servicenow. | for CCSQ

February 10, 2023

CCSQ ServiceNow Updates

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

- Agent Workspace Update – Knowledge Base Interface
- CCSQ ServiceNow Case Type Update – Assignment Group List View
- New Monthly HQR Incident Lifecyle Report
- ATF Test Suite for the Master Test Suite Update

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

- CCSQ ServiceNow – San Diego Patch 9a and 10 Upgrades
- IT Services Catalog Update – HCQISCI/CD Reference Link Label
- Agent Workspace Update – New Account and/or New Contact Error Messages
- CCSQ Support Central – Service Center Hours of Operations Update
- CCSQ ServiceNow Update – Active User Reconciliation Process
- 1135 Waiver Updates
  - o Inbound Email Action for Parent/Child Waivers
  - o Re-open a 'Resolved' or 'Closed' General Waiver
  - o 1135: OPOLE PHE – Re-open a 'Closed' Inquiry

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

Email:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)