

Release Notes 17.4 for November 14, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Self-Service Portal Customers

Migrate ESS Portal to CCSQnow Self Service Portal

On November 14, 2024 at 8:30 PM ET, the Employee Self-Service Portal will be migrated to the CCSQnow Self-Service Portal.

Save the **NEW URL:** https://cmsqualitysupport.servicenowservices.com/esc?id=ec_home

Why did this migration happen?

Our goal is to provide seamless service management experience that aligns with the needs of our customers. CCSQnow Self-Service Portal will feature configurable content delivery, generative AI tools and interaction-based feedback mechanisms to drive continuous improvement.

Customers can also expect intuitive UI experiences:

The screenshot shows the CCSQnow Self-Service Portal interface. At the top left is the logo (1). A search bar (2) is at the top center. On the top right are links for 'My Requests' (3), 'My Approvals', and 'My Favorites'. Below is a navigation pane (4) with categories like Cloud, DevOps, Network and Database, Reporting/Data/Knowledge, Security, and User / Group Access. Under 'Cloud', there are sub-items like AWS Access Request, AWS Account Request Form, AWS Compute Services, AWS Networking and Content Delivery, AWS Security, Identity, and Compliance, AWS Storage, and Other Cloud Services. A 'Browse Cloud services' button (5) is below the navigation pane. An 'Alert' section (6) contains a message about a nationwide outage. A 'How can we help?' section (7) has three cards: 'I need something', 'Something is broken', and 'Knowledge Base'. The 'My Stuff' section (8) shows 'My Requests' with one ticket titled 'The email server isn't responding'. The 'My Approvals' section (10) is empty. The 'My Favorites' section (11) shows three items: 'Amazon Virtual Private Cloud (Amazon VPC)', 'Network/DNS/CNAME Request', and another 'Amazon Virtual Private Cloud (Amazon VPC)'. On the right, 'Top Viewed Articles' (9) lists three links. A 'Have questions? Live chat support is available to help.' button (12) is at the bottom right.

1. **CCSQnow Self-Service Portal Logo:** Routes you back to the portal home page
2. **Search:** Enter a keyword to search for catalog items or knowledge articles. The search bar utilizes AI search. To learn more, check out knowledge article: [AI Search in CCSQnow Self-Service Portal](#).
3. Links to bring you to Approvals, Requests, or Favorites. These are also available further down on the home page (8, 10, 11).
4. **Service Catalog Navigation Pane:** You may find all service catalog categories here. The service catalog can be further expanded by clicking on the arrow to display drop-down options.
5. **Browse Cloud Services:** this is available for all categories and to be used if you are unsure which topic the specific catalog item belongs to

6. **Alert:** Any announcements or notifications will be here. You may click on the alert to view the whole page.
7. **How can we help?:**
 - **I Need Something:** Allows you to Request Account Services, Infrastructure Requests, or Other Requests.
 - **Something is Broken:** Provides the ability to create an Incident record to report and request assistance.
 - **Knowledge Base:** Provides the ability to search the portal for any knowledge base articles, Q&As, and items in the Service Catalog items that pertain to your search value.
8. **My Stuff:** Displays all Requests (Incidents, Requests, etc.) submitted by you. You can find Request drafts here as well. Drafts are catalog item forms that have been previously started, but never finished/submitted.
9. **Top Viewed Articles:** Displays the top viewed knowledge articles across the platform, not limited to a specific knowledge base.
10. **My Approvals:** Display a list view of pending approval requests for review to either be approved or rejected.

Note: This will only be visible if you have access to approve requests dependent on your role in ServiceNow.

11. **My Favorites:** Shows the last three “Favorite” catalog items that were selected. Clicking on “View All” will display all favorited catalog items.
12. **Virtual/Live Agent Chat:** Click on the icon to connect to a live agent.

Additional Information:

A [guided tour video](#) of the new CCSQnow Self-Service Portal is now available on YouTube!

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Hospital Hardship Customers

Hospital Hardship Automatic Deactivate Options

On November 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a maintenance task to update the portal verbiage for clarity and allow the form located on the portal to close automatically after submission has closed for both Eligible Hospital (EH) and Critical Access Hospital (CAH).

Affected Customers: CCSQ Service Center, CCSQ Services and Operations Support (SOS)

Major Case Module Deactivated

On November 8, 2024, at 4:00 PM ET, CCSQ ServiceNow deactivated Major Case.

Affected Customers: CCSQ ServiceNow Platform

New AI Search Dashboard

On November 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a maintenance task to create a custom dashboard to monitor the performance of AI search.

Affected Customers: CCSQ ServiceNow Platform

CCSQ ServiceNow: Infected File Download Update

On November 14, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement a change to prevent users from downloading non-scanned attachments if the antivirus service is down or unreachable.

Affected Customers: CCSQ ServiceNow Customers

Ventech/HIDS Removed from all Portals and Platforms

On November 14, 2024 at 8:30 PM ET, all references to the previous contractor: Ventech and HIDS will be removed from the platform and supported portals.

Affected Customers: CCSQ ServiceNow Platform Administration

Homepage Migration Tool

On November 14, 2024, at 8:30 PM ET, CCSQ ServiceNow installed a homepage migration tool to support migrating homepages to dashboards. ServiceNow no longer supports homepages; therefore, we will be migrating all active homepages to dashboards in the upcoming months to ensure we are in a best support posture.
