



Onboarding Into the HCQIS Environment

This page provides information detailing what access is granted for all HCQIS users and how the access can be obtained via the Contractor Onboarding and New User Request Forms.

Contractor Onboarding:

When a Contractor Onboarding request is submitted by the CMS COR, the following access is created for the contractor: Cost Center for their procurement needs and HCQIS Access for the Security Point of Contact (SPOC) and Account Administrator (AA).

Cost Center

The Cost Center record contains financial and shipping contacts information within ServiceNow for any procurement needs for the contractor. This is required for each contractor within the HCQIS environment. If there are several locations, a cost center will need to be created for each location. Once the cost center is created, the contractor may make purchase request submissions for their contract.

Security Point of Contact and Account Administrator Access

When submitting a Contractor On-boarding request within ServiceNow, at least one Security Point of Contact (SPOC) and Account Administrator (AA) is required. The SPOC and AA will be provided Skype, Active Directory, ServiceNow, and HCQIS Email. The SPOC and AA will be able to submit purchase requests for the contractor as well as submit incidents and service requests. [Learn more about Security Policies & Procedures.](#)

New User Requests:

The HCQIS New User Request is a self-service request giving access to anyone (CMS, Contractor or QPP) who needs a new HCQIS account. Contractors are provided the following services: Active Directory (AD), ServiceNow, Virtual Desktop Infrastructure (VDI), and HCQIS Email. In order to submit a New User Request, the contract must already be onboarded into the HCQIS environment. [Submit a New User Request.](#)

Active Directory

Active Directory (AD) is a directory service that Microsoft developed for the Windows domain networks. It is included in most Windows Server operating systems as a set of processes and services. Active Directory access provides a single point of entry to numerous HCQIS applications.

HCQIS Email

The HCQIS Email uses Outlook Office 365. Microsoft Outlook is a personal information manager from Microsoft, available as a part of the Microsoft Office suite. Although often used mainly as an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing. The HCQIS email generated should be used for all work pertaining to HCQIS. The HCQIS email address will be used as the contractor's primary email for other HCQIS applications.

Skype

Skype for Business is an instant messaging client used with Skype for Business Server or with Skype for Business Online. Skype for Business is enterprise software. The Skype account that is generated for the contractor will allow the contractor to message any other HCQIS user.

Virtual Desktop Infrastructure (VDI)

Virtual Desktop Infrastructure (VDI) is virtualization technology that hosts a desktop operating system on a centralized server in a data center. VDI is a variation on the client-server computing model, sometimes referred to as server-based computing. Users have the ability to communicate with local file, print, and database servers within the organization's physical network infrastructure or with data elsewhere in the HCQIS network utilizing a remote connection. Virtual desktop takes the applications and data off of the user's PC or laptop and places them on servers that users connect to for computing purposes.

All of the typical icons, folders, toolbars that an individual is used to seeing on his/her desktop, will now appear within the VDI session. It will appear as if the resources being utilized are local to the user's desk; however, data will be housed in the data center.

The HCQIS VDI environment provides many third party tools that are available upon request.

ServiceNow

ServiceNow provides service management software as a service. It specializes in IT services management (ITSM), IT operations management (ITOM) and IT business management (ITBM). ServiceNow is the primary application used in the HCQIS environment to submit service requests, report incidents, and submit and view inventory information.