servicenow. | for CCSQ

February 16, 2024

CCSQ ServiceNow Updates

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

- CCSQ Support Central: Track a Ticket – New Filtering and Sorting Functionality
- CCSQ ServiceNow: Assignment Group Management Updates

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

- CCSQ Support Central: Navigation Updates
- CCSQ ServiceNow: Knowledge Manager Notification Update
- CMS QSEP Help Center Form: Phone and Surveyor ID Fields Updated
- HARP Integration: User Record Creation Update
- Public Q&A Tool: PCH Topic Updates
- CCSQ ServiceNow: Individual Offboarding Request Update
- Automated Test Framework (ATF) Updates for Master Regression Test Suite

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)