

Release Notes 15.1 for March 14, 2024






The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Self-Service Portal Customers

CCSQ ServiceNow Self-Service Portal Updates

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will make the following updates to the Self-Service Portal:

- The ticket summary view will be consistent across the portal.
 - Service Portal home page
 - 'My Stuff' page
 - After creating a new Incident
- From the 'My Stuff' page, customers will see all their tickets (Case [CS], Change Request [CHG], Incident [INC], Security Incident [SECINC], and Requested Item [RITM]) under 'My Requests.'

Request	State	Updated
I need a new laptop INC0219501  03/14/2024 11:43:41 AM HIDS Access Management	New	🕒 15m ago
Monthly AMI Replacement CHG0056110  03/14/2024 11:35:28 AM ADO-ESS-RPA Support	Draft	🕒 23m ago
Create a new Knowledge Base for AI Einstein RITM0141034  03/14/2024 11:33:00 AM ServiceNow Knowledge Managers	Open	🕒 26m ago
aadff SECINC0012093  03/07/2024 09:53:44 AM	Open	🕒 8d ago
testtest3 CS2144561  02/07/2024 09:05:16 AM CCSQ Services and Operations Support	New	🕒 about a month ago

This update will provide the customer with a consistent and accessible experience within various areas of the Service Portal and will mitigate the risk of future potential issues.

For more information, review the following Knowledge Articles for CCSQ ServiceNow Service Portal in CCSQ ServiceNow.

Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.

- [How to Manage My Approvals in the Service Portal](#)
 - [CCSQ ServiceNow Portal My Stuff Menu](#)
-

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow FileCloud Decommission Updates

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow FileCloud service strictly for provisioning (adding a user, changing user attributes, and deleting users) will be decommissioned and replaced by the Unified File Management (UFM).

Affected Customers: CCSQ ServiceNow System Team

JIRA Integration: 'Enable Flows' to Use Retry Policy

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to JIRA Spoke that will provide 'Enable Flows' to use the Retry Policy for JIRA Integration. A new Retry Policy has been created when Enable Flows retries three times and fails. The Retry Policy will submit an Incident to the CCSQ ServiceNow System team when the flow fails.

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

SLA Breach Email Notification Time Update

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Service Level Agreement (SLA) Breach Email Notification times for the SOS Team.

To help the SOS Team meet their 6-hour First Response to Customer SLA, the SOS team will receive the following email notifications:

- '50% email notification' will be sent 3 hours before the email breach.
 - '75% email notification' will be sent 1.5 hours before the email breach.
 - 'Email has breached' notification will be sent at 6 hours.
-

Affected Customers: QualityNet Question and Answer (Q&A) Customers

QualityNet Question and Answer (Q&A): Footer Update

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the link text on the Public Q&A portal footer from 'QualityNet Service Center' to 'CCSQ Service Center.'

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Track A Ticket Updates

On March 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to CCSQ Support Central for 'Track a Ticket.'

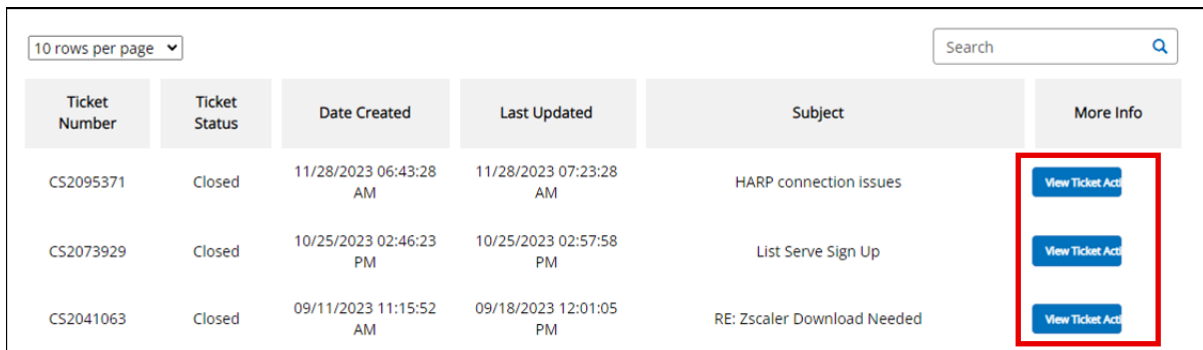
- **Resolved Incident Ticket**

CCSQ ServiceNow will update CCSQ Support Central to resolve a data error for 'Track a Ticket.' Customers will now see the data for a single incident ticket that has been resolved.

This update will enhance the customer experience by providing the customer with the data requested for a single resolved ticket.

- **Track a Ticket Page Button**

CCSQ ServiceNow will implement an update to the 'View Ticket Activity' and 'Close Ticket' buttons on the 'Track a Ticket' page. Currently, when the screen is zoomed into 150%, the button text cuts off. This update will provide customers with the correct view of the buttons even when zoomed in 150%.



The screenshot shows a table with columns: Ticket Number, Ticket Status, Date Created, Last Updated, Subject, and More Info. There are three rows of data. The 'More Info' column contains three blue buttons labeled 'View Ticket Act', which are highlighted by a red rectangular box.

Ticket Number	Ticket Status	Date Created	Last Updated	Subject	More Info
CS2095371	Closed	11/28/2023 06:43:28 AM	11/28/2023 07:23:28 AM	HARP connection issues	View Ticket Act
CS2073929	Closed	10/25/2023 02:46:23 PM	10/25/2023 02:57:58 PM	List Serve Sign Up	View Ticket Act
CS2041063	Closed	09/11/2023 11:15:52 AM	09/18/2023 12:01:05 PM	RE: Zscaler Download Needed	View Ticket Act



CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- CCSQ ServiceNow Self-Service Portal Updates

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- CCSQ ServiceNow FileCloud Decommission Updates
- JIRA Integration: 'Enable Flows' to Use Retry Policy
- SLA Breach Email Notification Time Update
- QualityNet Question and Answer (Q&A): Footer Update
- CCSQ Support Central: Track a Ticket Updates
 - Resolved Incident Ticket
 - Track a Ticket Page Button

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central



Email:

ServiceCenterSOS@cms.hhs.gov