Release Notes 15.3 for April 11, 2024

The following enhancements will be completed during this iteration:
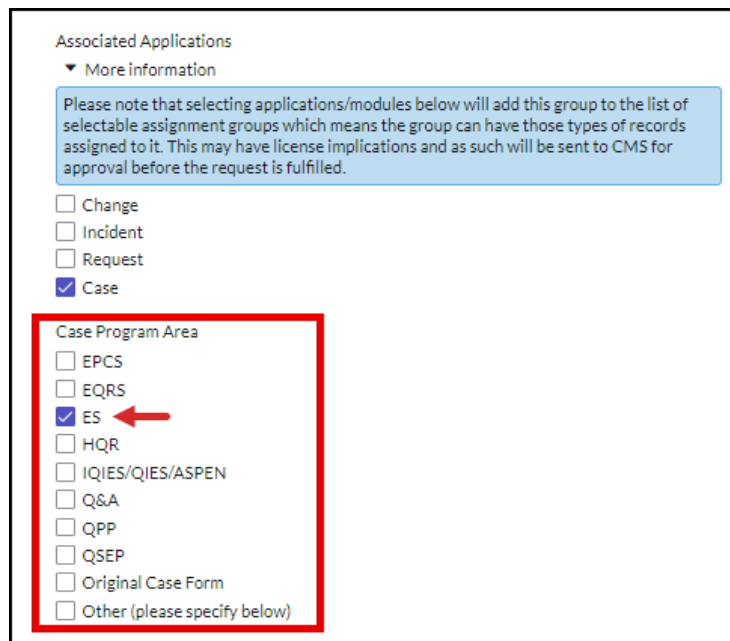
N/A

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The following maintenance tasks will be completed during this iteration :

Affected Customers: CCSQ ServiceNow Internal Customers

IT Service Catalog: Assignment Group Catalog Item – Add 'ES'

On April 11, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the IT Service Catalog > Assignment Group Management > Create an Assignment Group selections. When requesting new Assignment Group, 'ES' will be available as a Case Program Area option when Case is selected under Associated Application.
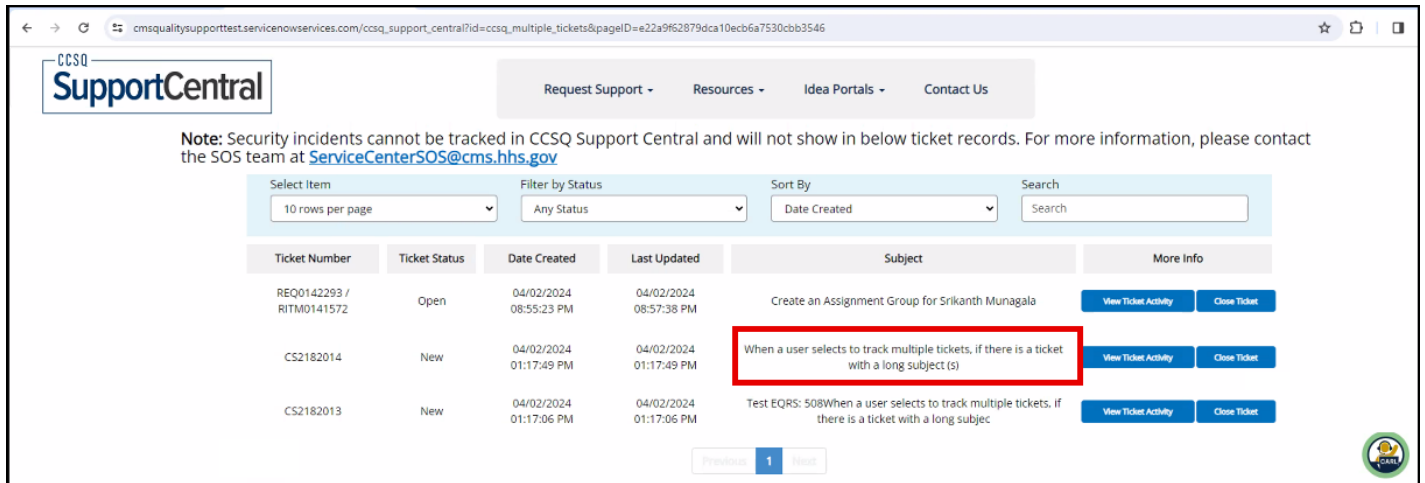

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Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Track a Ticket – Long Subject Update

On April 11, 2024, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central Track a Ticket to correct an issue with long subject lines that did not display properly and cut off the buttons under the 'More Info' column.

After the update when a customer selects to track multiple tickets, tickets with a long subject line will properly wrap the text and the 'View Ticket Activity' and 'Close Ticket' buttons will display entirely.

This update will enhance the customer experience by eliminating confusion when viewing multiple tickets that may have long subject lines.

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April 11, 2024

CCSQ ServiceNow Updates

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

- IT Service Catalog: Assignment Group Catalog Item – Add 'ES'
- CCSQ Support Central: Track a Ticket – Long Subject Update

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

If you need additional information, contact us:

Phone: 1-866-288-8914
Slack: #help-service-center-sos

Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)