



QualityNet | CCSQ ServiceNow



March 10, 2023

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow Update: Approval Request Notifications for RITMs and REQs
- CCSQ Support Central: Customer Satisfaction Surveys for Create a New Ticket and Track an Existing Ticket

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

- PlatCore LMS Decommission
- CCSQ ServiceNow Incident Watchlist Update
- CCSQ ServiceNow Update: URLs in Case Resolution Notifications
- CCSQ ServiceNow Update: San Diego Patch 10 Hot Fix 1 Upgrade

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

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

Center for Clinical Standards and Quality (CCSQ)