



QualityNet | CCSQ ServiceNow



December 9, 2022

CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- CCSQ ServiceNow Group Management Update – Inactivity Notifications
- CCSQ ServiceNow 1135 Waivers – NATCEP Excel Attachment and Update to Cases
- CCSQ ServiceNow Health Scan Manageability Remediation
- IT Services Catalog Cloud Item AWS Access Request – Approval Workflow Update

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- EQRS Case Update – QNetSupport-ESRD@cms.hhs.gov Email Address in CC Field
- CCSQ ServiceNow Update – Duplicate Record Creation
- Agent Workspace Update – Auto Populate iQIES/QIES/ASPEN Assignment Group
- Implement 90 Day Recurring Predictive Intelligence (PI) Retraining Schedule
- Self Service Portal Update – Work Notes Option Removed for Security Incidents

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

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 

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Center for Clinical Standards and Quality (CCSQ)