AWS Cloud

QualityNet | AWS Cloud

The QualityNet Cloud is an AWS-based public cloud solution that enables the QualityNet program to utilize AWS cloud services in a manner that meets CMS security, architecture, and governance requirements.

The Single-Tenant Cloud provides a self-service model that empowers application development teams with maximum control through self-provisioning within single-user environments.

The QualityNet Cloud is logically organized at two primary levels: AWS Accounts and Amazon Virtual Private Clouds (VPCs).

QUICK START GUIDE

The Security Official (SO) for the organization may request QualityNet AWS access on behalf of users for their contract or the user may request access for themselves.

Requesting AWS Cloud Services:

Step 1: Log into ServiceNow at **https://idm.cms.gov/** using your HARP credentials**.**

Step 2: Select **ServiceNow** after logging in.

Step 3: Locate **Cloud** request

- Type "catalog" in the Filter Navigator
- Select *IT Services Catalog*
- Select *Cloud*
- Select *AWS Access Request*
- Select *AWS Access Request Form*
- Complete AWS Access Request Form and select *Submit*.

Accessing AWS Cloud Services

Step 1: If you did not have an Active Directory (AD) account previously, you will have an AD account provisioned for you. After your request has been approved, you will receive an email or phone call from the HIDS Windows team with details on your Active Directory (AD) account and VIP installation instructions.

> *If you haven't received your account details and instructions within 24 hours, please contact the* QualityNet Service Desk at 1-866-288-8914 or ServiceCenterSOS@cms.hhs.gov.

Step 2: Log into ServiceNow at https://sts.qualnet.org/adfs/ls/IdpInitiatedSignOn.aspx using your AD credentials**.**

Step 3: Select "QualityNet Amazon Web Services" in the dropdown and press "Sign In". Enter in your VIP Access code.

Step 4: Select the radio button for the desired Account and Role and press "Sign In". Only those Accounts and Roles you have access to will be displayed.

Step 5: Upon successful login, the AWS Console will be launched. Make sure you are in region US East (N. Virginia).

Note: *you must be connected to Zscaler before logging into AWS*

A detailed Confluence page provides an Introduction to the QualityNet Cloud and Key Concepts. Please make this your starting point to learn about the QualityNet cloud.

Need Help ?

If you need help or assistance please contact the HIDS DevOps team. They can be reached via the following methods:

- **CCSQ Support Central:** Provides you with multi-program support to submit a new ticket, and track the status of an existing case, incident, or request. No login required. https://cmsqualitysupport.servicenowservices.com/ccsq_support_central

- **Service Center:** For technical assistance with any account related issues, please contact the Service Center at:

  Phone: (866) 288-8914 (TRS:711)

  Slack: #help-service-center-sos

  Email: ServiceCenterSOS@cms.hhs.gov

- Cloud Slack channel at #help-cloud
- Visit the Cloud page on Confluence

A power point presentation covering an overview of the QualityNet Cloud environment can be found here: QNet_QualityNet Cloud Welcome Packet.

FAQs

General

QualityNet Cloud is an Amazon Web Services (AWS) based public cloud solution that enables the QualityNet program to utilize AWS cloud services in a manner that meets CMS security, architecture, and governance requirements. The QualityNet Cloud has replaced the traditional QualityNet data center with QualityNet Virtual Private Cloud environments within AWS to provide our Line of Business (LOB) customers with secure, cost effective, and flexible computing environments.

For more information refer to the QNet_QualityNet Cloud Welcome Packet

Refer to the QNet_AWS Console login instructions.

Access

To request access to the AWS cloud including access to the AWS Console or access to cloud-based servers, please use the AWS Access Request form in the ServiceNow Service Catalog.

The purpose of this form is to allow Application Development Organizations (ADOs) to provide the needed information on accessing HIDS AWS server instances via Remote Desktop Protocol (RDP) and SSH. Additionally, ADOs can use this form to request access to the HIDS Amazon Web Console.

Once access has been granted, follow these QNet_AWS Console login instructions.