

New Relic

QualityNet IT | New Relic



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 QualityNet cloud. New Relic is fully integrated with the QualityNet single sign on solution and is replacing SteelCentral APM for applications in the QualityNet Cloud.

APM Onboarding Information

For organizations seeking to adopt New Relic, please review the new user [documentation](#).

New Relic Service Request Survey - To help the HIDS New Relic project team prepare for your New Relic adoption, this spreadsheet will assist to measure the time and effort that will be required.

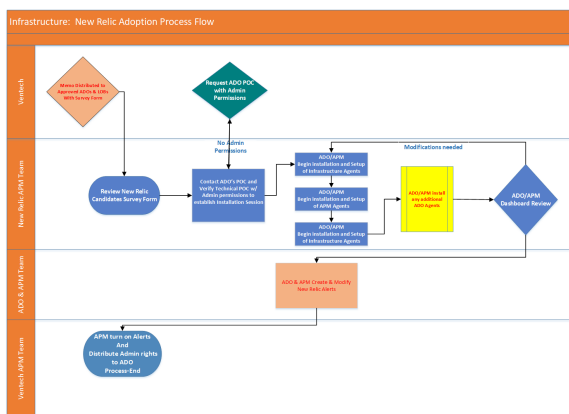
The process flow for migrating to New Relic can be found [here](#)..

QUICK START GUIDE

The high-level steps for a contractor to onboard to New Relic include:

1. **HARP ID:** All New Relic users must have a valid HARP ID or EIDM ID and need to request for a HARP role. For instructions requesting a HARP ID, refer to the [HARP page](#).
2. **Shared Services Project Managers (SSPMs)** will initiate a kick-off meeting for New Relic onboarding.
3. **Adding Users:** Approved end users with a HARP role assigned within your organization are now ready to use New Relic as a basic user.

The process flow for migrating to New Relic. **Click on image to enlarge.**



Security Guidelines

- Refer to the [Security](#) page for the QualityNet CFE Data Management Policy and QualityNet Rules of Behavior
- [Ensure data is sent to an approved source \(Slack, Jira, Splunk\)](#).
- Ensure no PHI/PII data is sent to sources other than the approved one.
- Ensure no sensitive data is sent to corporate email.
- Ensure no incident alerts are sent to any public page or channel and limit the information to only the intended audience;
- Ensure no sensitive data is sent to another tool in a manner that violates the terms of that tool.

Need Help ?

Please contact one of the following:

- **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://cmsq.ualitysupport.servicenowservices.com/ccsq_support_central
- **CCSQ 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

Hours of Operation: 24/7

User Resources

- [AWS Getting Started Guide](#)
- Complete vendor [New Relic Documentation](#)
- Searchable [New Relic Data Dictionary](#)
- New Relic [APM Best practice guide](#)
- New Relic [Browser Monitor best practice guide](#)
- New Relic [Infrastructure Monitor best practice guide](#)
- New Relic [Alert best practice guide](#)
- New Relic [Security policy](#)
- New Relic [Data retention policy](#) for Pro subscription
- New Relic University [to learn New Relic](#).

FAQs

New Relic is available to all ADOs who support a CMS application.

Each organization will be able to use all features within New Relic which include monitoring, troubleshooting, setting up and receiving alerts as well as using and creating dashboards. Your organization may decide to use a subset of these features.

For new applications, review Getting Started tab above.

Yes. Your New Relic account will be pre-configured to send New Relic data to Splunk.

No. The current alert template contains sensitive data that cannot be sent to corporate email. Until the template is updated, accounts will be audited for adherence. The approved methods for receiving notifications are:

- Slack (It is recommended to use a dedicated Slack team channel for alert notifications)
- ServiceNow

Yes. This functionality will be pre-configured for each AWS account.

Yes. This feature is helpful for testing and finding issues with your software's business critical functionality before real users do.

Yes. There are two android and iPhone apps available in the respective app stores. One is for New Relic insights only and the other one is for monitoring.