

Release Notes 12.4 for May 25, 2023

The following enhancements will be completed during this iteration:

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

CCSQ ServiceNow Update: Inactivity Rule

On Thursday, May 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update allowing approvers who use links in notification emails for processing approvals, to be exempt from the 90-day inactivity rule and remain active in ServiceNow. Their email approvals/denials will count as their last login, which will prevent their User account from being locked.

This update will improve the customer experience and approval process by eliminating the manual process and effort involved from both the customer and Service Center Agents to reactivate the User account.

Affected Customers: CCSQ ServiceNow Service Center and Help Desk Agents (except iQIES)

CCSQ ServiceNow Update: New Requirements for the 'Work Notes' Field

On Thursday, May 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update so that the 'Work Notes' field is no longer mandatory for all updates to Incident tickets.

The 'Work Notes' field will be required only for the following field changes:

- Description
- Caller
- Business Service
- State
- Assignment Group
- Assigned To

This will improve the agent's experience by reducing the time needed to type Work Notes that were previously required on all Incident updates.

For more information, review the following Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

- [Incident Management Form and Functionality in ServiceNow](#)
- [Operate in Agent Workspace](#)

Affected Customers: Data and Analytics Modernization (DAMOD) Team

Updates to JIRA Customer Account Line of Business Impacted for DAMOD Incidents

On Thursday, May 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the caller's company information along with associated fields for the incidents for the ServiceNow/Jira integration. These updates will automate the Data and Analytics Modernization (DAMOD) Team's process for gathering metrics and improve the identification of issues.

ServiceNow/Jira integration will be updated so the 'Company' field in the ServiceNow User/Contact record populates the 'ServiceNow Caller Company' field in JIRA for all ServiceNow/Jira Incidents.

Affected Customers: CCSQ ServiceNow System Team

ATF Test Suite for CCSQ ServiceNow Integrations Updates ([SNOW-6597](#) [CHG0055171](#) Echo)

On Thursday, May 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the CCSQ ServiceNow Integrations 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 Integrations Child Test Suite that is included in the parent Master ATF Test Suite.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow Update: IT Services Catalog Items Removed

On Thursday, May 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will remove the following items from the IT Services Catalog:

- Nexus IQ Server Access Request > SecDevOps > Tool Access Request
- Nexus IQ Server Support Incident > SecDevOps > ADO Support Incident
- Nexus IQ Server Support Request > SecDevOps > ADO Support Request