

9.8 Release Notes for November 10, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers (ServiceNow Platform and ServiceNow Portal)

CCSQ ServiceNow IT Catalog Update – Assignment Group Membership

Starting Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will provide an automated process for the 'Edit ServiceNow Assignment Group Membership' Catalog Item. This update requires the Security Official (SO) to approve adding members to the Assignment group. The automated catalog item will reduce the time required to add or remove a person (or persons) from an assignment group.

The following actions have been automated:

- If the SO submits the request to add/remove Assignment group members, the request is automatically approved.
- If someone else submits a request, the submission is auto-routed to the Group Manager (GM) and then the SO.
- If there is no GM or SO designated for the Assignment Group, a task will automatically be generated to the HIDS Security IAM team to add the appropriate designee.

Requesting to add/remove multiple people can be done from within a single submission. A separate RITM is created for each of the multiple people or groups in the submission.

Affected customers: CCSQ ServiceNow Customers

CCSQ ServiceNow AD Password Reset Message Update

Starting Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will provide real-time password reset messaging to help customers satisfy AD password reset requirements.

This update will:

- Improve the customer experience by providing descriptive explanations and steps to remediate the issue when an error occurs.
- Reduced the number of calls to the CCSQ Service Center for AD password reset issues.

The following maintenance tasks were completed during this iteration:

Affected customers: CCSQ ServiceNow and JIRA Customers

JIRA/SNOW Integration - Duplicate Ticket Creation Issue Resolved

On Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update that resolves the issue of duplicate ticket creation within JIRA upon failed requests within CCSQ ServiceNow to improve efficiency of the JIRA/ServiceNow integration.

Affected customers: CCSQ ServiceNow Customers

- **Q&A Portal Case Record Updates for 'Inpatient Claims - Based Measures' Program**

Starting Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will update the Q&A Portal Case Record for 'Inpatient Claims - Based Measures' Program so that the Country (State) and Contact Type are recorded on the native view of the form.

- **CCSQ ServiceNow/HARP User Record Update**

Starting Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ensure that CCSQ ServiceNow User records are not created when an incoming email is processed by CCSQ ServiceNow eliminating duplication and ensuring HARP is the source of User records.

- **CCSQ ServiceNow IT Catalog Update - Deactivate HIDS OPS-MW Fulfiller Assignment Group**

On Thursday, November 10, 2022, at 8:30 PM ET, CCSQ ServiceNow will:

- Deactivate the HIDS OPS-MW Fulfiller (Assignment) group, which no longer exists.
- Remove the following Request Types from the Application Management Service Catalog Item as they are no longer in use:
 - Add (Build/Clone)
 - Modify
 - Remove

- **Request for Property Action ServiceNow Form (HHS22) Update**

On Thursday, November 3, 2022, at 8:30 PM ET, CCSQ ServiceNow updated the Request for Property Action ServiceNow form (HHS22). This form is used to transfer or decommission equipment owned by CMS and used by a contractor. A new option, '10/1/2022 - 9/30/2023' was added to the Request Year field drop-down list.
