

# Shared Services Collaboration Tools Team **WELCOMES YOU!**

GET TO KNOW THE ATLISSIAN  
QUALITYNET TOOLS  
AVAILABLE TO YOU

# Welcome!

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Welcome to the Shared Services Collaboration Tools Team! We are happy to inform you about our shared Atlassian tools that will help you succeed in your daily work.

The Tools Team has 2 Atlassian tools available to your team under the CCSQ QualityNet umbrella. They are:

- QualityNet Confluence
- QualityNet Jira

# Your Tools

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QualityNet Atlassian Confluence



QualityNet Atlassian Jira



# ESS TOOLS UNIVERSITY

Visit QualityNet University and register for a variety of interactive training classes for each of the Shared Services Collaboration Tools.

The University is located on Confluence at:

<https://qnetconfluence.cms.gov/display/QU/QualityNet+University>.

Here's the catalog of trainings offered.

# How does each tool benefit you?

QualityNet  
Atlassian  
Confluence



Strengthens culture and communication with one easy-to-find space for all your team's collective knowledge

Details begin on  
[Slide 7](#)

QualityNet  
Atlassian  
Jira



Powerful work management system

Details begin on  
[Slide 16](#)

# How to Access

## How to Access

Both these QualityNet Tools are HARP (HCQIS Access Roles and Profile) integrated. HARP is CCSQ's (Center for Clinical Standards & Quality's) secure identity management portal. You will need to create a HARP account in order to request access to the QualityNet IT Services tools, QualityNet Confluence and QualityNet Jira.

Once you have a HARP account, log into HARP at <https://harp.cms.gov/> and request a user role for each individual QualityNet tool.

Access detailed instructions for HARP registration and requesting your user roles at:

<https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted>

# QualityNet Atlassian Confluence

## What is it?

CCSQ QualityNet Confluence is a powerful group collaboration and content management tool for both CMS and contractors that provides website (intranet) content spaces with blog and repository functionality.

It is one of several toolsets (including Jira) developed by Atlassian. Confluence effectively strengthens company culture and communication by giving one easy-to-find space for all your team's collective knowledge and documentation. Share :

- Meeting Notes
- Project artifacts
- Announcements
- Comments

# QualityNet Atlassian Confluence

## How to access

Detailed instructions for requesting a QualityNet Atlassian User Role and accessing QualityNet Confluence are found at:

- <https://qnetconfluence.cms.gov/display/HS/QualityNet+Atlassian#GettingStarted>
- Direct link to Confluence:  
<https://qnetconfluence.cms.gov/>
  - Log in at upper right-hand blue border.

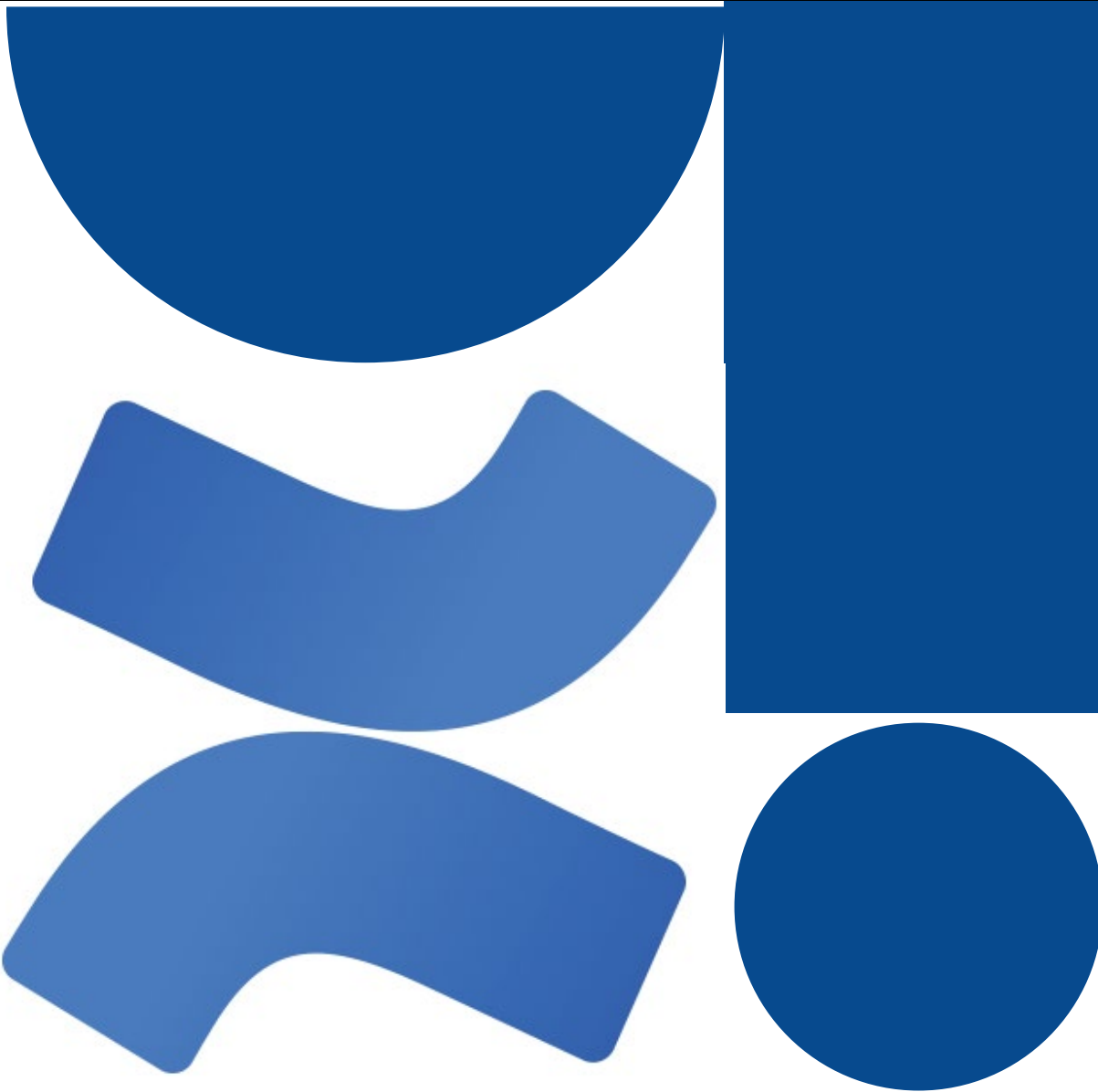


# QualityNet Atlassian Confluence

## Navigating Confluence

Confluence is organized into spaces which are collections of related pages that may contain any variety of information including meeting minutes, project plans, guides, videos, and more.

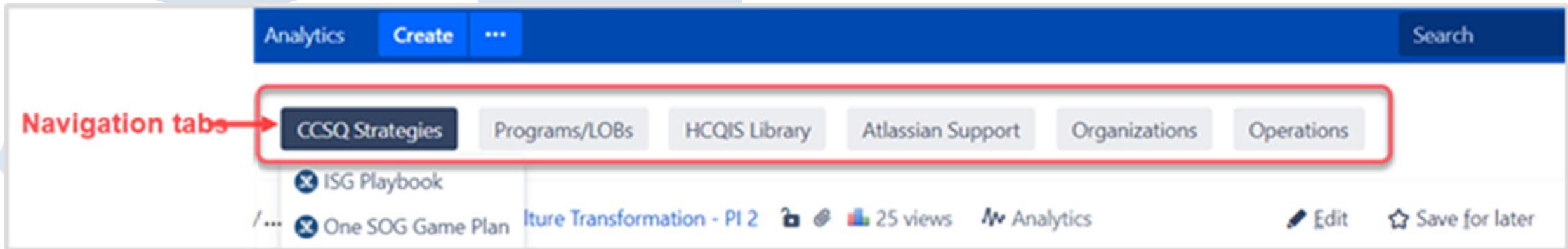
To find a page, click on the gray navigation tabs or use the search bar at the top of the screen. Pages can be created, edited, and commented upon.



# QualityNet Atlassian Confluence

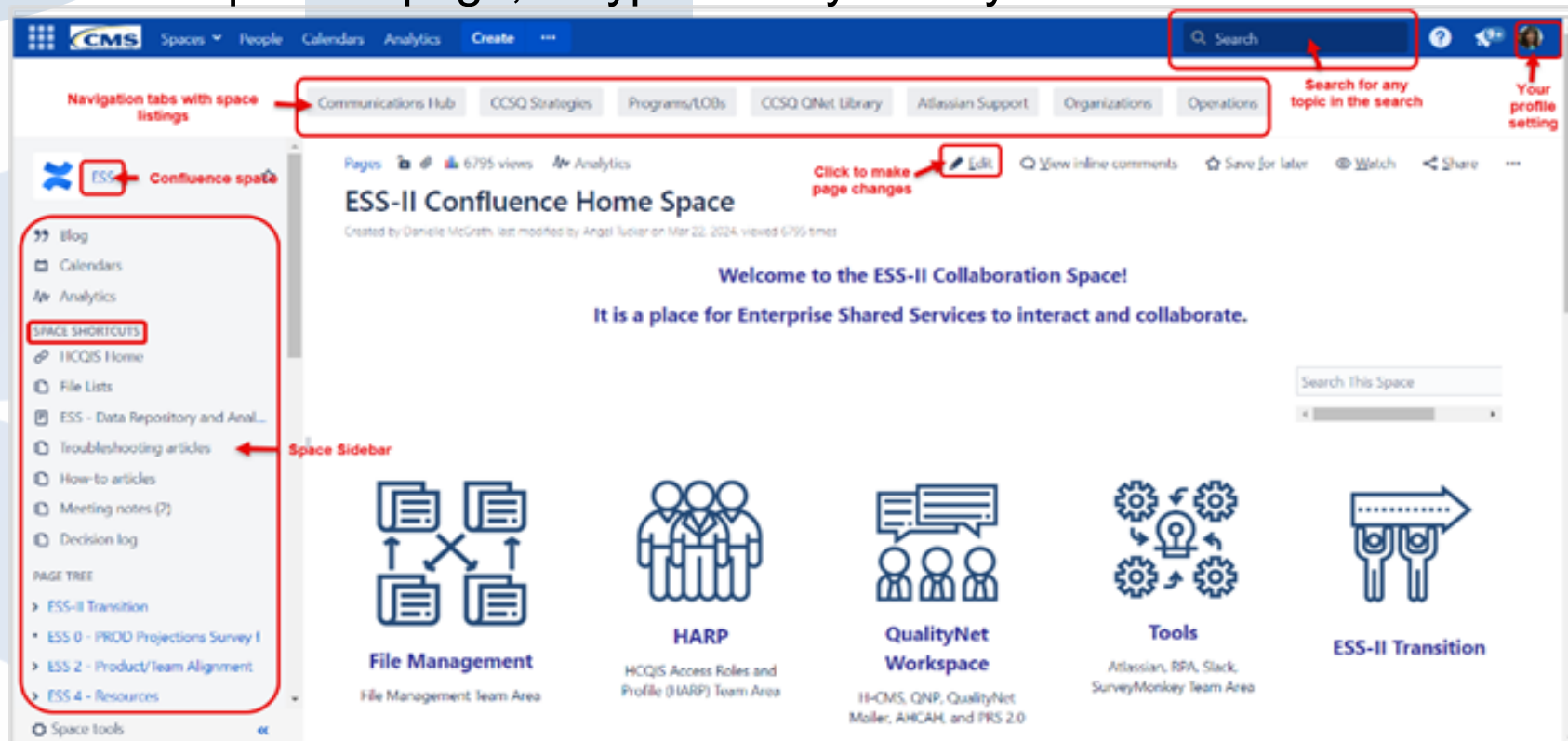
## Navigation Tabs:

At the top of each page find helpful gray navigation tabs with listings of spaces.



# QualityNet Atlassian Confluence

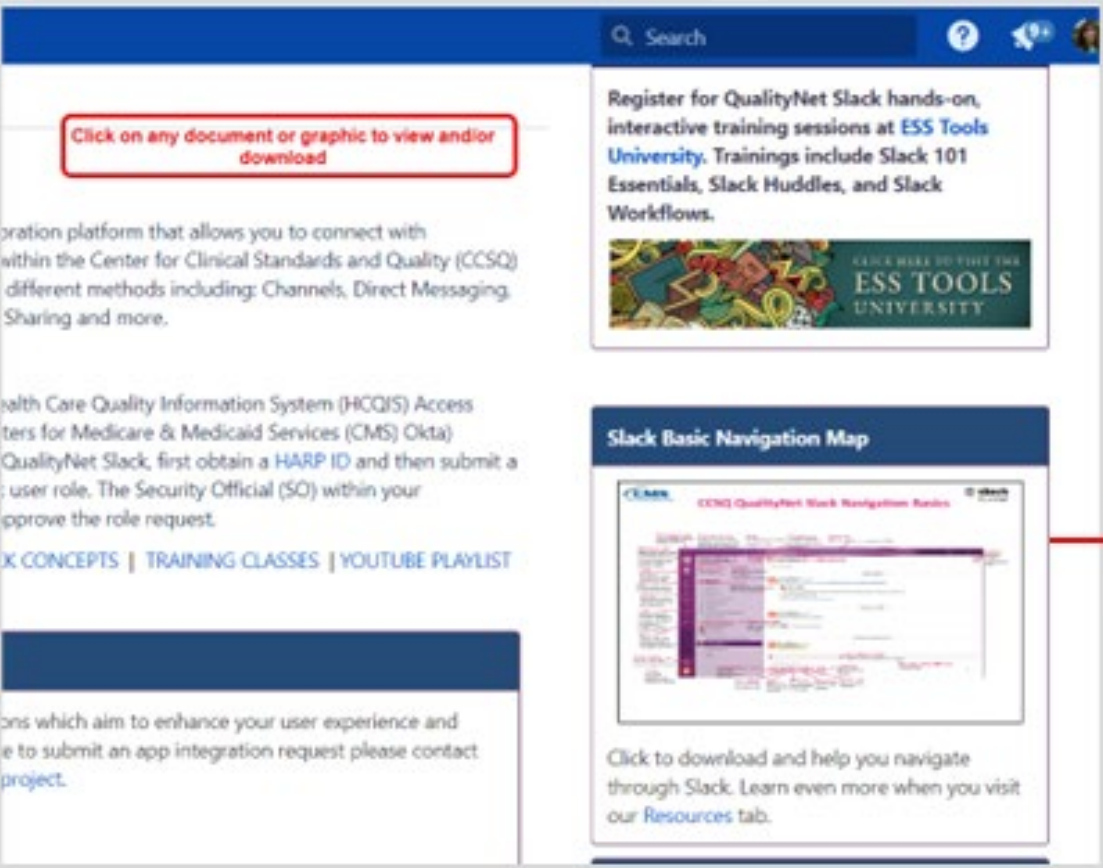
- **Search:** Quickly find spaces you've visited by clicking on Spaces at the top left blue border. Also search for any topic or space from the search bar at the top right blue border.
- **Space Sidebar:** Navigate the space utilizing the Space Shortcuts listing on the gray left-hand navigation panel.
- **Edit:** Click Edit at the top of the page, or type 'e' on your keyboard.



# QualityNet Atlassian Confluence

## Documents:

Click to view. Click the download arrow or share icon at the top right black border.

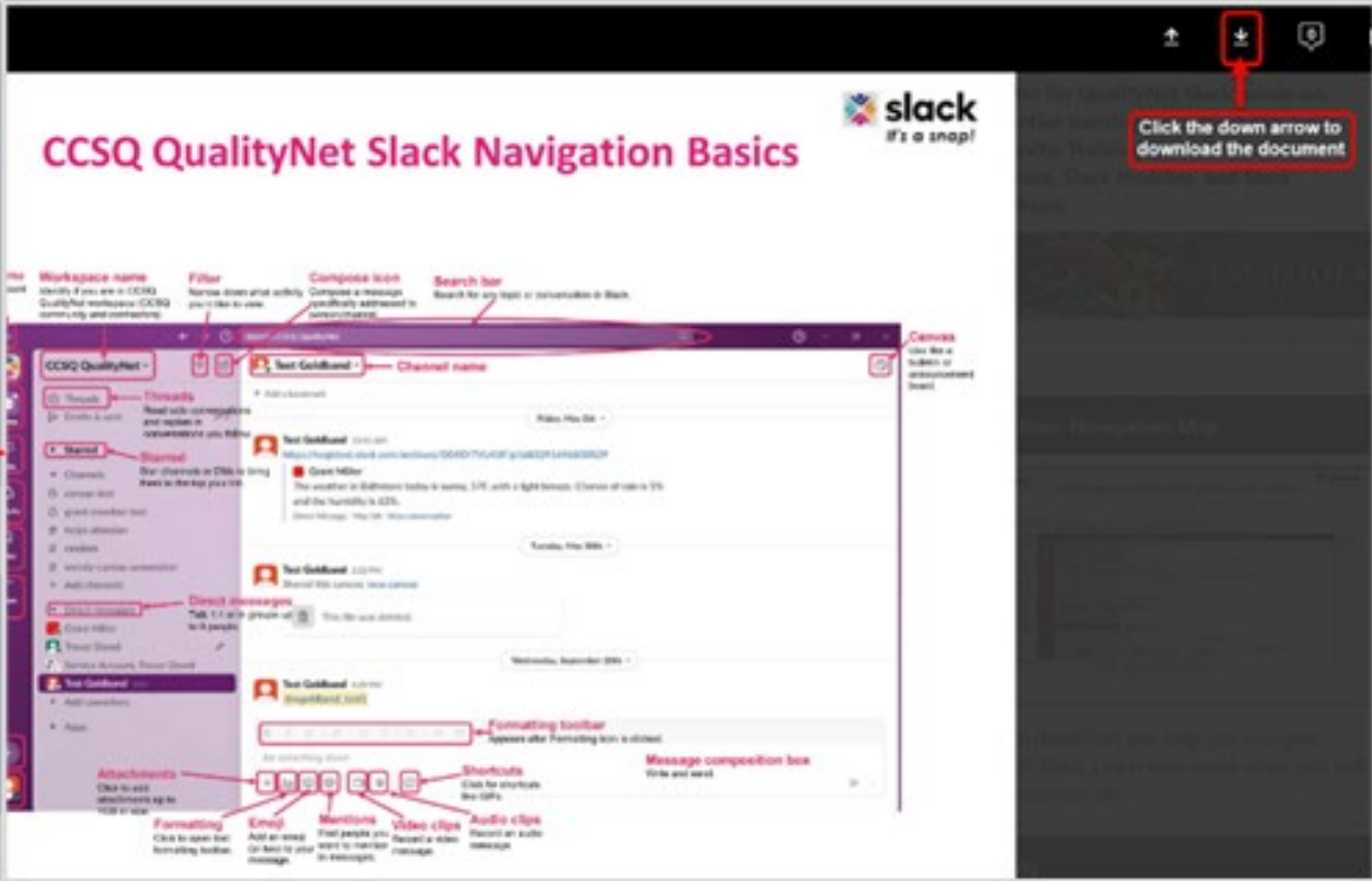


Click on any document or graphic to view and/or download

Register for QualityNet Slack hands-on, interactive training sessions at **ESS Tools University**. Trainings include Slack 101 Essentials, Slack Huddles, and Slack Workflows.

Slack Basic Navigation Map

Click to download and help you navigate through Slack. Learn even more when you visit our [Resources](#) tab.



Click the down arrow to download the document

CCSQ QualityNet Slack Navigation Basics

Workspace name: CCSQ QualityNet

Channel name: Test Goldilocks

Message composition box: Write and send

Attachments: Click to add attachments up to 10MB in size

Formatting: Click to open text formatting toolbar

Emoji: Add an emoji (Go back to your message)

Mentions: Tag people you want to mention in messages

Video clips: Record a video message

Audio clips: Record an audio message

Shortcuts: Click for shortcuts (See GIFs)

Formatting toolbar: Appears after Formatting tab is clicked

Message composition box: Write and send

# QualityNet Atlassian Confluence

Comment:

Discuss content at the bottom of each page in the Comment box.

The screenshot displays a Confluence page with a table of healthcare categories. The table has two columns: an ID and a description. Below the table is a comment box, which is highlighted with a red border and a red text overlay. The comment box contains a profile picture, a text input field with the placeholder 'Write a comment...', and a 'Like' button. The text overlay reads: 'Comment Box located at the bottom of the page where you can discuss content'.

9	Hospitals (Hospitals, Psych, IRF, LTC Hospitals, EMTALA) (Hospitals , Psychiatric Hospitals, Inpatient Rehabilitation Facility, Emergency Medical Treatment & Labor Act)
10	ICF/IID Intermediate Care Facilities for Individuals with Intellectual Disabilities
11	LTC Long Term Care
12	OPO Organ Procurement Organization
13	OPT Providers of Outpatient Physical Therapy and Speech-Language Pathology Services
14	PRTF Psychiatric Residential Treatment Facilities
15	PXR Portable X-Ray Suppliers
16	RHC Rural Health Clinics
17	RNHCI Religious Nonmedical Health Care Institutions
18	Transplant Transplant Program

Like Be the first to like this No labels

Write a comment...

**Comment Box**  
located at the bottom of the page where you can discuss content

# QualityNet Atlassian Confluence

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- **Space Creation:** To create a new space, contact #help-atlassian in QualityNet Slack.
- **Watch Button:** Click Watching at top right of page to get notifications about all page changes.

# QualityNet Atlassian Confluence

## Resources

Helpful information and support can be found at:

- Training – Live, recorded, & resource materials
  - [Confluence Trainings](#)
  - [Jira Trainings](#)
- [QualityNet Atlassian in the IT Services space](#)
- [Confluence Tip Sheet](#)
- [Atlassian Blog](#)
- [Why Confluence](#) video
- News and helpful information: [QNASK](#)
- For General Support, contact:
  - [#help-Atlassian](#) channel in QualityNet Slack
  - Create a support ticket at:  
<https://qnetconfluence.cms.gov/display/HAKSS/QualityNet+Atlassian+Support>



# QualityNet Atlassian Confluence

## Confluence Catalog of Trainings

- **Confluence Basics**

Learn how to navigate through QualityNet Confluence and customize your experience through this hands-on live training. At the end of this course, you will be able to:

- Describe what Confluence is
- Summarize Confluence Navigation
- Update User Profile
- Create Personal Space
- Add and Edit a Page
- Identify Confluence Security

- **Confluence Essentials**

Gain an introductory understanding of Confluence features and functionality. Attendees will learn how to:

- Create and organize a space
- Create pages from scratch & using templates
- Edit pages
- Collaborate with other users
- Work with images and files
- Work with macros



# QualityNet Atlassian Confluence

## Confluence Catalog of Trainings

- **Advanced Confluence**

Learn best practices to increase usability of your Confluence space, help your team function more efficiently and enhance content with macros.

Attendees will learn how to:

- Implement Confluence standardization practices:
  - Standard space templates
  - Standard naming conventions
  - Page labels
  - Page hierarchy
  - Making organization a habit
- Work with macros:
  - Button
  - Anchor
  - Tabs
  - Section & Column
  - Scroll ImageMap
  - Jira

# QualityNet Atlassian Confluence

## Confluence Catalog of Trainings

- **Edit in Office**

Learn about collaborative document editing in Confluence. Attendees will learn how to:

  - Add an attachment to a Confluence page
  - Open the attachment in Office & make edits
  - Save the attachment in Confluence once edits are made
  - Display attachments for editing embedded directly on a Confluence page
- **508 Compliance in Atlassian**

Learn how to work toward making your QualityNet Confluence content and Jira attachments 508 compliant. A hands-on, interactive session. Attendees will learn how to:

  - The importance of making your content 508 compliant
  - How to make images, colors, and videos in Confluence 508 accessible

# QualityNet Atlassian Jira

## What is it?

CCSQ QualityNet Jira is a powerful work management system designed around the way teams do work. It is one of several toolsets (including Confluence) developed by software company Atlassian. Jira effectively provides the ability for individuals and teams to:

- Create tasks
- Manage tasks
- Track tasks



# QualityNet Atlassian Jira

## How to access

Detailed instructions for requesting a QualityNet Atlassian User Role, and accessing QualityNet Jira can be found on:

- <https://qnetconfluence.cms.gov/display/HS/QualityNet+Atlassian#GettingStarted>.
- Direct link to Jira: <https://qnetjira.cms.gov/>



# QualityNet Atlassian Jira

## Navigating Jira

Jira consists of team projects with different configurations for each team. Within each project are boards to manage a team's work at the task level.

Boards provide a visualization of the work from start to finish and help to maximize efficiency.

Team members can see the current state of all work which has the added advantage of eliminating the need to schedule frequent progress meetings.



# QualityNet Atlassian Jira

## Navigating Jira

### To find a Board:

1. Go to the **navigation bar** in the top blue border.
2. Click **Boards** to see a list of recent boards you've visited or click on **View all boards** in the dropdown. An alphabetical list of all boards will display. Use the **Find a Board** search bar to find the board you want to view. Enter CCSQ, for instance, to see all those specifically related boards.
3. Click on the board name you desire and it will take you directly to the board.



# QualityNet Atlassian Jira

## Main Components of a Kanban

- **Cards/Tickets** – These are the visual representation of tasks, each assigned a unique identifier. Each "card" or "ticket" contains information about the task and its status, such as due date, assignee, description, etc. Tickets can be dragged and dropped between columns, or the status can be changed within the open ticket.
- **Columns** – Each column on the board represents a different stage of your workflow. The tickets go through the workflow until their full completion. It is common to see columns labeled as stages of work including To Do, In Progress, In Review, and Done.
- **Swimlanes** – These are horizontal lanes you can use to organize further by themes like team member, types of work, etc.

# QualityNet Atlassian Jira


## Main components of a Kanban


- **Create Button** – The light blue Create button in the top blue border allows you to create a ticket for a new work assignment.
- **Search Bar** – The Search bar is on the top right blue margin. Type in the specifics of what you'd like to review, and the search will bring up relevant issues for you to explore.
- **Watch, Share, and Comment on an Issue** –
  - **Watch** – receive notifications when things happen on an issue. For example, when someone comments on, edits, or transitions the issue, you'll be notified.
  - **Share** – Share an issue with a team member within the Issue itself or copy/paste the link and send via Slack.
  - **Comment** – Collaborate on issues with comments made by team members in the Comment box at the bottom of each ticket.



# QualityNet Atlassian Jira


▼ People

Assignee:  Molly Wesley

Reporter:  Molly Wesley


Votes: 0


Watchers: 0 [Start watching this issue](#)



◀ Export

▼ People

Assignee:  Molly

Reporter:  Molly

Votes: 0

Watchers: 0 [Start](#)

▼ Dates

Due: May/26/2

Created: 2 days ago

Updated: 28 minutes ago

▼ CI Builds

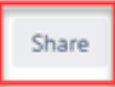

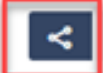
No builds found.

Link to issue







User name or email

Note




[Share](#) [Cancel](#)





Comment

Style ▼ **B** **I** U A ▼ ~~A~~ ▼      + ▼ 

[Angel Tucker](#) - Please review this ticket. Who on the team has availability to start working on this? |

Visual Text    Viewable by All Users [Add](#) [Cancel](#)



# QualityNet Atlassian Jira

The screenshot displays the Atlassian Jira Kanban board interface for the project "PM3 Communications". The interface includes a top navigation bar with "Jira Software" branding and menu items for Dashboards, Projects, Issues, Boards, Plans, and easyBI. A "Create" button is highlighted with a red box and an annotation: "Click to create a new work assignment ticket". A search bar is also highlighted with a red box and an annotation: "Search for any issues".

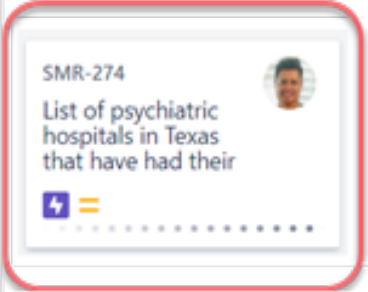
On the left, a sidebar is highlighted with a red box and an annotation: "Jira navigation sidebar good for exploring your Board's reports and to switch to other Boards in which you participate". The sidebar contains a "PM3 Communications" header and a list of navigation items: Backlog, Kanban board, Releases, Reports, Issues, and Components. A red box around the sidebar's collapse/expand icon is annotated: "Click to expand or collapse the sidebar".

The main board area is titled "Kanban board" and includes a "Use filters to determine what you view" section. A "QUICK FILTERS" section is highlighted with a red box and an annotation: "Click to see only your own assignments". The filters include "CHU", "Only My Issues", and "Recently Updated". A red box around the board's columns is annotated: "Columns". The columns are labeled: "BACKLOG 23", "FUNNEL 1", "IN PROGRESS 17", "IN REVIEW 11", "AWAITING RESPONSE 2", and "DONE 9 OF 79".

The board features "Swimlanes" for different team members, highlighted with a red box and an annotation: "Swimlanes". The swimlanes are: "Darby Dicks 11 issues", "Jena Luksetich 1 issue", and "Kathleen Church 8 issues". A specific issue card is highlighted with a red box and an annotation: "Your profile settings". The issue card is titled "PM3COM-1153 Document QNET Content Management" and has a "General Communi..." label. Other issue cards visible include "PM3COM-1627 Intro to Jira VI...", "PM3COM-1934 Create JIRA Overview Tutorial", "PM3COM-2049 1135 Waiver Part 1 Video - For external release", and "PM3COM-2065".

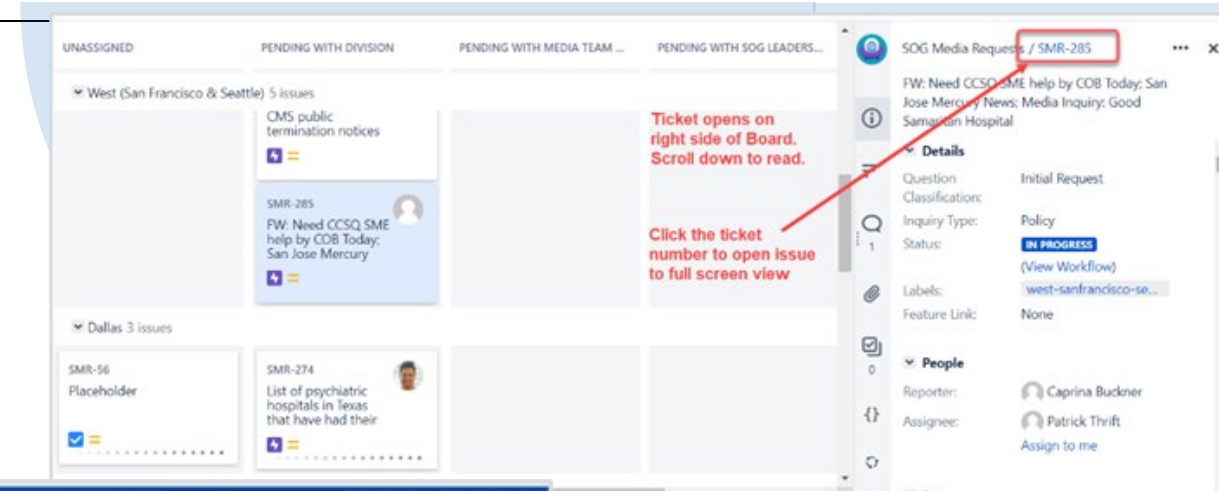
# QualityNet Atlassian Jira

**Jira Ticket**



SMR-274  
List of psychiatric hospitals in Texas that have had their

Click ticket to open in half screen view  
OR  
right click on issue # to open in a new tab



UNASSIGNED PENDING WITH DIVISION PENDING WITH MEDIA TEAM... PENDING WITH SOG LEADERS...

West (San Francisco & Seattle) 5 Issues

CMS public termination notices

SMR-285  
FW: Need CCSQ SME help by COB Today; San Jose Mercury

Ticket opens on right side of Board. Scroll down to read.

Click the ticket number to open issue to full screen view

Dallas 3 Issues

SMR-56 Placeholder

SMR-274  
List of psychiatric hospitals in Texas that have had their

SOG Media Requests / SMR-285

FW: Need CCSQ SME help by COB Today; San Jose Mercury News; Media Inquiry: Good Samaritan Hospital

Details

Question Classification: Initial Request

Inquiry Type: Policy

Status: **IN PROGRESS** (View Workflow)

Labels: west-sanfrancisco-seattle

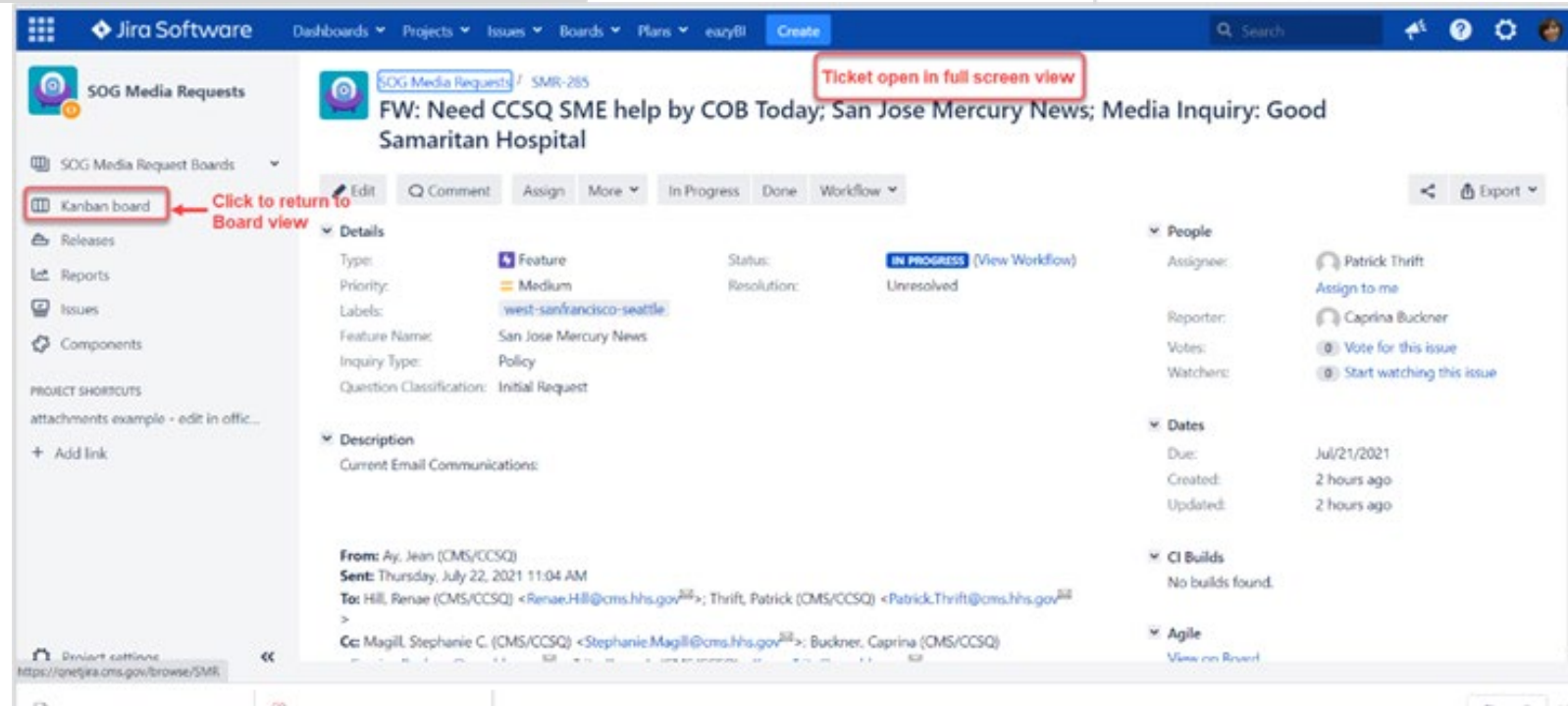
Feature Link: None

People

Reporter: Caprina Buckner

Assignee: Patrick Thrift

Assign to me



Jira Software

SOG Media Requests

SOG Media Request Boards

Kanban board

Releases

Reports

Issues

Components

PROJECT SHORTCUTS

attachments example - edit in offic...

+ Add link

SMR-285

FW: Need CCSQ SME help by COB Today; San Jose Mercury News; Media Inquiry: Good Samaritan Hospital

Ticket open in full screen view

Edit Comment Assign More In Progress Done Workflow

Export

Details

Type: Feature

Priority: Medium

Labels: west-sanfrancisco-seattle

Feature Name: San Jose Mercury News

Inquiry Type: Policy

Question Classification: Initial Request

Description

Current Email Communications:

From: Ay, Jean (CMS/CCSQ)

Sent: Thursday, July 22, 2021 11:04 AM

To: Hill, Renae (CMS/CCSQ) <Renae.Hill@cms.hhs.gov>; Thrift, Patrick (CMS/CCSQ) <Patrick.Thrift@cms.hhs.gov>

Cc: Magill, Stephanie C. (CMS/CCSQ) <Stephanie.Magill@cms.hhs.gov>; Buckner, Caprina (CMS/CCSQ)

People

Assignee: Patrick Thrift

Assign to me

Reporter: Caprina Buckner

Votes: Vote for this issue

Watchers: Start watching this issue

Dates

Due: Jul/21/2021

Created: 2 hours ago

Updated: 2 hours ago

CI Builds

No builds found.

Agile

View on Board

Click to return to Board view

# QualityNet Atlassian Jira

## Resources

Helpful information and support can be found at:

- [Training](#) – Live, recorded, & resource materials
- [QualityNet Atlassian in the IT Services space](#)
- [Jira Tip Sheet](#)
- [Atlassian Blog](#)
- [Jira in a Nutshell Video](#)
- News and helpful information: [QNASK](#)
- Slack channel [#help-atlassian](#) for support
- For General Support, contact
  - Message the [#help-Atlassian](#) channel in QualityNet Slack
  - Email [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov)
  - Create a support ticket at:  
<https://qnetconfluence.cms.gov/display/HAKSS/QualityNet+Atlassian+Support>



# QualityNet Atlassian Jira

## Jira Catalog of Trainings

- **Jira Essentials**

Gain an introductory understanding of Jira features and functionality. Attendees will learn how to:

- Request & managing Jira Projects
- Work in Jira
- Report & monitoring status through dashboards

- **Jira Admin** *(Prerequisite: Jira Essentials training (or equivalent knowledge) is a prerequisite and should be completed before Jira Admin training.)*

Expand your Jira knowledge. Attendees will learn about topics such as:

- Project Settings
- Permissions
- Configuring boards
- Enriching Issues
- Setting up sprints
- Searching, JQL, filters
- Reports and dashboards

