

Release Notes 14.3 for January 5, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Platform Customers

CCSQ ServiceNow Platform: Next Experience UI Implementation

On January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will begin the upgrade to the Next Experience UI. This upgrade will not cause any system downtime, and customers will be able to continue using CCSQ ServiceNow while the upgrade is implemented.

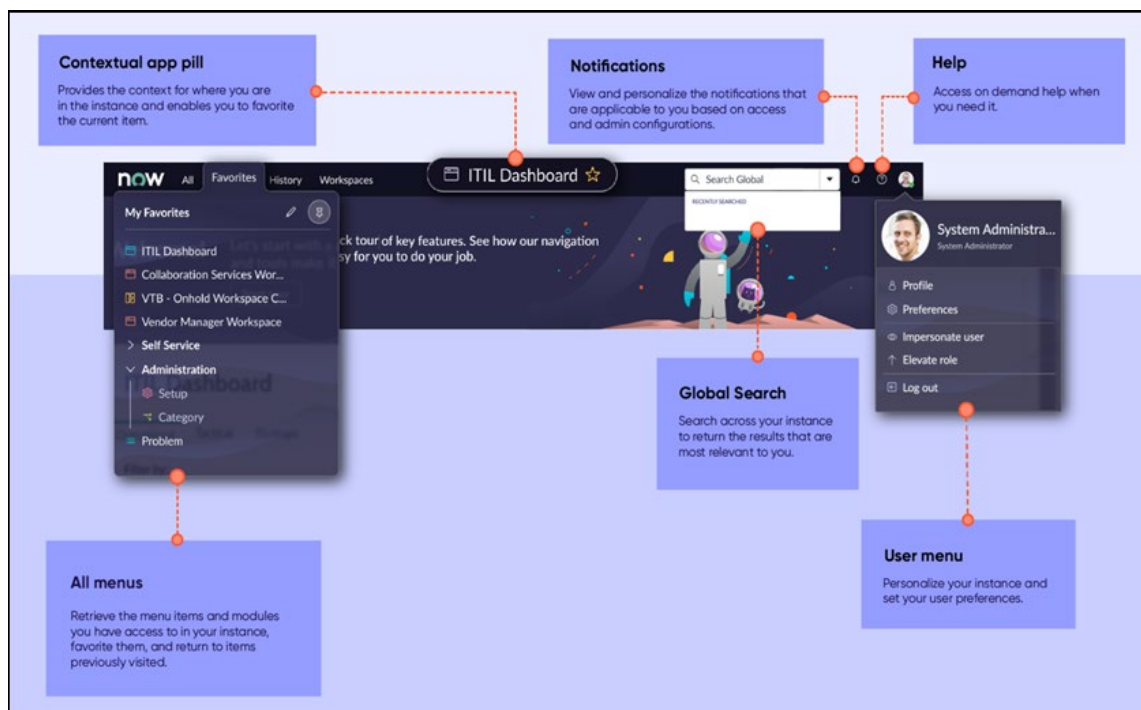
CCSQ ServiceNow is upgraded periodically to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

Enhancements Included in the Upgrade

Customers can expect some new functionality with this upgrade, which introduces several new features in the ServiceNow Platform as well as some enhancements to existing features.

Some of the new functionality includes:

- **Enhanced User Experience:** Users may find it easier to perform their tasks, leading to increased productivity.
- **Mobile Responsiveness:** Designed to be mobile-responsive and accessible from various devices and screen sizes.
- **Improved Performance:** Optimized, leading to faster load times, and improved overall system efficiency.
- **Modern User Interface:** Modern and visually appealing user interface. Designed to be more intuitive and user-friendly, making it easier for customers to navigate and interact with the whole platform.
- **Unified Navigation:** Enables you to access content across ServiceNow in a single pane, simplifying access to the items you need to get working.
 - **All menus:** Retrieve the menu items and modules you can access in ServiceNow, add them to your favorites, and return to items previously visited.
 - **Contextual app pill:** See where you are in the ServiceNow platform and add current item to your favorites if desired.
 - **Global Search:** Search across ServiceNow to return the results that are most relevant to you.
 - **Notifications:** View and personalize notifications applicable to you based on access and admin configurations.



More Details about this Upgrade

Videos detailing the upgrade to the Next Experience UI can be found on the ServiceNow website:

- [Next Experience User Interface Overview](#)
- [Next Experience UI – Unified Navigation](#)
- [Next Experience UI – Additional Menus](#)
- [Next Experience UI – Workspaces](#)

For more information, review the [ServiceNow Next Experience UI Frequently Asked Questions \(FAQ\)](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

If you need additional information:

- Slack: #help-servicenow
 - Email: CCSQServiceNow@cms.hhs.gov
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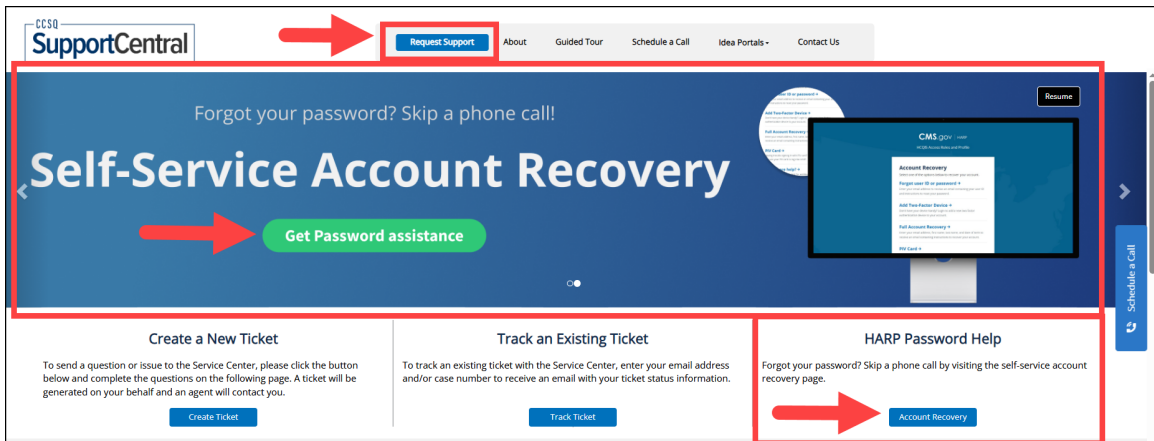
Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: HARP Self-Service Enhancements

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement rotating carousel banners on the CCSQ Support Central home page. Click the arrow on either side to rotate between the banners.

The new Self-Service Account Recovery banner will include a new HARP Account Recovery link. The HARP Account Recovery link will make it easier for customers to handle HARP account-related issues like password resets, account unlocks, and other account help.

The link appears in multiple locations, on the new Self-Service Account Recovery banner, as well as below the banner, and on the Request Support page.



The link accesses the Account Recovery page listing the following options for customers to recover their HARP account:

- **Forgot user ID or password:** Enter your email address to receive an email containing your user ID and instructions to reset your password.
- **Add Two-Factor Device:** Login to add a new two-factor authentication device to your account.
- **Full Account Recovery:** Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.
- **PIV Card:** Learn more about how you can use your PIV card to log into HARP.
- **Need more help?:** Please contact the help desk for additional assistance.



These enhancements will improve customer service by providing a link to assess HARP self-service for faster resolution to HARP account issues.

Affected Customers: CCSQ ServiceNow Self-Service Portal Customers

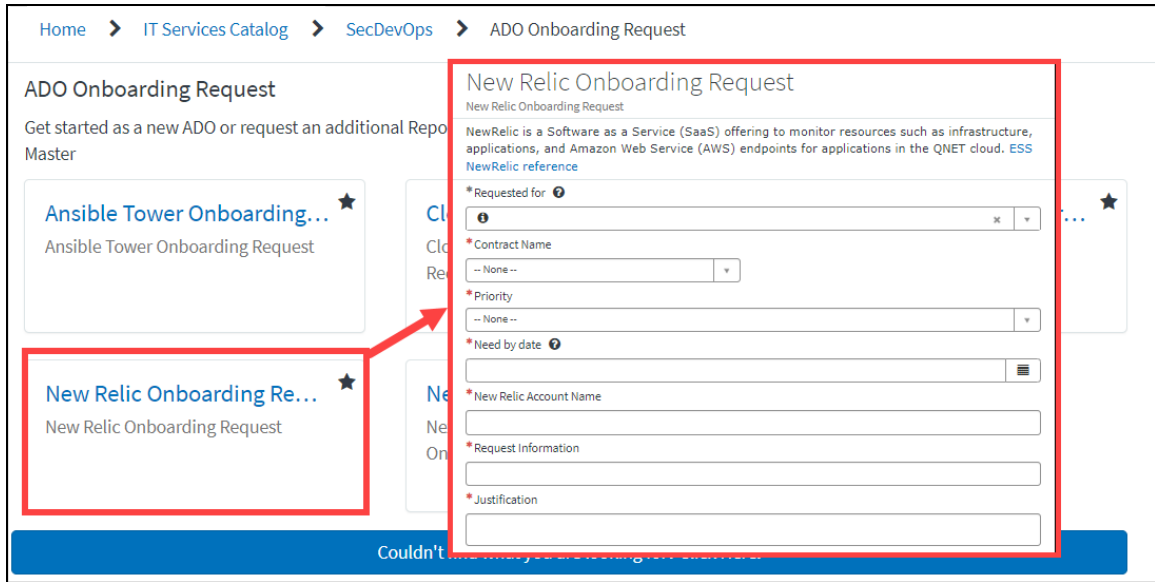
CCSQ Self-Service Portal: SecDevOps Category Updates

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the SecDevOps Catalog Items in CCSQ ServiceNow Self-Service Portal. All SecDevOps Catalog Items will be assigned to the ADO-ESS-DevSecOps Support Assignment Group.

Updates under the SecDevOps Catalog Items are as follow:

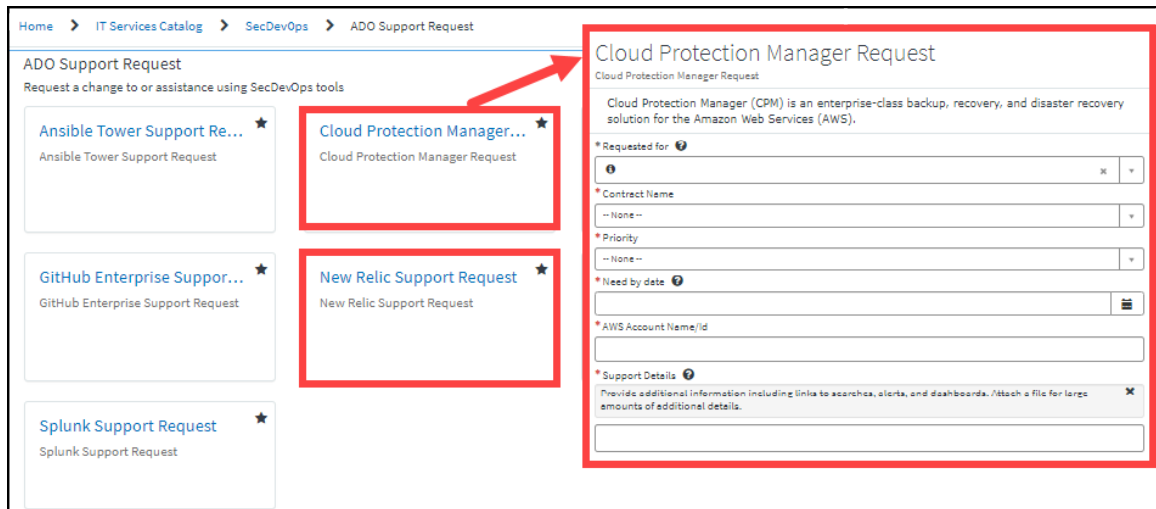
- **SecDevOps ->ADO Onboarding Request**

- A new request titled "New Relic Onboarding Request" will replace "Nexus Onboarding Request IQ Server."



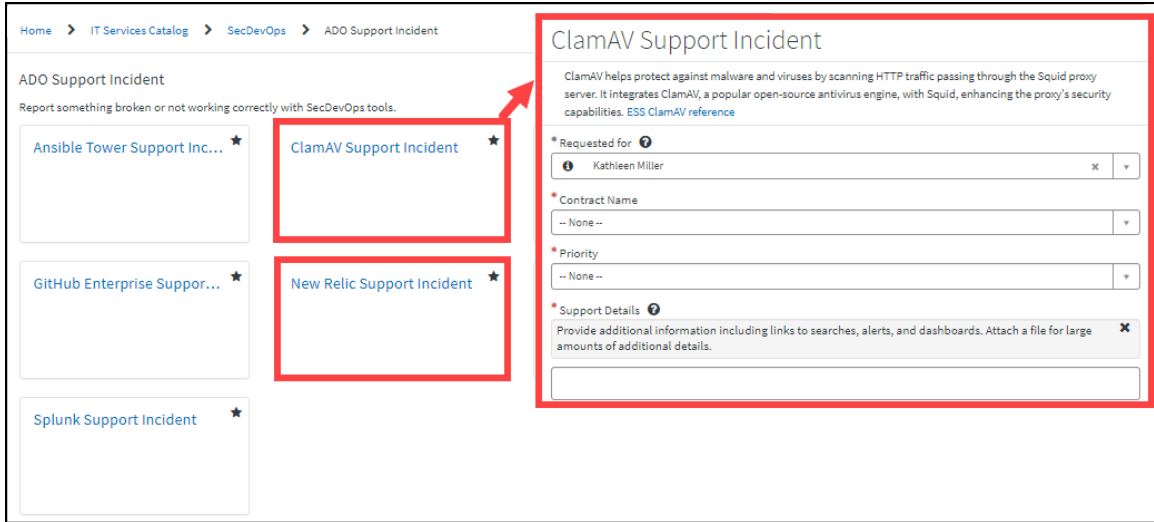
- **SecDevOps ->ADO Support Request**

- A new request called "Cloud Protection Manager Request" has been added.
- A new request called "New Relic Support Request" has been added with required form fields similar to the Cloud Protection Manager Request form.



- **SecDevOps ->ADO Support Incident**

- A new request called "*ClamAV Support Incident*" has been added.
- A new request called "*New Relic Support Incident*" has been added with required form fields similar to the ClamAV Support Incident form.



Streamlining the SecDevOps Catalog Item processes will improve customer satisfaction by reducing the time to route and complete SecDevOps Catalog Item requests.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Platform Customers

HIDS Assignment Group Name Updates

Starting Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will rename the following HIDS Assignment Groups since they are no longer being used.

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS Hardship Exception Users Group	Hardship Exception Users Group
HIDS Human Centered Design	Service Center-HCD
HIDS Knowledge Domain Experts	Knowledge Domain Experts
HIDS Knowledge Template Editors	Knowledge Template Editors
HIDS ServiceNow-Admin Publishers	ServiceNow-Admin Publishers
HIDS ServiceNow-Quality Analysts	ServiceNow-Quality Analysts
HIDS ServiceNow-Security Admins	ServiceNow-Security Admins
HIDS ServiceNow-Trainers	ServiceNow-Trainers
HIDS Shared Windows Ops Publishers	Shared Windows Ops Publishers
HIDS Security IAM	Cloud-Ops-IAM
HIDS OPS-Network	Cloud-NetOps
HIDS OPS-Cloud-Admin	Cloud-Ops-Admin
HIDS Automation	Cloud-Management-Automation
HIDS Security-SOC	Cloud-SOC
HIDS-SPOC	Cloud-Security-SPOC
HIDS-SO	Cloud-Security-SO
HIDS Change Manager - Approvals	Cloud-Ops-CMs
HIDS Threat&Vulnerability Management	Cloud-Security-TVM
HIDS Service Delivery	Cloud-Ops-Delivery
HIDS Security-Incident Response	Cloud-Security-IR
HIDS Security-Engineering	Cloud-Security-Engineering
HIDS Security-Auditors	Cloud-Security-Auditor
HIDS Security-Assessors	Cloud-Security-Assessors
HIDS Security-Analysts	Cloud-Security-Analysts

Affected Customers: CCSQ ServiceNow Platform Customers

Retired Assignment Groups

Starting Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will be retiring the following Assignment Groups since they are no longer being used.

Retired HIDS Assignment Group Name		Retired Assignment Group Name	
HIDS Ventech Managers	HIDS ServiceNow - Cloud Group Administrators	AD Pswd Reset Team	CMS Scrum Story User
HIDS PPS SCRUM STORY CREATOR	HIDS ServiceNow - Cloud Operators	AD Pswd Reset Team	COVID-19 Administrators
HIDS PI-3 Sprint Team	HIDS ServiceNow - Cloud Root Administrator	AD Pswd Reset -Windows	COVID-19 Help Desk Reporting
HIDS PPS Project Creators	HIDS ServiceNow - Cloud Service Designer	AD Pswd Reset -Windows	COVID-19 Users
HIDS OPS-Sharepoint	HIDS ServiceNow - Cloud Users	Admin Group	Database
HIDS PPS ServiceNow Team	HIDS ServiceNow FedRamp 2020	Admin Group	Delta Force
HIDS PPS Analyst	HIDS ServiceNow-Leadership	Alpha Team	FedRamp/High - QA Testing Team
HIDS PPS Story Creators	HIDS SNOW IMP	Architect Team	Guided Tour Admin
HIDS PPS WORKER	HIDS SNOW-StartNow RIDAC	Asset Full Access User	Hackerjacks
HIDS Resource Manager	HIDS Software Asset Managers	Bravo Team	HCQIS SAFE - Read Only
HIDS ServiceNow - Cloud Administrators	HIDS System Group Manager	CCI Team	ISG Use Cloud
HIDS ServiceNow - Cloud Event Integrator	HIDS OPS-ServiceNow-ITOM-Admins	Charlie Team	Public QA - Lantana Group
HIDS ServiceNow - Cloud Governor	HIDS Demand Managers	Cloud	
HIDS PPS Document Admins	HIDS Agile Practice		
HIDS OPS-ServiceNow-ITOM-Developers			

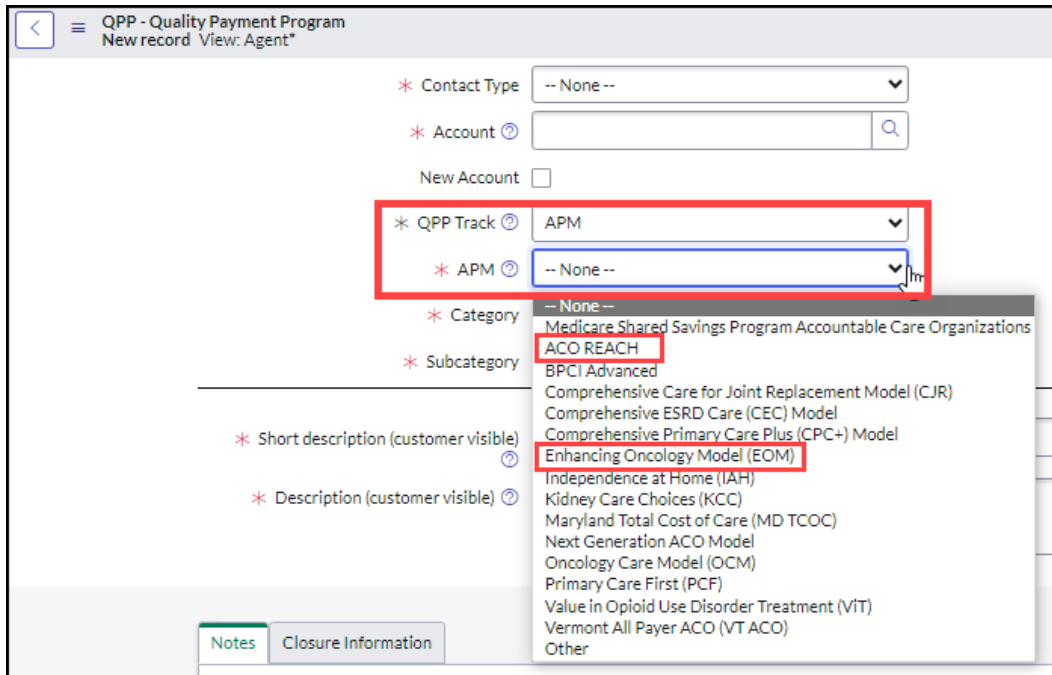
Affected Customers: CCSQ ServiceNow Platform Customers

CCSQ ServiceNow: QPP Case Form Update – APM Field Dropdown Options

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the QPP Case form.

The following changes will be made to “APM” field dropdown when APM is selected in the “QPP Track” field:

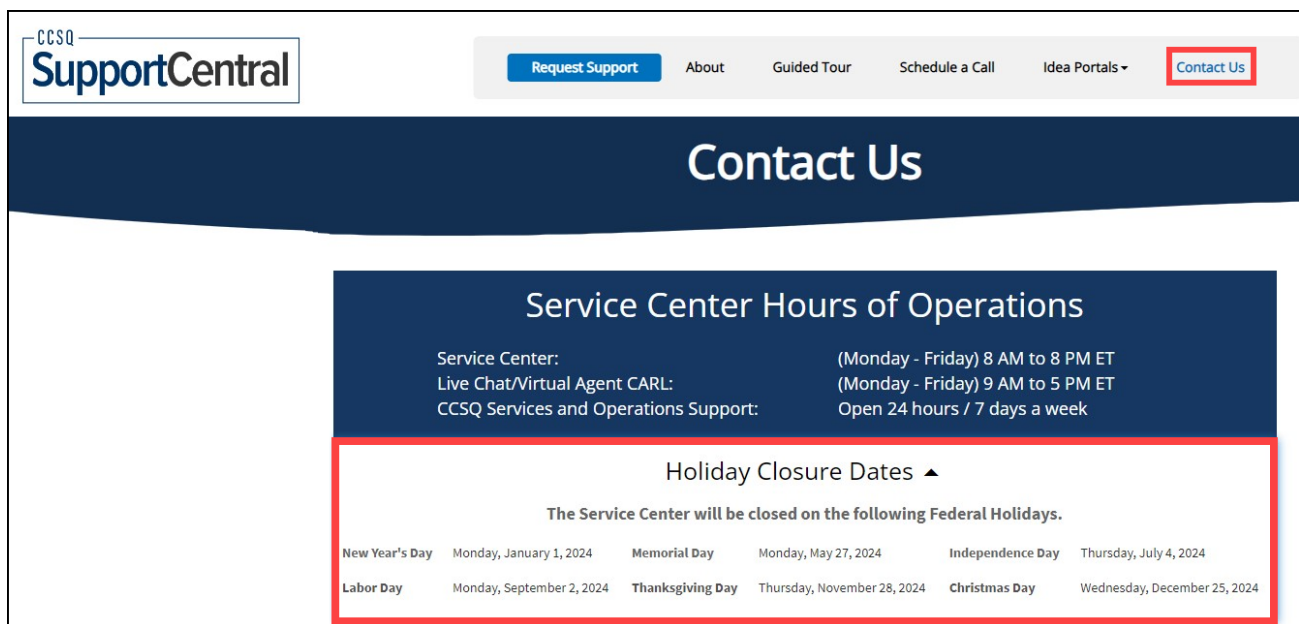
- Global and Professional Direct Contract (DC) will be removed.
- ACO REACH will be added.
- Enhancing Oncology Model (EOM) will be added.



Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Service Center 2024 Holiday Closure Dates

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Service Center’s 2024 Holiday Closure Dates posted on the CCSQ Support Central Contact Us page.



Affected Customers: Service Center Email Integration-Targeted Communications Team

QualityNet Mailer System-to-System Functionality Update

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement improvements in the system-to-system functionality when utilizing the QualityNet Mailer API. The ServiceNow QualityNet Mailer integration will use a system-to-system token instead of a Refresh Token to retrieve the current Authorization Code. The Authorization Code allows an external system to interact with the QualityNet system.

This eliminates the need for an Admin to login to QualityNet to obtain a temporary Refresh Token. This update also remediates the risk of expired user sessions and the risk of the automated process utilizing the credentials of an inactive user.