

CCSQ ServiceNow Group Management Update – Inactivity Notifications

Affected Customers: CCSQ ServiceNow Internal Customers

Starting Friday, December 9, 2022, at 8:30 PM ET, CCSQ ServiceNow will provide automated email notifications to group managers when a support group member is at risk of being deactivated due to inactivity, improving the group managers' awareness of changes to their ServiceNow group.

The notifications will be sent to the group manager or group email with a list of group members that are at risk of deactivation due to inactivity within CCSQ ServiceNow. If a group does not have a group manager or group email, then the email notification is sent to all Group Members.

The schedule for these notifications is as follows:

1. First notification at the 30th day of inactivity
2. Then, notifications every subsequent 7 days until the 59th day of inactivity
3. Last notification on the 60th day of inactivity that the subject members have been retired from their Assignment Group(s) and User Roles in ServiceNow

For more information and examples of these notifications, review the [Knowledge Article titled: Group Email Notification Templates](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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

Include in Release Notes 10.2 for December 9, 2022

The following enhancements were completed during this iteration:

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