Release Notes 17.3 for October 31, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Platform and CSM Workspace Customers

CSM Configurable Workspace: New "Work Notes" and "Additional comments" Fields Functionality

On October 31, 2024, at 8:30 PM ET, CCSQ ServiceNow implemented a functional enhancement to allow agents to add comments to "Work Notes" and the "Additional comments" fields on Case records before creation in CSM Configurable Workspace. The option to add information to Cases during initial interactions with customers will help capture valuable information before creating the Case.

Affected Customers: Cloud/DevOps Services

Surveys for Incidents and Requests for CCSQ Cloud Operations and Maintenance (CCOM)

On October 31, 2024, at 8:30 PM ET, CCSQ ServiceNow implemented a change that will allow for a more streamlined process in distributing Customer Satisfaction Surveys for CCOM related Incidents & Requests to collect customer feedback. The survey feedback information will be used to improve support processes resulting in improved customer satisfaction.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

Bravium Engine

On October 11, 2024, at 8:30 PM ET, CCSQ ServiceNow configured the Bravium Engine in the development environment to support and streamline the code inspection process.

Affected Customers: Q&A Portal Customers

Q&A Portal Updates: New Assignment Group and Topics

On October 31, 2024, at 8:30 PM ET, CCSQ ServiceNow added two new topics to the public Q&A Portal and created a new Assignment Group to route related questions.

New Assignment Group:
Public QA - Patient Safety Structural Measure

New Topics:
- Patient Safety Structural Measure (PSSM) - Under the existing "PCH - Cancer Hosp. Quality Reporting" program.
- Patient Safety Structural Measure (PSSM) - Under the existing "IQR - Inpatient Quality Reporting" program.

After the customer selects the above Program/Topic combinations:
1. The "Contact type" field will display as a required field.
2. The "Country " field will display as a required field.
3. After the customer selects "United States," as the Country, the "State" field will display as a required field.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Track an Existing Ticket Update

On October 31, 2024, at 8:30 PM ET, CCSQ ServiceNow updated the functionality to "Track an existing ticket" in CCSQ Support Central. Agents are now presented with the option to update comments to their open Incidents, RITMs and Cases on both single track a ticket and multiple track a ticket inquiries. Previously, when selecting the option to track multiple tickets, the "Comment" text box did not appear under the "View Ticket Activity" button for open Incidents or RITMs.

Affected Customers: CCSQ ServiceNow System Team

Clinical Data Abstraction Center (CDAC) and End Stage Renal Disease (ESRD) LDAP Server Configurations and Scheduled Data Imports

On October 24, 2024, at 5 PM ET, CCSQ ServiceNow deactivated the CDAC and ESRD Lightweight Directory Access Protocol (LDAP) server configurations and scheduled loads.

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow: New Assignment Group and OQR, ASC and REHQR Topics

On November 1, 2024, CCSQ ServiceNow will create a new Assignment Group titled "Public QA – OIE Measures" and added new Topics to OQR, ASC and REHQR.

New Topics:
- OQR - Outpatient Quality Reporting > Hospital Commitment to Health Equity Measure *
- OQR - Outpatient Quality Reporting > PRO-PM* > Hip/Knee PRO-PM*
- OQR - Outpatient Quality Reporting > PRO-PM* > Information Transfer PRO-PM*
- OQR - Outpatient Quality Reporting > Social Drivers of Health Measures > Screen Positive Rate for Social Drivers of Health*
- OQR - Outpatient Quality Reporting > Social Drivers of Health Measures > Screening for Social Drivers of Health*
- REHQR – Rural Emergency Hospital Quality Reporting > Hospital Commitment to Health Equity Measure*
- REHQR – Rural Emergency Hospital Quality Reporting > Social Drivers of Health Measures > Screen Positive Rate for Social Drivers of Health*
- REHQR – Rural Emergency Hospital Quality Reporting > Social Drivers of Health Measures > Screening for Social Drivers of Health*

- ASC – Ambulatory Surgical Center Quality Reporting > Facility Commitment to Health Equity Measure*
- ASC – Ambulatory Surgical Center Quality Reporting > Social Drivers of Health Measures > Screen Positive Rate for Social Drivers of Health*
- ASC – Ambulatory Surgical Center Quality Reporting > Social Drivers of Health Measures > Screening for Social Drivers of Health*

Additionally, this change will deactivate the "Public QA – DRIO – Yale" and "Public QA – DRIO – Lewin" groups and replace them with a new group named "Public QA – OIE Measures".

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October 31, 2024

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow: New "Work Notes" and "Additional comments" Fields Functionality
- Surveys for Incidents and Requests for CCSQ Cloud Operations and Maintenance (CCOM

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

- Bravium Engine
- Q&A Portal Updates: New Assignment Group and Topics
- CCSQ Support Central: Track an Existing Ticket Update
- Clinical Data Abstraction Center (CDAC) and End Stage Renal Disease (ESRD) LDAP Server Configurations and Scheduled Data Imports
- CCSQ ServiceNow: New Assignment Group and OQR, ASC and REHQR Topics

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