RELEASE NOTES 7.5 03/04/2022

The following enhancements were completed during this iteration:

Affected Customers Groups:

- CCSQ Service Center Agents and CMS Service Center Leads

New CCSQ Service Center Survey Questions and Dashboard

On Friday February 25, at 8:30PM, CCSQ ServiceNow updated the customer satisfaction survey questions for the following programs that are currently using the surveys:
- HQR
- EQRS
- iQIES
- QIES (Legacy)
- ASPEN
- QPP

This will provide continuous improvement by focusing on the CCSQ Service Center customer experience.

The update provided:

- A link to the new survey in the closed case email notifications to CCSQ Service Center customers when their ticket has been closed.

- New dashboards and reports with updated data reflecting the new survey responses for each CCSQ program that was using the previous survey. Access to the survey responses, dashboards, and reports will not change.

If you have any questions or issues, please submit a ticket through CCSQ Support Central.

For additional information on the survey form, the following Knowledge Article is available, [Knowledge Article Titled: Case Closed Email Notification Service Center Survey Form](Knowledge Article) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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Affected Customers Groups:

- CCSQ Service Center Agents

CCSQ Service Center Agent Workspace Updates

Starting Saturday, March 5, 2022, CCSQ ServiceNow will implement Agent Workspace. Agent Workspace will enhance the agent experience by providing a simplified user interface (UI) tailored to their needs and allowing them to simultaneously work multiple tickets at the same time within a single browser.

Agent Workspace will increase customer satisfaction and improve agent efficiency by:
- Resolving issues faster so providers can continue to do what they do best, save lives!
- Enables chat features allowing the customer to reach out to CCSQ Service Center in the method of their choosing from CCSQ Support Central.
- Work concurrently on multiple issues at the same time.
- Greater visibility into updates.
- Better user-interface in an easy-to-use intuitive layout.

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The following maintenance tasks were completed during this iteration:

Affected Customer Groups:

- All CCSQ Service Center Customers

CCSQ Support Central Keyboard Accessibility Update

Starting Friday, March 4, 2022, an update will be made to improve customer satisfaction and accessibility by enhancing the ticket tracking functionality in CCSQ Support Central to ensure keyboard accessibility and 508 compliance.

This includes the following:
- Cancel button
- Submit button
- "x" to exit modal
- All Text fields

For more information, view the Knowledge Article Titled: CCSQ Support Central: Ability for customers to send comments and reopen resolved tickets in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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Affected Customers:

- iQIES Service Center Agents

CCSQ ServiceNow iQIES Group Name Change

Starting Thursday, March 3, 2022, at 4:00PM EST, the Assignment Group titled 'iQIES Dashboard Support' will be renamed to 'CCSQ Quicksight Support' in CCSQ ServiceNow. All tickets previously assigned to 'iQIES Dashboard Support' will be updated to display 'CCSQ Quicksight Support'.

For any questions, please reach out to CCSQServiceNow@cms.hhs.gov.

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Affected Customers:

- Service Center Managers, SOS Team, and ServiceNow System Administrators

Group Record Access Update

On Friday February 25, at 8:30PM, ServiceNow updated Group Record access controls.

- *Only* ServiceNow System Administrators are able to create new groups, edit group names, and set the **Active** field.

- Service Center managers and the SOS team will still be able to edit group membership, view inactive groups, and update group managers.

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Affected Customers:

- CCSQ ServiceNow Customers

User Access and Application Password Reset Catalog Items Update

On Friday February 25, at 8:30PM, the following applications listed in the **User Access** catalog item in the CCSQ ServiceNow IT Services Catalog were removed:

- Apache
- CAADS
- Cognos
- MS SQL
- NwHIN
- Oracle- On-Premise
- Postgres
- PRIS
- QualityNet Secure Portal
- Splunk
- VDI- Virtual Desktop Infrastructure

The following applications were removed from the **Application Password Reset** catalog item:

- DDST
- EQRS
- FIVS
- QMARS
- ServiceNow
- VDI
- OARS/HQR