June 1, 2022

Planned Activity

Planned Actions: Symantec VIP Migration from AWS Multi-Tenant to ADO27 Single-Tenant

Impacted Application Development Organizations (ADOs): All

Planned Downtime: Monday, June 6, 2022, 8:00 p.m. – 11:00 p.m. ET

What To Expect: We will be migrating the current Symantec VIP services from the AWS Multi-Tenant Cloud account to a single-tenant account managed by the Shared Application Management team. During this time, VIP codes may be unavailable. VIP codes are mostly used for MFA authentication into the AWS console.

Recommended Actions: We recommend if you need to work during this time, that you login prior to the start of this change. We will notify upon completion of this change and services working as expected.

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)