



CCSQ ServiceNow Version Upgrade from Utah to Washington DC – Coming Soon!

Affected Customers: CCSQ ServiceNow Customers

On August 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will upgrade from the Utah version to the Washington DC version. 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 Utah to Washington DC can be found on the ServiceNow website.

What's next?

You will receive additional emails with more details about the functionality that will be introduced with the Washington DC 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