



Planned Activity

Planned Actions: QualityNet Jira & Jira Service Management (JSM) Upgrade

Impacted Application Development Organizations (ADOs): QualityNet Jira users

Planned Downtime: Wednesday, May 10, 2023, between 8:00 PM and 11:00 PM ET

What To Expect: QualityNet Jira will be unavailable during this time period. Communications will be sent once QualityNet Jira is available. Several new features are being introduced with the upgrade, including:

- Issue statuses and transitions are now in one place. The current issue status is now presented as a menu label, instead of being displayed in the issue details section so all the related information is easy to spot in an instant.
- New activity tab sorting capabilities
- Setting up URLs with auto-populated request fields in JSM
- JSM configuring request view

Look for more information on these features coming soon. As always, if you have questions or concerns, please reach out to us in our Slack channel at [#help-atlassian](#).

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

If you have any questions or concerns, please contact our Slack channel [#help-atlassian](#).

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