



CCSQ ServiceNow: Automatic HARP Role Removal

Affected Customers: CCSQ Services and Operations Support (SOS) Team

On Friday, August 25, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to automatically remove a User's associated HARP roles when the User is inactive for more than 180 days.

This update will reduce the time previously spent manually processing the removal of associated HARP roles.

Exceptions

The CMS COR HARP role and last User of that Role are excluded from automatic HARP role removals and will be processed as follows:

- If the user has CMS COR HARP role and the below User Roles, then a SOS ticket is automatically created to manually remove these roles.
 - CMS FEDERAL EMPLOYEE
 - CMS FEDERAL EMPLOYEE SECURITY OFFICIAL
 - STANDARD SERVICENOW USER
 - SECURITY OFFICIAL
 - SECURITY POINT OF CONTACT (SPOC)
- If the member associated to a Role is the last User of that Role, then a SOS ticket 'Last User Removed: 180 Days ServiceNow Inactivity for CCSQ [User's Name]' is automatically created to research and manually replace that removed member.

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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