



## Planned Activity

**Planned Actions:** Update for Amazon Machine Image (AMI)

**Impacted Application Development Organizations (ADOs):** QualityNet Confluence and QualityNet Jira users

**Planned Downtime:** Thursday, January 8, 2025, between 8:00 PM ET and 9:00 PM ET

**What To Expect:** The Amazon Machine Image (AMI) update could not be completed on Wednesday, January 8, 2025. The team will reattempt updating the Amazon Machine Image (AMI) on Thursday, January 9, 2025. Users may experience a brief downtime in QualityNet Jira and Confluence from 8:00 PM ET to 9:00 PM ET. We will post once the system is back online and available for use.

As always, if you have questions or concerns, please reach out to us in our Slack channel at [#help-atlassian](#).

*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](mailto:ServiceCenterSOS@cms.hhs.gov)

*If you have any questions or concerns, please contact our Slack channel [#help-atlassian](#).*

*To unsubscribe send an email with a subject of "Unsubscribe" to [gnetatlassian-leave@mailers.qualitynet.org](mailto:gnetatlassian-leave@mailers.qualitynet.org)*