



QualityNet Jira and HCQIS ServiceNow

ADO ServiceNow-Jira Integration Incident Management Setup Request Form

ADO Group Information (Please answer all details listed below)

1. What are your ServiceNow Assignment Group Names? :
2. What is your Contract Name? :
3. Who is your group Point of Contact?
 - a. Name :
 - b. Email address :
 - c. Phone Number :
4. Who is your CMS/COR?
 - a. Name :
 - b. Email Address :
 - c. Phone Number :
5. Who is your CMS Point of Contact?
 - a. Name :
 - b. Email Address :
 - c. Phone Number :
6. Requested implementation Date :
7. How many Incident Management users are in your Group? :
8. What ServiceNow Assignment Groups do you re-assign your incidents to? :

Incident Management Information

1. Is your group trained in Incident Management process? :
 - a. If **yes**, what is your Incident management process? *Please attach document if available or describe in detail below:*



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- b. If no, does your group require Incident Management training? :

- c. Does your group need any new Incident categories?
(categories example: Password, Email, Software etc.)

- d. Does your group need any new Incident sub-categories under the above categories?
(example: Under Software category sub-categories are MS Word, Excel, Outlook, MS Teams etc.)

Jira Information

- 1. Which projects do you support in Jira today ? *please specify*

Note: By default, all your teams Incidents will appear in the QSXA Project. If you would like your Incidents to appear within your current team project board we can assist with making those configuration updates.

Group Needs and Expectations

- 1. Why does your group want to use this integration? *Select all that apply.*

Automate Incident related changes

Reduce impact on related projects

Streamline release cycles

Eliminate manual work

Improve business value

Reduce development cost

Reduce Risk

Improve Quality

Other(s) *(please specify below)*



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Security

1. Is there any intent to store or transmit PII or PHI? :

Note: The transmission of PHI/PII using the HCQIS Atlassian suite is strictly prohibited. All activity is monitored and/or recorded for auditing and compliance purposes.

QualityNet Atlassian Security policies:

<https://qnetconfluence.cms.gov/display/HAKSS/QualityNet+Atlassian+Security+Policy>