Release Notes 11.3 for March 10, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow RITM and REQ Approvers

CCSQ ServiceNow Update: Approval Request Notifications for RITMs and REQs

On Friday, March 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the approver email notifications to redirect approvers to the appropriate location to review information for RITMs or REQs.

- Approver email notifications will direct ServiceNow approvers without the ITIL role or fulfiller license (i.e., business stakeholder approver without ITIL access) to the CCSQ ServiceNow Portal to view RITM or REQ information.

- Approver email notifications will direct approvers with ITIL access or fulfiller license to the CCSQ ServiceNow Platform/Native to view RITM or REQ information for approval.

This resolves the issue of directing some approvers to a location where they cannot review the information needed to approve the request.

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Affected Customers: CCSQ ServiceNow Customers

CCSQ Support Central: Customer Satisfaction Surveys for Create a New Ticket and Track an Existing Ticket

On Friday, March 10, 2023, at 8:30 PM ET, 2023, CCSQ ServiceNow will implement an update to add customer surveys for the CCSQ Support Central functionalities: Create a New Ticket and Track an Existing Ticket.

The customer has the option to opt out of either survey upon survey invitation or complete the survey with their feedback on their overall experience.

The survey feedback will identify areas of improvement by gathering metrics to gauge customer satisfaction and engagement with CCSQ Support Central. CMS, HCD, and the Service Center teams will have access to view the data-driven feedback and the analytic dashboard.

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team and Service Center Training Team

PlatCore LMS Decommission

On Friday, March 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to decommission PlatCore LMS and remove all access. PlatCore LMS is no longer in use and the Service Center now uses Tovuti LMS.

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Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow Incident Watchlist Update

On Wednesday, March 8, 2023, CCSQ ServiceNow enabled sending email notifications to customers added to the 'Watchlist' field for an incident. Each watchlist participant will receive an email when the incident is created, additional comments are added by someone other than the caller, and the status is resolved.

The hover/help text for the 'Watchlist' field will be updated to "People added to the Watchlist will receive email notifications for ticket updates and status changes."

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Affected Customers: CCSQ ServiceNow Agents and Customers

CCSQ ServiceNow Update: URLs in Case Resolution Notifications

On Friday, March 10, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ensure complete URLs will appear in the case resolution notifications sent to customers. URLs are currently partially deleted when the text populates from the Close notes to the case resolution notifications. This enhancement will alleviate customer confusion and decrease Service Center calls about the incomplete URLs.

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Affected Customers: CCSQ ServiceNow System Team and HIWAVE Customers

CCSQ ServiceNow Update: San Diego Patch 10 Hot Fix 1 Upgrade

On Saturday, March 11, 2023, CCSQ ServiceNow will be updated to include the San Diego Patch 10 Hot Fix 1 upgrade as scheduled in HIWAVE as a part of the monthly patching program. Skipped list will be manually adjusted as needed.

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.