



QualityNet | CCSQ ServiceNow

servicenow.



June 13, 2022



## Reported Issue - ServiceNow/JIRA Incident Integration

**Affected Customer:** ServiceNow/JIRA Incident Integration Customers

The following issue has been reported and is currently being investigated.

**Issue Reported:** Incidents that are created in the JIRA QsXA project are incorrectly updating the 'Caller' contact information in ServiceNow to the person who opened the ticket in JIRA.

**What to Expect:** Incidents that are originating in ServiceNow using the ServiceNow/JIRA Incident Integration are not experiencing this issue. As a workaround, please create the ticket in CCSQ ServiceNow until a fix is in place.

We apologize for the disruption of service and are working quickly to resolve the issue.

*If you need additional information, contact us:*

Phone: 1-866-288-8914

Slack: #help-service-center-sos

Email:

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

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