



QualityNet | Operations Dashboard



June 7, 2023

QualityNet Operations Dashboard (QNOD) v1.23.2.4

Affected customers: All QualityNet users.

On Wednesday, June 7, 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.

Machine Learning Enablement

- **FAS** – Anomaly Detection (Released June 2)
 - 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.
- **HQR** – Anomaly Detection (Released June 2)
 - 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.

Service Adjustments and Baseline Reconciliation Improvements:

- **Ansible**
 - Updated KPI and component weights to more accurately represent service health.
- **FireEye vNX**
 - Updated KPI and component weights to more accurately represent service health.
- **GitHub**
 - Replaced monitoring of GitHub Enterprise Server with GitHub Enterprise Cloud via GitHub Status API.
- **Next Gen Firewall**
 - Updated KPI weights to more accurately represent service health.
- **TrendMicro**
 - Updated KPI and component weights to more accurately represent service health.
 - Remove KPIs:
 - DSM RDS Read Latency
 - DSM RDS Write Latency
 - DSM RDS Connections Count
 - DSM RDS Freeable Memory
 - DSM Request Count
 - DSM Avg Healthy Host Count
 - Relay RDS CPU Used Percent
 - Relay RDS Free Storage Space
 - Relay RDS Freeable Memory
 - Relay Request Count
 - Relay Avg Healthy Host Count
 - Relay RDS Read Latency
 - Relay RDS Write Latency
 - Relay RDS Connections Count

Known Issues:

- **CCSQ QuickSight** – Occasional insufficient data false positives for User Experience KPIs.
- **QNOD** – The 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



Email:

ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)