



QualityNet | Operations Dashboard



March 16, 2023

QualityNet Operations Dashboard (QNOD) v1.23.1.4

Affected customers: All QualityNet users

On Wednesday, March 15, 2023, at 8 p.m. ET, we will be releasing a new version of the QualityNet Operations Dashboard (QNOD). This release will cause QNOD to be unavailable until 10 p.m. ET.

Why is this release happening?

New versions of QNOD are released each sprint to ensure that QNOD users have continued access to the latest product features and enhancements as well as fixes to any issues that have been resolved.

What are some of the enhancements included in the upgrade?

Users can expect the following new functionality with this release as well as fixes and/or security patching.

New features:

- New Service Onboarding
 - **VPN ASA**
 - Onboarded initial KPIs: CPU Used Percent and Memory Used Percent.
- Machine Learning Enablement – Anomaly Detection (Released March 13)
 - **New Relic**
 - This AI/ML capability with deep learning models provides service owners with a 24-hour historical view of anomalies that may have occurred with their service.
 - This capability will aid service owners in investigating root causes as well as fixing issues with their service that would otherwise lead to a potential future service issue or degradation.
 - **SAS Viya**
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- This capability will aid service owners in investigating root causes as well as fixing issues with their service that would otherwise lead to a potential future service issue or degradation.
- Machine Learning Enablement – Uptime Prediction (Released March 13)
 - **New Relic**
 - This AI/ML capability with deep learning models provides the service owner with a look ahead of 10 minutes into the future for any potential issues at the KPI level, with an 86% confidence level in this prediction. This gives service owners an opportunity to investigate their service and look for potential issues.
 - Predictions are available for the following KPIs: **Queue Depth**.

Service Adjustments and Baseline Reconciliation Improvements:

- **Barracuda**
 - Updated component and KPI weights to more accurately represent their contribution to overall service health.
 - Added ELB and Email Gateways to those already being monitored.
 - Added failing state thresholds to In and Out Queue KPIs.
- **Confluence**
 - Removed non-impacting KPIs and updated component and KPI weights to more accurately represent overall service health.
- **iQIES**
 - Removed non-impacting KPI's to more accurately represent overall service health.
- **QMARS Fax**
 - Removed sunseting Reverse Proxy subsystem.
- **Nexus**
 - Removed sunseting IQ Auditor and IQ Firewall subsystems.
- **Zscaler**
 - Removed non-impacting KPIs and updated component and KPI weights to more accurately represent overall service health.

Resolved issues:

- Adjusted New Relic query intervals to avoid gaps in EC2 Status Check data for some Active Directory hosts.
- Resolved an issue where a missing entity in HARP data interfered with Anomaly Detection for that service.
- Resolved minor issues with panel labels and rendering on the QIES drill-down dashboard.

Known issues:

- CCSQ QuickSight – Occasional insufficient data false positives for User Experience KPIs
- EQRS SF – No data is available for User Experience KPIs (“canaries”) while the Portal team troubleshoots API endpoints. Service health alerts have been disabled for EQRS SF.
- Time picker for service drill-down dashboards has been temporarily disabled to address possible issues with system stability

The release notes for all past releases can be found in [Confluence](#). Once you are on the Confluence page, click on the **Release Notes** tab at the top of the 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



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Center for Clinical Standards and Quality (CCSQ)