

Release Notes 8.3 for May 13, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ Service Center Agents and Fulfillers

First Response Time for RITMs

Starting Saturday, May 14, 2022, the CCSQ ServiceNow Service Center will be able to maintain and track the metric for First Response Time on Requested Items (RITMs). This metric will capture the time it takes the agents to provide first response to customers confirming that they have started working on the ticket.

Affected Customers: CCSQ Service and Operations Support (SOS) Agents

SPAM Option for Incidents

Starting Saturday, May 14, 2022, CCSQ Service and Operations Support (SOS) Agents will have the ability to identify an incident as a SPAM email. Once a CCSQ SOS Agent identifies the email as SPAM, they will click the 'Resolve as SPAM' button. Incidents marked as SPAM will not be included in any reports which will improve the accuracy of SOS team metrics.

Affected Customers: 1135 Waiver Administrators

1135: Conditional Waivers Update

Starting Saturday, May 14, 2022, the 'Blanket Waiver' field will be updated (checked) on Child Waivers that are identified as Conditional Waivers for specific Public Health Emergencies (PHEs).

1135 Administrators will have the ability to determine if a Conditional Waiver should be identified as a Blanket Waiver on a case-by-case basis in ServiceNow.

The following maintenance tasks were completed during this iteration:

Affected Customers: 1135 Medicaid Waiver Comprehensive Reviewer

1915 Authority Language Update

On Friday, May 13, 2022, the 1915 Authority Language decision letter will be updated to reflect proper grammar when single or multiple authorities are requested.

Affected Customers: 1135 General Waiver Comprehensive Reviewer

Parent State for a Single Child Waiver Update

On Friday, May 13, 2022, an update will be made to ensure that the "Comprehensive Response" field on the Parent Waiver is appropriately populating the "Comprehensive Response" information from the Single Child Waiver when that Child Waiver status is changed from 'New' to 'Escalated', and 'Escalated' to 'Resolved.'

Affected Customers: ISG Managers

Automated Email Verbiage Update for '1135 Web Portal Inactivity Report'

Starting Friday, May 13, 2022, the automated email verbiage for the '1135 Web Portal Inactivity Report' will reflect the month of the report generation dates.

Affected Customers: 1135 Waiver Administrators

New PHE Added to 1135 Waivers Public Form - New Mexico Wildfires

On Monday, May 9, 2022, a new Public Health Emergencies (PHE) called 'New Mexico Wildfires' was added to the 1135 Waivers Public Form.

Affected Customers: CCSQ Service Center Managers

New 'Assignment Group at Breach' Field

On Saturday, May 14, 2022, a new field called 'Assignment Group at Breach' will be added to the Task SLA record to track the original assignment group associated with the Service Level Agreement (SLA) breach, completion, or cancelation.

Affected Customers: CCSQ ServiceNow System Administrators and CCSQ Services and Operations Support (SOS)

Reconcile Duplicates Button Update

On Saturday, May 14, 2022, the 'Reconcile Duplicates' button will be updated to improve functionality within the reconciliation process. This function will locate duplicate contact records, reconcile any tickets associated with them, and move the contact to a single record.

This update includes the following in the reconciliation process:

- Audit History
 - Emails
 - Service Requests
 - Request Items
 - HCD Participation
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Affected Customers: CCSQ Support Central Customers

CCSQ Support Central Contact Us Page Update

On Friday, May 13, 2022, at 8:30PM ET, the CCSQ Support Central Contact Us page will be updated to replace 'QualityNet Support Center' with 'CCSQ Services and Operations Support.'

Affected Customers: CCSQ ServiceNow Customers

Decommission Discovery Operations Update

On Saturday, May 14, the ServiceNow team will decommission ServiceNow ITOM based services by executing the below tasks:

- Deactivate physical discovery schedules
- Deactivate physical discovery service accounts
- Deactivate cloud discovery schedules
- Deactivate cloud discovery service accounts
- Deactivate Real-time streaming updates from AWS
- Deactivate discovery service accounts
- Disable ITOM health scheduled jobs

Please note that the discovery schedules and other activities listed above run on staggered schedules throughout the day. The ServiceNow team will monitor the schedules, cloud transactions processing, and transactions processing queues to ensure all services have been properly terminated.