



## QualityNet | Operations Dashboard



September 3, 2024



### Planned Activity

**Planned Actions:** On **Wednesday, September 4, 2024**, at 4 p.m. ET, we will release updates and enhancements for the QualityNet Operations Dashboard (QNOD). The QNOD team will implement the following updates and enhancements for Version 2.27.0:

#### Updates:

- Integration of anomaly detection with services and subsystems to improve the accuracy of the Service Status.
- The service evaluation query logic will be updated to accurately determine the latest Service Status.
- Updating the service configuration to use synthetics with ServiceNow for determining the Service Status and uptime.
- Updating the service configuration for GitHub and SurveyMonkey to align degraded status with their respective status pages.
- Transitioning McAfee WG service to Skyhigh SWG and implementing synthetics to determine Service Status and uptime.
- Enhancing user login behavior to resolve an issue where login sessions would hang and fail to redirect to the Internet Download Manager (IDM) login page.
- The redundant AWS Canary for ServiceNow will be deactivated.

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

- Enabling integration of the Anomaly and Classification model with subsystems to improve the enhanced service degradation accuracy for the following:
  - AD, DNS, EQRS SF, F5, QDIVS, Tenable, and WAN Connectivity
- Enabling automation anomaly services for Slack notifications in Production.

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

**What To Expect:** The QNOD Dashboard (<https://qnod.cms.gov/>) deployment update 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)**