

## **9.4 Release Notes for September 16, 2022**

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

**Affected Customers: iQIES HCD Customer Research Team**

### **iQIES User Research Form HCD**

Starting Friday, September 16 at 8:30 PM EST, CCSQ ServiceNow will be releasing functionality allowing the iQIES community to volunteer their participation in iQIES research projects. This new functionality includes an easy-to-use self-serve input form, the iQIES HCD User Research Form, accessed via the iQIES Community Portal. The form captures iQIES information along with the standard contact information from the iQIES research volunteers.

The iQIES HCD User Research Form provides iQIES a way to capture and manage customer's interest in participating in future iQIES HCD research projects that they use to drive decisions and achieve iQIES goals. The information gathered from the iQIES HCD User Research Form will be stored in CCSQ ServiceNow allowing the iQIES HCD team to access participant information, track participation rate, view user research notes, etc. to conduct their research.

For more information, review the [Knowledge Article titled: QIES HCD Team to Add/Update HCD Participants using iQIES HCD Research Form](#) in CCSQ ServiceNow. Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.

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**Affected Customers: Internal CCSQ ServiceNow Customers**

### **IT Services Catalog - AWS Access Request Form Update**

Starting Friday, September 16, 2022, at 8:30 PM EDT, a CCSQ ServiceNow update will add the AWS Account number and AWS Account Alias to the AWS Request Access Form. Customers will be able to easily select the LOB AWS Account Alias from the drop-down after entering the AWS account. The AWS Account Number will automatically populate on the form.

This update will improve the CCSQ ServiceNow customer ticket fulfillment experience by being quicker and more accurate for routing to the appropriate CCSQ Service Organization.

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**Affected Customers: CCSQ ServiceNow Service Center Agents**

### **Agent Workspace - CCN Field Added to Search Modal Window**

Starting Friday, September 16, 2022, at 8:30 PM EDT, a CCSQ ServiceNow update will improve the efficiency of Agent Workspace by enabling the same CCN (CMS Certification Number) search functionality that is included in the ServiceNow Platform. The CCN search option is included in the Case form next to the 'Account' field.

This update will help the Service Center agent save time when searching for a facility.

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**Affected Customers:** 1135 Waiver Administrators

**1135: 'Custom Messages' Field Update**

Starting **Friday, September 16, 2022**, at 8:30 PM EDT, 1135 Waiver Administrators will be able to add hyperlinks to the 'Custom Messages' field, so that the 1135 Waiver Submission Confirmation Notification sent to the submitter can include hyperlinks (if needed) to improve the submitter's experience.

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**The following maintenance tasks were completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow Administrators

**AppOmni Application Update to Version 2.1.1**

On Wednesday, September 7, 2022, AppOmni was updated to Application version 2.1.1 in CCSQ ServiceNow.

**This update ensures CCSQ ServiceNow is using the most current version of AppOmni to maintain current policy scanning of the environment, which checks overall system configuration and security stature.**

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**Affected Customers:** CCSQ ServiceNow Customers

**CCSQ ServiceNow Case Update – Case Sensitive Email**

Starting Wednesday, September 7, 2022, at 8:30 PM EDT, all inbound email addresses in CCSQ ServiceNow containing upper case characters will automatically convert to all lowercase characters to avoid system processing issues.

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**Affected Customers:** Problem Ticket Customers

**JIRA Issue Added to Problem Ticket**

Starting Friday, September 16, 2022, at 8:30 PM EDT, a single text field will be added to the Problem Ticket with the name of the Jira Issue. This will improve reporting capability for Problem Tickets by showing the Jira issue.