



QualityNet | CCSQ ServiceNow



April 28, 2023

New "Steps to reproduce error" Field for Incidents on CCSQ ServiceNow Portal and Platform

Affected Customers: CCSQ ServiceNow Service Center Agents, SOS Team, and ServiceNow System Team

On Friday, April 28, at 8:30 PM ET, 2023, CCSQ ServiceNow will add a new field titled 'Steps to reproduce error' to incidents from the CCSQ ServiceNow Portal and Platform that are submitted to the SOS Team or the ServiceNow System Team. The field must include the actions taken that created the error.

This field will only be required when:

- SOS submits an incident assigned to the ServiceNow System Team.
- ServiceNow System Team submits an incident assigned to the ServiceNow System Team.

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)