

## Release Notes for 18.1 on 01/09/2025

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

**Affected Customers:** CCSQ ServiceNow System Team

#### **CCSQ ServiceNow: ServiceNow Store and Plugin Application Implementation**

On December 19, 2024, at 11:30 AM ET, CCSQ ServiceNow began updating the ServiceNow store and plugin applications. The CCSQ ServiceNow team executed updates for all plugins and software with newly available versions. The update process was completed successfully and there were no reported issues. All updates were thoroughly tested to ensure stability, accuracy, and functionality in the Production Environment.

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**Affected Customers:** CCSQ ServiceNow Customers

#### **CCSQ ServiceNow: Washington DC Patch 9**

On January 6, 2025, at 12:15 AM ET, CCSQ ServiceNow implemented a maintenance task to upgrade to Washington DC Patch 9 in support of platform security and customer experience.

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**Affected Customers:** CCSQ ServiceNow System Team

#### **CCSQ ServiceNow: Deprecation of GlideEncrypter API and Three-Key Triple DES**

On January 9, 2025, at 8:30 PM ET, CCSQ ServiceNow will implement the deprecation of GlideEncrypter API and Three-Key triple DES standard, to improve the security posture of the platform and align to ServiceNow best practices by utilizing Advanced Encryption Standard (AES). This update ensures the use of the recommended API for encryption.

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**Affected Customers:** CCSQ Service Center, CCSQ ServiceNow Platform Customers, CCSQnow Self Service Portal Customers

#### **CCSQ Service Center: Updated Footer for Group Approver Notification**

On January 9, 2025, at 8:30 PM ET, CCSQ ServiceNow updated the footer for approver notifications to show that the CCSQ Service and Operations Support hours are 7 Days a week | 24 Hours a Day.

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**Affected Customers:** CCSQ Services and Operations Support (SOS), Security Incident

#### **CCSQ Service Center: SOS Team Assignment Correction**

On January 9, 2025, at 8:30 PM ET, CCSQ ServiceNow will implement a code fix to resolve an issue where incidents and security incidents are being assigned to SOS users who are not part of the assignment group on the ticket's form.

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**Affected Customers:** CCSQ Service Center, iQIES/QIES/ASPEN

#### **CCSQ Service Center: iQIES Field Fix**

On January 9, 2025, at 8:30 PM ET, CCSQ ServiceNow will implement a code fix to resolve an issue where the iQIES case type removes the 'Assigned to' field value when the Program Sub-Type (iQIES or QIES [Legacy]) is selected.

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**Affected Customers:** Q&A Portal Customers

#### **Q&A Portal Updates: New Assignment Group and Topic/Subtopic**

On December 30, 2024, at 8:30 PM ET, CCSQ ServiceNow added a new topic to the public Q&A Portal and created a new Assignment Group to route related questions.

#### **New Topic:**

- PRO-PM and Hip/Knee PRO-PM added under Quality Reporting to the existing ASC – Ambulatory Surgical Centers program
  - The topic will be routed to the existing program Public QA-OIE Measures

#### **New Assignment Group:**

- Public QA – OP Disparity Methods
  - The following existing topics will be re-routed to the new assignment group

- OQR - Outpatient Quality Reporting > CMS Disparity Methods
  - ASC - Ambulatory Surgical Centers - Quality Reporting > CMS Disparity Methods
  - PCH - Cancer Hosp. Quality Reporting > CMS Disparity Methods
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