



## QualityNet | Operations Dashboard



*December 21, 2022*

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# QualityNet Operations Dashboard (QNOD) v6.7

**Affected customers:** All QualityNet users

On Wednesday, December 21, 2022, 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:**

- Machine Learning Enablement – Anomaly Detection
  - Jira
    - 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 with 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
  - Jira
    - This AI/ML capability with deep learning models provides the service owner with a look ahead of 5 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 enabled for the following KPIs: APM Heap Used Percent, APM Throughput, Disk Free Percent, EFS Data Read IO, EFS Percent IO, Memory Used Percent, RDS CPU Used Percent, RDS Connections Count, RDS Freeable Memory, RDS Free Storage Space, RDS Read Latency, RDS Write Latency, Request Count, Synthetic Availability, Synthetic First Byte, Synthetic First Contentful Paint, Synthetic First Paint, Synthetic Latency, Synthetic On Page Load.

**Resolved issues:**

- Airflow
  - Restored Process Count KPI
  - Transitioned CPU and Memory Used Percent KPIs from EC2 to ECS source
  - Removed EC2 Status Check and Disk Free Percent KPIs

**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 drilldown 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 in the Confluence page, click on the **Release Notes** tab at the top of the page.

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*If you need additional information, contact us:*

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Save time. Submit and Track your ticket!

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