As CMS looks to the future of supporting our Nation’s healthcare, we have taken an aggressive approach to modernize and enhance many common technologies within QualityNet. The result of this effort has resulted in the following QualityNet IT Services. *Note, access to these services is contingent upon COR and Service Lead Approval.*

**FileCloud**

**System Status -** OPERATIONAL

FileCloud allows users to upload, download, and share contract-related files and documents while operating within the HCQIS Cloud.

**HARP**

**System Status -** OPERATIONAL

HCQIS Access Roles and Profile (HARP) is a secure identity management portal provided by CMS. A HARP account provides a user ID and password that can be used to sign into many CMS applications.

**MFT**

**System Status -** OPERATIONAL

Managed File Transfer (MFT): Automates and secures data exchange to meet the needs for reporting and sharing data between both internal and external resources using a centralized enterprise-level approach.
### Data & Analytics

**System Status** -  
**OPERATIONAL**

**Data & Analytics**: The centralized data repository (CDR) in the HCQIS Cloud and CCSQ Analytics Platform (CAP) tools.

- The **CDR** offers convenient, secure, and timelier access to CCSQ Quality data and claims data sourced from CMS systems of record.
- The **CAP** currently offers cloud-enabled, analytics engine that provides quick, accurate, and reliable analytics insights. It provides data wrangling and visualization, basic statistics, and advanced modeling capabilities.

### QualityNet Atlassian

**System Status** -  
**OPERATIONAL**

**QualityNet Atlassian**: A collection of collaboration and planning services. The Atlassian suite includes the following tools:

- **Jira**: A work management system designed around the way software development and Agile teams do work, which provides the ability for individuals and teams to create, manage, and track tasks.
- **Confluence**: A group collaboration and content management tool that provides content spaces with blog and repository functionality.
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<th>System Status Legend</th>
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<tbody>
<tr>
<td><strong>QualityNet Mailer</strong></td>
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<tr>
<td><strong>QualityNet Mailer</strong>: A mailing list management system to communicate with end-users via email. The system offers notification lists (allows dissemination of information via email to list subscribers) and discussion lists (allows list members to participate in email conversations).</td>
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<tr>
<td><strong>QualityNet Portal</strong></td>
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<tr>
<td><strong>QualityNet Portal (QNP 2.0)</strong>: Provides healthcare quality improvement news, resources and data reporting tools and applications used by healthcare providers and others <a href="https://www.qualitynet.org">https://www.qualitynet.org</a>.</td>
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<th>System Status Legend</th>
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<tr>
<td><strong>HCQIS ServiceNow</strong></td>
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<tr>
<td><strong>HCQIS ServiceNow</strong>: The software platform which supports IT Service Management (ITSM). It helps you to automate IT Business Management (ITBM). This cloud-based platform is designed based on ITIL guidelines. ServiceNow focuses on service-orientation toward the tasks, activities, and processes.</td>
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<tr>
<td><strong>QualityNet Slack</strong></td>
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<tr>
<td><strong>QualityNet Slack</strong>: A digital-based collaboration tool enabling real-time communication between individuals and groups within the HCQIS community.</td>
</tr>
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</table>
For additional information on Service Interruptions, please visit the associated Service Page.

**Based on your scope of work, you may request access to one or more of these QualityNet IT Services by reaching out to your COR with the following information:**

1. The services being requested
2. A business need for each service
3. # of users of the service
4. Security Official (SO) HARP ID

**The below services and processes are for Application Development Organizations (ADOs) only**

As CMS looks to the future of supporting our Nation’s healthcare, we have taken an aggressive approach to modernize and enhance many common technologies within QualityNet. This effort has resulted in the following QualityNet IT ADO Services. *Note, access to these services is pre-approved for ADO contracts only.*

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**Ansible Tower**

**System Status - OPERATIONAL**

Ansible Tower is agentless Open Source automation engine that can be used to automate software provisioning, configuration management, application deployment, and a host of other IT activities. Ansible Tower is a web-based solution that makes Ansible even easier to use for IT teams of all kinds. It is designed to be the hub for all your automation tasks and to make Ansible more useable in an Enterprise setting.
### Jenkins (CJE)

**System Status -**

**OPERATIONAL**

**Jenkins** is an Open Source automation and orchestration engine. Jenkins offers a simple way to help automate the non-human parts of the software development process. Jenkins implements a continuous integration and continuous delivery environment for almost any combination of languages and source code repositories using pipelines, as well as automating other routine development tasks. **Cloudbees Jenkins Enterprise (CJE)** is a centrally managed Enterprise class version of Jenkins.

### New Relic

**System Status -**

**OPERATIONAL**

**New Relic** Application Performance Monitoring (APM) is a Software as a Service (SaaS) offering to monitor resources such as infrastructure, applications, and Amazon Web Service (AWS) endpoints for applications in the HCQIS cloud. New Relic is fully integrated with the HCQIS single sign on solution and is replacing SteelCentral APM for applications in the HCQIS Cloud.

### HCQIS AWS Cloud

**System Status -**

**OPERATIONAL**

**The HCQIS Cloud** is an 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.
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<th>System</th>
<th>Description</th>
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| **HEAP** | **System Status -** OPERATIONAL  
**HCQIS Enterprise API Platform (HEAP)** is powered by MuleSoft's GovCloud SaaS environment, an advanced enterprise platform for designing, developing and managing APIs and integrations. |
| **GITHUB** | **System Status -** OPERATIONAL  
**GitHub Enterprise (GHE)** is the Open Source solution used by HCQIS to implement Software Configuration Management (SCM). |
| **Nexus IQ Server** | **System Status -** OPERATIONAL  
**Nexus IQ Server** (NXIQ) is the policy engine that powers Nexus Firewall, Nexus Lifecycle, and Nexus Auditor. |
| **Nexus Repository Manager (NXRM)** | **System Status -** OPERATIONAL  
**Nexus Repository Manager** (NXRM) is the repository management solution that is used by HCQIS to store and manage whatever libraries and other binary artifacts that the users require. |
**Zscaler**

*System Status - OPERATIONAL*

**Zscaler:** An alternative to a virtual private network (VPN) that uses a unique method of allowing users to access HCQIS resources, while remaining connected to contractor network resources.

**Change Management**

*Change Management* is the guiding process for how we prepare, equip and support our customers and employees throughout the phases of an implemented change. It provides an organized method for people to successfully move from their current ideology or methodology to their future ones as you have defined them.

**Incident Management**

*Incident Management* is the process used by DevOps and IT Operations teams to respond to an unplanned event or service interruption and restore the service to its operational state.

**QualityNet REC**

*Release and Environment Coordination*

Release and Environment Coordination provides for advanced Enterprise Services (ES) / Line of Business (LOB) planning for required infrastructure and other updates.

Authentication required to access this information.

**System Status Legend**

For additional information on Service Interruptions, please visit the associated Service Page.

*OPERATIONAL* All services are working. No issues reported.
Issues have been reported. There may be some service interruptions or general access issues.

Current or scheduled outage is underway.

System is currently down. Some or all services are interrupted.

*Based on your scope of work, you may request access to one or more of these QualityNet IT Services by reaching out to your COR with the following information:

1. The services being requested
2. A business need for each service
3. # of users of the service
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The Information Systems Group (ISG) Contract Engagement Lifecycle Standard Operating Procedure is the central location for information, resources, and guidance regarding the entire process of onboarding a new contractor into ISG. Within this space, you will find the information you need to successfully onboard a new contract.

Welcome to HCQIS Security

The HCQIS Security Hub is a central repository that houses HCQIS policies, guidelines, and templates intended for existing or penitential CCSQ contractors utilizing Qualitynet IT Services and/or HCQIS network resources. These documents are intended to guide Contractors or potential bidders in meeting general CMS security requirements as well as providing associated processes to ensure compliance within the contract and while utilizing the CCSQ systems.

For more general information regarding CMS Information Security and Privacy, please visit: CMS Information Security and Privacy Overview

Policies/Procedures

- QualityNet_System_Security_Policy
- HCQIS_Rules_of_Behavior
- HCQIS_CFE_Data_Management_Policy
- QualityNet_Media_Protection_and_Decommission
- SPOC Procedures
- HCQIS Incident Response
- CMS Incident Report Template

Security Awareness Training

- Security Awareness Training Record template.docx
- QNet Security Awareness Certification Template.docx
- Security Awareness Training & Certification Instructions_v6.docx
- RBST Guidelines.docx
This space is a repository for QIO, HCQIS, and ESRD memos (2019 and newer). Utilize this space to stay current on important and varied news that the memos deliver to the providers, networks, and contractors.

Note: Atlassian credentials are required to access this content. To request access, please contact your organization’s Security Official (SO).

Memo Home
The QualityNet Forum is a dynamic and interactive forum where the community can share successes and difficulties and collaborate effectively. These topic-based conversations produce searchable threads where anyone can ask questions, comment, and troubleshoot as things arise allowing the community to learn and share collectively.

Note: Atlassian credentials are required to access this content. To request access, please contact your organization’s Security Official (SO).

QualityNet Forum