servicenow. | for CCSQ   **January 20, 2023**

CCSQ ServiceNow Updates

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

- CCSQ Support Central Update – SMS Texts for Tracking an Existing Ticket
- New Q&A Portal Topic – Hospital Commitment to Health Equity Measure
- Security Incident Verbiage Update
- CCSQ Support Central Update – PRA Disclosure Information
- IT Services Catalog Updates
  - 'Request on your Behalf' Notification for Multiple Requests Submitted at Once
  - New Individual Contractor Offboarding Request and Process

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

- Remove Configuration Item Field on Incident and Major Incident Form
- New CCSQ Support Central Guided Tour Video
- IT Services Catalog Update – New HIDS CI/CD Tools Link on ADO Onboarding Request Catalog Items
- Agent Workspace Update – First Call Resolve Work Notes
- AppOmni Update – Packages Call Removal Tool System Setting Rule

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)