9.2 Release Notes for August 19, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

Starting Friday, August 19, 2022, at 8:30 PM EST, CCSQ ServiceNow will implement the following CCSQ ServiceNow HARP role updates:

- **HARP Role Deactivation Update**

  CCSQ ServiceNow will be updated to change HARP records from 'User' to 'Contact' when a HARP customer is deactivated due to inactivity.

- **HARP Role Reactivation Update**

  CCSQ ServiceNow will be updated so that a previously deactivated HARP record that was changed to a 'Contact', is changed back to a 'User' record when reactivated.

These updates will reduce the number of HARP licenses used by ensuring they have active HARP roles and allow a more efficient reconciliation of duplicate users.

_____

The following maintenance tasks were completed during this iteration:

Affected Customers: CCSQ ServiceNow Service Center Agents

User/Contact Record Update – Case Sensitive Email Addresses

Starting Friday, August 19, 2022, at 8:30 PM EST, any email addresses containing upper case characters for new or updated User/Contact records in CCSQ ServiceNow will automatically convert to all lowercase characters to avoid system processing issues.

_____

Affected Customers: CCSQ ServiceNow Internal Customers

On Friday, August 19, 2022, at 8:30 PM EST, CCSQ ServiceNow will implement the following updates:

- **CCSQ ServiceNow Application Navigator and Module Updates**

  CCSQ ServiceNow will update the Application Navigator based on ServiceNow roles. This will ensure ServiceNow Application Navigator displays only the applications and modules that are relevant to the ServiceNow role saving time from searching through an all-inclusive list.

- **'Assigned to' Field Update**

  This CCSQ ServiceNow update will ensure the assigned agent is not removed from the 'Assigned to' field when a ticket is resolved.

  This will ensure proper reporting and that the agent previously working the ticket receives notification if the ticket is reopened.

- **Erroneous Test Email Prevention**

  This CCSQ ServiceNow update will ensure that customers no longer receive test emails that were sent in error from the ServiceNow test environment.

Affected Customers: CCSQ Service Center Supervisors

CCSQ ServiceNow Assignment Group Updates

Starting Friday, August 19, 2022, at 8:30 PM EST, CCSQ ServiceNow will update the following IT Services Catalog assignment groups.

A new assignment group titled 'HIDS Shared Application Management' will replace the following assignment groups that will be removed from CCSQ ServiceNow:
- HIDS Access Management
- HIDS OPS-Active Directory

The 'HIDS Shared Application Management' assignment group location is IT Services Catalog > Network Services > IP Addressing.

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