

Service Catalog Onboarding Form Changes

Affected Customers: CCSQ ServiceNow Onboarding Team

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the updates below to the Service Catalog Onboarding form:

- Correct hyphenated use of Onboarding at the form level from 'On-boarding' to 'Onboarding'
- The following will be removed:
 - The sentence, "Contact your On-boarding Project Manager with questions about the On-Boarding process."
 - Site Location questions
 - Contracting Officer field
 - Onboarding Project Manager field
 - Shipping Address fields
 - Billing Information fields including zip code field
 - Contractor Project Manager Information fields including job title field
- The following fields will be added and/or changed:
 - Added under the Task Order Number field
 - Field Label: DUA Number
 - Field Type: Optional – Open text
 - Added under the DUA Number field
 - Field Label: DUA Expiration Date
 - Field Type: Optional – calendar select
 - Contractor Shipping POC Name changes from 'Contractor Shipping POC Name' to 'Contractor POC Name'
 - Contractor Shipping POC Email changes from 'Contractor Shipping POC Email' to 'Contractor POC Email'

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)

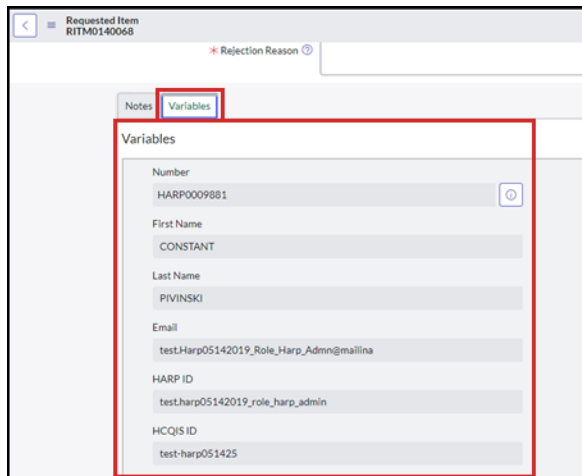
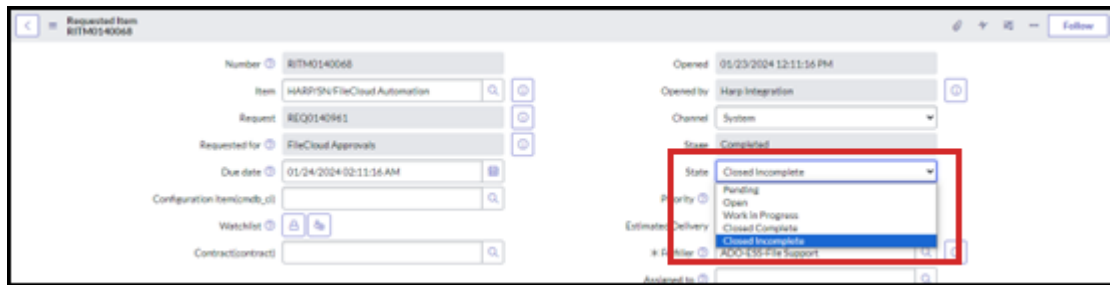
IT Service Catalog: Requested Item (RITM) Closed Update ([SNOW-9368](#) CHG00**/SNOW-5000 Hera)

Ad hoc to CCSQ ServiceNow Internal Customers [CCSQ ServiceNow Internal Customer SN Query](#)

IT Service Catalog: Requested Item (RITM) Closed Update

Affected Customers: CCSQ ServiceNow Internal Customers

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update for any IT Services Catalog item (RITM), when the 'State' field is 'Closed Complete' or 'Closed Incomplete,' the 'Variables' tab in the RITM will be locked down. The RITM will be read-only and cannot be edited. This will ensure data being submitted is consistent.



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

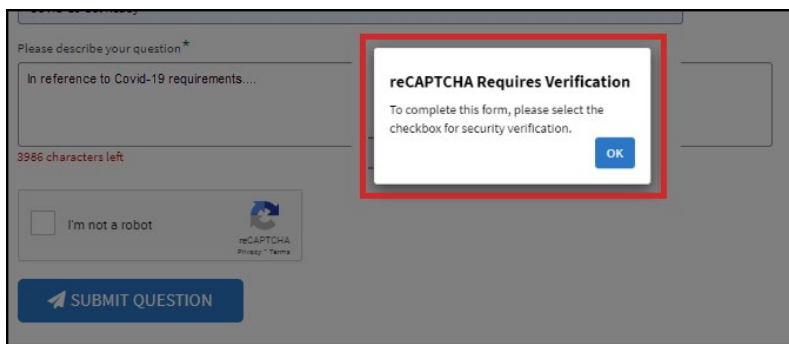
Center for Clinical Standards and Quality (CCSQ)

CCSQ ServiceNow: Update reCAPTCHA Challenge Error Message

Affected Customers: CCSQ ServiceNow Customers

On February 2, 2024, at 8:30 PM ET CCSQ ServiceNow will update the reCAPTCHA message on the following portal webpages. This update will improve the ServiceNow customer experience by standardizing the reCAPTCHA pop-up message for these portals.

- QualityNet Question and Answer Site
 - Q&A Ask a Question (new)
 - Q&A My Questions - Request a report of your open or closed Questions.
- QSEP Help Center
- iQIES HCD Research Form
- Support Central Track a Ticket



When the customer does not check the "I'm not a robot" checkbox in reCAPTCHA, the customer will receive a standardized reCAPTCHA error message to address the security verification. The customer will click the 'OK' button to close the pop-up message. The focus will then be directed to reCAPTCHA box. The customer will click the "I'm not a robot" checkbox, and then click the appropriate 'Submit' or 'Send' button to proceed with their submission.

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



QualityNet | CCSQ ServiceNow



February 2, 2024

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 (--None--), 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 being canceled. The form fields are grayed out. The 'State' field is now set to 'Canceled' and is highlighted with a red box. The 'Cancel' button is no longer visible.

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