ISG Contract Engagement Lifecycle

STANDARD OPERATING PROCEDURES

Version: 1.1

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ISG Contract Engagement Lifecycle
STANDARD OPERATING PROCEDURES

The ISG Contract Onboarding Standard Operating Procedures is the central location for information, resources and guidance regarding the process of onboarding a new contractor into ISG. Within this space, you will find the information you need to successfully onboard a new contract.

What is the Onboarding Process?

The timeline below is a high-level overview of the ISG Contract Onboarding Process. View more information regarding this process.
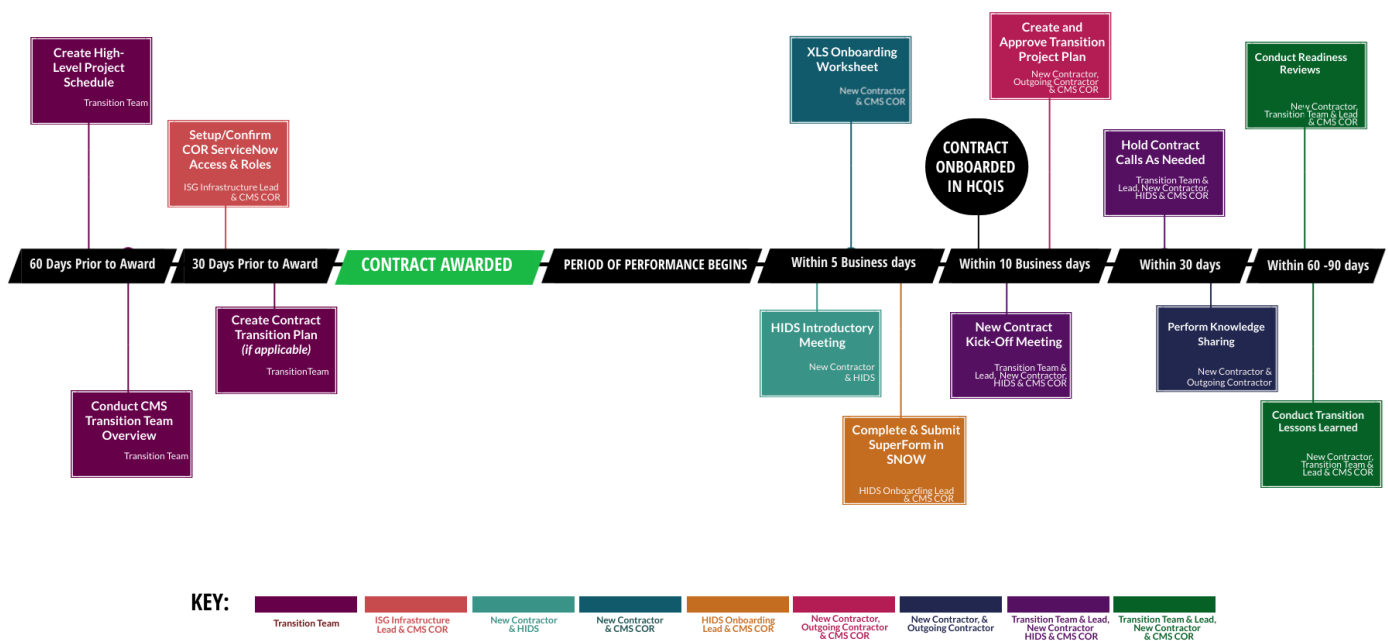
The Onboarding Process is represented by a timeline. 60 days prior to the award, the Transition team must Create a High-Level Project Schedule and Conduct the Center for Medicaid and Medicare Services (CMS) Transition Team Overview. 30 Days prior to the Award, The transition team must Create the Contract Transition Plan . In addition, the Information Systems Group(ISG) Infrastructure Lead and CMS Contract Officer's Representative (COR) must setup or confirm the COR ServiceNow Access. The next milestone is the Contract is Awarded followed by the Period of Performance beginning.

Within 5 business days of the Period of Performance beginning, HCQIS (HealthCare Quality Information Systems) Information and Data Center Support (HIDS) will host a HIDS Introductory meeting with the New Contractor, the New Contractor with the CMS COR will complete the Onboarding Worksheet and the HIDS Onboarding Lead and CMS COR will Complete and Submit the SuperForm in ServiceNow. Within 10 business days, the next milestone that occurs is the Contract is Onboarded in HCQIS. Also the New Contract Kick-off Meeting is held with the Transition Team and New Contractor and the Transition Project Plan is Created and Approved by the New Contractor, Outgoing Contractor and the CMS COR.

Within 30 days the Transition Team, New Contractor and HIDS will hold contract calls as needed. In addition the New Contractor and Outgoing Contractor will perform knowledge sharing. Within 60-90 days the New Contractor and the Transition Team will Conduct readiness reviews and Transition Lessons Learned.

Need Information on the status of your contract? *Click here to view the status or to submit a question*
Contractors: *If you have other questions please reach out to your CMS COR |* **CMS CORS:** *Submit all questions to the Contract Engagement Lifecycle Status Q & A Forum and/or reach out to your DSIF Onboarding Lead*

What is My Role?

From the icons below choose your role in the process.

[Architect Lead](#)

[Center for Medicaid and Medicare Services (CMS) Contract Office Representative (COR)](#)

[Division of Services and Infrastructure Fulfilment (DSIF) Onboarding Lead](#)

[HCQIS (HealthCare Quality Information Systems) Information and Data Center Support (HIDS) Onboarding Lead](#)

[Infrastructure Lead](#)

[New Contractor](#)

[Outgoing Contractor](#)

[Project Manager](#)

[Security Lead](#)

[Transition Lead](#)

KEY TERMS

CMS: Centers for Medicare & Medicaid Services

ISG: Information Systems Group

COR: Contracting Officer's Representative

HCQIS: Healthcare Quality Information System

SOP: Standard Operating Procedure

Transition Team: The Transition team consists of the following individuals - Architect Lead, CMS COR , DSIF Onboarding Lead, Infrastructure Lead, Project Manager, Security Lead, Transition Lead.

[View Complete Definition of Terms](#)

QUICK LINKS

[Onboarding Checklist](#)
[Training and Reference Materials](#)
[Roles and Responsibilities/Stakeholders](#)
[Contract Engagement Life-cycle Status](#)

The Roles

The Roles: Prior to the solicitation of the contract being issued, a number of individuals are identified by ISG Management to participate in the process of onboarding the contract. This section is to list these roles and link further information regarding each role. Each role's page provides you with specific information regarding who they are, what steps they participate in and who they interact with during the process. So whether you are a COR, Contractor or any participant in between , you cannot only receive specific information about what your part is in the process, you can also understand what the roles of your contract onboarding teammates are as well.

TRANSITION TEAM: *The Transition team is comprised of the following individuals - Architect Lead, CMS COR , DSIF Onboarding Lead, Infrastructure Lead, Project Manager, Security Lead, Transition Lead*

Architect Lead

Center for Medicaid and Medicare Services (CMS) Contract Office Representative (COR)

Division of Services and Infrastructure Fulfilment (DSIF) Onboarding Lead

Infrastructure Lead

Security Lead

Transition Lead

Project Manager

OTHER ROLES:

HCQIS (HealthCare Quality Information Systems) Information and Data Center

New Contractor

Outgoing Contractor

Need Information on the status of your contract? *Click here to view the status or to submit a question*
Contractors: *If you have other questions please reach out to your CMS COR |* **CMS CORS:** *Submit all questions to the Contract Engagement Lifecycle Status Q & A Forum and/or reach out to your DSIF Onboarding Lead*

Architect Lead

The Architect lead is the ISG architect appointed to support this contract by Division of Quality Systems Governance, Engineering and Development (DQSGED) management. They are a part of the transition team and are knowledgeable about the technical aspect of the system(s) related to the new contract.

Transition Team Member

Steps Involved In or Responsible For:

Create Transition Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct Transition Team Overview

Works With: *Transition Team and COR*

Process: *The Overview can begin after the Solicitation is issued. The Transition Lead will present topics to include:*

- *Review of the SOW and SOO including any transition-related deliverables.*
- *Review of the ISG Roles and Responsibilities Matrix*
- *Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest)*
- *Review the ISG New Contractor On-boarding Checklist*
- *Review required documents and/or templates for obtaining user access to ISG systems (e.g., CMS system user request form, QNET Security Administrator Form, etc.)*
- *Review types of access needed for software and/or systems (e.g., SharePoint, QNET, ALM, etc.)*

Create Contract Transition Plan

Works With: *Transition Team and CMS COR*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

New Contract Kick-Off Meeting

Works With: *Transition Team, HIDS, New Contractor and CMS COR*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: COR, Transition Team and New Contractor

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

CMS COR

The CMS COR is the Centers for Medicare & Medicaid Services (CMS) Contracting Officer's Representative (COR). This person is responsible for contract actions and works directly with the Contracting Officer.

Steps Involved In or Responsible For:

Create High-Level Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct CMS Transition Team Overview

Works With: *Transition Team*

Process: *The Overview can begin after the Solicitation is issued. The Transition Lead will present topics to include:*

- *For Non-ISG Contracts: Review of Data, Infrastructure & Security ISG Questionnaire.*
- *Review of the Statement of Work (SOW) and Statement of Objective (SOO) including any transition-related deliverables.*
- *Review of the ISG Roles and Responsibilities Matrix*
- *Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest)*
- *Review the ISG New Contractor On-boarding Checklist*
- *Review required documents and/or templates for obtaining user access to ISG systems (e.g., CMS system user request form, QNET Security Administrator Form, etc.)*
- *Review types of access needed for software and/or systems (e.g., SharePoint, QNET, ALM, etc.)*

Set Up COR ServiceNow Access

Process: *COR submits a HCQIS New User request, if they don't have HCQIS Access. If the CMS COR is not a member of the "CMS COR" group in ServiceNow, submit a miscellaneous request in HCQIS ServiceNow COR confirms access to Active Directory, PPS Contract Module, PPS Contract Dashboard, and the Onboarding request located in the ServiceNow IT Services*

Catalog. If additional access needed, submit a miscellaneous request in HCQIS ServiceNow

Create Contract Transition Plan

Works With: *Transition Team*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

Onboarding Worksheet

Works With: *New Contractor*

Process: *The CMS COR will provide the New Contractor Point of Contact (POC) with an XLS Onboarding Worksheet to fill out. This worksheet can be provided by the Onboarding Lead or downloaded from the ServiceNow Catalog.*

Complete and Submit Form in ServiceNow

Works With: *HIDS Onboarding Lead*

Process: *The CMS COR and HIDS Onboarding Lead will fill out and submit the New Contractor Onboarding service request in ServiceNow using the completed XLS Onboarding Spreadsheet.*

New Contract Kick-Off Meeting

Works With: *Transition Team, New Contractor and HIDS*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Create and Approve Project Launch Plan

Works With: *New Contractor and Outgoing Contractor*

Process: *The CMS COR, New Contractor, and Outgoing contractor will create a transition or new project implementation timeline plan.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor and HIDS*

Process: *The Transition Team, New Contractor, CMS COR and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: Transition Team and New Contractor

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

Additional Notes

Security Training
RBT & RoB Policy Training: A specialized training is now available titled *RBT & RoB Policy Updates: A Briefing for CORs*. All CORs are expected to take this training annually.

The COR training includes a review of RBT and RoB resource kits for use with CMS contractors. The training additionally covers the COR responsibilities for collecting training records demonstrating that all contractors with Significant Security and Privacy Responsibilities (SSR) complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request. The COR is also responsible for implementing the *HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy* prior to the completion of on-boarding for their contracting organizations. This requires contractors to acknowledge and accept the HHS RoB. The COR training addresses this responsibility and reporting process as well, which is similar to that for RBT.

Please access the training at [cms.gov/cbt](cms.gov/cbt) under the RBT menu on the Manage Training Information page. For additional guidance on RBT policy implementation, refer to the Risk Management Handbook Chapter 2 Awareness and Training, dated 02/27/2019. For more information on roles, visit [National Initiative for Cybersecurity Education (NICE) Cybersecurity Workforce Framework](#).

For additional security requirements and training view [Security Training and Reference Materials](#)

DSIF Onboarding Lead

Transition Team Member

The Division of Services and Infrastructure Fulfillment (DSIF) Onboarding Lead is the Information Services Group (ISG) Subject Matter Expert on onboarding and ensures contractors obtain required software, hardware, and system access. He/she is the main coordinator with the HCQIS (HealthCare Quality Information Systems) Information and Data Support Center (HIDS) contract onboarding team and is knowledgeable in using the Onboarding SuperForm in the ServiceNow application.

Steps Involved In or Responsible For:

Create Transition Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct Transition Team Overview

Works With: *Transition Team and COR*

Process: *The Overview can begin after the Solicitation is issued. The Transition Lead will present topics to include:*

- *Review of the SOW and SOO including any transition-related deliverables.*
- *Review of the ISG Roles and Responsibilities Matrix*
- *Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest)*
- *Review the ISG New Contractor On-boarding Checklist*
- *Review required documents and/or templates for obtaining user access to ISG systems (e.g., CMS system user request form, QNET Security Administrator Form, etc.)*
- *Review types of access needed for software and/or systems (e.g., SharePoint, QNET, ALM, etc.)*

Create Contract Transition Plan

Works With: *Transition Team and CMS COR*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

New Contract Kick-Off Meeting

Works With: *Transition Team, HIDS, New Contractor and CMS COR*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDS will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: COR, Transition Team and New Contractor

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

HIDS Onboarding Lead

The HCQIS (HealthCare Quality Information Systems) Information and Data Center Support (HIDS) Onboarding Lead is the Infrastructure Project Manager who is responsible for making sure the New Contract is onboarded into the HCQIS environment successfully.

Steps Involved In or Responsible For:

HIDS Introductory Meeting

Works With: *New Contractor*

Process: *The HIDS Introductory meeting conducted by the HIDS Onboarding Lead will provide an introduction to the HCQIS onboarding process and steps.*

Complete & Submit Onboarding Service Request

Works With: *COR*

Process: *The CMS COR and HIDS Onboarding Lead will fill out and submit the New Contractor Onboarding service request in ServiceNow using the completed XLS Onboarding Spreadsheet.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Infrastructure Lead

The Infrastructure Lead is The Division of Service and Infrastructure Fulfillment (DSIF) staff member appointed by management to the transition team. This person is knowledgeable about infrastructure roles and responsibilities. He or she are the point person for anything related to infrastructure that is needed for the transition out and in of contractors.

Transition Team Member

Steps Involved In or Responsible For:

Create High-Level Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct Transition Team Overview

Works With: *Transition Team and COR*

Process: *The Overview can begin after the Solicitation is issued. The Transition Lead will present topics to include:*

- *Review of the SOW and SOO including any transition-related deliverables.*
- *Review of the ISG Roles and Responsibilities Matrix*
- *Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest)*
- *Review the ISG New Contractor On-boarding Checklist*
- *Review required documents and/or templates for obtaining user access to ISG systems (e.g., CMS system user request form, QNET Security Administrator Form, etc.)*
- *Review types of access needed for software and/or systems (e.g., SharePoint, QNET, ALM, etc.)*

Create Contract Transition Plan

Works With: *Transition Team and CMS COR*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

New Contract Kick-Off Meeting

Works With: *Transition Team, HIDS, New Contractor and CMS COR*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: *COR, Transition Team and New Contractor*

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

New Contractor

The New Contractor is the organization that is awarded the new or transitioning contract.

Steps Involved In or Responsible For:

HIDS Introductory Meeting

Works With: *New Contractor*

Process: *The HIDS Introductory meeting conducted by the HIDS Onboarding Lead will provide an introduction to the HCQIS onboarding process and steps.*

XLS Onboarding Worksheet

Works With: *New Contractor*

Process: *The CMS COR will provide the New Contractor Point of Contact (POC) with an XLS Onboarding Worksheet to fill out. This worksheet can be provided by the Onboarding Lead or downloaded from the ServiceNow Catalog.*

Conduct New Contractor Kick-Off Meeting

Works With: *Transition Team, New Contractor and HIDS*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Create and Approve Transition/Project Timeline

Works With: *New Contractor and Outgoing Contractor*

Process: *The CMS COR, New Contractor, and Outgoing contractor will create a transition or new project implementation timeline plan.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Perform Knowledge Share

Works With: *Outgoing Contractor and COR*

Process: *The New Contractor and Outgoing Contractor should perform knowledge transfer sessions. The Transition Lead can assist in coordinating if needed. The knowledge transfer sessions should include knowledge documentation, information regarding the Line of Business (LOB) (overview of the LOB, POCs, etc.).*

Conduct Readiness Reviews

Works With: COR, Transition Team and New Contractor

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

Additional Notes:

Security Requirements

RBT Training: All Contractors with Significant Security and Privacy Responsibilities (SSR) Roles must complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request.

HHS RoB: All Contractors must acknowledge and accept the*HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy (HHS RoB)* prior to the completion of onboarding.

For additional security requirements and training view [Security Training and Reference Materials](#)

Contractor SSR Roles

Account Administrator (AA): The Contractor Account Administrator is the Contractor's facilitator for the registration process for employees at their organization.

Security Point of Contact (SPOC): The SPOC works directly with the HCQIS Infrastructure Contractor and the CMS HCQIS security team on multiple levels of security-related topics, and is the central point of contact at the Contractor organization regarding security matters.

Outgoing Contractor

This individual is the incumbent contractor who is transitioning out and who will be replaced by the New Contractor.

Steps Involved In or Responsible For:

Create and Approve Transition/Project Timeline

Works With: *New Contractor*

Process: *The CMS COR, New Contractor, and Outgoing contractor will create a transition or new project implementation timeline plan.*

Perform Knowledge Share

Works With: *CMS COR*

Process: *The New Contractor and Outgoing Contractor should perform knowledge transfer sessions. The Transition Lead can assist in coordinating if needed. The knowledge transfer sessions should include knowledge documentation, information regarding the Line of Business (LOB) (overview of the LOB, POCs, etc.).*

Project Manager

The Project Manager Role can function as a separate role or in a dual role as the Transition Lead. They are responsible for overseeing the project at a high-level including: Contract Management, Regulation Compliance, Team Management, Stakeholder Communication, Performance Analysis, as well as management of the scope, schedule and costs of the project.

Transition Team Member

Steps Involved In or Responsible For:

Create Transition Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct Transition Team Overview

Works With: *Transition Team and COR*

Process: *After the Solicitation is issued, the overview can begin. The Transition Lead will present topics to include:*

- *Review of the SOW and SOO as well as any transition-related deliverables.*
- *Review of the ISG Roles and Responsibilities Matrix*
- *Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest)*
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- *Review types of access needed for software and/or systems (e.g., SharePoint, QNET, ALM, etc.)*

Create Contract Transition Plan

Works With: *Transition Team and CMS COR*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

New Contract Kick-Off Meeting

Works With: *Transition Team, HIDS, New Contractor and CMS COR*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDS will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: *COR, Transition Team and New Contractor*

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

Security Lead

The Information Services Group (ISG) Security Team member who is knowledgeable about the necessary security forms and requirements which need to be met by the New Contractor.

Transition Team Member

Steps Involved In or Responsible For:

Create High-Level Project Schedule

Works With: Transition Team

Process: The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.

Conduct Transition Team Overview

Works With: Transition Team and COR

Process: After the Solicitation is issued, the overview can begin. The Transition Lead will present topics to include:

- Review of the SOW and SOO as well as any transition-related deliverables.
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Works With: COR, Transition Team and New Contractor

Process: The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.

Conduct Transition Lessons Learned

Works With: COR, Transition Team and New Contractor

Process: The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.

Transition Lead

The Transition Lead coordinates the transition between incoming and outgoing contracts. He/she is the master coordinator who ensures all activities happen on schedule, makes certain the transition team addresses and supports activities as needed, and escalates any transition-related issues to ISG Management.

Transition Team Member

Steps Involved In or Responsible For:

Create Transition Project Schedule

Works With: *Transition Team*

Process: *The Transition Team will develop a "high-level" ISG Transition Activities Project Schedule Template with SLAs.*

Conduct Transition Team Overview

Works With: *Transition Team and COR*

Process: *After the Solicitation is issued, the overview can begin. The Transition Lead will present topics to include:*

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Create Contract Transition Plan

Works With: *Transition Team and CMS COR*

Process: *The Transition Team will finalize and approve the timeline that will be used to determine the length of the transition period.*

New Contract Kick-Off Meeting

Works With: *Transition Team, HIDS, New Contractor and CMS COR*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Hold Contract Calls as Needed

Works With: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition Team, New Contractor, CMS COR and HIDS will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software and security related items.*

Conduct Readiness Reviews

Works With: COR, Transition Team and New Contractor

Process: *The CMS COR, Transition Team and the New Contractor will conduct a several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

Onboarding Process

This section provides guidance to CMS ISG team members and ISG contractors responsible for onboarding ISG contracts information and resources on the overall ISG onboarding process. The timelines provided below are for general guidelines and may vary based on your contract.

60 DAYS PRIOR TO THE AWARD

Complete the following steps at least 60 days before the contract is awarded:

- *Create High-Level Project Schedule*
- *Conduct CMS Transition Overview*

30 DAYS PRIOR TO THE AWARD

Complete the following steps at least 30 days before the contract is awarded:

- *Setup CMS COR ServiceNow Access*
- *Create Contract Transition Plan*

CONTRACT AWARDED

The CMS ISG selects and contacts the New Contractor. Thereafter ISG prepares the official approval of the contract to send to New Contractor. The contract is then executed by the New Contractor. **No work can start or meetings scheduled with the New Contractor until the Period of Performance begins**. *The New Contractor must identify a Security Point of Contact (SPOC) and Account Administrator (AA) within one day of the contract award. **View More Information**.*

Period of Performance

The period of performance is the time span between the effective date of a contract (when the contracted effort begins) and the last day under the contract in which deliveries of goods are made or services are performed. Once the Period of Performance begins all meetings, work and calls can proceed.

PROCESS: NEW CONTRACT

Use the following best practices for new contracts which will not have any transition activities.
Complete the following within five(5) Days of Period of Performance Beginning:

- *HIDS Introductory Meeting*
- *Onboarding Worksheet*
- *Complete and Submit Form in ServiceNow*

Complete the following within ten(10) days of Period of Performance Beginning:

- *MILESTONE: Contract Onboarded Within HCQIS*
- *New Contract Kick-Off Meeting*

Complete the following within 30 days of Period of Performance Beginning:

- *Hold Contract Calls as Needed*

Complete the following within 60-90 days of Period of Performance Beginning:

- *Conduct Readiness Reviews*

Need Information on the status of your contract? *Click here* to view the status or to submit a question
Contractors: *If you have other questions please reach out to your CMS COR |* **CMS CORS:** *Submit all questions to the Contract Engagement Lifecycle Status Q & A Forum and/or reach out to your DSIF Onboarding Lead*

STEP: Create High Level Project Schedule

Process:

The Transition Team will collaborate to create a high level schedule of the contract implementation. This schedule will include all activities, duration, dependencies, and resources required for the onboarding of the New Contractor as well as launch or transition of the contract to ensure that the all necessary actions have been completed by the project end date.

TimeLine:

Once the Solicitation (Statement of Work (SOW), Statement of Objectives (SOO), etc.) is issued, the schedule should be created. Ideally this should transpire, at least 60 days prior to the awarding of the contract.

Participants:

Architect Lead	*Infrastructure Lead*	*Transition Lead*
CMS COR	*Project Manager*	
DSIF Onboarding Lead	*Security Lead*	

STEP: Conduct CMS Transition Overview

Process:

In order to achieve a full understanding of the scope of the contract as well as all associated meetings, needs and activities, a CMS Contract Implementation Overview must be conducted. Topics to be discussed should include:

#	Item	Resource(s)
1	**For Non-ISG Contracts: Review of Data, Infrastructure & Security ISG Questionnaire:** The ISG Questionnaire provides assistance in obtaining ISG approval and/or guidance for any IT data, infrastructure and security requirements necessary to complete the contract tasks. The information obtained from the questionnaire will be used in planning the transition timeline and deliverables.	ISG Questionnaire (CMS Sharepoint)
2	**Review of the Statement of Work (SOW) and Statement of Objective (SOO) including any transition related deliverable(s).**	N/A
3	**Review of the ISG Roles and Responsibilities Matrix**: The purpose of this document is identify the responsibilities for steps listed in Section 3 – Procedure Steps based on the required roles for completing the transition and Onboarding of New Contractors within ISG.	ISG Roles and Responsibilities Matrix
4	**Review of the "high level" ISG Transition Activities Project Schedule Template with SLAs (timeline should account for protest and potential delays resulting from protest):** The ISG Transition Activities Project Schedule Template is a tool that can be customized. It provides assistance to the Transition Lead in creating their transition project schedule because it includes transitions activities, durations, dependencies, and resource names to ensure that all transition activities can be completed by the transition end date.	Project Schedule Template
5	**Review the ISG New Contractor Onboarding Checklist:** The New Contractor Checklist includes the description of the activity, responsible entity/entities, reference documentation, duration when applicable and notes for each activity.	ISG New Contractor Onboarding Checklist
6	**Review required documents and/or templates for obtaining user access to ISG systems** (e.g., CMS system user request form, QNET Security Administrator Form, etc.)	**Policies & Procedures (HCQIS SharePoint)**
7	**Review types of access needed for software and/or systems** (e.g., SharePoint, QNET, ALM, etc.)	See **Access and Tools Required** page for more information.

TimeLine:

Once the Solicitation (Statement of Work (SOW), Statement of Objectives (SOO), etc.) is issued and the project schedule created, the Transition Team and the CMS COR should hold this meeting. Best practices suggest that this should transpire at least 60 days prior to the awarding of the contract.

Participants:

Architect Lead   *Infrastructure Lead*   *Transition Lead*

CMS COR   *Project Manager*

DSIF Onboarding Lead   *Security Lead*

STEP: Setup/Confirm CMS COR ServiceNow Access

Process:

In order for the CMS COR to onboard a contract, he or she needs a HCQIS account and the appropriate role assigned in ServiceNow. The following scenarios and steps will help you confirm or setup access:

1. If the CMS COR does not already have a HCQIS account, they need to submit a HCQIS New User Request.
2. If the CMS COR is not a member of the "CMS COR" group in ServiceNow, please submit a miscellaneous request within HCQIS ServiceNow asking for the COR to be added to the "CMS COR" group.
3. The CMS COR will need to confirm HCQIS access and to the New Contractor Onboarding request located in the HCQIS ServiceNow IT Services Catalog. If additional access is needed, please submit a miscellaneous request within HCQIS ServiceNow asking for additional access.

Timeline:

This access should be setup and confirmed at least 30 days prior to the awarding of the contract.

Participants:

CMS COR

STEP: Create Contract Transition Plan

Process:

In preparation for the start of a new contract, the Transition Team needs to finalize a plan for implementing the contract based on the High Level Project Schedule created earlier and the information discussed in the Overview. The transition period is the time frame of the transition from an outgoing contractor to a new contractor or the launching of a completely new contract. Once the plan is approved, the CMS COR will incorporate the plan into the requisition package. *(**Note:** timeline of the plan should account for a period of protest and/or potential delays due to protest.)*

TimeLine:

This plan should be finalized and approved at least 30 days prior to the awarding of the Contract.

Participants:

Architect Lead	*Infrastructure Lead*	*Transition Lead*
CMS COR	*Project Manager*	
DSIF Onboarding Lead	*Security Lead*	

CONTRACT AWARDED

The CMS ISG selects and contacts the New Contractor. Thereafter ISG prepares the official approval of the contract to send to New Contractor. The contract is then executed by the New Contractor. However no work can start or meetings scheduled with the new contractor until the Period of Performance begins. It is required that the New Contractor have a least one Security Point of Contact (SPOC) and Account Administrator (AA) for every new contract. The SPOC and AA may be the same person. **The New Contractor must identify the SPOC and AA within one day of the contract award**

Period of Performance:

The period of performance is the time span between the effective date of a contract (when the contracted effort begins) and the last day under the contract in which deliveries of goods are made or services are performed. Once the Period of Performance begins all calls, meetings and contract work can proceed.

Note to CORs

RBT & RoB Policy Training: *A specialized training is now available titled RBT & RoB Policy Updates: A Briefing for CORs. All CORs are expected to take this training annually.*

The COR training includes a review of RBT and RoB resource kits for use with CMS contractors. The training additionally covers the COR responsibilities for collecting training records demonstrating that all contractors with Significant Security and Privacy Responsibilities (SSR) complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request. The COR is also responsible for implementing the HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy prior to the completion of on-boarding for their contracting organizations. This requires contractors to acknowledge and accept the HHS RoB. The COR training addresses this responsibility and reporting process as well, which is similar to that for RBT.

Please access the training at cms.gov/cbt under the RBT menu on the Manage Training Information page. For additional guidance on RBT policy implementation, refer to the Risk Management Handbook Chapter 2 Awareness and Training, dated 02/27/2019. For more information on roles, visit National Initiative for Cybersecurity Education (NICE) Cybersecurity Workforce Framework. For additional security requirements and training view Security Training and Reference Materials

Note to New Contractors

Security Requirements

RBT Training: All Contractors with Significant Security and Privacy Responsibilities (SSR) Roles must complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request. / HHS RoB: All Contractors must acknowledge and accept the HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy (HHS RoB) prior to the completion of onboarding. For additional security requirements and training view Security Training and Reference Materials

Contractor SSR Roles

Account Administrator (AA): The Contractor Account Administrator is the Contractor's facilitator for the registration process for employees at their organization.   / Security Point of Contact (SPOC): The SPOC works directly with the HCQIS Infrastructure Contractor and the CMS HCQIS security team on multiple levels of security-related topics, and is the central point of contact at the Contractor organization regarding security matters.

STEP: Conduct HIDS Introductory Meeting

Process:

The HIDS Introductory meeting conducted by the HIDS Onboarding Lead will provide an introduction to the HCQIS onboarding process and steps. The meeting will encompass the following topics:

- **Introductions** – HIDS Infrastructure contacts for the HCQIS onboarding activities
- **Process Flow** – Overview of onboarding process
- **Contractor Onboarding Request** – Explanation of what service and access is provided in the initial contract onboarding request
- **Contractor Onboarding Checklist** - Review the Onboarding checklist that was provided by the contractor with the contract details and SPOC/AA contact information.
- **Submit Onboarding Request** with CMS COR – if needed
- **Review and Discuss the Onboarding Project Schedule** - Provide feedback on any logistical issues, missing, unneeded or misrepresented steps.
- **Follow up Questions / Discovery** – Discuss any questions from the CMS COR or New Contractor POC

TimeLine:

This step should take place within 5 days of the Period of Performance beginning.

Participants:

CMS COR

HIDS Onboarding Lead

New Contractor

STEP: Complete Onboarding Worksheet

Process:

The Onboarding Worksheet facilitates a smooth submission of the Onboarding Request form into ServiceNow. It is the resource from which the information for submission is obtained. CMS COR will provide the New Contractor Point of Contact (POC) with an Onboarding Worksheet to fill out. This Excel worksheet can be provided to the COR by the DSIF Onboarding Lead or downloaded from the ServiceNow IT Services Catalog, under "New Contractor Onboarding."

The New Contractor Point of Contact (POC) should fill out the Onboarding worksheet provided by the CMS COR in a timely manner. New contractors will not have access to HCQIS resources until the worksheet is completed and submitted in ServiceNow.

Timeline:

This form should be completed within five (5) days of the Period of Performance beginning.

Participants:

CMS COR

New Contractor

STEP: Complete and Submit Form in ServiceNow

Process:

Once the Contract has been awarded and the period of performance has begun, one of the first steps is to onboard the New Contractor into the Healthcare Quality Information System (HCQIS) environment. A part of this process is submitting the New Contractor Onboarding Request in ServiceNow .

To get this started, the CMS COR must contact the DSIF Onboarding Lead to schedule a call with the HCQIS Infrastructure and Data Center Support (HIDS) Onboarding Lead. The CMS COR (with the assistance of the HIDS Onboarding Lead) will complete and submit the New Contractor Onboarding service request in ServiceNow using the Onboarding Spreadsheet.

Timeline:

The New Contractor Onboarding Request should be submitted within five (5) days of the Period of Performance beginning.

Participants:

CMS COR

DSIF Onboarding Lead

HIDS Onboarding Lead

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:** - 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. - The HIDS Infrastructure Active Directory team will create the needed organizational units and Active Directory groups for the contract/organization. - The HIDS Infrastructure Active Directory team will create the Active Directory accounts for the SPOC and AA. - The HIDS Infrastructure ServiceNow Team will create the contract groups in ServiceNow for the contract. - 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.

STEP: New Contract Kick-Off Meeting

Process:

The New Contract Kick-off is the meeting which initiates the start of contract work for the New Contractor. It is the point at which the new contracting organization is now onboarded into the HCQIS environment and can begin work on fulfilling the contract. At this meeting, introductions are made between the key stakeholders from ISG and the New Contracting organization. The goal of this meeting is to provide an opportunity to discuss assumptions, expectations, goals, and objectives regarding the overall contract and to discuss the immediate next steps in order to come to a common understanding.

Timeline:

This meeting is held within ten (10) days of the Period of Performance beginning.

Participants:

Architect Lead	*Infrastructure Lead*	*Security Lead*
CMS COR	*New Contractor*	*Transition Lead*
DSIF Onboarding Lead	*Project Manager*	

STEP: Create and Approve Project Transition Plan

Process:

The Transition Team will collaborate to create a high-level schedule of the project implementation. This schedule will include all activities, duration, dependencies, and resources required for the launch or transition of the contract to ensure that all necessary actions have been completed by the project end date.

Timeline:

Once the Solicitation (Statement of Work (SOW), Statement of Objectives (SOO), etc.) is issued, the schedule should be created. Ideally, this should transpire at least 60 days prior to the awarding of the contract.

Participants:

CMS COR

New Contractor

Outgoing Contractor

STEP: Hold Contract Calls As Needed

Process:

The CMS COR, DSIF Onboarding Lead, and HIDS Onboarding lead will conduct touch point calls with the New Contractor. During these meetings the teams will ensure that New Contractor has all the necessary knowledge, templates, and POCs for any formal security deliverables or other security-related items within the dates of the transition timeline. The teams will also ensure that the New Contractor has all necessary hardware and software are ordered, delivered, and installed within the dates of the transition timeline. The DSIF Onboarding Lead and HIDS Infrastructure Onboarding lead will be responsible for archiving documentation of the results of the meetings/calls.

Timeline:

This step should take place within 30 days of the Period of Performance beginning.

Participants:

CMS COR

HIDS Onboarding Lead

DSIF Onboarding Lead

New Contractor

STEP: Perform
Knowledge Sharing

Process:

The New Contractor and Outgoing Contractor should perform knowledge sharing sessions. The Transition Lead can assist in coordinating if needed. The knowledge transfer sessions should include the following:

- Knowledge documentation
- Line of Business (LOB) information including: overview of the LOB, POCs, etc.

Timeline:

This sharing of knowledge should begin within 30 days of the Period of Performance beginning.

Participants:

New Contractor

Outgoing Contractor

Transition Lead

STEP: Conduct Readiness Reviews

Process:

Readiness review meetings are conducted to determine if all the necessary steps have been followed during the implementation period for a smooth transition between the incoming contractor and the outgoing contractor. The results of the reviews are reported to the transition team. These meetings are held as needed. Best practices suggest that at least the two following meetings be conducted:

- ***Preliminary Readiness Review***
- ***Final Readiness Review***

Timeline:

The Readiness Reviews ideally should be held within 60 days of the period of performance beginning. Dependent upon the progress of the transition, the ***Preliminary Readiness Review*** should be held no later than ***2-3 weeks prior to the end of the transition period*** or the Outgoing Contractor's contract end date. The ***Final Readiness Review*** should be held no later than ***1 week prior to the end of the transition period*** or the Outgoing Contractor's contract end date.

Participants:

Architect Lead	*Infrastructure Lead*	*Security Lead*
CMS COR	*Project Manager*	*Transition Lead*
DSIF Onboarding Lead	*New Contractor*	

STEP: Conduct Transition Lessons Learned

Process:

During the contract implementation journey, there may be positive experiences as well as pain points. The Transition Lead will conduct a lessons learned retrospective with the New Contractor, CMS COR, and Transition Team to discuss these experiences. Using this information, the team can identify areas for improvement to the implementation process as well as the Onboarding Checklist.

Timeline:

This retrospective should be conducted after the Readiness Reviews but still within 60 days of the period of performance beginning.

Participants:

Architect Lead	*Infrastructure Lead*	*Security Lead*
CMS COR	*Project Manager*	*Transition Lead*
DSIF Onboarding Lead	*New Contractor*	

Best Practices and References

This section serves as the central database for all reference materials, definitions of terms, process checklists, training guidance and general information needed to assist ISG Staff as well as New Contractors in facilitating a smooth onboarding process.

ACCESS AND TOOLS REQUIRED

This page details all access the COR and Contractor will need to acquire prior to and during the onboarding process. It also describes the tools needed to facilitate the process and completion of work. ***View More Information Here***

DEFINITION OF TERMS

The Definition of Terms serves as your point of reference for every acronym and term used within the standard operating procedures. ***View More Information Here.***

CONTRACT CHECKLISTS

The Contract Checklists provides a list of items that must be completed prior to beginning onboarding, during onboarding and when offboarding a contract. ***View More Information Here.***

TRAINING AND REFERENCE MATERIALS

Training and Reference materials is the central database for all links to trainings that will assist you with the onboarding process as well as references to additional guides and resources. ***View More Information Here***

Need Information on the status of your contract? *__Click here__ to view the status or to submit a question*
Contractors: *If you have other questions please reach out to your CMS COR |* **CMS CORS:** *Submit all questions to the* *__Contract Engagement Lifecycle Status Q & A Forum__ and/or reach out to your DSIF Onboarding Lead*

PROCESS: TRANSITIONING CONTRACT

Use the following best practices for existing contracts that require a transition period. Complete the following within five(5) Days of Period of Performance Beginning:

- *HIDS Introductory Meeting*
- *Onboarding Worksheet*
- *Complete and Submit Form in ServiceNow*

Complete the following within ten(10) days of Period of Performance Beginning:

- *MILESTONE: Contract Onboarded Within HCQIS*
- *New Contract Kick-Off Meeting*
- *Create and Approve Project Launch Plan*

Complete the following within 30 days of Period of Performance Beginning:

- *Hold Contract Calls as Needed*
- *Perform Knowledge Sharing*

Complete the following within 60-90 days of Period of Performance Beginning:

- *Conduct Readiness Reviews*
- *Conduct Transition Lessons Learned*

PRE-BOARDING CHECKLIST

You are ready to onboard a contract after completing the following

- *Submitted final Acquisition Plan (AP) and Contract to Office of Acquisition and Grants Management*
- *All Contract/AP revisions are submitted and finalized*

Access and Tools Required

This page details all access the COR and Contractor will need to acquire prior to and during the onboarding process. It also describes the tools needed to facilitate the process and completion of work.

Types of Access:

Application Access: *Find more information on the types of access a New Contractor will need and how to assist them in obtaining it.*

Healthcare Quality Information System (HCQIS) Access Request: *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. View More Information Here.*

QPP Access: *This page provides direction on how to access the information on the Quality Payment Program (QPP) Onboarding process steps. View the Information Here.*

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.

Quality Payment Program (QPP)
Onboarding Process

Documentation on the QPP Onboarding process steps can be found on CMS ***Quality Payment Program (QPP) Onboarding Confluence Page***.

QPP ServiceNow access provides the contractor access to the ServiceNow instance in support of questions submitted for the Quality Payment Program (QPP). This will allow contractors to view and respond to questions submitted to their respective content areas. For further information regarding QPP ServiceNow access and ServiceNow group requests, please access **QPP Service Center SOPs** Confluence page.

Definition of Terms

Look up commonly used acronyms or terminology.

Acronym	Term	Definition
AA	Account Administrator	The Contractor Account Administrator is the Contractor's facilitator for the registration process for employees at their organization.
CCSQ	Center for Clinical Standards and Quality	CCSQ serves as the focal point for all quality, clinical, and medical science issues and policies for CMS' programs.
CMS	Centers for Medicare & Medicaid Services	CMS is a federal agency within the U.S. Department of Health and Human Services that administers the Medicare program and works in partnership with State governments to administer Medicaid, the State Children's Health Insurance Program, and health insurance portability standards.
CO	Contracting Officer	OAGM Staff responsible for the contract.
COR	Contractor Officer's Representative	ISG staff person that works directly with OAGM on the processing and implementing ISG contracts.
DAB	Division of Acquisition and Budget (ISG)	ISG division where the CORs are assigned.
DHAQS	Division of Hospitals, ASC and QIO Systems (ISG)	ISG division responsible for supporting HQR and QIO lines of business.
DPES	Division of PQRS and ESRD Systems (ISG)	ISG division responsible for supporting PQRS and ESRD lines of business.
DQSAS	Division of Quality Systems for Assessment and Surveys (ISG)	ISG division responsible for supporting assessment collection and Survey and Certification lines of business.

Acronym	Term	Definition
DQSGED	Division of Quality Systems Governance, Engineering and Development (ISG)	ISG division responsible for supporting Enterprise Services
DQSOS	Division of Quality Systems Operations and Support (ISG)	ISG division responsible for supporting infrastructure and data center support for ISG lines of business.
HCQIS	Health Care Quality Information System	Portfolio of systems, which focus on optimizing CCSQ quality programs.
HHS RoB	HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy	The HHS Rules of Behavior for Use of HHS Information and IT Resources includes the policy and the rules that govern the appropriate use and protection of all Department of Health and Human Services (HHS or Department) information resources and help to ensure the security of information technology (IT) equipment, systems, and data as well as their confidentiality, integrity and availability. This policy applies to all HHS personnel, contractors, and other information system users and is issued under the authority of the HHS Information Security and Privacy Policy (IS2P).
ISG	Information Systems Group	ISG is located within CCSQ and its mission is to architect, build, and support innovative health care IT systems
IS3	Information Systems Security Staff (ISG)	ISG staff responsible for supporting security requirements for ISG lines of business.
OAGM	Office of Acquisition and Grants Management (CMS)	OAGM is the authority on acquisition plans and contract support.
POP	Period of Performance	The time span between the effective date of a contract (when the contracted effort begins) and the last day under the contract in which deliveries of goods are made or services are performed.
PM	Program/Project Manager	ISG staff person that works directly with CCSQ business owners in the implementation of software to support their business requirements.

Acronym	Term	Definition
PM3	Portfolio, Program, Project Management Contract	ISG contract providing portfolio, program and project management support starting April 2016.
GTL	Government Task Lead	Government staff person with responsibility to oversee specific ISG tasks.
SIS	Systems Implementation Staff (ISG)	Defines, implements, and delivers industry best practices for system delivery providing continuity between IT projects ensuring each are exercising governance/XLC/Lean and industry best practices for system delivery.
SOO	Statement of Objective	The SOO outlines the overall objectives for which the contractor is responsible for achieving.
SOP	Standard Operating Procedure	An SOP is a step-by-step procedure that promotes uniformity in operations to help clarify and augment such operations.
SOW	Statement of Work	The SOW outlines the work for which the contractor is responsible.
SPOC	Security Point of Contact	The SPOC works directly with the HCQIS Infrastructure Contractor and the CMS HCQIS security team on multiple levels of security-related topics, and is the central point of contact at the Contractor organization regarding security matters.
SSR	Significant Security and Privacy Responsibilities	These requirements are in accordance with the CMS Information Systems Security and Privacy Policy (IS2P2) as amended and based on HHS requirements. _HHS Memorandum, Requirements for Role-Based Training of Personnel with Significant Security Responsibilities, dated June 28, 2017_, and the _HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy, dated July 25, 2018_

Contract Checklists

The Contract Checklists provides a list of tasks that must be completed prior to beginning onboarding, during onboarding and when offboarding a contract.

Preboarding Checklist	**You are ready to onboard a contract after completing the following:** Completed **CBT Training ([cms.gov/cbt](cms.gov/cbt))**: RBT & RoB Policy Updates: A Briefing for CORs The COR training includes a review of RBT and RoB resource kits for use with CMS contractors. The training additionally covers the COR responsibilities for collecting training records demonstrating that all contractors with SSR complete specialized RBT commensurate with their roles **within sixty (60) days of beginning work on a contract, annually thereafter and upon request**. Submitted final **Acquisition Plan (AP) and Contract** to OAGM All Contract and or AP revisions are submitted and finalized. **Checklist** 1. Request Security Documentation List 2. CMS System Access (Badging) 3. Conduct Contractor Facility Site Visit 4. Contract Award Activities 5. Create Contingency Plan Guidance 6. Data Use Agreement Approval 7. Finalize Site Survey Agreement 8. Identify COR 9. Identify ISG SMEs 10. Identify Security Documentation 11. Identify Tools and Systems Used 12. Identify Transition Team 13. Initial Meeting with COR 14. Prepare Contact Lists 15. Prepare Data and Knowledge Transfer Documentation 16. Prepare Overview of CMS and ISG ISSO 17. Prepare Project Meeting Details 18. Virtual Desktop Infrastructure Requirement

Onboarding Checklist	The New Contractor Onboarding Checklist can be customized to meet your contract type. The checklist should include the description of the activity, responsible entity/entities, reference documentation, duration when applicable and notes for each activity. We have provided a sample onboarding checklist, accessible by clicking on the link to the left. It was created from the steps that the PM3 contractor completed during their Onboarding and transition period. The PM3 transition period was planned as a 90 calendar day period; however, based on the PM3 contract award date and the end of the incumbent's contract, it was less than 90 days.

Training and Reference Materials

Onboarding Training Resources and General Reference Materials: This central database for all links to trainings that will assist you with the onboarding process as well as references to additional guides and resources. ***CMS Access:*** Most of the links referenced on this page requires CMS credentials.

Table 1 - Account Management

Reference	Description
AD Password Reset (HCQIS ServiceNow Training Catalog)	Provides information for HCQIS users on how to use the AD Password Reset self-service application to reset their Active Directory password.
Case Management (HCQIS ServiceNow Training Catalog)	Provides information for Program Service Desks on how to process external customer cases through the lifecycle of the case.
Cloud Catalog (HCQIS ServiceNow Training Catalog)	Provides users with information on how to locate, create and submit Cloud requests through the IT Services catalog in ServiceNow.
User Management (HCQIS ServiceNow Training Catalog)	Provides users with information on how to request a new, addition or modification of a HCQIS account.

Table 2 - Security References

Reference	Description
CMS Acceptable Risk Safeguards (ARS) (https://www.cms.gov)	The Centers for Medicare & Medicaid Services (CMS) Information Security and Privacy Acceptable Risk Safeguards (ARS) provides guidance to CMS and its contractors as to the minimum acceptable level of required security controls (i.e., the minimum security and privacy control baselines, collectively known as the CMS Minimum Security Requirement [CMSR] baselines) that must be implemented by CMS and CMS contractors to protect CMS' information and information systems, including CMS Sensitive Information.
IS2P2 – CMS Information System Security and Privacy Policy (https://www.cms.gov)	This Policy defines the framework under which CMS protects and controls access to CMS information and information systems. This Policy provides direction to all CMS employees, contractors, and any individual who receives authorization to access CMS information technology (IT) systems; systems maintained on behalf of CMS; and other collections of information to assure the confidentiality, integrity, and availability of CMS information and systems.
HCQIS System Security Policy (HCQIS Sharepoint)	N/A
HCQIS Security Resources	This page links to the Security Resources for the HCQIS Network, including Policies & Procedures, Security Awareness

Reference	Description
QIO/ESRD Contingency Plan (CP)	The Centers for Medicare and Medicaid Services (CMS) HCQIS *Quality Improvement Organizations/End Stage Renal Disease (QIO/ESRD)* Information Systems Contingency Plan (CP) provides guidance in the event of an occurrence that prevents the facility from performing their contractual obligations as outlined within their contract with CMS
QualityNet Media Protection and Decommission Procedure	This document provides guidance on how to protect media through proper access controls, media marking, media transportation, proper media sanitization techniques, and controls for sanitization and disposal decisions considering the security categorization of the associated system's confidentiality
QualityNet Incident Response Procedures	This document describes the methodology implemented by CCSQ to heighten the awareness of HCQIS system users in order to prepare for, respond to, and recover from incidents.
QualityNet System Security Policy	This document provides a comprehensive information security policy to be followed by QNET users who process, store, transmit, or receive QNET Medicare and Medicaid data of any sensitivity or classification.

Table 3 - Templates

Reference	Description
Contract Example	This is an example of a live Contract Working Space. Please use as a reference when creating your own contract working space.
Data, Infrastructure & Security - Information Systems Group (ISG) Questionnaire	The ISG Questionnaire provides assistance in obtaining ISG approval and/or guidance for any IT data, infrastructure and security requirements necessary to complete the contract tasks. The information obtained from the questionnaire will be used in planning the transition timeline and deliverables.
ISG New Contractor Onboarding Checklist	The New Contractor Onboarding Checklist can be customized. It was created from the steps that the PM3 contractor had to complete during their Onboarding and transition period. The PM3 transition period was planned as a 90 calendar day period; however, based on the PM3 contract award date and the end of the incumbent's contract, it was less than 90 days. The checklist includes the description of the activity, responsible entity/entities, reference documentation, duration when applicable and notes for each activity.
ISG Roles and Responsibilities Matrix	The purpose of this document to identify the responsibilities for steps listed in Section 3 – Procedure Steps based on the required roles for completing the transition and Onboarding of New Contractors within ISG.
ISG Transition Activities Project Schedule Template	The ISG Transition Activities Project Schedule Template is a tool that can be customized. It provides assistance to the Transition Lead in creating their transition project schedule because it includes transitions activities, durations, dependencies, and resource names to ensure that all transition activities can be completed by the transition end date.

Table 4 - Training and Manuals

Reference	Description
Asset & Procurement Training (HCQIS ServiceNow Training Catalog)	Provides HCQIS users with information on how to submit procurement requests through the IT Services catalog in ServiceNow.
Change Management Training (HCQIS ServiceNow Training Catalog)	Provides HCQIS users with information on how to locate and submit change requests in ServiceNow.
Configuration Management Database (CMDB) Training (HCQIS ServiceNow Training Catalog)	Provides HCQIS users with information on the configuration management database and how locate various configuration items (CIs) in ServiceNow.
RBT & RoB Policy Updates: A Briefing for CORs (Confluence)	Access the training under the RBT menu on the Manage Training Information page.
Dashboards (HCQIS ServiceNow Training Catalog)	Provides HCQIS users with information on how to create and modify dashboards in ServiceNow.
Five9 (HCQIS ServiceNow Training Catalog)	Provides Service Desk agents with information on how to use the Five9 call center phone service and software in ServiceNow.
How to Install and Register Symantec VIP Credentials (Confluence)	This guide provides the step-by-step procedures for installing Symantec VIP credentials, activating VIP software, and registering your Symantec VIP token to your HCQIS account.
Incident Management (HCQIS ServiceNow Training Catalog)	Provides information on how to locate, create, submit and resolve incident records in ServiceNow.
National Initiative for Cybersecurity Education (NICE) Cybersecurity Workforce Framework.	This publication serves as a fundamental reference resource to support a workforce capable of meeting an organization's cybersecurity needs. It provides organizations with a common, consistent lexicon that categorizes and describes cyber security work.

Reference	Description
Project Portfolio Suite (PPS) ([HCQIS ServiceNow Training Catalog](#))	Provides information on how to use the Project Portfolio Suite in ServiceNow. The Project Portfolio Suite training includes the following applications: Project Management, Demand Management and Resource Management.
RBT & RoB Policy Updates: A Briefing for CORs (cms.gov/cbt)	A specialized training titled *RBT & RoB Policy Updates: A Briefing for CORs*. All CORs are expected to take this training annually. Access the training under the RBT menu on the Manage Training Information page.
Role-Based Training (RBT)	All contractors with SSR complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request.
Role-Based Training (RBT) policy implementation	For additional guidance on RBT policy implementation, refer to the Risk Management Handbook Chapter 2 Awareness and Training, dated 02/27/2019
QualityNet User Guide (https://www.qualitynet.org)	The purpose of the Hospital Quality Reporting (HQR) 5.0 release is to support the existing Hospital Inpatient Quality Reporting (IQR), Inpatient Psychiatric Facility Quality Reporting (IPFQR), Hospital Outpatient Quality Reporting (OQR), Ambulatory Surgical Center Quality Reporting (ASCQR), and Prospective Payment System (PPS)-Exempt Cancer Hospital Quality Reporting (PCHQR) programs. This user guide provides the information necessary for IQR, OQR, and PCH hospitals and ASCs and IPFs to use the HQR 5.0 System Release.
Queue Management Training ([HCQIS ServiceNow Training Catalog](#))	Provides users with information on how to locate and manage their work queues in ServiceNow.
Security Incident ([HCQIS ServiceNow Training Catalog](#))	Provides Service Desk and Security Point of Contact users with information on how to locate and submit security incidents in ServiceNow.
Service Catalog Training ([HCQIS ServiceNow Training Catalog](#))	Provides users with information on how to locate and use the IT Services Catalog in ServiceNow to request an IT product or service.
Service Portal Training ([HCQIS ServiceNow Training Catalog](#))	Provides users with information on how to locate and use the Self-Service portal in ServiceNow to report an issue or to request an IT product or service.