

Release Notes 10.4 for January 6, 2023

The following enhancements were completed during this iteration:

Affected customers: CCSQ ServiceNow Service Center Agents

- **CCSQ ServiceNow Update – Adding Inactive Users or Contacts to Assignment Groups**

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to prevent the ability to add inactive users and contacts as members to an assignment group. The reference lookup used to add new members is pre-formatted to display the members available for the group. An error message is displayed if an agent changes the query and attempts to add inactive users or contacts.

- **CCSQ ServiceNow Update – New ‘Channel’ Field to RITMs and Service Catalog Tasks**

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to add a ‘Channel’ field to request items (RITMs) and service catalog tasks. The ‘Channel’ field will update the HCQIS SOS Task Totals dashboard with more accurate information and eliminates the need for agents to manually separate the data.

The new ‘Channel’ field values are:

- Email
- Phone
- Self-Service
- Direct Entry
- SLACK
- System

The field is auto populated with the ‘System’ value for records created for HARP Approvals, FileCloud Approvals, and Role Removal User requests. The field defaults to ‘Self-Service’ for non-automated requests.

Affected customers: CCSQ ServiceNow SOS Team

Agent Workspace Update – ‘New’ Button for RITMS

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an Agent Workspace update for offboarding request RITMS to allow the SOS team to create tasks by accessing the ‘New’ button.

This update will allow the SOS team to create a new task for offboarding request RITMs when they require a task assigned to the Atlassian or AD team without toggling between ServiceNow Platform and Agent Workspace to complete this action.

Affected customers: CCSQ ServiceNow 1135 Waiver Report Agents and Administrators

1135 Waiver Report Update – New ‘Waiver Count Type’ Column

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an 1135 Waiver Report update to add a column (with drop-down options) titled ‘Waiver Count Type’ in the Waiver Reports Table to produce accurate reports.

The information captured in the ‘Waiver Count Type’ column will allow 1135 Waiver Report Agents and Administrators to filter between ‘All Waivers’, ‘All Inquiries’, and ‘NATCEP Waivers’ that are used for Dashboards and Reports.

The following maintenance tasks will be completed during this iteration:

Affected customers: CCSQ ServiceNow Internal Customers

- **Updated HARP Link on User Access and Password Reset Catalog Items**

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the URL link to HARP listed on the User Access and Password Reset catalog items. The changes apply to the information on the User Access form and the Application Password Reset form.

- **Add CCSQ Support Central Knowledge Base to Self Service Portal**

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to make the CCSQ Support Central knowledge base articles available on CCSQ ServiceNow Self Service Portal.

Affected customers: CCSQ ServiceNow Team

CCSQ ServiceNow – San Diego Patch 9 Upgrade

On Saturday, January 7, 2023, at 6:30 AM EDT, CCSQ ServiceNow will be updated to include the San Diego Patch 9 Upgrade. As part of the ServiceNow Patching Program, ServiceNow automatically pushes patches to the environments. 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.

Affected customers: CCSQ ServiceNow Internal Users and Customers

AppOmni Update – Prevent Screen Shots by Android Users

On Friday, January 6, 2023, at 8:30 PM EDT, CCSQ ServiceNow will improve security settings by implementing a configuration update to prevent screen shots by Android users.

Affected customers: CCSQ ServiceNow Service Center Agents

CCSQ ServiceNow Update – New ‘CXOne’ Text Field

On Friday, January 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to add a new ‘CXOne’ text field to the task table. This field will be used to route email and web cases to live agents through NICE CXOne.