Release Notes 12.1 for April 14, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow Portal Update: New Fields Added to Create Incident Form

On Friday, April 14, at 8:30 PM ET, 2023, CCSQ ServiceNow will update the Create Incident form on the ServiceNow Portal to replace the "Please describe your issue below" field with "Short Description" and "Description" fields.

This update will provide consistency between the Create Incident form and the Miscellaneous Request form on the ServiceNow Portal and will now match the Incident form in ServiceNow platform.

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Affected Customers: CCSQ Service Center Agents

Agent Workspace Update: New 'Create New Subject" Button for Case Types

On Friday, April 14, at 8:30 PM ET, 2023, CCSQ ServiceNow will add a new button to Agent Workspace titled 'Create New Subject' to provide certain Agents this functionality for all Case types. This applies to Agents with the 'Case_subject_admin' role.

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Affected Customers: CCSQ ServiceNow System Team

ATF Test Suite for Custom CCSQ ServiceNow Products

On Friday, April 14, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement the CCSQ ServiceNow Products Child Test Suite to:
- Reduce testing effort
- Improve maintenance of test suites
- Reduce issue resolution time associated with:
  - Upgrades
  - Patches
  - Enhancements
  - Business critical customizations

This feature creates the Child Test for Custom CCSQ ServiceNow Products that is included in the parent Master ATF Test Suite.

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Affected Customers: iQIES Service Center Agents and Managers

iQIES Jira Integration Update: iQIES Incidents to Trigger ServiceNow SLA

On Friday, April 14, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement an update to iQIES Incidents in Jira used to track iQIES Tier 3 tickets. The information entered in the Incident 'Additional comments (Customer visible)' field in Jira will automatically update ServiceNow to trigger the 2-day response Service Level Agreement (SLA).

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ Service Center Agents and ServiceNow Admin Team

Agent Workspace Chat Sessions to Be Scrubbed for PII/PHI Data

On Friday, April 14, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement a configuration update to allow the ServiceNow Admin team to complete scrub requests to remove Personal Identifiable Information (PII) and Protected Health Information (PHI) that are entered during Virtual Chat and Live Agent sessions in CCSQ Support Central.

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Affected Customers: CCSQ Support Central Customers

EPCS Phone Number Update

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central to list the phone number for EPCS as (866)-288-8292.

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Affected Customers: CCSQ ServiceNow Internal Customers

AppOmni Update: Email Spam Scoring and Filtering System Setting Rule
On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement a configuration update to ignore vCalendar (.vcs) and iCalendar (.ics) email invitations. This update will prevent erroneous Cases from being created by moving these email invitations into the ServiceNow junk mail folder.

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Affected Customers: CCSQ Services and Operations Support (SOS) Team

Backdate Separation Date on Individual Contractor Offboarding Requests

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will add the ability to backdate the separation date of a contractor on Individual Contractor Offboarding Requests.

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Affected Customers: CCSQ ServiceNow Customers

Assignment Group Update: 'HIDS AiOps Operations and Support' Assignment Group Renamed

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an Assignment Group name change. The 'HIDS AiOps Operations and Support' Assignment Group will be renamed 'HIDS Data Analytics & AiOps.'

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Affected Customers: CCSQ ServiceNow System Team

ITSM ATF Updates to Incident Management Test Suite

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ensure that the Incident Management ATF Scripts successfully run and are collected into an Incident Management ATF Regression Suite.

The following 8 test scripts will be corrected and added to the Test Suite:

- 1 Incident Resolved as Spam - Update Contact
- 2 Incident - Resolve As SPAM
- 3 Incident Internal Notification Footer
- 4 Splunk Support Incident
- 5 Incident: Info messages on Banner
- 6 HQR - Convert to Incident
- 7 EQRS - Convert to Incident
- 8 DAMOD - Incident Survey

The following Test scripts are not valid and will be removed from the Test Suite:

- Fails because no form is open
- Incident: Priority Field Validation
- INCIDENT MGMT: Copy Incident - CMS
- INCIDENT MGMT: Reopening an Incident - CMS
- INCIDENT MGMT: Parent and child Incident state sync up after reopening an Incident - CMS
- INCIDENT MGMT: Parent and child Incident state sync up - CMS
- INCIDENT MGMT: Incident State flow - CMS
- INCIDENT MGMT: Incident Response SLA - CMS
- INCIDENT MGMT: Incident Resolution SLA - CMS
- INCIDENT MGMT: Incident creation - Self service - CMS
- INCIDENT MGMT: Incident Assignment - CMS
- INCIDENT MGMT: Create Standard Change from Incident - CMS
- INCIDENT MGMT: Create Problem from an Incident - CMS
- INCIDENT MGMT: Create Normal Change from an Incident - CMS
- INCIDENT MGMT: Create Knowledge from an Incident - CMS
- INCIDENT MGMT: Create Emergency Change from an Incident - CMS
- INCIDENT MGMT: Create child Incident using UI action and verify its fields - CMS
- INCIDENT MGMT: Copy Incident from a Closed Incident - CMS
- INCIDENT MGMT: Create Knowledge from an Incident – CMS

Affected Customers: CCSQ Services and Operations Support (SOS) Team

ES Case Updates

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to ES Cases:

- **Manual Proofing Cases and Edit ServiceNow Assignment Group Requests Update: Route to SOS**

  Manual Proofing Cases and Edit ServiceNow Assignment Group Requests were incorrectly assigned to "HIDS Security IAM."

  This change will update the routing of Manual Proofing Cases and Edit ServiceNow Assignment Group Requests as follows:

  - Inbound Cases/Requests to CCSQ Services and Operations Support (SOS).
  - Inbound emails generating Cases to ServiceCenterSOS@cms.hhs.gov.

- **Converting QPP Cases to Manual Proofing Update**

  The mandatory fields on the QPP Case form should not display when converting a QPP Case to Manual Proofing.

  The update with impact the following:

  - When a QPP Case is converted to a Manual Proofing Case, the Case will be moved to the Case/parent table.
  - Manual Proofing Cases will be visible only to CCSQ Services and Operations Support.
  - When the QPP Case assignment group is reassigned, the mandatory fields will display on the QPP Case form before it is reassigned.
  - The Assignment Group will change from 'HIDS IAM Group' to the correct CCSQ SOS Assignment Group.

- **Identity Proofing Cases Update: Automatically Remove Proofing Documents When Resolved**

  Proofing documents are not automatically removed when resolving Identity Proofing Cases assigned to CCSQ Services and Operations Support.

  The update will impact the following:

  - Update the Assignment group for correct routing to CCSQ Services and Operations Support.
  - When a Case is converted to a Manual Proofing Case, the Case will be moved to the Case/parent table.
  - Manual Proofing Cases will be visible only to CCSQ Services and Operations Support.
  - When a Manual Proofing Case is resolved and the Case form is reloaded, the attachment will be automatically removed.

- **ES Incident Email Notification Update**

  The Incident email notification titles for ES Incidents are reading as "Ticket Opened" and "Case Assigned to Group" instead of "Incident."

  The update will impact the following:

  - When an Incident is opened, the email notification title will read "Incident Opened."
  - When an Incident is assigned to a group, the email notification title will read "Incident Assigned to Group."