



## QualityNet | CCSQ ServiceNow



September 16, 2022

# iQIES HCD User Research Form

**Affected Customers:** iQIES HCD Customer Research Team

Starting Friday, September 16 at 8:30 PM EST, CCSQ ServiceNow will be releasing functionality allowing the iQIES community to volunteer their participation in iQIES research projects. This new functionality includes an easy-to-use self-serve input form, the iQIES HCD User Research Form, accessed via the iQIES Community Portal. The form captures iQIES information along with the standard contact information from the iQIES research volunteers.

The iQIES HCD User Research Form provides iQIES a way to capture and manage customer's interest in participating in future iQIES HCD research projects that they use to drive decisions and achieve iQIES goals. The information gathered from the iQIES HCD User Research Form will be stored in CCSQ ServiceNow allowing the iQIES HCD team to access participant information, track participation rate, view user research notes, etc. to conduct their research.

For more information, review the [Knowledge Article titled: QIES HCD Team to Add/Update HCD Participants using iQIES HCD Research Form](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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