



## Planned Activity

**Planned Actions:** QualityNet Jira LTS 9.12.5 Upgrade

**Impacted Application Development Organizations (ADOs):** QualityNet Jira and QualityNet Confluence users

**Planned Downtime:** Wednesday, December 4, 2024, between 8:00 PM ET and 11:00 PM ET

**What To Expect:** We are upgrading QualityNet Jira to LTS 9.12.5 on Wednesday, December 4, 2024, between 8:00 PM ET and 11:00 PM ET to resolve a security vulnerability. Jira will be unavailable during this time period. Confluence will also be briefly unavailable between 8:00 and 8:30 PM ET. A communication will be sent out once Confluence and Jira are available.

As always, if you have questions or concerns, please reach out to us in our Slack channel at [#help-atlassian](#).

*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)

*If you have any questions or concerns, please contact our Slack channel [#help-atlassian](#).*

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