



QualityNet | CCSQ ServiceNow



August 23, 2024

## Final Reminder

# CCSQ ServiceNow Version Upgrade from Utah to Washington DC

**Affected Customers:** CCSQ ServiceNow Customers

CCSQ ServiceNow will begin the upgrade from the Utah version to the Washington DC version tonight at 8:30 PM ET. This upgrade will not cause any system downtime, and customers will be able to continue using CCSQ ServiceNow while the upgrade is implemented.

### Why is this upgrade happening?

CCSQ ServiceNow is upgraded annually to ensure that CCSQ ServiceNow customers have continued access to support services and the latest ServiceNow features.

### Where can I view more details about this upgrade?

The [Release Notes](#) for upgrading from Utah to Washinton DC can be found on the ServiceNow website.

*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](mailto:ServiceCenterSOS@cms.hhs.gov)

Center for Clinical Standards and Quality (CCSQ)