

## Release Notes 14.6 for February 16, 2024

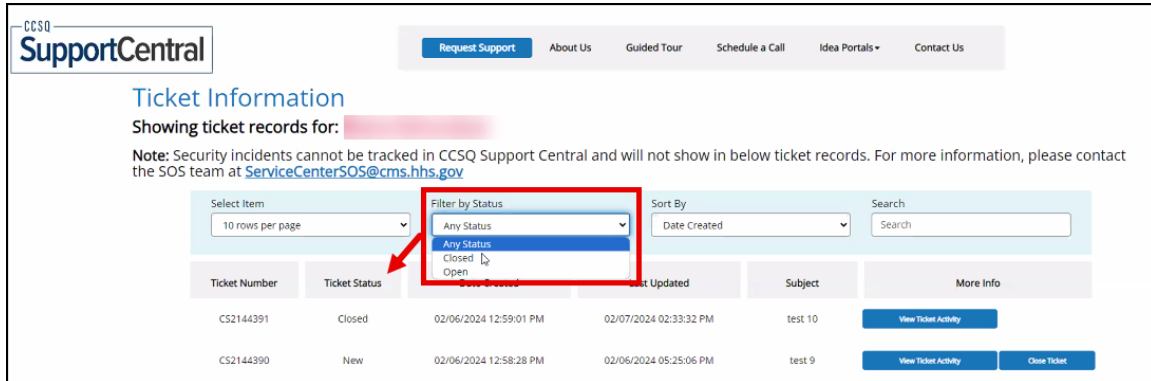
### The following enhancements will be completed during this iteration:

**Affected Customers:** CCSQ Support Central Customers

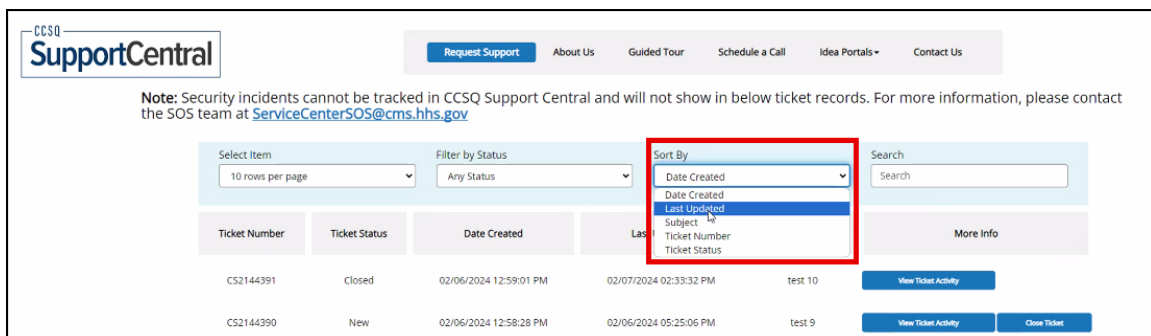
#### CCSQ Support Central: Track a Ticket – New Filtering and Sorting Functionality

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will improve the customer ticket tracking experience in CCSQ Support Central by adding new filtering and sorting functionality. These enhancements will reduce the customer's search time by enabling them to quickly sort and locate their ticket(s) based on the criteria they entered.

- A 'Filter by Status' drop down has been added to the Track a Ticket form which includes options for:
  - Any Status
  - Open
  - Closed



- A 'Sort By' drop down will be added to allow customers to sort by any column on the page.
  - Date Created (sorted by most recent first)
  - Last Updated (sorted by most recent first)
  - Subject (sorted by A-Z)
  - Ticket Number (sorted lowest to highest)
  - Ticket Status (A-Z)



For more information, review the [Master Article for CCSQ Support Central – Home Page](#) and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

**Affected Customers:** CCSQ ServiceNow Platform Customers and CCSQ Services and Operations Support (SOS)

## CCSQ ServiceNow: Assignment Group Management Updates

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the Assignment Group Management process and create a new ServiceNow Active Groups report.

### • Assignment Group Management Process Updates

- In the ServiceNow Group record, the 'Description' field will need to be completed before changes to the Assignment Group record can be saved (e.g., add User, remove User, change Group Manager, etc.)

The screenshot shows the ServiceNow Group record for 'ADO-QIES-L2QA-BA'. The 'Description' field is highlighted with a red box. Other fields include Name, Group Manager, Secondary Group Manager, Resource Manager, Group email, Parent (ADO-QIES-IQIES), Department, Internal Group, Include members, and Exclude manager. The record is currently 'Active'.

- The 'Description' field will then be updated with the description detail for that Assignment Group when an Assignment Group is selected with the Reference (lookup/magnifying glass tool).

The screenshot shows the ServiceNow Incident record for 'New record View: Agent'. The 'Assignment group' field is selected, and a red arrow points to it. A red box highlights the 'Description' field in the group lookup window, which contains the text 'Jsyr hescpr kstef os tkksjt'. The incident is opened on 02/12/2024 at 07:03:23 PM, opened by [redacted], with a priority of 4 - Low. The group selected is 'ADO-QIES-L2QA-BA'.

- By providing better context and understanding of the purpose for each Assignment Group throughout the Platform, CCSQ ServiceNow customers will be able to select Assignment Groups with a greater level of accuracy.

### • New ServiceNow Active Groups Report

- The new Active Groups report will be run daily and lists all the Active Assignment Groups that have no entry in the 'Description' field.
- The report will be sent to the SOS Team to then contact the Group Managers and instruct them to enter the Assignment Group descriptions in ServiceNow.
- Email Report format will be as follows:
  - Subject: "ServiceNow Group Descriptions - Updates Required for Active Groups"
  - Body: "Please see attached ServiceNow Active Groups report. The descriptions for the groups listed require immediate updates."
  - Attachment format: Excel Report

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

**Affected Customers:** CCSQ Support Central Customers

### CCSQ Support Central: Navigation Updates

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central to improve navigation and the submission process.

- The 'Submit' and 'Next' buttons will always be active. If these buttons are clicked before all required fields are completed, the Required field alert displays indicating which fields are incomplete.

Required field alerts will return the customer back to the required field ensuring that all required fields are completed before submission. Pressing the space bar, the 'Enter' key, or the X in the field alert will close the alert and move the focus to the first required field that was not completed.

The screenshot shows a web form titled 'Tell us about yourself' with a red alert box at the top stating 'Some sections are incomplete.' The alert lists required fields: Organization Name, Program, Subject, and Reason for Contacting Us. The form includes fields for Email Address, First Name, Phone Number, Program, Subject, and Reason for Contacting Us. A 'Next' button is highlighted in red.

The following CCSQ Support Central forms will be updated with those enhancements:

- Create a New Ticket
- Track an Existing Ticket
  - Mobile Registration
    - The 'Receive Code' button will always be active.
    - The 'Submit' button will be visible and active once the 'Receive Code' button is clicked.
- Schedule a Call
- Additional updates include:
  - All required fields will be marked with a red asterisk on all forms.
  - All fields and field alerts are screen readable for those customers who use a screen reader.
  - ReCAPTCHA validation will be required for all forms before submission.

**Affected Customers:** CCSQ ServiceNow Knowledge Manager

### CCSQ ServiceNow: Knowledge Manager Notification Update

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to automatically notify the Knowledge Manager Support Group that a Knowledge Base is deactivated. Currently, there is no email notification in place if a Knowledge Base is deactivated and this update will provide awareness for Knowledge Managers.

The screenshot shows an email notification from CMS (Centers for Medicare & Medicaid Services) titled 'Knowledge Base Deactivated'. The email informs the ServiceNow Knowledge Manager that the CCSQ ServiceNow Architecture Knowledge Base has been deactivated. It includes a 'Take me to Knowledge Base' button and contact information for the Service Center.

**Affected Customers:** QSEP Help Center Agents and Customers

### CMS QSEP Help Center Form: Phone and Surveyor ID Fields Updated

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the following fields on the CMS QSEP Help Center Form:

- Your Phone Number
  - U.S. phone numbers will be automatically formatted as (XXX)XXX-XXXX.
  - U.S. phone numbers only, does not include international phone numbers.
  - No alpha or special characters or spaces will be allowed in the 'Your Phone Number' field.
- Surveyor ID Number
  - The Surveyor ID Number field will allow only numerical characters.
  - Exactly five numbers must be entered.
  - No alpha or special characters or spaces will be allowed in the 'Surveyor ID Number' field.

The screenshot shows the 'Submit QSEP Support Ticket' form. The 'Your Phone Number' field is highlighted with a red box and contains '(XXX)XXX-XXXX' with a red error message 'Please Enter 10 Digits' below it. The 'Surveyor ID Number' field is also highlighted with a red box and contains 'XXXXX' with a red error message 'Please Enter 5 Digits' below it. Other fields include 'Your First Name', 'Your Last Name', 'Your Email Address', and 'Confirm Your Email Address'.

If these fields are only partially completed when the customer presses the 'Tab' key to move to the next field, the field will revert to all Xs and a message will display to prompt the customer to enter the appropriate number of digits.

Implementing these validation requirements will help alleviate submission errors.

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**Affected Customers:** CCSQ ServiceNow Services and Operations Support (SOS)

### HARP Integration: User Record Creation Update

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'Create Harp User Account' workflow script to improve the process of converting a Contact Record to a User Record. The new workflow script will automatically convert an existing Contact Record to a User record by removing contact related roles in the User Record.

The screenshot shows the 'User' record creation interface for 'User2\_harp Test2'. The 'Roles' tab is selected and highlighted with a red box. The table below the tab shows 'Inheritance Count', 'State', 'Role', and 'Inherited' columns. The table is currently empty, displaying 'No records to display'.

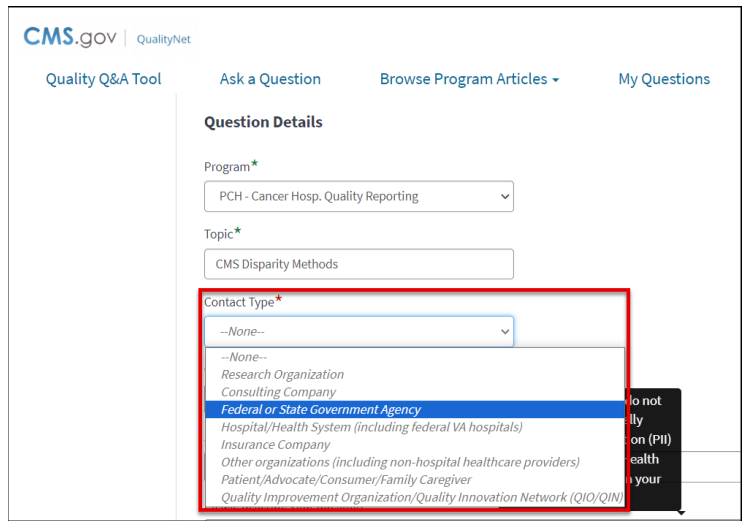
**Affected Customers:** CCSQ ServiceNow Q&A Portal Customers

**Public Q&A Tool: PCH Topic Updates**

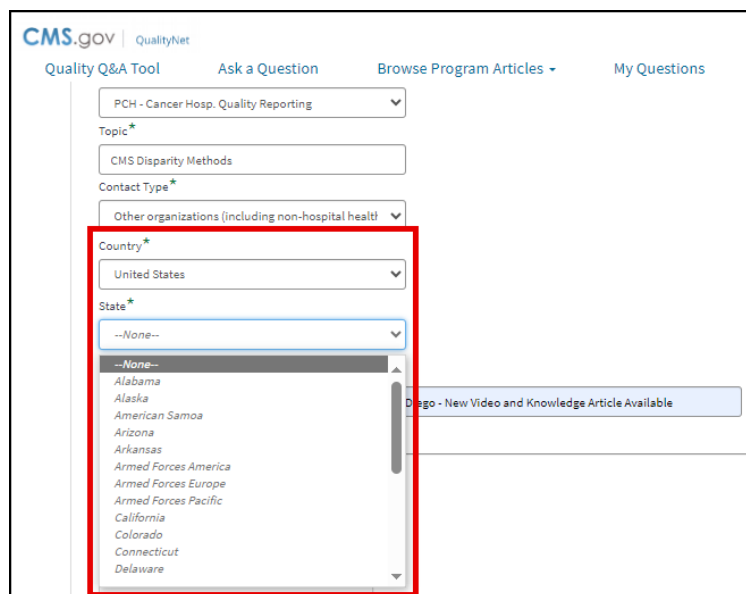
On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'PCH - Cancer Hosp. Quality Reporting' Program Topics as follows:

**New Topics and Subtopics**

- CMS Disparity Methods
  - Questions for this Topic will be routed to existing Assignment Group 'Public QA- CMS Disparity Methods'
  - Required Fields:
    - Contact Type
      - Research Organization
      - Consulting Company
      - Federal or State Government Agency
      - Hospital/Health System (including federal VA hospitals)
      - Insurance Company
      - Other organization (including non-hospital healthcare providers)
      - Patient/Advocate/Consumer/Family Caregiver
      - Quality Improvement Organization/Quality Innovation Network (QIO/QIN)

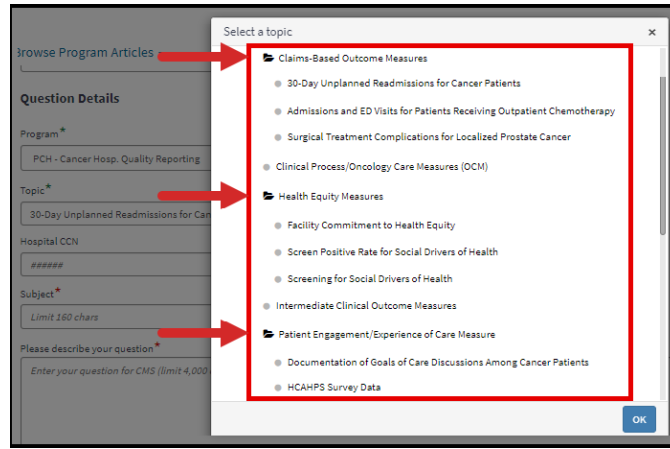


- Country
  - United States is listed first, then alphabetically listed countries.
  - After selecting United States, the state/territory options display and the 'State' field will be required.



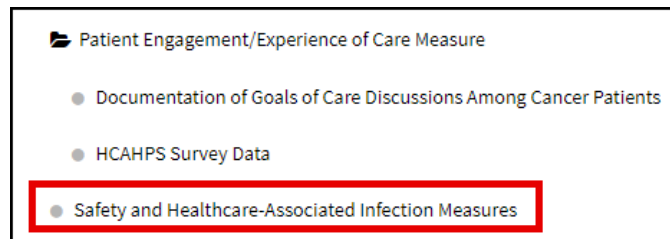
- Claims-Based Outcome Measures
  - 30-Day Unplanned Readmissions for Cancer Patients
  - Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy
  - Surgical Treatment Complications for Localized Prostate Cancer
- Health Equity Measures
  - Facility Commitment to Health Equity
    - Questions for this subtopic will be directed to the Public QA - DRIO-YALE assignment group.
  - Screen Positive Rate for Social Drivers of Health
  - Screening for Social Drivers of Health
    - Questions for these two subtopics will be directed to the Public QA - HIP Support assignment group.

- Patient Engagement/Experience of Care Measure (New Subtopics)
  - Documentation of Goals of Care Discussions Among Cancer Patients
  - HCAHPS Survey Data
    - Questions for these two subtopics will be directed to the Public QA - HIP Support Assignment Group.



**Topics Moved/Renamed:**

- The following renamed topics will be moved from under ‘Cancer Measures’ to the new ‘Claims-Based Outcome Measures’ topic:
  - ‘PCH 30/31: Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy’ will be renamed ‘Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy.’
  - ‘PCH 36: 30-Day Unplanned Readmissions for Cancer Patient’ will be renamed to ‘30-Day Unplanned Readmissions for Cancer Patients.’
  - ‘PCH-37: Surgical Treatment Complications for Localized Prostate Cancer’ will be renamed to ‘Surgical Treatment Complications for Localized Prostate Cancer.’
- ‘Healthcare-Associated Infection Measures’ will be renamed ‘Safety and Healthcare-Associated Infection Measures.’



**Topics Removed:**

- Clinical Effectiveness Measure

**Affected Customers:** ADO-ESS-DevSecOps Support

**CCSQ ServiceNow: Individual Offboarding Request Update**

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the ‘Individual Offboarding Request Catalog Item’ in the ServiceNow Platform and Portal. When managers select ‘Submit’ on the Individual Offboarding Requests IT Services Catalog page, the request will automatically route to the ADO-ESS-DevSecOps Support Assignment Group.

‘New Relic Offboarding Request’ will display in the related Requested Item ticket (RITM) in the Catalog Task tab under the Short description column and ADO-ESS-DevSecOps Support as the Assignment group.

Active	Number	Short description	Assignment group	Assigned to
true	TASK0184255	New Relic Offboarding Request for [REDACTED] DO NOT USE [REDACTED]	ADO-ESS-DevSecOps Support	(empty)
true	TASK0184254	HARP role Removal request for [REDACTED] DO NOT USE [REDACTED]	CCSQ Services and Operations Support	(empty)
true	TASK0184253	Active Directory Offboarding Request for [REDACTED] DO NOT USE [REDACTED]	ADO-ESS-Access Management	(empty)

**Affected Customers:** CCSQ ServiceNow System Teams

**Automated Test Framework (ATF) Updates for Master Regression Test Suite**

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ATF the Master Regression Test Suite structure.

The update will include a cleanup of the Master Regression Test Suite by:

- Renaming identified test suites and test cases
- Moving test cases to the correct test suites
- Updating the parent/child suite hierarchy

This update will benefit the Agile Release Train (ART) by providing a Master Regression Test Suite that is easier to follow, understand, and use.

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