# Release Notes 10.2 for December 9, 2022

## The following enhancements were completed during this iteration:

**Affected Customers**: CCSQ ServiceNow Internal Customers

### CCSQ ServiceNow Group Management Update – Inactivity Notifications

Starting Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will provide automated email notifications to group managers when a support group member is at risk of being deactivated due to inactivity, improving the group managers' awareness of changes to their ServiceNow group.

The notifications will be sent to the group manager or group email with a list of group members that are at risk of deactivation due to inactivity within CCSQ ServiceNow. If a group does not have a group manager or group email, then the email notification is sent to all Group Members.

The schedule for these notifications is as follows:

1. First notification at the 30th day of inactivity
2. Then, notifications every subsequent 7 days until the 59$^{th}$ day of inactivity
3. Last notification on the 60$^{th}$ day of inactivity that the subject members have been retired from their Assignment Group(s) and User Roles in ServiceNow

For more information and examples of these notifications, review the Knowledge Article titled: Group Email Notification Templates in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account*.

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**Affected customers:** CCSQ ServiceNow 1135 Waivers Administrators

### CCSQ ServiceNow 1135 Waivers - NATCEP Excel Attachment and Update to Cases

On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to provide automated process runs (daily) that will extract the Excel attachment (NATCEP Template) information and update the NATCEP tab. This will be visible on the Child Case if Waiver Type is a Conditional Blanket Waiver (i.e., LTC Facilities and SNFs and/or NFs - Training and Certification of Nurse Aides).

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**Affected Customers**: CCSQ ServiceNow Team

### CCSQ ServiceNow Health Scan Manageability Remediation

On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement updates to address findings from the ServiceNow Health Scan Manageability review. These updates will reduce the time spent on administrative activities by applying configuration management and data management best practices across the platform and application areas.

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**Affected Customers**: **Affected Customers**: CCSQ ServiceNow IT Services Catalog Cloud/AWS Access Request Customers

### IT Services Catalog Cloud Item AWS Access Request - Approval Workflow Update

Starting Friday, December 9, 2022, at 9:00 PM ET CCSQ ServiceNow will implement an update to the Service Catalog Cloud Item AWS Access Request which will improve the approval workflows for a submission. The requests will now be automatically routed to the appropriate SO or to the HIDS Security IAM team when there is no designated SO on record.

For more information, review the Knowledge Article titled: AWS Access Request Form in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account*.

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

**Affected customers:** CCSQ ServiceNow Customers

**EQRS Case Update – QNetSupport-ESRD@cms.hhs.gov Email Address in CC Field**

On Friday, November 25, 2022, at 8:30 PM EDT, CCSQ ServiceNow implemented an update so that an EQRS case will no longer be created when QNetSupport-ESRD@cms.hhs.gov email address is included as a carbon copy (CC) addressee in an email.

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**Affected customers:** CCSQ Service Center Agents
**CCSQ ServiceNow Update – Duplicate Record Creation**
On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to restrict the creation of duplicate accounts. When a customer enters account information that is different than what is currently in ServiceNow, the existing customer's User information will be updated, and new User creation will be prevented. If only a Contact User account exists, the Contact record information will be updated.

This update will decrease support calls to the Service Center.

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**Affected customers:** CCSQ ServiceNow iQIES/QIES/ASPEN Service Center Agents

**Agent Workspace Update – Auto Populate iQIES/QIES/ASPEN Assignment Group**

On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update for Agent Workspace to auto-populate the correct assignment group for iQIES/QIES/ASPEN cases. This will allow cases to be quickly routed to iQIES, QIES, or ASPEN agents and it will provide a similar agent experience that is available when cases are created using the Platform view.

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**Affected customers:** CCSQ ServiceNow Internal Customers

- **Implement 90 Day Recurring Predictive Intelligence (PI) Retraining Schedule**

  On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will retrain the Predictive Intelligence (PI) learning capabilities that are used to assign incidents from the Self-Service Portal. This retraining will reduce manual intervention when assigning incidents and it will ensure that incidents created via the Portal are not auto-assigned to groups that have been deactivated. PI will be automatically retrained every 90 days from Friday's date.

- **Self Service Portal Update – Work Notes Option Removed for Security Incidents**

  On Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will remove the ability to add work notes for a Security Incident (SECINC) on the Self-Service Portal. Customers can continue to add activity notes using the 'My Stuff' option on the Self-Service Portal and the notes will remain customer facing. Service Center agents can add work notes for the Security Incident using the Platform views.

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