Release Notes 13.3 for August 11, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow HQR Service Center Agents **and HQR Customers**

HQR Customer Satisfaction (CSAT) Survey Update

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will remove the 30-day lockout from HQR CSAT surveys, so that customers are able to provide feedback about their interactions with the Service Center via their HQR-Case Closed Customer email notifications. This update will allow HQR customers to complete surveys for multiple closed tickets at any time and as many as they want, without restriction unless they opt out.

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Affected Customers: Public Q&A Portal Submitters

Public Q&A Portal: PSI Topic Updates on 'Ask a Question' Page

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to the 'Ask a Question' page:
- Inpatient Claims-Based Measures Program, under the Patient Safety Indicators (PSI) Topic:
  - The 'PSI 90 Software' Topic will be renamed 'PSI Software - SAS.'
  - A new Topic titled 'PSI 90 Software - Windows' will be added.

- HACRP - Hospital-Acquired Condition Reduction Program, two new Topics added:
  - 'PSI 90 Software - SAS'
  - 'PSI 90 Software - Windows'

These Topics will be routed to the current Assignment Group: Public QA Ventech.

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Affected Customers: CCSQ ServiceNow Service Center Agents

CCSQ ServiceNow: Inbound Email Process Update

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update so that 'donotreply' email addresses will not be associated to system-generated accounts and the sender's email address will populate as the Contact on the created Case.

This will ensure all future communication about the Case will be directed to the correct Contact.

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Agents

CCSQ ServiceNow: 'Request Info' Button Update

On Wednesday, August 2, 2023, at 8:30 PM ET, CCSQ ServiceNow implemented a fix that allows Agents to select the option to 'Request Info' from the customer in reference to their cases.

The Agents now will be able to move the case to 'Awaiting Info' by selecting the 'Request Info' button.

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Affected Customers: CCSQ ServiceNow Portal Customers

CCSQ ServiceNow IT Services Catalog Items: Assignment Group Updates

On Friday, August 4, 2023, at 8:30 PM ET, CCSQ ServiceNow updated the IT Services Catalog item Assignment Group for the following items to 'ADO-ESS-Access Management.'

The following items have been added:

- IT Services Catalog > Desktop Services >
    - Desktop Management
    - Desktop Issues
    - Network Printing
    - Email Distribution List and Shared Inbox

The following items were removed:

- IT Services Catalog > Network Services > IP Addressing >
    - 'HIDS Shared Application Management'
    - 'HIDS OPS-NIX'

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Affected Customers: Public Q&A Portal Submitters

Public Q&A Portal: ASC 'Claims Based Measures' Topic Update

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 'Claims Based Measures' Public Q&A Tool item. This will move 'ASC 1-4: Falls, Burns, Wrong Site/Site & Hospital Transfer/Admission' from under the 'Claims Based Measures' category to the 'Web-Based Measures' category.

These Topics will be rerouted from Assignment Group 'Public QA - DRIO-Lewin' to 'Public QA - OQR/ASC Agents' Assignment Group.

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Affected Customers: CCSQ ServiceNow Systems Team

CCSQ ServiceNow: Utah Patch 5 Upgrade

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow production environment will be updated to include the Utah Patch 5 upgrade.

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.

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Affected Customers: CCSQ ServiceNow Customers

HARP Approval Request Update

On Friday, August 11, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update so that HARP Approval Requests do not create duplicate RITMs. This will prevent previous onboarding issues that impacted the completion of role assignments in ServiceNow.