



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

**Table 2 - Security References**

Reference	Description
<a href="https://www.cms.gov">CMS Acceptable Risk Safeguards (ARS)</a> ( <a href="https://www.cms.gov">https://www.cms.gov</a> )	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 ( <a href="https://www.cms.gov">https://www.cms.gov</a> )	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
<a href="#">QIO/ESRD Contingency Plan (CP)</a>	The Centers for Medicare and Medicaid Services (CMS) HCQIS <i>Quality Improvement Organizations/End Stage Renal Disease (QIO/ESRD) Information Systems Contingency Plan (CP)</i> provides guidance in the event of an occurrence that prevents the facility from performing their contractual obligations as outlined within their contract with CMS
<a href="#">QualityNet Media Protection and Decommission Procedure</a>	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
<a href="#">QualityNet Incident Response Procedures</a>	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.
<a href="#">QualityNet System Security Policy</a>	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
<a href="#">Contract Example</a>	This is an example of a live Contract Working Space. Please use as a reference when creating your own contract working space.
<a href="#">Data, Infrastructure &amp; Security - Information Systems Group (ISG) Questionnaire</a>	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.
<a href="#">ISG New Contractor Onboarding Checklist</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 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.
<a href="#">ISG Roles and Responsibilities Matrix</a>	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.
<a href="#">ISG Transition Activities Project Schedule Template</a>	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 ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides HCQIS users with information on how to submit procurement requests through the IT Services catalog in ServiceNow.
Change Management Training ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides HCQIS users with information on how to locate and submit change requests in ServiceNow.
Configuration Management Database (CMDB) Training ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides HCQIS users with information on the configuration management database and how locate various configuration items (CIs) in ServiceNow.
<a href="#">RBT &amp; RoB Policy Updates: A Briefing for CORs (Confluence)</a>	Access the training under the RBT menu on the Manage Training Information page.
Dashboards ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides HCQIS users with information on how to create and modify dashboards in ServiceNow.
Five9 ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides Service Desk agents with information on how to use the Five9 call center phone service and software in ServiceNow.
<a href="#">How to Install and Register Symantec VIP Credentials (Confluence)</a>	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 ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides information on how to locate, create, submit and resolve incident records in ServiceNow.
<a href="#">National Initiative for Cybersecurity Education (NICE) Cybersecurity Workforce Framework.</a>	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)  <a href="#">(HCQIS ServiceNow Training Catalog)</a>	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.
<a href="#">RBT &amp; RoB Policy Updates: A Briefing for CORs (cms.gov/cbt)</a>	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.
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
<a href="https://www.qualitynet.org">QualityNet User Guide (https://www.qualitynet.org)</a>	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 ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides users with information on how to locate and manage their work queues in ServiceNow.
Security Incident ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	Provides Service Desk and Security Point of Contact users with information on how to locate and submit security incidents in ServiceNow.
Service Catalog Training ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	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 ( <a href="#">HCQIS ServiceNow Training Catalog</a> )	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.