

## **Release Notes 16.1 for June 20, 2024**

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

**Affected Customers:** IT Service Catalog Customers

#### **CCSQ ServiceNow Service Catalog Updates: Decommission Sub-Categories and Catalog Items**

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will decommission the following Service Catalog Sub-Categories and Catalog Items:

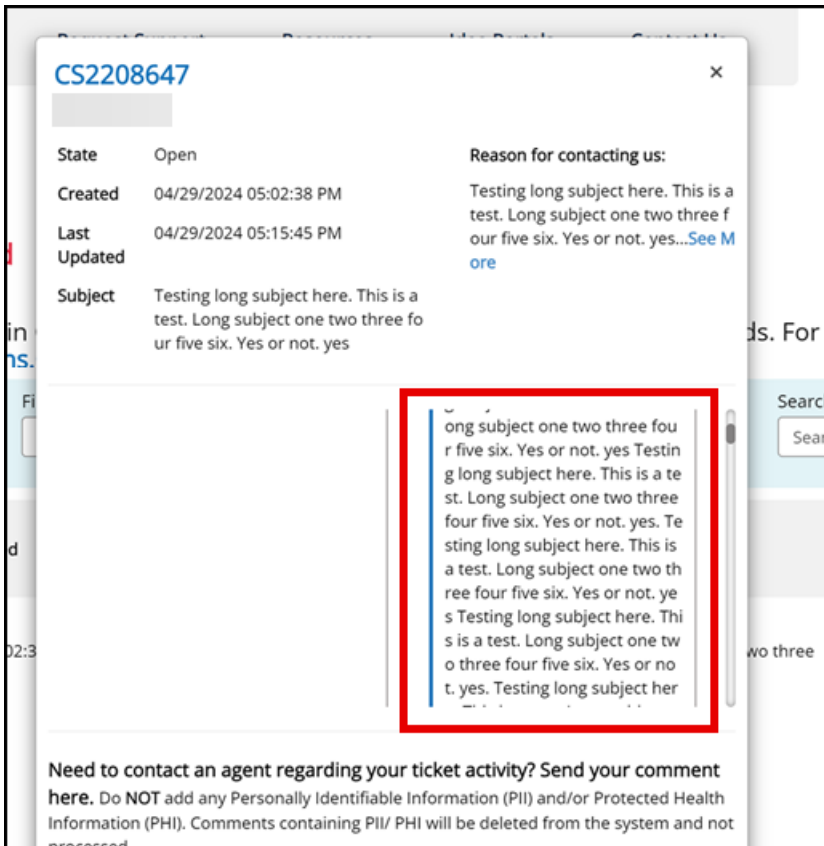
- Cloud Sub-Categories:
  - AWS Database
  - AWS Management, Monitoring, and Governance
- Procurement Category and Sub-Category:
  - Non-Standard Purchase Request
- Cloud Catalog Items:
  - Amazon Redshift
  - AWS Tag
  - Cloud Documentation
  - CloudWatch
  - Elastic Load Balancer (ELB)
  - General Database Support
  - Multi-Tenant Environment
  - New Cloud Feature/Service
  - Relational Database Service (RDS Request)
  - Security Group
- Data and Database Services Catalog Item:
  - QIES Management
- Procurement Catalog Items:
  - Modify Cost Center Record
  - Non-Standard Purchase Request
  - Transfer Assets
  - Verify Software Allocation
- SecDevOps Catalog Items:
  - Ansible Tower Onboarding Request

---

**Affected Customers:** CCSQ Support Central Customers

#### **CCSQ Support Central - Track a Ticket Word Wrapping Update**

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a fix to 'Track a Ticket' for tickets that have multiple lines of text and are not wrapping as expected and are wrapping to the next line in the middle of a word.



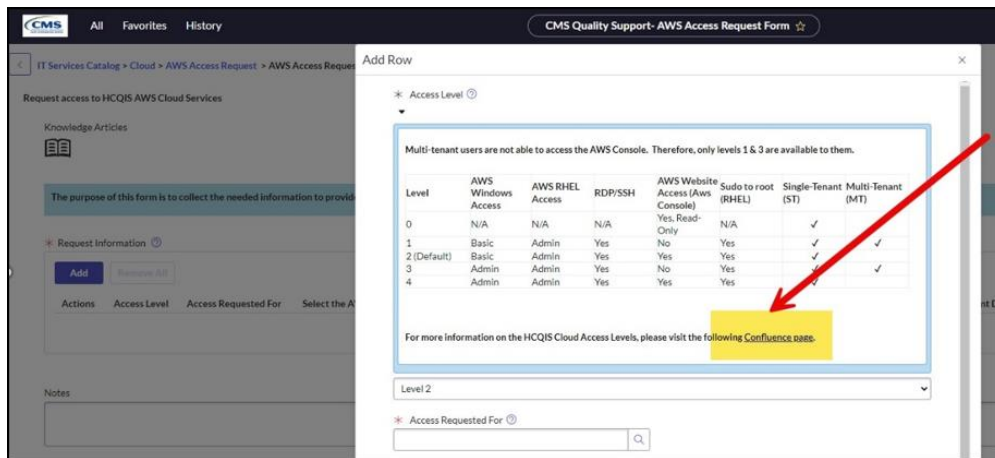
The following areas/fields will be corrected:

- Close Notes from Agent
- Comments from Agent
- Comments on track a ticket screen from end user
- Multiple ticket
- Reason for Contacting Us
- Single ticket
- Subject
- User comments when selecting "Close Ticket"

## Affected Customers: IT Service Catalog Customers

### CCSQ ServiceNow Service Catalog - AWS Access Request Form URL Update

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the URL on AWS Access Request form in Cloud ServiceNow Catalog. The updated URL will link to '[QNet HCT Requesting Access to QNET Cloud.](#)'



## Affected Customers: CCSQ ServiceNow Systems Team

### CCSQ ServiceNow Service Catalog Updates: Decommission Catalog Items and Record Producers

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will decommission the following Catalog Items and Record Producers:

#### Catalog Items:

- Ad Hoc-2 Data Transfer Request
- Extreme and Uncontrollable Circumstances Application
- Other Cloud Services
- Request for Approval of Outside Activity
- Submit QSEP Support Ticket

## Affected Customers: CCSQ Support Central Customers

### CCSQ Support Central – Sort Filter Fix on Ticket Information Screen

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'Sort Filter' on the Ticket Information Screen to sort the following options correctly:

- Alphabetical Progression
- Date Created
- Last Updated

This update will ensure that customers are receiving accurate information when selecting the 'Sort Filter.'

## Affected Customers: CCSQ ServiceNow Administrators and Security Team

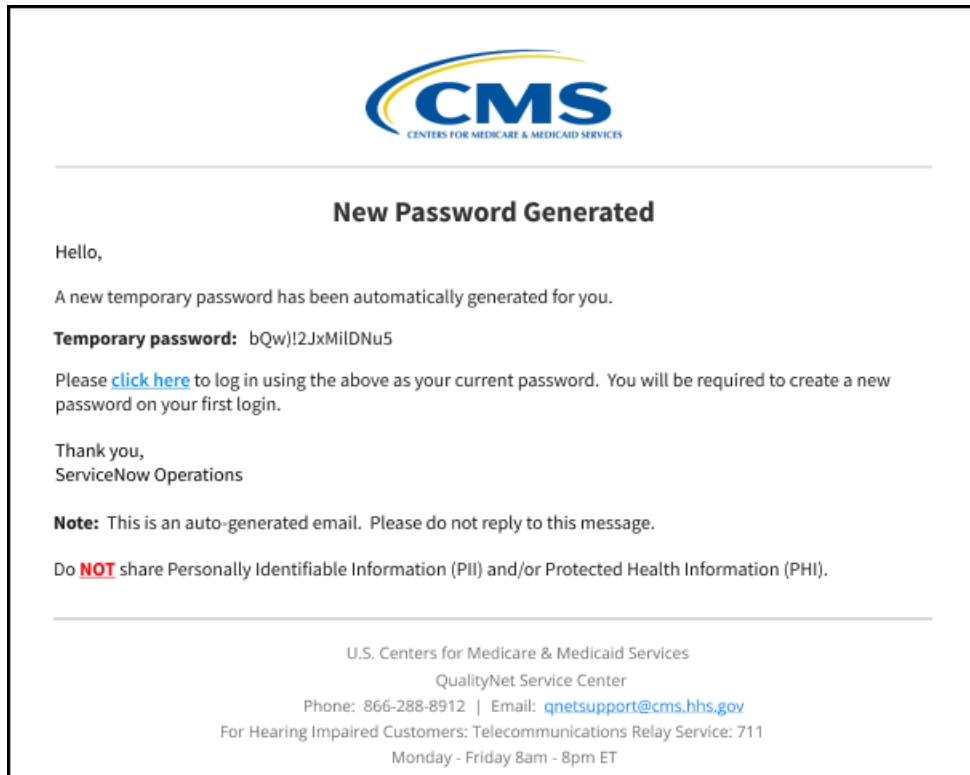
### Deactivate Menu Option for Instance Security Center

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will deactivate the menu option for Instance Security Center [sn\_isc\_core, sn\_isc\_nlu, sn\_isc\_va].

**Affected Customers:** CCSQ ServiceNow Systems Team

### **CCSQ ServiceNow Instance Cloning Process Update**

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will update and optimize the post-clone process when CCSQ ServiceNow Production is cloned to the Sub-Production environments. The default password process for logging in to the sub-production instances post-clone will be modified and strengthened:



**Affected Customers:** CCSQ ServiceNow Agents

### **Agent Workspace Update: QPP Cases**

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update in Agent Workspace. When an agent tries to change the assignment group of a QPP case, additional fields will populate beneath the assignment group field. The fields include:

- 'Reason for reassignment'
- 'Outstanding Questions'
- 'Knowledge Article to Cite'
- 'What Research has been done?'

The fields were not populating for agents and this update will provide the correct populated fields for agents when selecting their assignment group as 'CCSQ Services and Operations Support.'

**Affected Customers:** 1135 Agents and Group Managers

### **CCSQ ServiceNow: 1135 Waiver Form 508 Updates**

On June 20, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to address 508 defects on the 1135 Waiver Form:

- Org Categories 'Other' Field

- When a customer selects 'Other' and focus autofocus goes to the required edit field, it is not possible to tab out of it and move on in the form. This update will allow the customer to tab out of the 'Other' field.

The screenshot shows a form with three tabs: 'General', 'Emergency Provider/Supplier Types', and 'Other'. The 'Other' tab is active. Below the tabs, there are two columns of checkboxes. The left column contains 'Ambulance', 'Lab', and 'Physician'. The right column contains 'Durable Medical Equipment (DME)', 'Palliative', and 'Other \*'. The 'Other \*' checkbox is checked. To the right of the 'Other \*' checkbox is a text input field containing the word 'Test', which is highlighted with a red rectangular border.

- **Org Categories Keyboard Commands**

- When the customer uses the keyboard to navigate, the expected keyboard pattern was incorrectly moving through the tabs. This update will address the keyboard patterns to the following:
  - Disabling the Tab key from working inside the tablist
  - Enabling the right and left arrow keys to move between tabs
  - Disabling the right and left arrow keys from working inside the tabpanels
  - Force the focus order of the checkboxes to go down the left column and then move to the right column

The screenshot shows a form titled 'Organization Categories (required) \*' with a help icon. Below the title is the question 'Who is the Organization making this request?'. There are three tabs: 'General', 'Emergency Provider/Supplier Types', and 'Other'. The 'Other' tab is active. Below the tabs, there are two columns of checkboxes. The left column contains 'Ambulance', 'Lab', and 'Physician'. The right column contains 'Durable Medical Equipment (DME)', 'Palliative', and 'Other'.

- **'Waiver/Flexibility Request Type (required)' field**

- When the customer is on the 'Waiver/Flexibility Request Type (required)' field, the screen reader reads 'Lookup using list.' The update will now read as the correct field titled, 'Waiver/Flexibility Request Type (required).'



## QualityNet | CCSQ ServiceNow



June 20, 2024

# CCSQ ServiceNow Updates

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

- CCSQ ServiceNow Service Catalog Updates: Decommission Sub-Categories and Catalog Items
- CCSQ Support Central - Track a Ticket Word Wrapping Update
- CCSQ ServiceNow Service Catalog - AWS Access Request Form URL Update
- CCSQ ServiceNow Service Catalog Updates: Decommission Catalog Items and Record Producers
- CCSQ Support Central – Sort Filter Fix on Ticket Information Screen
- Deactivate Menu Option for Instance Security Center
- CCSQ ServiceNow Instance Cloning Process Update
- Agent Workspace Update: QPP Cases
- CCSQ ServiceNow: 1135 Waiver Form 508 Updates

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](mailto:ServiceCenterSOS@cms.hhs.gov)

Center for Clinical Standards and Quality (CCSQ)

