CCSQ ServiceNow Updates

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

- CCSQ ServiceNow Update – Adding Inactive Users or Contacts to Assignment Groups
- CCSQ ServiceNow Update – New 'Channel' Field to RITMs and Service Catalog Tasks
- Agent Workspace Update – 'New' Button for RITMS
- 1135 Waiver Report Update – New 'Waiver Count Type' Column

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

- Updated HARP Link on User Access and Password Reset Catalog Items
- Add CCSQ Support Central Knowledge Base to Self Service Portal
- CCSQ ServiceNow Update – San Diego Patch 9 Upgrade
- AppOmni Update – Prevent Screen Shots by Android Users
- CCSQ ServiceNow Update – New 'CXOne' Text 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

Email:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)