



QualityNet | CCSQ ServiceNow



June 30, 2023

CCSQ ServiceNow Version Upgrade from San Diego to Utah

Affected Customers: CCSQ ServiceNow Customers

On July 14, 2023, at 8:30 PM ET, CCSQ ServiceNow will begin the upgrade from the San Diego version to the Utah version. The upgrade will be completed and available on July 17, 2023. This upgrade will not cause any system downtime, and customers will be able to continue using CCSQ ServiceNow while the upgrade is implemented.

Why is this upgrade happening?

CCSQ ServiceNow is upgraded annually to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

Where can I view the list of changes that are part of this upgrade?

The [Release Notes](#) for upgrading from San Diego to Utah can be found on the ServiceNow website as well as the [Utah Release Fact Sheet](#).

What's next?

You will receive additional emails with more details about the functionality that will be introduced with the Utah upgrade.

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)