



March 14, 2024

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow Self-Service Portal Updates

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

- CCSQ ServiceNow FileCloud Decommission Updates
- JIRA Integration: 'Enable Flows' to Use Retry Policy
- SLA Breach Email Notification Time Update
- QualityNet Question and Answer (Q&A): Footer Update
- CCSQ Support Central: Track a Ticket Updates
 - Resolved Incident Ticket
 - Track a Ticket Page Button

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