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QualityNet Security Incident Updates

Knowledge Article Now Available

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

The Knowledge Article for these enhancements is now available in CCSQ ServiceNow. See details below.

On March 18, 2022, new enhancements were made to the QualityNet Security Incident form to improve Security Incident submissions and enhance visibility for Security Points of Contacts.

Enhancements include:

- SPOCs 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 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.

For more information, view the Knowledge Article Titled: How to Report a Security Incident in ServiceNow Platform and Portal in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

If you need additional information, contact us:

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