



QualityNet | CCSQ ServiceNow



October 3, 2024

CCSQ ServiceNow Updates

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

- CCSQ Service Now Idea Portal and Platform: Category Field Updates

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

- CCSQ ServiceNow: Washington DC Patch 7
- CCSQ ServiceNow: Annual ServiceNow Zip Code Import
- CCSQ ServiceNow Platform and CSM Configurable Workspace: iQIES Case Form Category and Subcategory Update
- Artificial Intelligence (AI) Search Results Pagination Fix
- CCSQ ServiceNow Platform and CSM Configurable Workspace: EPCS Case Type Updates
- Decommission of IT Operations Management

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)