

Release Notes 15.3 for April 11, 2024

The following enhancements will be completed during this iteration:

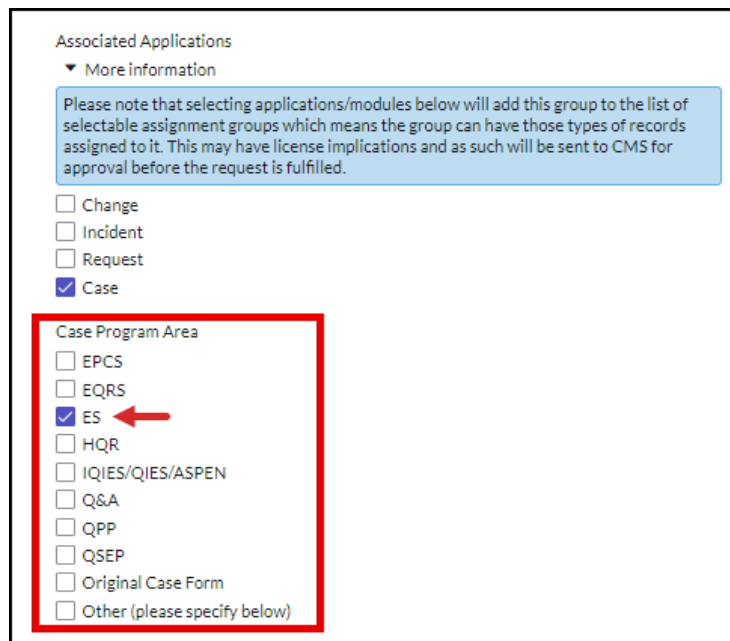
N/A

The following maintenance tasks will be completed during this iteration :

Affected Customers: CCSQ ServiceNow Internal Customers

IT Service Catalog: Assignment Group Catalog Item – Add ‘ES’

On April 11, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the IT Service Catalog > Assignment Group Management > Create an Assignment Group selections. When requesting new Assignment Group, ‘ES’ will be available as a Case Program Area option when Case is selected under Associated Application.



Associated Applications

▼ More information

Please note that selecting applications/modules below will add this group to the list of selectable assignment groups which means the group can have those types of records assigned to it. This may have license implications and as such will be sent to CMS for approval before the request is fulfilled.

Change

Incident

Request

Case

Case Program Area

EPCS

EQRS

ES

HQR

IQIES/QIES/ASPEN

Q&A

QPP

QSEP

Original Case Form

Other (please specify below)

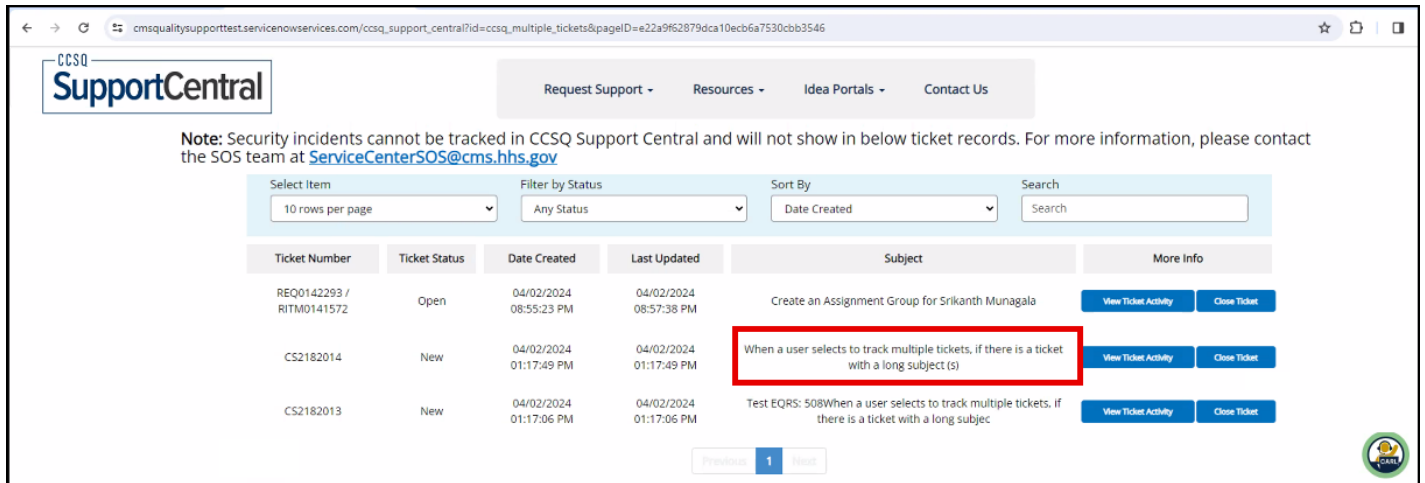
Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Track a Ticket – Long Subject Update

On April 11, 2024, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central Track a Ticket to correct an issue with long subject lines that did not display properly and cut off the buttons under the 'More Info' column.

After the update when a customer selects to track multiple tickets, tickets with a long subject line will properly wrap the text and the 'View Ticket Activity' and 'Close Ticket' buttons will display entirely.

This update will enhance the customer experience by eliminating confusion when viewing multiple tickets that may have long subject lines.



The screenshot shows the CCSQ Support Central web interface. At the top, there is a navigation bar with the CCSQ SupportCentral logo and links for Request Support, Resources, Idea Portals, and Contact Us. Below the navigation bar, a note states: "Note: Security incidents cannot be tracked in CCSQ Support Central and will not show in below ticket records. For more information, please contact the SOS team at ServiceCenterSOS@cms.hhs.gov".

The main content area features a search and filter section with the following controls:

- Select Item: 10 rows per page
- Filter by Status: Any Status
- Sort By: Date Created
- Search: Search

Below the search section is a table with the following columns: Ticket Number, Ticket Status, Date Created, Last Updated, Subject, and More Info. The table contains three rows of ticket data:

Ticket Number	Ticket Status	Date Created	Last Updated	Subject	More Info
REQ0142293 / RITM0141572	Open	04/02/2024 08:55:23 PM	04/02/2024 08:57:38 PM	Create an Assignment Group for Srikanth Munagala	View Ticket Activity Close Ticket
CS2182014	New	04/02/2024 01:17:49 PM	04/02/2024 01:17:49 PM	When a user selects to track multiple tickets, if there is a ticket with a long subject (s)	View Ticket Activity Close Ticket
CS2182013	New	04/02/2024 01:17:06 PM	04/02/2024 01:17:06 PM	Test EQRS: 508When a user selects to track multiple tickets, if there is a ticket with a long subjec	View Ticket Activity Close Ticket

At the bottom of the table, there is a pagination control showing "Previous 1 Next". A red box highlights the subject line of the second row, which is wrapped across two lines. The "More Info" column for this row contains two buttons: "View Ticket Activity" and "Close Ticket".



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April 11, 2024

CCSQ ServiceNow Updates

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

- IT Service Catalog: Assignment Group Catalog Item – Add 'ES'
- CCSQ Support Central: Track a Ticket – Long Subject Update

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

Center for Clinical Standards and Quality (CCSQ)