

ES Case Updates

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

On Friday, April 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to ES Cases:

- **Manual Proofing Cases and Edit ServiceNow Assignment Group Requests Update: Route to SOS**

Manual Proofing Cases and Edit ServiceNow Assignment Group Requests were incorrectly assigned to "HIDS Security IAM."

This change will update the routing of Manual Proofing Cases and Edit ServiceNow Assignment Group Requests as follows:

- Inbound Cases/Requests to CCSQ Services and Operations Support (SOS).
- Inbound emails generating Cases to ServiceCenterSOS@cms.hhs.gov.

- **Converting QPP Cases to Manual Proofing Update**

The mandatory fields on the QPP Case form should not display when converting a QPP Case to Manual Proofing.

The update will impact the following:

- When a QPP Case is converted to a Manual Proofing Case, the Case will be moved to the Case/parent table.
- Manual Proofing Cases will be visible only to CCSQ Services and Operations Support.
- When the QPP Case assignment group is reassigned, the mandatory fields will display on the QPP Case form before it is reassigned.
- The Assignment Group will change from 'HIDS IAM Group' to the correct CCSQ SOS Assignment Group.

- **Identity Proofing Cases Update: Automatically Remove Proofing Documents When Resolved**

Proofing documents are not automatically removed when resolving Identity Proofing Cases assigned to CCSQ Services and Operations Support.

The update will impact the following:

- Update the Assignment group for correct routing to CCSQ Services and Operations Support.
- When a Case is converted to a Manual Proofing Case, the Case will be moved to the Case/parent table.
- Manual Proofing Cases will be visible only to CCSQ Services and Operations Support.
- When a Manual Proofing Case is resolved and the Case form is reloaded, the attachment will be automatically removed.

- **ES Incident Email Notification Update**

The Incident email notification titles for ES Incidents are reading as "Ticket Opened" and "Case Assigned to Group" instead of "Incident."

The update will impact the following:

- When an Incident is opened, the email notification title will read "Incident Opened."
- When an Incident is assigned to a group, the email notification title will read "Incident Assigned to Group."

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)