# Release Notes 17.1 for 10/3

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

**Affected Customers:** Idea Portal Managers

### CCSQ Service Now Idea Portal and Platform: Category Field Updates

On October 3, 2024, at 8:30 PM ET, CCSQ ServiceNow 'Category' field updates will be reflected across the Idea Portal, Platform and Jira. Within the Idea Portal, Customers and Idea Managers should see any changes made to the 'Category' field.  If the Category is submitted incorrectly by the Idea Submitter, the Idea Manager can go in and change the Category.  This change was reflecting on the platform but not the portal.  This update ensures Category Status is consistent on the Idea Portal, Platform, and Jira.

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

**Affected Customers:** CCSQ ServiceNow System Team

### CCSQ ServiceNow Washington DC Patch 7

On September 28, 2024, at 5:30 AM ET, CCSQ ServiceNow updated to Washington DC Patch 7 as scheduled in HIWAVE as a part of the monthly patching program.

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.

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**Affected Customers:** CCSQ ServiceNow System Team

### CCSQ ServiceNow: Annual ServiceNow Zip Code Import

On September 30, 2024, at 6:00 PM ET, CCSQ ServiceNow completed the annual ServiceNow Zip Code import. This will provide the team with the most up-to-date Zip Code information.

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**Affected Customers:** CCSQ ServiceNow Platform and CSM Configurable Workspace Customers

### CCSQ ServiceNow Platform and CSM Configurable Workspace: iQIES Case Form Category and Subcategory Update

On October 3, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the iQIES Case Form under the Program Sub-Type "iQIES" and "QIES (legacy)" on Platform and CSM Configurable Workspace. The following category/sub-category will update to:

- Category: MACs
- Subcategory
    - Provider Updates
    - Removals
    - Monthly Listing of Providers
    - Number of IRF Reviews
    - Completed
    - Other

Adding the new category/sub-category will allow iQIES to track cases for the new section of the program they will support.

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**Affected Customers:** CCSQ ServiceNow System Team

**Artificial Intelligence (AI) Search Results Pagination Fix**

On October 3, 2024, at 8:30 PM ET, CCSQ ServiceNow will fix a known issue with paging between search results by reverting to the OOB 'Faceted Search' AI Search tool that was updated in Washington DC Patch 7.

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**Affected Customers:** CCSQ ServiceNow Platform and CSM Configurable Workspace Customers

**CCSQ ServiceNow Platform and CSM Configurable Workspace: EPCS Case Type Updates**

On October 3, 2024, at 8:30 PM ET, CCSQ ServiceNow will add the following to the EPCS form:

- 'Subject' is added to the Platform and CSM Configurable Workspace.
- EPCS will be added to the 'Program' field dropdown in the Case Subjects table
    - This will filter only EPCS through reference qualifier on EPCS case form.
- Case Subject Admin Role will be given to EPCS Service Desk to add or deactivate subjects.

This update will improve the customer experience for the EPCS Program by adding 'Subject' to the EPCS Form in the Platform and CSM Configurable workspace.

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**Affected Customers:** CCSQ ServiceNow System Team

**Decommission of IT Operations Management**

On October 3, 2024, at 8:30 PM ET, CCSQ ServiceNow will deactivate IT Operations Management (Discovery, Service Mapping, Event Management). Deactivation of these processes will improve overall instance performance.

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