Assignment Group Name Updates

Affected Customers: CCSQ ServiceNow Platform Customers

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will rename and retire the following Assignment Groups.

Assignment Groups that will be *renamed:*

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS ServiceNow-Architects	ServiceNow-Architects
HIDS ServiceNow-Developers	ServiceNow-Developers
HIDS Metrics Reporting	ServiceNow-Metrics Reporting

Assignment Groups that will be *retired:*

HIDS-Staff	ServiceNow - PI3
Minions	ServiceNow - QSEP team
More Review	ServiceNow - Team 1
ORL Release Team	ServiceNow - Team 2 - Access Management Team
Performance Analytics ServiceNow Team	ServiceNow - Team 2 - On-Boarding (12th SoW/ Enhancement)
Portal Redesign Team	ServiceNow - Team 2 - On-boarding Team
Remedy Decom Team	ServiceNow - Team 2 - On-boarding Team-X
Service Portal Metrics Overview	ServiceNow - Team 2 - Solarwinds Integration
ServiceNow	ServiceNow - Team 3 - RightNow Transition
ServiceNow - FAQ/CS Team	ServiceNow COVID-19 Help Desk
ServiceNow - O&CI	ServiceNow QIES Phase 2 Team
ServiceNow - Password Reset Team	Services Portfolio Admins

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:
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Center for Clinical Standards and Quality (CCSQ)