

## **Release Notes 10.5 for January 20, 2023**

### **The following enhancements were completed during this iteration:**

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

#### **CCSQ Support Central Update – SMS Texts for Tracking an Existing Ticket**

Starting Monday, January 23, 2023, CCSQ Support Central customers will be able to use SMS messaging when requesting to track existing ticket(s).

This new feature provides the following benefits to CCSQ Support Central Customers:

- An additional convenient, customer-friendly authentication method via text message
- Eliminates the need to navigate between the CCSQ Support Central website and email to get the one-time password (OTP) for identification

View the [CCSQ Support Central Guided Tour](#) to learn how to register your mobile device.

For more information, access the [Master Article for CCSQ Support Central](#) in CCSQ ServiceNow and review the following Knowledge Articles:

- CCSQ Support Central Track an Existing Ticket
- How to use the Mobile Device Option for Tracking an Existing Ticket in CCSQ Support Central

*Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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**Affected Customers:** CCSQ ServiceNow Customers

#### **New Q&A Portal Topic – Hospital Commitment to Health Equity Measure**

Starting Friday, January 20, 2023, at 8:30 PM ET, public Q&A submitters will be able to select a new topic titled ‘Hospital Commitment to Health Equity Measure’ for the ‘IQR-Inpatient Quality Reporting’ Program in the Ask a Question form of the public Quality Q&A Tool.

This enhancement to the Q&A portal will improve customer interactions and help reduce response time by directing questions to the appropriate IQR group.

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**Affected customers:** CCSQ ServiceNow Internal Customers and Service Center Agents

#### **Security Incident Verbiage Update**

On Friday, January 20, 2023, at 8:30 PM EDT, CCSQ ServiceNow will update the verbiage message that submitters receive when creating a Security Incident in the CCSQ ServiceNow platform and Service Portal when they are not listed as the Reporter. The new message reads, “Your Security Incident has been successfully submitted.” to acknowledge the incident submission and avoid any customer confusion.

For more information, review the [Knowledge Article titled: How to Report a Security Incident in ServiceNow Platform and Portal](#) 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 Customers

### **CCSQ Support Central Update – PRA Disclosure Information in Footer**

On Friday, January 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement a link to the CCSQ Support Central Portal footer to include PRA Disclosure information. The PRA Disclosure Statement will be displayed as a pop-up window when the customer selects the link.

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**Affected customers:** CCSQ ServiceNow Internal Customers

### **IT Services Catalog Update – ‘Request on your Behalf’ Notification for Multiple Requests Submitted at Once**

On Friday, January 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the IT Service Catalog ‘Request on your Behalf’ Notification. The customer will receive a single email detailing all the requested changes when submitting multiple requests at once for adding/removing members from assignment groups in the IT Services Catalog/Assignment Group Management/Edit ServiceNow Assignment Group Management Catalog Item.

For more information, review the [Knowledge Articles titled: Edit ServiceNow Assignment Group Membership Catalog Item](#) and [Assignment Group Management Catalog Items](#) 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 Contractors and CCSQ Services and Operations Support (SOS) Team

### **New IT Services Catalog Item – Individual Contractor Offboarding Request and Process**

On Friday, January 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement a new IT Services Catalog item titled ‘Individual Contractor Offboarding Request’.

This update will eliminate process confusion for customers and decrease the amount of time required to offboard an individual from a contract by standardizing the process and creating a centralized repository for capturing this data.

The new individual contractor offboarding request process is as follows:

1. Any authenticated user can complete and submit the Individual Contractor Offboarding Request form via the IT Services Catalog >User Access and Password Reset> Individual Contractor Offboarding Request.
2. The offboarding request generates a task for CCSQ Services and Operations Support (SOS) to review and validate the request with the authorized Security Official (SO) and complete the offboarding process to remove roles and entitlements for the identified individual contractor.

## The following maintenance tasks will be completed during this iteration:

**Affected Customers:** CCSQ ServiceNow Internal Customers

### Remove 'Configuration Item' Field on Incident and Major Incident Form

On Friday, January 6, 2023, at 8:30 PM EDT, CCSQ ServiceNow implemented an update to remove the 'Configuration Item' field on the Major Incident Management and Incident forms.

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**Affected Customers:** CCSQ ServiceNow Customers

### New CCSQ Support Central Guided Tour Video

On Thursday, January 12, 2023, at 5:00 PM EDT, CCSQ ServiceNow updated the [CCSQ Support Central Guided Tour page](#) to display an updated "How to Use the Self-Service Portal" video.

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**Affected Customers:** CCSQ ServiceNow Internal Customers

### IT Services Catalog Update – New HIDS CI/CD Tools Link on ADO Onboarding Request Catalog Items

On Friday, January 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will replace the URL link 'HCQIS CI/CD Reference' with 'HIDS CI/CD Tools' for the SecDevOps ADO Onboarding Request catalog items. The changes apply to the information on the Ansibilt Tower, CloudBees Jenkins, and the GitHub Enterprise Onboarding Request items.

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**Affected Customers:** CCSQ Service Center Agents

### Agent Workspace Update – First Call Resolve Work Notes

On Friday, January 20, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to require the 'Close Code' and 'Close Notes' fields be populated when the 'First Call Resolve' button is selected for an Agent Workspace Case. This update will ensure resolution information is sent to the customer when the case is resolved.

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**Affected customers:** CCSQ ServiceNow Team

### AppOmni Update – Packages Call Removal Tool System Setting Rule

On Friday, January 20, 2023, at 8:30 PM EDT, CCSQ ServiceNow will improve security settings by implementing a configuration update to identify client-side API calls that will then be validated for authorization and restriction for sensitive object access.

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