Release Notes 13.4 for August 25, 2023

The following enhancements will be completed during this iteration:

Affected Customers: 1135 Waiver Administrators

1135: Administrators 1135 Report for Specified PHE

On Friday, August 18, 2023, at 8:30 PM ET, CCSQ ServiceNow implemented an update that enables 1135 Waiver Administrators to request a collection of reports from the 1135 Administrator's Homepage for distribution.

These reports will be for specific, current Public Health Emergencies (PHE) and will be distributed to a designated distribution list. These requests are made through the ServiceNow IT Services Catalog item 'Misc. Admin Request.'

This reduces the dependency on the Development Team to generate these reports and provides an easy, repeatable process for the 1135 Waiver Administrators to generate the 1135 PHE Specific Reports.

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Affected Customers: 1135 Waiver Admins, 1135 Agents, and Submitters

1135 Waiver and Inquiry Case Form Updates

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement updates to the 1135 Waiver and Inquiry Case Forms.

- **1135: General Waiver Escalation Enhancement for Parent with Single Child Waiver**
  This update provides the Agent updates to the Waiver Case so that when a Child Waiver is Escalated, the Parent Waiver remains in the Open State.

- **Validate 'Email Address'**
  This update prevents a Waiver submitter from entering an invalid email address that lacks a valid domain extension (e.g., *.gov, *.com, *.net). When an invalid email is entered, the field displays a red bar, and the submitter cannot proceed to the next sections of the Public Portal form.

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Affected Customers: CCSQ Support Central Customers and CCSQ Service Center Agents

CCSQ Support Central Update: New 'Close Ticket' Button

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update that will allow a customer to close their own Cases, Incidents (INCs), and Requested Items (RITMs) from CCSQ Support Central in the Track a Ticket list view.

A new 'Close Ticket' button will display on the Ticket Information page that lists their ticket records. The 'Close Ticket' button will allow customers to close their own tickets when the solution provided is acceptable. This button will be available for tickets in all Ticket Statuses except Closed.

This will reduce the ticket volume and save time for the Service Center agents while providing CCSQ Support Central customers the control to close their own tickets.

For more information, review the Knowledge Article: **CCSQ Support Central - Track an Existing Ticket Form** in ServiceNow and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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Affected Customers: CCSQ ServiceNow Service Center Agents and HCD

Agent Workspace Update: CCSQ Support Central Customer Survey Verbiage Popup

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will add a new 'HCD Verbiage' button within Agent Workspace. When selected, this functionality will provide the Agent with specific language that may be used to better engage customers to opt-in for customer satisfaction improvement opportunities, such as the CCSQ Support Central customer surveys.

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

Automatic HARP Role Removal

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to automatically remove a User's associated HARP roles when the User is inactive for more than 180 days.

This update will reduce the time previously spent manually processing the removal of associated HARP roles.

Exceptions

The CMS COR HARP role and last User of that Role are excluded from automatic HARP role removals and will be processed as follows:

- If the user has the CMS COR HARP role and the User Roles below, then a SOS ticket is automatically created to manually remove these roles.
    - CMS FEDERAL EMPLOYEE
    - CMS FEDERAL EMPLOYEE SECURITY OFFICIAL
    - STANDARD SERVICENOW USER
    - SECURITY OFFICIAL
    - SECURITY POINT OF CONTACT (SPOC)

- If the member associated to a Role is the last User of that Role, then a SOS ticket 'Last User Removed: 180 Days ServiceNow Inactivity for CCSQ [User's Name]' is automatically created to research and manually replace that removed member.

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Systems Team

CCSQ ServiceNow: Section 508 Regulation Updates

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the CCSQ Self Service Portal, CMS 1135 Waiver / Flexibility Request and Inquiry Form, Public Quality Question and Answer Tool, and iQIES HCD Research Form to address Section 508 compliance issues.

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Affected Customers: CCSQ ServiceNow HIDS Security IAM and Services and Operations Support (SOS) Team

IAM Identity Proofing Cases and Harp Manual Proofing Document Updates

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the following:

- Identity Proofing Cases and Edit ServiceNow Assignment Group Requests will be updated so that these Cases will be assigned to Services and Operations Support (SOS).
- Harp Manual Proofing documents will automatically be removed once the case is resolved as manual proofing.

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Affected Customers: CCSQ ServiceNow IT Services Catalog Customers

CCSQ ServiceNow IT Services Catalog: 'Database Services' Removed

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the IT Services Catalog. The 'Database Services' catalog item under 'Data and Database Services' is no longer available.

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Affected Customers: CCSQ ServiceNow Customers

TRAPP 'Verify Software Allocation' Email Notifications Update

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will deactivate future Verify Software Allocation email notifications as this process has ended.

The following notifications will be turned off to prevent future notifications:

- TRAPP - Notification to PO and Asset Team
- TRAPP - Reminder notification to Product
- TRAPP - Email asking to update licensing