July 7, 2023

CCSQ ServiceNow
User and Organization Management

Affected Customers: CCSQ Service Center Agents and CCSQ ServiceNow Customers

The ServiceNow ART has been working on enhancements to the User and Organization Management structure and processes to make your ServiceNow tasks easier and save you time. Now it's time to share the plan with you.

The solution will:

- Address the clean-up and reconciliation of duplicate users and contacts to improve processes that accelerate delivery and enhance customer service.

We highly encourage you to attend one of the following events where we will walk through the plan to provide more insight and address any questions or concerns you may have.

- Thursday, July 13, 2023, from 10:00-11:00 AM
- Tuesday, July 18, 2023, from 3:00-4:00 PM

You should have received invitations to these meetings. You only need to attend once. If you have not and are interested in attending, please contact Katherine.Edwards@ventechsolutions.com to be invited.

We look forward to discussing these enhancements with you.

If you need additional information:
Slack: #help-servicenow or Email: CCSQServiceNow@cms.hhs.gov

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)