# CONTRACT ONBOARDED WITHIN HCQIS

## Process:

This stage is a *milestone* in the process. After all the tasks listed below are completed, the contract will be successfully onboarded into the HCQIS environment. The SPOC/AA will receive notifications with instructions on how to access their accounts. A separate email will be sent from the HIDS Infrastructure Active Directory team with the Active Directory (AD) password. The New Contractor will now be able to do the following:

- *SPOC and AA will be able to access the HCQIS environment including the AD Account, Email, Skype, VDI and ServiceNow.*
- *The New Contractor will be able to submit purchase requests.*
- *New Users requests may be submitted to onboard the New Contractor's employees in support of their contract within ServiceNow.*

| Step | Item | Resource(s) |
|------|------|-------------|
| 1 | **Submit Onboarding Request in ServiceNow**: The HIDS Onboarding Lead will work with the CMS COR to submit a Contractor Onboarding Request in ServiceNow. | WebEx Recorded Training Session |
| 2 | **Active Directory(AD) Accounts/ServiceNow Groups/Cost Center:**<br><br>• Once the contract request is submitted, a contract record will automatically be created in ServiceNow that will be the system of record for the contract.<br>• The HIDS Infrastructure Active Directory team will create the needed organizational units and Active Directory groups for the contract/organization.<br>• The HIDS Infrastructure Active Directory team will create the Active Directory accounts for the SPOC and AA.<br>• The HIDS Infrastructure ServiceNow Team will create the contract groups in ServiceNow for the contract.<br>• The HIDS Infrastructure Procurement Team will create the cost center (procurement points of contacts) record in ServiceNow. | N/A |
| 3 | **SPOC and AA Access in ServiceNow:** Once the Active Directory accounts and ServiceNow groups have been created, the HIDS Security Identity and Access Management (IAM) team will add the SPOC and AA to the appropriate ServiceNow groups and roles. | HIDS Security |

## TimeLine:

This milestone takes place within ten (10) business days of the Period of Performance beginning.