<u>10.1 Release Notes for November 23, 2022</u>

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Agents

Agent Workspace Enhancement: New 'Open Requests' View

Starting Wednesday, November 23, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to Agent Workspace. An 'Open Requests' view has been added to the Navigation module that will allow SOS agents to view and update service requests in Agent Workspace without toggling back and forth to the platform.

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The following maintenance tasks were completed during this iteration:

Affected customers: CCSQ ServiceNow Internal Customers

On Wednesday, November 23, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to the Self Service Portal.

- **Service Requests Update**

  This update will allow customers to view the activity tab, provide comments, and view any attachments for Service Requests that are in the Pending state.

- **'Other' Text Field Available for Security Incidents**

  This update will allow ServiceNow customers to provide additional details for Security Incidents using an 'Other' text field. This will improve the efficiency of SOS agents to address Security Incidents and provide a similar customer experience that is available when submitting Security Incidents on the ServiceNow platform.

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Affected customers: CCSQ ServiceNow Team

CCSQ ServiceNow Security Update

On Wednesday, November 23, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement updates to improve the security hardening compliance score. The configuration updates will ensure that the production environment has the most current settings to reduce the risk of potential vulnerabilities.

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Affected customers: CCSQ ServiceNow Service Center Agents

On Wednesday, November 23, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates:

- **Rename Account Administrator List to Security Official List**

  CCSQ ServiceNow will rename the 'Account Administrator' list to 'Security Official.' The Security Official list is available under the Security Incident category in the filter navigator in the ServiceNow platform. The list name now reflects the use of Security Official as the group type.

  New 'Business service' Field on the Incident Form

  A new search/reference field titled 'Business service' will be added to the CCSQ ServiceNow Incident form. The new 'Business service' field will allow Service Center agents to identify the service impacted for an incident to provide more accurate trending and reporting data on incidents.

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Affected customers: CCSQ Support Central Customers

CCSQ Support Central Schedule a Call - 508 Compliance Updates

On Wednesday, November 23, 2022, at 8:30 PM ET, CCSQ ServiceNow will update the Schedule a Call application on CCSQ Support Central to ensure 508 compliance.

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Affected customers: CCSQ ServiceNow Customers

Email Handler Update: CCSQ ServiceNow No Longer Processing Inbound Emails to @hcqis.org Domain

On Friday, November 25, 2022, at 8:30 PM ET, CCSQ ServiceNow will stop processing inbound email with the @hcqis.org domain. Emails sent to the following addresses will no longer be received by ServiceNow:
- qnetsupport@hcqis.org
- QNetSupport-ESRD@hcqis.org
- Identity.Proofing@hcqis.org
- qppsupport@hcqis.org
- qpp@hcqis.org

Inbound email to the @cms.hhs.gov domain will continue to be processed. This includes inbound email to:
- qnetsupport@cms.hhs.gov
- QNetSupport-ESRD@cms.hhs.gov
- Identity.Proofing@cms.hhs.gov
- qpp@cms.hhs.gov

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