



August 25, 2023

# CCSQ ServiceNow Updates

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

- 1135: Administrators 1135 Report for Specified PHE
- 1135 Waiver and Inquiry Case Form Updates
- CCSQ Support Central Update: New 'Close Ticket' Button
- Automatic HARP Role Removal
- Agent Workspace Update: CCSQ Support Central Customer Survey Verbiage Popup

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

- IAM Identity Proofing Cases and Harp Manual Proofing Document Updates
- CCSQ ServiceNow: Section 508 Regulation Updates
- CCSQ ServiceNow IT Services Catalog: 'Database Services' Removed
- TRAPP 'Verify Software Allocation' Email Notifications Update

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:

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