



## QualityNet | Operations Dashboard



August 16, 2024



### Planned Activity

**Planned Actions:** On **Tuesday, August 20, 2024**, at 4 p.m. ET, we will release updates and enhancements for the QualityNet Operations Dashboard (QNOD). The following updates and enhancements will be implemented by the QNOD team for Version 2.26.0:

#### Updates:

- Implement User Interface (UI) changes for the QNOD page, including service card hover and scroll enhancements to improve readability.
- Link and display the status page for external services like Slack and SurveyMonkey to determine their Service Status.
- Update Service (ClamAV, Confluence, DELWeb, Jira, MADiE, Tenable) configuration files for metric monitoring changes.
- Relocate CCSQ QuickSight as QuickSight under AWS Services.
- Relocate FAS to Data & Analytics.
- Onboard Lucid to the dashboard using the Service Status page.
- Implement the use of a refresh token for access token generation.
- Update evaluation code to integrate the subsystem's AI/ML anomaly models to improve service status accuracy.

### Artificial Intelligence/Machine Learning (AI/ML) enhancements:

- The pipeline now includes the capability of modeling service subsystems within QNOD. Additionally, the newly implemented classification modeling capability enables training models from known system historical degraded or outage data, improving the accuracy of event detection.
- The following service models will be deployed with subsystem models noted per service:
  - Anomaly or Classification model deployment for the services to improve service degradation accuracy:
    - Services including all subsystems: AD, DNS, EQRS SF, F5, QDIVS, Tenable, and WAN Connectivity.
    - Services without subsystems: PRS, QTSO, VPN ASA
  - The service models listed below were retrained using classification models to improve accuracy:
    - Confluence, DELWeb, Jira, and QCOR
  - The service model below was retrained using anomaly models to improve accuracy:
    - QNP

**Impacted Application Development Organizations (ADOs):** All QNOD users.

**What To Expect:** The QNOD Dashboard (<https://qnod.cms.gov/>) deployment will be from 4:00 p.m. until 6:00 p.m. ET.

For any questions, please contact the QNOD team on the [#help-qnod](#) Slack channel.

*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](mailto:ServiceCenterSOS@cms.hhs.gov)

**Center for Clinical Standards and Quality (CCSQ)**