May 23, 2024

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow: QSEP Portal Enhancements
- CCSQ ServiceNow: 1135 Assignment Group Updates
- Knowledge Article Base Rule Update
- CCSQ Support Central: Call Scheduling Enhancements
- CCSQ ServiceNow Portal Updates: Session Timeout

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

- SLA Incident Reporting Update

- CCSQ Support Central: Track a Ticket Security Code Update

- Decommission Service Catalog Category, Sub-Category and Catalog Items

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)