August 11, 2023

CCSQ ServiceNow Updates

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

- HQR Customer Satisfaction (CSAT) Survey Update
- CCSQ ServiceNow: Inbound Email Process Update
- CCSQ ServiceNow Q&A Portal: PSI Topic Updates on 'Ask a Question' Page

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

- CCSQ ServiceNow: 'Request Info' Button Update
- CCSQ ServiceNow IT Services Catalog Items: Assignment Group Updates
- Public Q&A Portal: ASC 'Claims Based Measures' Topic Update
- CCSQ ServiceNow: Utah Patch 5 Upgrade
- HARP Approval Request Update

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

Email:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)