July 20, 2023

CCSQ ServiceNow
User and Organization Management

Affected Customers: CCSQ Service Center Agents and CCSQ ServiceNow Customers

The CCSQ ServiceNow team hosted two training events (July 13 and July 18) to highlight the planned enhancements to the User and Organization Management structure and processes.

Planned solution:

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

If you were unable to attend one of the events, we highly encourage you to review the recorded training link below and email any feedback, questions, or concerns you may have to Katherine.Edwards@ventechsolutions.com by **Monday, July 31, 2023.**

- **Recorded Training Session:** The recording of the *CCSQ ServiceNow: Knowledge Training Sessions on the ServiceNow User Organization and Management Effort* is available to view.

- **Slide Presentation:** The *CCSQ ServiceNow: User Organization and Management* slide presentation is also available for your review.

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)