February 2, 2024

CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- Service Catalog Onboarding Form Changes
- IT Service Catalog: Requested Item (RITM) Closed Update
- iQIES Idea Portal Enhancements
- CCSQ ServiceNow: Update Captcha Challenge Error Message
- CCSQ ServiceNow Update: Canceled Incidents

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- CCSQ ServiceNow: Upgrade Prod to Utah Patch 9 Hot Fix 1
- iQIES Case Form Update: 'Participation Options' Field Drop-down List in Alphabetical Order
- Assignment Group Name Updates
  - Rename HIDS Non-Assignable Groups
  - Retire Groups: HIDS Assignment Group
  - Service Center Assignment Group Updates
- Platform Banner Announcements Update
- CCSQ Support Central Update: Mobile Device Text
- CCSQ ServiceNow Support Central: 'About Us' Page Update

For additional information on these changes, please view the full Release Notes on the CCSQ ServiceNow page.