

JIRA/CCSQ ServiceNow: Idea Integration Update

Affected Customers: CCSQ ServiceNow iQIES Idea Managers

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ServiceNow JIRA 'Idea States.' The ServiceNow 'State' field will be 'Read Only' once the JIRA ticket is created. To request additional information from the customer, press the "Request Info" button and enter additional comments.

After the 'Request Info' button is pressed, and additional comments are entered, the 'State' is set to 'Need more information', and an email notification is sent to the idea submitter requesting additional information. When the submitter responds with the requested information, the State will revert to its previous value.

State Mapping Between Jira and ServiceNow

Jira State	ServiceNow Idea State
N/A	Draft
N/A	Submitted
N/A	Need More Information
N/A	Under Review
Backlog	In backlog
Funnel	Planned
Implementing	In Development
Done	Completed
Abandoned	Unlikely to implement
Abandoned	Duplicate
Abandoned	Already Exist
Production Ready	Completed
Deployed to Prod	Completed
Deployed	Completed
PI Ready	Planned
Feature Definition	Planned
Feature Refinement	Planned
Feature Deep Dive	Planned
Blocked	Need More Information

For more information, review the Knowledge Article titled [CCSQ Global - iQIES Idea Managers How-To](#) for CCSQ Support Central after the update is completed on March 28, 2024, at 8:30 PM ET. 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

Center for Clinical Standards and Quality (CCSQ)