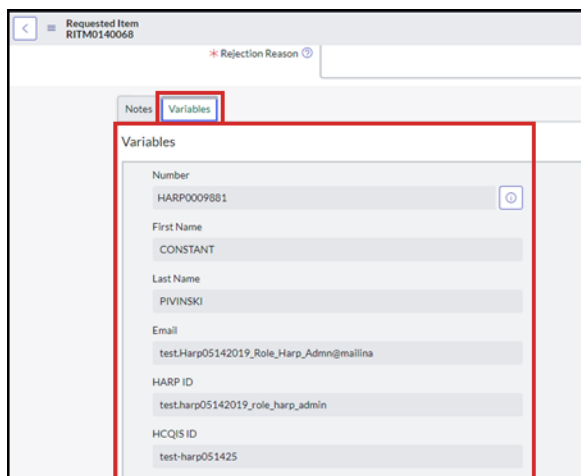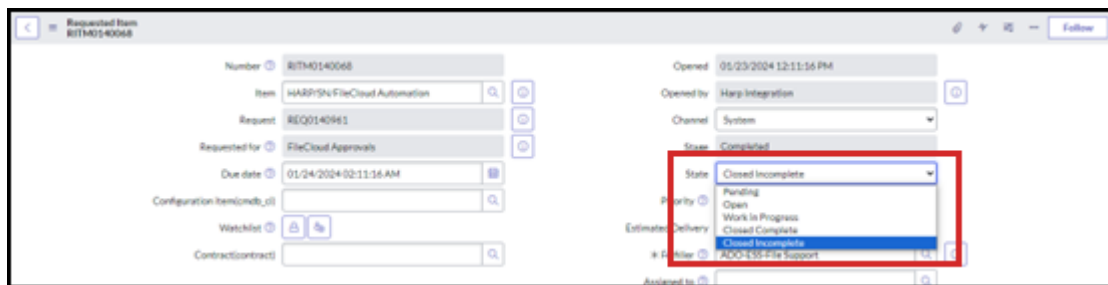servicenow. | for CCSQ

February 2, 2024

IT Service Catalog:
Requested Item (RITM) Closed Update

Affected Customers: CCSQ ServiceNow Internal Customers

On February 2, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update for any IT Services Catalog item (RITM), when the 'State' field is 'Closed Complete' or 'Closed Incomplete,' the 'Variables' tab in the RITM will be locked down. The RITM will be read-only and cannot be edited. This will ensure data being submitted is consistent.

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)