Onboarding into Services

This page provides information for onboarding contractors into QualityNet IT and CMS services.

Contractor Onboarding   QualityNet IT Services   CMS Services   QPP Onboarding Process

Contractor Onboarding into QualityNet IT Services

Once the contract has been awarded, the process begins to onboard new users into QualityNet IT Services. This is a three-step process that involves multiple players.

Step One: The COR and New Contractor create an engagement request to identify the type of work to be performed and the services required.

Step Two: The Contact Engagement Team conducts an interview with the COR and New Contractor to confirm eligibility for these services and sends a request for approval of these services to the CMS Service Leads for processing.

Step Three: After the CMS Service Leads have processed the request, the PM3 Contract Engagement Team prepares and sends a welcome package to the New Contractor's Security Official (SO) to complete the engagement process. The welcome package includes the following information:

- List of SO Responsibilities
- List of Approved Services
- Description of Approved Services
- Instructions for Onboarding Users

Upon receipt of this welcome package and informational materials, the New Contractor SO can begin the process of onboarding new users into the QualityNet IT Services. Access is based on the list of approved services provided in the package.

QualityNet IT Services

The following table provides a brief description of the [QualityNet IT Services](https://confluence.hcqis.org/display/HS) on HCQIS Confluence at https://confluence.hcqis.org/display/HS available to the HCQIS community.

Table - QualityNet IT Services

Service Name	Description
Ansible Tower	An agentless open-source automation engine for use in automating software provisioning, configuration management, application deployment, and a host of other IT activities. Features include a unified graphical user interface (GUI), role-based access controls (RBAC), complex execution patterns (scheduling, workflows, survey-based execution), external tool integration, centralized inventory management, and monitoring and auditing. Download Ansible Tower Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Ansible%20Tower.pdf?version=3&modificationDate=1593634079436&api=v2
FileCloud	Allows users to upload, download, and share contract-related files and documents while operating within the HCQIS cloud. Download FileCloud Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/FileCloud_v2.pdf?version=5&modificationDate=1594419161787&api=v2
GitHub	An open-source solution used by HCQIS to implement software configuration management (SCM). SCM helps in identifying individual elements and configurations, tracking changes, and version selection, control, and baselining. Download GitHub Quick Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/GitHub_nonHARP.pdf?version=2&modificationDate=1593634115329&api=v2 Download Github Enterprise (GHE) Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/GitHub%20Enterprise.pdf?version=2&modificationDate=1593634109479&api=v2
HARP	A secure identity management portal provided by CMS for use in signing into many CMS applications. HARP also provides a single location for users to modify their user profile, change their password, update their challenge question, and add and remove two-factor authentication devices. Download HARP Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/HARP.pdf?version=5&modificationDate=1594419162225&api=v2
HCQIS AWS Cloud Services	An Amazon Web Services (AWS)-based public cloud solution that enables the HCQIS program to utilize AWS-cloud services in a manner that meets CMS security, architecture, and governance requirements. Download HCQIS AWS Cloud Services Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/HCQIS_AWS_Cloud.pdf?version=3&modificationDate=1593634184743&api=v2

Service Name	Description
Jenkins (Cloudbees Jenkins Enterprise (CJE))	An open-source automation and orchestration engine that offers a simple way to automate the non-human parts of the software development process. Features include continuous integration and delivery environment for combinations of languages and source code repositories using pipelines, add-on plugins, and agile methodology. Download Jenkins (Cloudbees Jenkins Enterprise (CJE)) Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Jenkins.pdf?version=2&modificationDate=1593634093360&api=v2
Managed File Transfer (MFT)	A managed file transfer solution that automates and secures file transfers using a centralized enterprise-level approach. MFT manages file transfer, file sharing, secure FTP, and automation needs through a single interface. Download Managed File Transfer Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/MFT.pdf?version=4&modificationDate=1594419162928&api=v2
New Relic	A Software as a Service (SaaS) offering that monitors resources such as infrastructure, applications and Amazon Web Service (AWS) endpoints for applications in the HCQIS cloud. Download New Relic Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/New%20Relic.pdf?version=3&modificationDate=1594419163164&api=v2
Nexus Repository Manager	A repository management solution used by HCQIS to store and manage libraries and other binary artifacts that users require. The repository manager is the central access and management point for any component usage in the software development life cycle. Download Nexus Repository Manager (NXRM) Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Nexus%20Repository%20Manager.pdf?version=3&modificationDate=1594419163458&api=v2
QualityNet Analytics	Provides users with access to a Centralized Data Repository (CDR) in the HCQIS Cloud and use of the SAS Viya analytics tool for data wrangling, data visualization, basic statistics, and advanced modeling capabilities. Download QualityNet Analytics (SAS Viya) Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/QualityNet%20Analytics%20%28SAS%20Viya%29.pdf?version=4&modificationDate=1594419163686&api=v2

Service Name	Description
QualityNet Accounts	All users requesting access to the QualityNet Secure Portal must be individually approved and verified. This mandatory registration process is used to maintain the confidentiality and security of healthcare information and data transmitted via the Secure Portal. The process begins with registration for a QualityNet account. Refer to QualityNet Registration at https://www.qualitynet.org/getting-started for information on getting started. The site also includes information regarding training and guides, known issues and maintenance, and QualityNet support.
QualityNet Atlassian	A cloud-based collaboration and planning service available to CMS, CMS contractors, and CMS stakeholders. The Atlassian suite includes the Jira and Confluence tools. Download Atlassian Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Atlassian.pdf?version=4&modificationDate=1594419160533&api=v2
QualityNet Portal (QNP)	The QNP provides healthcare quality improvement news, resources, and data reporting tools and applications used by healthcare providers, hospitals, physician offices, and others for various Lines of Business (LOBs). For more information, go to HCQIS Confluence at https://confluence.hcqis.org/display/HS/QualityNet+Portal.
QualityNet Slack	A digital-based collaboration platform that allows users to connect with individuals as well as groups within the HCQIS community using a variety of methods such as channels, direct messaging, voice calls, screen shares, and file sharing. Download Slack Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Slack.pdf?version=3&modificationDate=1594419074805&api=v2
ServiceNow	A backend ticketing tool used to report an incident or request support from the HCQIS Help Desk. ServiceNow accesses the Service Catalog, which informs users about available goods and services as well as empowers users to request services or products from IT. Users receive email notifications when a ticket is submitted through ServiceNow that includes the ticket reference number and status. The ServiceNow portal allows users to view the status and/or add comments to a request in real time. Download ServiceNow Onboarding Welcome Guide on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/ServiceNow.pdf?version=4&modificationDate=1594419099067&api=v2.

Service Name	Description
Splunk	The data collection backbone for security operations to create a unified, interoperable security operations capability across all data centers. Features include securing transfer of log files and audit data, obtaining data feeds via both push and pull methods, installing Windows and UNIX agent on a system to extract required data feeds in an ingestible format, allowing common access and views for shared operational awareness, creating custom analytics and behavioral models, and providing common alerting and reporting mechanism among data centers. Download Splunk Onboarding Welcome Document on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Splunk.pdf?version=2&modificationDate=1593637695852&api=v2
ZScaler	A cloud hosted, HIDS-supported service that is currently available to end users within HCQIS organizations. ZScaler allows users access to resources within an internal network by using tunneling-to-transmit data between the client and desired resource. Download ZScaler Onboarding Welcome Guide on HCQIS Confluence at https://confluence.hcqis.org/download/attachments/53774415/Zscaler.pdf?version=3&modificationDate=1593634131156&api=v2.

CMS Services

The following table provides information and resources to help with setting up and managing contractor access to all of the accounts and tools he/she will need to function and complete work within the HCQIS or ISG Environment.

Access Type	Description
Enterprise User Administration (EUA) Accounts	• EUA is a system used by CMS to manage enterprise User IDs and passwords. It provides centralized administration of User IDs on the entire CMS enterprise including the mainframe systems, mid-tier devices such as AIX or Sunsystems, network operating systems such as Windows, and database platforms such as Oracle, Sybase, and MS SQL. The system utilizes online data to automate the approval process for access requests and provides logging and auditing support. • If EUA Access is required, please read The [Enterprise User Administration Access Approvers Guide](http://intranet.cms.gov/Component/OAGM/Training/Training-Presentations-on-Various-Acquisition-Topics/EUA-Access-Approvers-Guide.pdf) on the CMS Intranet at http://intranet.cms.gov/Component/OAGM/Training/Training-Presentations-on-Various-Acquisition-Topics/EUA-Access-Approvers-Guide.pdf • The CMS COR should work with the contractor to ensure that all the necessary security paperwork is completed (e.g., HHS 745, Application for Access to CMS Computer Systems, Security Training and PIV Training Certification). The CMS COR should ensure that the paperwork is submitted and processed so that the New Contractor has their access and badging completed within the dates of the transition timeline. • An email should be sent to the new EUA users provided additional information including timeline, how to set up their password and how to choose job codes.

Medicare Provider Enrollment, Chain, and Ownership System (PECOS)	• PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.
	     o [Request PECOS accounts](https://pecos.cms.hhs.gov/pecos/login.do#headingLv1) at https://pecos.cms.hhs.gov/pecos/login.do#headingLv1
	     o For any [questions regarding PECOS account](https://nppes.cms.hhs.gov/IAWeb/), please go to https://nppes.cms.hhs.gov/IAWeb/.

QPP Onboarding Process

Documentation on the Quality Payment Program (QPP) Onboarding process steps can be found on CMS [Quality Payment Program (QPP) Onboarding Confluence Page](https://confluence.cms.gov/pages/viewpage.action?spaceKey=QPPFC&title=QPP+onboarding+process) at https://confluence.cms.gov/pages/viewpage.action?spaceKey=QPPFC&title=QPP+onboarding+process.

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](https://confluence.cms.gov/display/QPPSC/QPP+Service+Center+SOPs) Confluence page at https://confluence.cms.gov/display/QPPSC/QPP+Service+Center+SOPs.

⚠️ **QPP Confluence Access**
The CONFL_User EUA job code is needed to access the confluence pages referenced on this page.

Services and Support Materials

- [Access to Services](https://confluence.hcqis.org/display/ISGCO/Access+to+Services) on HCQIS Confluence at https://confluence.hcqis.org/display/ISGCO/Access+to+Services
- [Definition of Terms](https://confluence.hcqis.org/display/ISGCO/Definition+of+Terms) on HCQIS Confluence at https://confluence.hcqis.org/display/ISGCO/Definition+of+Terms
- [Contract Checklists](https://confluence.hcqis.org/display/ISGCO/Contract+Checklists) on HCQIS Confluence at https://confluence.hcqis.org/display/ISGCO/Contract+Checklists
- [Training and Reference Materials](https://confluence.hcqis.org/display/ISGCO/Training+and+Reference+Materials) on HCQIS Confluence at https://confluence.hcqis.org/display/ISGCO/Training+and+Reference+Materials

CMS Access

⚠️ *Some of the links referenced on this page requires CMS credentials*