

RELEASE NOTES 7.4 02/18/2022

The following enhancements were completed during this iteration:

Affected Customers Groups:

- Public Q&A Subject Matter Experts

QualityNet Public Q&A Portal Topic Routing Update

On Wednesday February 9, 2022, the Public Q&A Portal updated the topic routing for the following 2 sub-topics in the PCH program option under the Cancer Measures topic:

- PCH-36: 30-Day Unplanned Readmissions for Cancer Patients
- PCH-37: Surgical Treatment Complications for Localized Prostate Cancer

Any questions submitted through the Public Q&A Portal to these 2 sub-topics will now be routed to Public QA – DRIO-YALE.

Customers using the Public Q&A Portal will see no visible changes.

Affected Customers Groups:

- Service Center delegated administrators for the HQR, EQRS, iQIES/QIES/ASPEN & QSEP programs

Limit Assignment Groups by Program

The Service Center Leads for each program will have the ability to determine which assignment groups populate in their Assignment Group field lookup for program specific case forms resulting in an improvement of overall efficiency and performance.

- An Administration Module has been created for the Service Center Leads to be able to modify existing assignment groups for their program case form as needed.
 - This module is restricted to Service Center delegated administrators for each program to add or remove assignment groups for HQR, EQRS, iQIES/QIES/ASPEN & QSEP programs.

Service Center agents may reach out to their Service Center Leads or delegated administrators if they need to add or remove groups.

For more information, view the following Knowledge Articles Titled: [Limiting Assignment Groups by Program](#) and [Case Assignment Group List Administration](#) for in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers Groups:

- Service Center Agents for HQR, EQRS, iQIES/QIES/ASPEN & QSEP Programs

Limit Assignment Groups by Program

The assignment group routing for HQR, EQRS, iQIES/QIES/ASPEN, and QSEP program case forms will be streamlined to improve the efficiency of the agent to respond and process submitted cases.

The update includes the following enhancements:

- Case Form Enhancement
 - Service Center agents will see a streamlined pre-approved assignment group list specific within each of the program case forms when using the Assignment Group field lookup.
- IT Service Catalog Enhancements under Assignment Group Management
 - **Create an Assignment Group** – A new field titled ‘Case Program Area’ has been added to Create an Assignment Group. When creating a new assignment group for a case, complete the **Case Program Area** field to associate the group to a specific program or programs. This includes an ‘Other’ option if the specific program isn’t listed.
 - **Edit Assignment Group Attributes** – When requesting to edit a case assignment group attribute, the assignment group can now be associated with one or more programs. This includes an ‘Other’ option if the specific program isn’t listed.

Please reach out to your Service Center lead or delegated Service Center administrator if you need to add, remove, or edit a group.

For more information, view the following Knowledge Articles Titled: [Limiting Assignment Groups by Program](#) and [Case Assignment Group List Administration](#) for in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers Groups:

- CCSQ ServiceNow Customers

CCSQ ServiceNow Login Failure Screen Redirect

CCSQ ServiceNow will display a new Login Failure page when customers have CCSQ ServiceNow login issues with the option to create and send a ticket directly to CCSQ Service Center via the CCSQ Support Central website to address their login issue. This will replace the existing ‘Logout Successful’ message.

Affected Customers Groups:

- HCQIS Services and Operations Support

New Fields Added to the Major Incident Module

Two new fields titled ‘Promoted’ and ‘Time Initial Communication Sent’ have been added to the Major Incident Module. This will allow the HCQIS SOS team to track the SLA correlating with the Major Incident and outage communication process and provide the intended communities with the initial outage notification.

The following maintenance tasks were completed during this iteration:

Affected Customers Groups:

- CMS Leadership and CCSQ ServiceNow Team

New Flows for License Group Allocation

To track the license usage, two new flows have been added in ServiceNow to automatically allocate licensed role consumers to their respective licenses. These flows run daily in the morning and associate consumers to the appropriate licenses via group membership based on current roles. This will allow for accurate license tracking within the Subscription Management module.

Affected Customers Groups:

- CMS Leadership

Quebec Patch 9 Hotfix 3a Upgrade

As part of the ServiceNow Patching Program, ServiceNow automatically pushes patches to the environments. ServiceNow Patches provide enhancements and security patching to the environment and will ensure that the production environment has the most current patch level to reduce the risk of potential vulnerabilities.

Affected Customers Groups:

- HIDS Security IAM

HARP-ServiceNow Automation Workflow Update

A backend update has taken place that will improve the HARP-ServiceNow contract workflow by adding additional checks.

In the workflow activities 'contract # returns a record' and 'more than one record', a query now checks for the contract's 'task order' number as well. This will ensure that the correct SPOC is assigned.

Affected Customers Groups:

- iQIES/QIES/ASPEN Service Center

iQIES/QIES/ASPEN 'Awaiting Info Reason' Field Update

The 'Awaiting Info Reason' field in the iQIES/QIES/ASPEN case form will be updated to include the following enhancements:

- Selecting 'Awaiting Info from Customer' and 'Awaiting Confirmation of Resolution' are mandatory fields that require the agent enter an explanation in the 'Additional Comments' field.
 - Selecting 'Awaiting Internal/System Info' is not mandatory and does not require the 'Additional Comments' field to be completed.
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Affected Customers:

- All CCSQ ServiceNow Programs Using Case (except 1135)

Customer Email Replies to Case Notifications

For customers that have multiple accounts in ServiceNow, a fix has been applied to ensure all customer replies to ServiceNow email notifications will be captured in the **Activities** section of the case form.

If the email address associated with the customer reply is for an account that:

- Is the **Contact** on the case, then the customer reply will display the First and Last Name associated to the account that sent in the reply.
 - Is not the **Contact** on the case, then the Activity update on the case record will display as 'Guest'.
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Affected Customers:

- ADO ESS Collab Support

CCSQ ServiceNow Incident Notification Update

An update was made to the CCSQ ServiceNow and JIRA Integration to stop Incident notifications from sending from ServiceNow when changes are made to closed or cancelled Jira tickets.