



QualityNet | CCSQ ServiceNow

February 11, 2022

CCSQ ServiceNow Incident Notification Update

Affected Customers: JIRA Assignment Group "ADO ESS Collab support"

On Friday, February 11, 2022, at 12:30 PM, an update was made to CCSQ ServiceNow to stop Incident notifications from JIRA to ServiceNow when changes are made to closed or cancelled Jira tickets.

Issue: Due to data discrepancies between JIRA and ServiceNow, when the JIRA team updated the **Component** field on historical Jira tickets for their metrics, it triggered notifications on closed Incidents.

What to Expect: This update will ensure that no notifications are sent when changes are made to the **Component** field on closed or cancelled Incidents.

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

Center for Clinical Standards and Quality (CCSQ)