Assignment Group Name Updates

Affected Customers: CCSQ ServiceNow Platform and Portal Internal Customers

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will rename and retire the following Assignment Groups.

Assignment Groups that will be *renamed:*

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS ART Servicenow Devops	ServiceNow ART DevOps
HIDS Knowledge Manager	ServiceNow Knowledge Managers
HIDS Knowledge Manager Publishers	ServiceNow Knowledge Management Publishers
HIDS OPS-SERVICENOW	ServiceNow Operations
HIDS Ops-ServiceNow Approvers	ServiceNow Approvers
HIDS Service Desk Publishers	Service Center Knowledge Publishers
HIDS ServiceNow Trainer Publishers	ServiceNow Trainer Knowledge Publishers
HIDS ServiceNow-Admins	ServiceNow Administrators
Public QA-Ventech	Service Center-Public QA

Assignment Groups that will be *retired*:

ISG Use Human-Centered Design	HIDS Access Management
ITSM subscribers	HIDS OPS-Active Directory
Password Reset Access	HIDS Service Management Office
Public QA - Lantana Group	HIDS Project Managers-ServiceNow
QNET QA P2 Enhancement Team	HIDS QA
QPP StartNow Implementation Group	HIDS Project Managers-Infrastructure
QPP Testers	HIDS ServiceNow-Business Analysts
Self Service password reset	HIDS Project Managers-ADO
ServiceNow - QPP	HIDS ServiceNow-Project Managers
ServiceNow LACE	HIDS ServiceNow-Scrum Masters
ServiceNow To JIRA Integration	Hospital Hardship Application
The Team Formerly Known as Echo Team A	CSM User

Service Center Assignment Groups that will be *renamed:*

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS CTI Agents	Service Center CTI Agents
HIDS Performance Analytics Admins	Service Center Performance Analytics Admins
HIDS Service Desk LMS Admin Publishers	Service Center Service Desk LMS Admin Publishers
HIDS Workflow Management	Service Center Workflow Management

Service Center Assignment Groups that will be *retired:*

HIDS Ventech Managers	HIDS Project Managers-ServiceDesk
Platcore Authors/Publishers	QPP Approval Group-New User Requests
Case-SLA Notification Group	Service Management Office (SMO)