

Release Notes 11.4 for March 24, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers and Agents

“QualityNet Support Center” Renamed “CCSQ Services and Operations Support”

On Friday, March 24, at 8:30 PM ET, 2023, “QualityNet Support Center” will be renamed “CCSQ Services and Operations Support (SOS).”

This will impact all locations where “QualityNet Support Center” is referenced (e.g., Create a New Ticket in CCSQ Support Central, email notifications, etc.) and will be replaced with “CCSQ Services and Operations Support” in the following portals/pages:

- CCSQ Support Central
- CCSQ ServiceNow Platform
- Self Service Portal

Other impacts include:

- The “HCQIS Services and Operations Support” Assignment Group will now be known as “CCSQ Services and Operations Support.”
- The “HIDS Security IAM” Assignment Group will no longer be an active Assignment Group.
 - All open records (not closed or resolved) assigned to the “HIDS Security IAM” Assignment Group will be assigned to the “CCSQ Services and Operations Support” Assignment Group. (Previously named “HCQIS Services and Operations Support”)
 - Historical records (closed and resolved) will remain assigned to the “HIDS Security IAM” Assignment Group.
- All members of the “HIDS Security IAM” Assignment Group will be added to the “CCSQ Services and Operations Support” Assignment Group.
- All notifications that reference IAM SNOW, “HIDS Security IAM”, will be changed to “CCSQ Services and Operations Support” Assignment Group in ServiceNow.
- Any automated ticket routing currently in place for “HIDS Security IAM” will be routed to the “CCSQ Services and Operations Support” Assignment Group in ServiceNow.

The name update will reduce confusion when contacting the CCSQ Services and Operations Support (SOS) team for assistance.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: New SECINC Warning Message

On Friday, March 24, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement a new SECINC warning message to indicate security incidents cannot be tracked in CCSQ Support Central Track-a-Ticket function.

The new warning message will display when the customer types a security incident number (SECINC) in the “Ticket Number” field for a single ticket and will display on the report for multiple tickets:

Security Incidents cannot be tracked in CCSQ Support Central.
Please contact ServiceCenterSOS@cms.hhs.gov for assistance.

The new SECINC warning message will increase security awareness by providing informative messaging to CCSQ Support Central customers.

Affected Customers: CCSQ ServiceNow System Team

ServiceNow Health Scan Upgradeability Remediation 2022

On Friday, March 24, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement an update to the ServiceNow health scan so it produces significantly less reported issues around Upgradeability.

This update will remove impediments that may affect a successful upgrade of ServiceNow and reduce the number of issues generated during upgrades to new releases of ServiceNow.

Affected Customers: CCSQ Services and Operations Support (SOS) Team, CCSQ ServiceNow Customers and Service Center Agents

New Custom Enterprise Services (ES) Case Form

Starting Friday, March 24, 2023, after 10:00 PM ET, CCSQ ServiceNow Service Center agents will receive access to new functionality for creating and managing ES cases in CCSQ ServiceNow.

The new custom ES Case form will:

- Streamline data entry for customer service representatives and optimize search and reporting capabilities resulting in shorter call times and improved customer experience.
- Improve categorization for the SOS team to distinguish ES cases from other Case types.
- Direct cases to the SOS Team that are submitted by an internal or external contact and are not related to a specific program.

The custom ES Case form will include:

- Refined lists of categories and subcategories specific to ES cases.
- A “My Groups Work” list for case types that will show tickets assigned to SOS.
- Customized list view of ES cases.
- Capability to easily reassign cases to other programs.
- Availability to create a ticket or access tickets via CCSQ Support Central.
- Access to the Case form via Agent Workspace.

For more information and ES Case form training resources, review the [Knowledge Article titled: Master Article – Enterprise Services \(ES\) Case](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: CCSQ Support Central Portal Customers

Session Timeout Message for All Portals

On Friday, March 24, at 8:30 PM ET, 2023, CCSQ ServiceNow will add two new Session Timeout message pop-ups for all CCSQ ServiceNow portals. This will let the customer know when the form session will timeout and prevent any loss of the data that is entered.

- The first Session Timeout message pop-up allows the customer to extend the session. “Please choose to extend or exit this session. If no selection is made, you will be redirected to the homepage in 5 minutes.”
 - The second Session Timeout message pop-up reads, “Your session has been expired due to 30 minutes of inactivity. You will return to the homepage upon exiting this window.”
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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Training Team and ServiceNow System Team

TRAIN Environment Clone Process Update for CCSQ Service Center Training Group

On Friday, March 24, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement an update to the clone process to ensure the members of the CCSQ Service Center Trainers group are active after each clone to the TRAIN environment.

CCSQ Service Center trainers no longer need to submit requests to the ServiceNow Admins for access in the TRAIN environment or to request roles. The CCSQ Service Center Trainers group will have now the ability to impersonate the user_admin role in order to unlock training userids.

Affected customers: CCSQ ServiceNow Service Center Agents

CCSQ Support Central Update: Track-a-Ticket “no tickets found” Message

On Friday, March 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central to increase the time before the 'no tickets found' message displays on the screen due to a delay in the system response. The 'no tickets found' message was causing customer confusion when they searched for their existing tickets.

This update will reduce the queries to the CCSQ Service Center about the Track-a-Ticket function.

Affected Customers: CCSQ ServiceNow System Team

Master Suite Structure Update

On Friday, March 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will deploy software and configurations to implement the inclusion of additional child test suites under the Master Test Suite:

- ITSM
 - Change
 - Incident
 - Problem
 - Service Portals
 - Service Catalog
- CSM
 - ES - Enterprise Case
 - QIES/iQIES
 - HQR
 - EPCS
 - QSEP
 - EQRS
 - QPP
 - Original Case Form
 - Hospital Hardship
- Custom CCSQ ServiceNow Applications
 - 1135 Waivers