


## **Release Notes 11.1 for February 10, 2023**

### **The following enhancements were completed during this iteration:**

**Affected Customers:** CCSQ Service Center Agents and HIDS Knowledge Management Team

#### **Agent Workspace Update – Knowledge Base Interface**

On Friday, February 10, 2023, CCSQ ServiceNow will implement an enhancement to access the Knowledge Base Homepage from Agent Workspace. A new Knowledge icon  will be added to the left-hand navigation pane to allow agents to easily navigate the Knowledge Base categories using the filter and search functionalities.

This will improve the agent navigation experience and ability to access current Knowledge Base articles more efficiently.

For more information, review the [Knowledge Article titled: Operating in Agent Workspace](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

---

**Affected Customers:** CCSQ ServiceNow Internal Customers

#### **CCSQ ServiceNow Case Type Update – Assignment Group List View**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update for the Assignment Group List on the application navigator for each Case type to automatically limit the list of groups to only display active groups. If the assignment group is no longer active, it will not appear in the results when a user selects the Assignment Group List for each Case type.

This will minimize the need to make manual updates to inactive groups for each case type.

---

**Affected Customers:** HQR ADO Support

#### **New Monthly HQR Incident Lifecycle Report**

On Friday, February 10, at 8:30 PM ET, CCSQ ServiceNow will provide a new Monthly HQR Incident Lifecycle Report to track the updates to the assignment group, status, and priority values on incidents assigned to the ADO-HQR-Support and ADO-PM3-HQR Support assignment groups. The report will help to identify gaps in the incident workflow process and possible areas of improvement.

---

**Affected customers:** CCSQ ServiceNow Team

#### **ATF Test Suite for the Master Test Suite Update**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will deploy software and configurations to implement the following:

- Master Test Suite will be created and deployed.
- The following Child Test Suites will be created and associated with the Master Test Suite as the parent:
  - Custom HCQIS ServiceNow Products
  - CSM
  - ITSM
  - Core
  - Integrations
  - Reporting
  - Managed Documents

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

**Affected Customers:** CCSQ ServiceNow Team

### **CCSQ ServiceNow – San Diego Patch 9a and 10 Upgrades**

CCSQ ServiceNow production environment will be updated to include the following patch upgrades:

- San Diego Patch 9a Upgrade on Saturday, February 11, 2023, at 6:00 AM ET
- San Diego Patch 10 Upgrade on Sunday, February 12, 2023, at 6:00 AM ET

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.

---

**Affected Customers:** CCSQ ServiceNow Customers

### **IT Services Catalog Update – HCQIS CI/CD Reference Links and Labels**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will replace the URL link label 'HCQIS CI/CD Reference' with 'HIDS CI/CD Tools' for the SecDevOps > ADO Onboarding Request catalog items. The changes apply to the information on the Ansible Tower, CloudBees Jenkins, and the GitHub Enterprise Onboarding Request items.

Additionally, the URL link and label will be updated from 'HCQIS CI/CD Reference' to 'HIDS CI/CD Tools' for all the applicable areas under the Tool Access Request, ADO Support Request, and ADO Support Incident catalog items.

---

**Affected Customers:** CCSQ Service Center Agents

### **Agent Workspace Update – New Account and/or New Contact Error Messages**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update in Agent Workspace to eliminate error account messages when creating a new account or new contact in any Case type.

---

**Affected customers:** CCSQ Support Central Customers

### **CCSQ Support Central – Service Center Hours of Operations Update**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central by adding the hours of operation for the CCSQ Service Center and Live Chat/Virtual Agent to the Contact Us page. The Contact Us page will also include a list of the Federal Holidays when the Service Center is closed.

---

**Affected customers:** CCSQ Service Center Agents

### **CCSQ ServiceNow Update – Active User Reconciliation Process**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will modify the reconciliation process to look at active user records to identify duplicate user and contact records. Reconciliation will only occur if there are duplicates with at least 1 active user record with that email, reconciling to the active record.

Improvements to the reconciliation process are made to eliminate the duplicate records in the user table and decrease calls to the Service Center.

---

**Affected customers:** 1135 Waiver Administrators, 1135 Comprehensive Reviewer, 1135 OPOLE Administrators, and 1135 Group Managers

### **1135 Waiver Updates (Echo)**

On Friday, February 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to 1135 Waivers:

- **Inbound Email Action for Parent/Child Waivers**

When an inbound email response is received on a parent/child waiver in the 'Resolved' or 'Closed' state, the email will be attached to the parent/child waiver. A notification will be sent to the 1135 Comprehensive Reviewer and 1135 Group Manager that an email response was received on a resolved or closed parent/child waiver and needs to be reviewed. The inbound email response will not automatically re-open a case.

- **Re-open a 'Resolved' or 'Closed' General Waiver**

The 'Re-open' button will be visible to the 1135 Administrators, 1135 Comprehensive Reviewer, and 1135 Group Managers when a General Parent Waiver is in the 'Resolved' or 'Closed' state. When clicked, the General Parent Waiver will be moved to the 'Comprehensive Review' state.

The 'Re-open' button will be visible to the 1135 Administrators, 1135 Comprehensive Reviewer, and 1135 Group Managers when a General Child Waiver is in the 'Resolved' or 'Closed' state. When clicked, the General Child Waiver and its associated General Parent Waiver will be moved to the 'Open' state.

Upon clicking the 'Re-open' button, a message will display requiring the 1135 Administrator, 1135 Comprehensive Reviewer, or the 1135 Group Manager to enter a mandatory work note describing why they are re-opening the General Parent Waiver or the General Child Waiver.

- **1135: OPOLE PHE – Re-open a 'Closed' Inquiry**

The 'Re-open' button will be visible to 1135 Administrators, 1135 OPOLE Administrators, and 1135 Group Managers when an Inquiry is in the 'Closed' state.

Upon clicking the 'Re-open' button, a message will display requiring the 1135 Administrators, 1135 OPOLE Administrators, or 1135 Group Managers to enter a mandatory work note describing why they are re-opening the Inquiry.