



QualityNet | **CCSQ ServiceNow**



*December 30, 2024*

# CCSQ ServiceNow Updates

**The following maintenance update will be completed during this iteration:**

**Affected Customers:** CCSQ Hospital Hardship Customers

## **Hospital Hardship: Automation for HH Form Start/End Dates**

On December 30, 2024, at 8:30 PM ET, CCSQ ServiceNow will automate the Hospital Hardship Form start and end date. The automation will run once a year on December 31st at 11:55 PM ET. This will calculate the start and end dates for the upcoming year and will update the system property accordingly to prevent any manual intervention on this task. The date calculations account for weekends and holidays based on defined rules, so the derived dates will always end on a business day.

### **If you need additional information, contact us:**

Phone: 1-866-288-8914

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