

CCSQ ServiceNow Update: Canceled Incidents

Affected Customers: CCSQ ServiceNow Agents, Managers, and SOS Leadership

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the Incident form. The 'Cancel' button and 'Canceled' State selection will no longer be available to CCSQ ServiceNow Agents. This was done to help reduce human error in the workflow.

The 'Cancel' button at the top right will only be visible to SOS Leadership.



The screenshot shows the ServiceNow Incident form for incident INC0218467. The form fields include Number (INC0218467), Caller, Category (Database), Subcategory (Data Quality), Type, Opened (01/24/2024 04:02:25 PM), Opened by, Channel (Phone), State (New), and Impact (3 - Low). The 'Cancel' button in the top right corner is highlighted with a red box.

When a member of SOS Leadership clicks the 'Cancel' button, the entire form is read only (everything is grayed out) and the 'State' field will indicate 'Canceled.'



The screenshot shows the ServiceNow Incident form for incident INC0218467 after the 'Cancel' button has been clicked. The form is now read-only and grayed out. The 'State' field is now set to 'Canceled' and is highlighted with a red box.

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