QualityNet Operations Dashboard (QNOD) v1.23.2.1

Affected customers: All QualityNet users

On Wednesday, April 26, 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.

Service Adjustments and Baseline Reconciliation Improvements:

- **Jenkins**
  - Removed non-impacting KPIs and updated component and KPI weights to more accurately represent service health.
- **WAN Connectivity**
  - Updated New Relic queries to reflect infrastructure changes.

Resolved issues:

- **Machine Learning Models** – Shifting trends in service metric data may adversely affect the performance of both Anomaly Detection (AD) and Uptime Prediction (UP) models. Retraining is complete for the listed models and AD alerts have been re-enabled where applicable.
  - **Ansible UP**
  - **HARP AD**
  - **Jira AD & UP**
  - **Syslog UP**

Known issues:

- **Machine Learning Models – Ansible** anomaly detection (AD) alerts have been disabled while the model is retrained.
- **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.
- **QNOD** – 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

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Center for Clinical Standards and Quality (CCSQ)