September 5, 2024

CCSQ ServiceNow Updates

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

- CCSQ Support Central: 'Schedule a Call' Updates
- CCSQ ServiceNow: Case-Centric Support Process Update

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

- 1135 Waiver Fixes
- CCSQ ServiceNow: New Assignment Group Membership Workflow
- CCSQ ServiceNow: Miscellaneous Admin Request Updates
- CCSQ ServiceNow Update: Security Language for Unauthenticated Forms
- CCSQ ServiceNow: Public QA Flow Updates
- ACOMS Integration Process Update
- JIRA Token Renewal: Automated Notifications
- CCSQ ServiceNow: Decommission Jira/ServiceNow Change Request Integration
- CCSQ ServiceNow Service Center: Contact Cleanup
- CCSQ ServiceNow: Decommission ADFS Authentication

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)