



QualityNet | CCSQ ServiceNow



November 14, 2024

CCSQ ServiceNow Updates

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

- CCSQ ServiceNow: Migrate ESS Portal to CCSQnow Self-Service Portal

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

- Hospital Hardship Automatic Deactivate Options
- CCSQ Service Center: Major Case Module Deactivated
- New AI Search Dashboard
- CCSQ ServiceNow: Infected File Download Update
- Ventech/HIDS Removed from all Portals and Platforms
- Homepage Migration Tool

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)