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.