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servicenow.



# QualityNet Security Incident Updates

**Affected Customers: Security Points of Contacts, QualityNet Security Incident Submitters, Security Operations Center, and HCQIS Services and Operations Support**

New enhancements have been made to the QualityNet Security Incident form to improve Security Incident submissions and enhanced visibility for Security Points of Contacts.

Enhancements include:

- SPOCs will have visibility into Security Incidents submitted by contractor staff for their organization.
- Updates were made to make both platform and portal views consistent.
- Added Organization fields to allow submitters to indicate the which organizations are reporting and are impacted by the security incident.
- Added 'My Organization Security Incidents' option under the menu 'My Stuff' in ServiceNow portal for SPOCs to view security incidents associated with their organization.
- Enabled the ability for the SOC to restrict Security Incident visibility from other customers.

*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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