

CCSQ ServiceNow Version Upgrade from Quebec to San Diego

Affected Customers: CCSQ ServiceNow Internal Customers

On August 5, 2022, at 8:30 PM ET, CCSQ ServiceNow will begin the upgrade from the Quebec version to the San Diego version. The upgrade will be completed and available on August 8, 2022. 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 upgrade from Quebec to San Diego 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 San Diego upgrade. A schedule of activities related to the upgrade can be viewed on the [CCSQ ServiceNow Program Calendar](#).

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