



# 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 require CMS credentials.*

**Table - Account Management**

Reference	Description
AD Password Reset See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a>	Provides information for HCQIS users on how to use the AD Password Reset self-service application to reset their Active Directory (AD) password.
Case Management See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a>	Provides information for Program Service Desks on how to process external customer cases through the lifecycle of the case.
Cloud Catalog See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a>	Provides users with information on how to locate, create, and submit Cloud requests through the IT Services catalog in ServiceNow.
User Management See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a>	Provides users with information on how to request a new HCQIS account and add or modify an existing HCQIS account.

**Table - Security References**

Reference	Description
<a href="https://confluence.hcqis.org/display/HUB/QualityNet+Collaboration+Hub+Home#Security">HCQIS Security</a> at <a href="https://confluence.hcqis.org/display/HUB/QualityNet+Collaboration+Hub+Home#Security">https://confluence.hcqis.org/display/HUB/QualityNet+Collaboration+Hub+Home#Security</a>	The HCQIS Security Space is the single repository for all CCSQ and HCQIS policies, guidelines, templates, and processes that govern HCQIS security and compliance. This space was designed to assist users with authoritative sources for security concerns.

**Table - Templates**

Reference	Description
<a href="https://share.cms.gov/center/CCSQ/ISG/SitePages/ISG%20Questionnaire.aspx">Data, Infrastructure &amp; Security - Information Systems Group (ISG) Questionnaire</a> at <a href="https://share.cms.gov/center/CCSQ/ISG/SitePages/ISG%20Questionnaire.aspx">https://share.cms.gov/center/CCSQ/ISG/SitePages/ISG%20Questionnaire.aspx</a>	The ISG Questionnaire aids 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 engagement timeline and deliverables.
<a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">ISG New Contractor Onboarding Checklist</a> at <a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx</a>	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 engagement period. The PM3 engagement 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.
<a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">ISG Roles and Responsibilities Matrix</a> at <a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx</a>	The purpose of this document is to identify the responsibilities for steps listed in Section 3 – Procedure Steps based on the required roles for completing the engagement and Onboarding of New Contractors within ISG.
<a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">ISG Transition Activities Project Schedule Template</a> at <a href="https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx">https://share.cms.gov/center/CCSQ/ISG/isggovernance/ISGInternalProcesses/Forms/Groupings.aspx</a>	The ISG Engagement Activities Project Schedule Template is a tool that can be customized. It aids the Engagement Lead in creating their engagement project schedule because it includes engagement activities, durations, dependencies, and resource names to ensure that all engagement activities can be completed by the engagement end date.

**Table - Training and Manuals**

Reference	Description
Asset & Procurement Training See <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a>	Provides HCQIS users with information on how to submit procurement requests through the IT Services catalog in ServiceNow.

Reference	Description
<p>Change Management Training</p> <p>See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides HCQIS users with information on how to locate and submit change requests in ServiceNow.</p>
<p>Configuration Management Database (CMDB) Training</p> <p>See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides HCQIS users with information on the configuration management database and how locate various configuration items (CIs) in ServiceNow.</p>
<p><a href="#">RBT &amp; RoB Policy Updates: A Briefing for CORs</a> on Confluence at <a href="https://confluence.hcqis.org/cms.gov/cbt">https://confluence.hcqis.org/cms.gov/cbt</a></p>	<p>Access the training under the RBT menu on the Manage Training Information page.</p>
<p>Dashboards</p> <p>See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides HCQIS users with information on how to create and modify dashboards in ServiceNow.</p>
<p>Five9</p> <p>See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides Service Desk agents with information on how to use the Five9 call center phone service and software in ServiceNow.</p>
<p><a href="#">How to Install and Register Symantec VIP Credentials</a> at <a href="https://confluence.hcqis.org/download/attachments/20255270/How%20to%20Install%20and%20Register%20Symantec%20VIP%20Credentials.pdf?api=v2">https://confluence.hcqis.org/download/attachments/20255270/How%20to%20Install%20and%20Register%20Symantec%20VIP%20Credentials.pdf?api=v2</a></p>	<p>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.</p>
<p>Incident Management</p> <p>See <a href="#">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides information on how to locate, create, submit and resolve incident records in ServiceNow.</p>

Reference	Description
<p><a href="https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-181.pdf">National Initiative for Cybersecurity Education (NICE) Cybersecurity Workforce Framework</a> at <a href="https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-181.pdf">https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-181.pdf</a></p>	<p>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.</p>
<p>Project Portfolio Suite (PPS) <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>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.</p>
<p><a href="http://cms.gov/cbt">RBT &amp; RoB Policy Updates: A Briefing for CORs</a> at <a href="http://cms.gov/cbt">http://cms.gov/cbt</a></p>	<p>A specialized training titled <i>RBT &amp; RoB Policy Updates: A Briefing for CORs</i>. All CORs are expected to take this training annually. Access the training under the RBT menu on the Manage Training Information page.</p>
<p>Role-Based Training (RBT)</p>	<p>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.</p>
<p>Role-Based Training (RBT) policy implementation</p>	<p>For additional guidance on RBT policy implementation, refer to the <i>Risk Management Handbook Chapter 2 Awareness and Training</i>, dated 02/27/2019.</p>
<p><a href="https://www.qualitynet.org">QualityNet User Guide</a> at <a href="https://www.qualitynet.org">https://www.qualitynet.org</a></p>	<p>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.</p>
<p>Queue Management Training See <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides users with information on how to locate and manage their work queues in ServiceNow.</p>
<p>Security Incident See <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides Service Desk and Security Point of Contact users with information on how to locate and submit security incidents in ServiceNow.</p>

Reference	Description
<p>Service Catalog Training</p> <p>See <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>Provides users with information on how to locate and use the IT Services Catalog in ServiceNow to request an IT product or service.</p>
<p>Service Portal Training</p> <p>See <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">HCQIS ServiceNow Training Catalog</a> at <a href="https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4">https://cmsqualitysupport.servicenow.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3Df1bb2a3bdbe3fb045cb8f9531f961931%26sysparm_rank%3D2%26sysparm_tsqueryId%3D410568acdb1c801458d13ebc7c9619c4</a></p>	<p>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.</p>