servicenow. for CCSQ

May 12, 2023

CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- HQR Case Form Update: Two New Mandatory Fields

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- CCSQ ServiceNow Update: Jira Production Upgrade to v9.4.5
- CCSQ Support Central Update: 'Create a New Ticket' Case Form
- CCSQ Support Central Update: 'Create a Ticket Functionality' Name Update
- CCSQ ServiceNow 'Insert and Stay' Update
- CCSQ ServiceNow Case Form Update: 'Convert to Incident' Links
- CCSQ ServiceNow: San Diego Patch 10 Hot Fix 1a Upgrade
- CCSQ ServiceNow: Empty Case 'State' Field Update
- 1135: Post-COVID-19 PHE Reporting
- 1135: End of COVID-19 1135 Waiver 'Inquiry Type' Routing Update
- IAM Manual Proofing Cases and Edit ServiceNow Assignment Group Requests Update
- Knowledge Article Update: Renamed 'Category' Field

For additional information on these changes, please view the full Release Notes on the CCSQ ServiceNow page.

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

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Center for Clinical Standards and Quality (CCSQ)