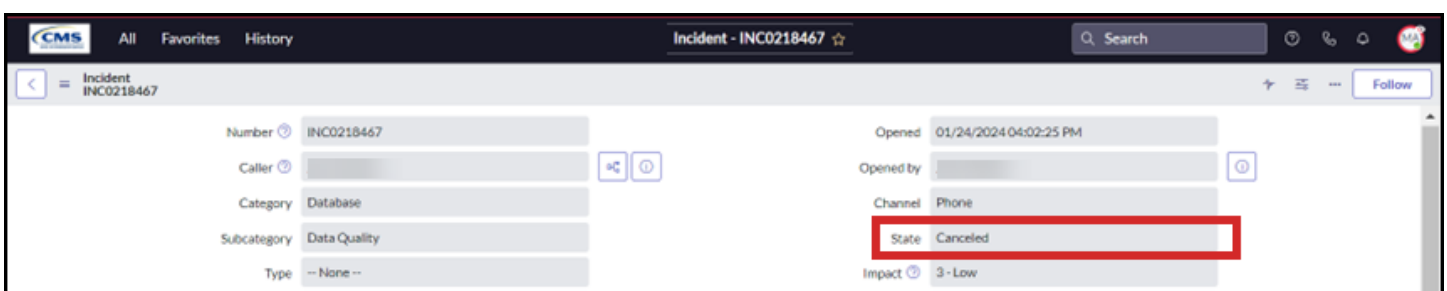
### CCSQ ServiceNow Update: Canceled Incidents

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the Incident form. The 'Cancel' button and 'Canceled' State selection will no longer be available to CCSQ ServiceNow Agents. This was done to help reduce human error in the workflow.

The 'Cancel' button at the top right will only be visible to SOS Leadership.



When a member of SOS Leadership clicks the 'Cancel' button, the entire form is read only (everything is grayed out) and the 'State' field will indicate 'Canceled.'



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

**Affected Customers:** CCSQ ServiceNow System Team

### **CCSQ ServiceNow: Upgrade Prod to Utah Patch 9 Hot Fix 1**

On February 3, 2024, at 6:00 AM ET CCSQ ServiceNow will be updated to include the Utah Patch 9 Hot Fix 1 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.

---

**Affected Customers:** CCSQ ServiceNow Platform and Portal Internal Customers

### **Assignment Group Name Updates**

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will rename and retire the following Assignment Groups.

### **Assignment Groups that will be *renamed*:**

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS ART Servicenow Devops	ServiceNow ART DevOps
HIDS Knowledge Manager	ServiceNow Knowledge Managers
HIDS Knowledge Manager Publishers	ServiceNow Knowledge Management Publishers
HIDS OPS-SERVICENOW	ServiceNow Operations
HIDS Ops-ServiceNow Approvers	ServiceNow Approvers
HIDS Service Desk Publishers	Service Center Knowledge Publishers
HIDS ServiceNow Trainer Publishers	ServiceNow Trainer Knowledge Publishers
HIDS ServiceNow-Admins	ServiceNow Administrators
Public QA-Ventech	Service Center-Public QA

### **Assignment Groups that will be *retired*:**

ISG Use Human-Centered Design	HIDS Access Management
ITSM subscribers	HIDS OPS-Active Directory
Password Reset Access	HIDS Service Management Office
Public QA - Lantana Group	HIDS Project Managers-ServiceNow
QNET QA P2 Enhancement Team	HIDS QA
QPP StartNow Implementation Group	HIDS Project Managers-Infrastructure
QPP Testers	HIDS ServiceNow-Business Analysts
Self Service password reset	HIDS Project Managers-ADO
ServiceNow - QPP	HIDS ServiceNow-Project Managers
ServiceNow LACE	HIDS ServiceNow-Scrum Masters
ServiceNow To JIRA Integration	Hospital Hardship Application
The Team Formerly Known as Echo Team A	CSM User

## Service Center Assignment Groups that will be *renamed*:

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS CTI Agents	Service Center CTI Agents
HIDS Performance Analytics Admins	Service Center Performance Analytics Admins
HIDS Service Desk LMS Admin Publishers	Service Center Service Desk LMS Admin Publishers
HIDS Workflow Management	Service Center Workflow Management

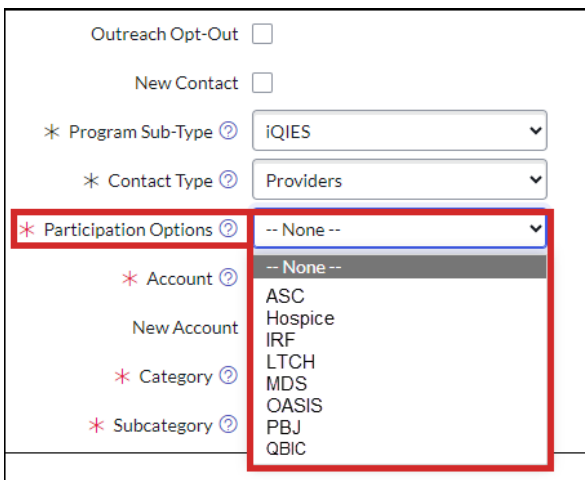
## Service Center Assignment Groups that will be *retired*:

HIDS Ventech Managers	HIDS Project Managers-ServiceDesk
Platcore Authors/Publishers	QPP Approval Group-New User Requests
Case-SLA Notification Group	Service Management Office (SMO)

**Affected Customers:** CCSQ ServiceNow iQIES Customers

### iQIES Case Form Update: 'Participation Options' Field Drop-down List in Alphabetical Order

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the iQIES Case Form drop-down list for the 'Participation Options' field to be listed in alphabetical order.



Outreach Opt-Out

New Contact

\* Program Sub-Type

\* Contact Type

\* Participation Options

\* Account

New Account

\* Category

\* Subcategory

- ASC
- Hospice
- IRF
- LTCH
- MDS
- OASIS
- PBJ
- QBIC

**Affected Customers:** ServiceNow ART Team

### Platform Banner Announcements Update

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the CCSQ ServiceNow Platform banner configuration so the link will appear on the right side of the banner.

A Clone is scheduled for this environment 2024-01-25 04:05:00 on for regular monthly maintenance.  
Once complete, you may need to request access to this environment again by submitting a request in ServiceNow Production. [Click here for upcoming release dates and clones!](#) ✕

Whenever clones are scheduled to any lower environment, automated banners will be populated using the new Next UI out-of-the-box banner process.

For more information on the process, review the following checklists:

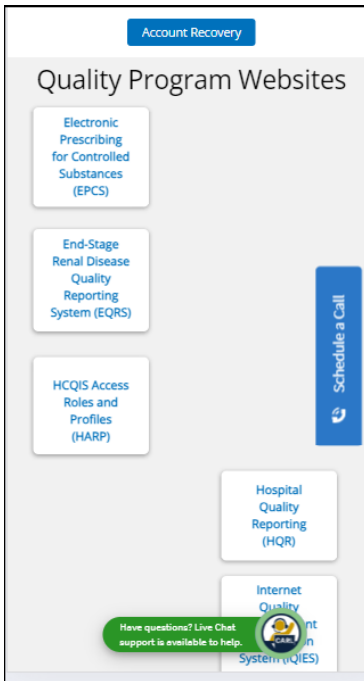
- [Banner Announcement](#)
- [Banner Creation and Deployment](#)



**Affected Customers:** CCSQ Support Central Customers

### **CCSQ Support Central Update: Mobile Device Text**

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will remove the overlapping text that appears in CCSQ Support Central when customers use a mobile device.



---

**Affected Customers:** CCSQ ServiceNow Support Central Customers

### **CCSQ ServiceNow Support Central: 'About Us' Page Update**

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update any heading, tab, or reference to the 'About' page in Support Central to be retitled 'About Us.' This will provide consistency in wording throughout CCSQ Support Central navigation tabs and individual page names to improve the overall customer experience.

The 'About Us' page provides information about the mission of CCSQ Service Center and the type of customers and questions/issues that are supported. The more the customer is aware of the relevance of the CCSQ Support Central website to the CCSQ Service Center, the more they will utilize its functions to submit and retrieve information.

---