

Release Notes 17.2 for 10/17/24

The following enhancements will be completed during this iteration:

Affected Customers: ServiceNow Systems Team

Now Assist for Creator

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement Now Assist for Creator. Now Assist for Creator includes generative AI skills that will improve development efficiency that will reduce the time required to release features to Customers and for implementing internal enhancements and maintenance tasks.

Now Assist for Creator consists of these products and features:

- **Flow Assist** – Create and edit flows from text prompts and generate recommendations for the next step of your flow.
- **Code generation (Text to Code)** – Write scripts quickly with AI-generated code based on text or code prompts and improve time to value for applications.
- **Text to Flow** – Create flow generations quickly with AI-generated code based on text or code prompts and improve time to value for applications.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: New Privacy Policy Location

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Privacy Policy location on CCSQ Support Central. This will ensure all privacy information relayed to the customer is fully up to date and provides a better navigation experience for customers when accessing CCSQ Support Central.

The Privacy Policy link in the footer of CCSQ Support Central will be updated to direct customers to a new page created within CCSQ Support Central instead of opening a tab on the external QualityNet Privacy Policy page.



The screenshot shows the CCSQ Support Central website's Privacy Policy page. At the top left is the CCSQ SupportCentral logo. To the right are navigation links: Request Support, Resources, Idea Portals, and Contact Us. Below this is a dark blue header with the text "Privacy Policy" in white. The main content area has the title "CMS Privacy Policy for the CCSQ Support Central Website" and a "Table of Contents" section with the following links: [Types of information we collect](#), [How CMS uses information collected on CCSQ Support Central](#), [How CMS uses cookies on CCSQ Support Central](#), [Privacy Information regarding third-party services](#), [How long CMS keeps data and how it's accessed](#), [Children and Privacy on CCSQ Support Central](#), [Links to other sites](#), and [Additional privacy information](#). At the bottom, there is a small paragraph: "Protecting your privacy is very important to us. We're telling you about our privacy policy, so you know what information we collect, why we collect it, and what we do with it. This privacy notice is for Centers for Medicare and Medicaid Services (CMS) Center for Clinical Standards and Quality (CCSQ) Support".

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

Section 508 Compliance Updates

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will resolve the 508 compliance bugs captured from the Washington DC 508 Testing. This will ensure that text and image descriptions will be readable by screen readers to ensure compliance with Section 508 of the Rehabilitation Act.

Affected Customers: CCSQ ServiceNow Self-Service Portal Customers and ServiceNow Platform Customers (CMS and ADOs)

CCSQ ServiceNow Self-Service Portal: Retired Catalog Item

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will retire the Catalog Item titled 'Enrollment: Active Directory Password Reset' under the User Access and Password Reset category.

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow: Group Manager Update

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will add a condition to the Group Manager or Secondary Group Manager fields, which prevents a Contact record from being chosen. The 'Edit ServiceNow Group Membership' sends an approval to the Group Manager. If the requester is the Group Manager, the request will be auto approved. However, if the Group Manager was set up as a Contact, the flow was affected, and the request was not auto approved. This update addresses this issue.

Affected Customers: CCSQ ServiceNow Internal Platform Customers

CCSQ ServiceNow: Incident Form Updates

On October 17, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'Caller' field on an Incident and re-assign the 'Caller' to any other user/contact without depending on the 'Company' field in the Incident. This update will allow changing the Caller to any user/contact regardless of which Company they belong to.