Quality Improvement Organization Manual
Chapter 8 – Infrastructure Operations Support and Data Management

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(Rev. 22, 12-02-15)

Transmittals for Chapter 8

8000 – Introduction
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

This *chapter* describes the minimum requirements and responsibilities of the Quality Improvement Organizations (QIOs) in using *information technology (IT) infrastructure and managing electronic data for the QIO Program. QIOs must use the applications, tools, and systems furnished by CMS that are accessible through a secure Intranet site.* This chapter describes the supporting *documents* that govern the policies and procedures *for the CMS-furnished secure network environment* that are the basis of the *IT* performance standards on which the QIO will be reviewed. The QIOs must meet or exceed all *IT* performance standards listed in Section 8030 *IT* Performance Standards. *CMS furnishes the IT manuals described in this chapter to QIOs and other authorized CMS contractors that support the QIO Program. CMS routinely updates and revises the documents as changes in the IT environment and program operations occur.*

8005 – Infrastructure Operations and Support Manual
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

The Infrastructure Operations and Support Manual provides policy and procedure information to the *QIO user* community regarding IT infrastructure. This manual delineates roles and responsibilities for QIO users, administrators, CMS personnel, and CMS contractor personnel working within the *QIO IT infrastructure* environment. The expectation is that the community will use the manual as a reference for questions regarding IT policy issues and practices. This manual will also assist QIOs, Help Desk personnel, CMS, and CMS supporting contractors in interacting and communicating in order to support the IT infrastructure. *The manual is available through the CMS-furnished secure Intranet site (secure log in is required).*

8010 – Infrastructure Information Technology Administrator Manual
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

The Infrastructure Information Technology Administrator Manual is a companion document to the Infrastructure Operations and Support Manual discussed in Section 8005. *This manual gives a general description of the work environment for QIO network administrators, as well as specific detailed procedures that network administrators need to perform. The manual is available through the CMS-furnished secure Intranet site (secure log in is required).*

8015 – Database Systems Administrator Guide
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

The Database Systems Administrator Guide provides QIO database administrators with instructions, guidelines, and samples needed to perform the basic day-to-day operations on QIO databases. Users may reproduce this document as necessary. *The guide is available through the CMS-furnished secure Intranet site (secure log in is required).*

8020 – Security Handbook
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

The System Security Policy establish*es* a security management process *for QIO users that complies with* the Computer Security Act of 1987 (P.L. 100-235), the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191), Appendix III to the Office of Management and Budget (OMB), Circular No. A-130 (50 FR 52730; December 24, 1985), Federal Information Security Management Act (FISMA), Title III of the E-Government Act of 2002 (Public Law 107-347, 44 U.S.C. Chapter 36), *the Department of Health and Human Services* and CMS information security policy, *programmatic direction*, standards, guidelines, and handbooks. *Use of the CMS-furnished IT infrastructure environment as well as access to and use of QIO Program data is subject to CMS information security and privacy policy and program oversight provided by the CMS Office of the Chief Information Office and the Chief Information Security Officer.* All personnel working within the *CMS-furnished IT infrastructure and data* environment *must* abide by the policies and procedures set forth in the *Security Policy*, read the Statement of Acceptance, and sign the Policy Acceptance Log attesting to the acceptance of these policies once a year.

The Security Policy provides guidelines pertaining to the appropriate use of the Internet and email resources for transmission of QIO Program data. The System Security Policy is available for download on the main page of the QIO Program Internet site (secure log in is not required).

8025 – *System for* Confidentiality of *QIO Program Data*
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

QIOs are required to protect the confidentiality of data in accordance with section 1160 of the Social Security Act (42 USC 1320c-9) and regulations at 42 CFR 480. Chapter10 of the QIO Manual provides guidance on requirements for protecting the confidentiality of QIO Program data. The transmission and storage of such data must be consistent and compliant with the requirements to protect the data. CMS provides a secure file exchange application to safeguard the electronic transmission or exchange of sensitive or confidential data, including but not limited to data containing personally identifiable information (PII) and protected health information (PHI). The purpose of *the secure file exchange application* is to provide increased efficiencies in information exchange *and to support secure communication and healthcare quality data* between two or more organizations, including: hospitals, *physician's offices, nursing homes,* QIOs, End-Stage Renal Disease (ESRD) facilities, ESRD Networks, performance measurement systems, data vendors, and the Clinical Data Abstraction Center (CDAC). *The secure file exchange application that is available through the secure Intranet site is the CMS approved method to exchange files containing PII or PHI data, and to protect other confidential information.* Information retrieved and/or transmitted within this system is protected from external access.

In addition, *users shall not* connect or install external systems, applications, or devices *to the secure IT environment* without prior approval from CMS. *CMS approval may be granted through the* Engineering Review Board (ERB) request process. *Failure to obtain CMS approval for connections to external IT systems, applications, or devices may result in* disconnection from the *secure IT infrastructure environment* without warning.

8030 – *IT* Performance Standards
(Rev. 22, Issued: 12-02-15, Effective: 12-02-15, Implementation: 12-02-15)

The QIO Program IT performance standards are based on five system administrative performance areas that must be met or exceeded during the course of the contract.

The performance standards areas are as follows:

- **Contingency Planning** – This category concerns preparation for disaster or the loss of information. It includes contingency planning, archiving, backup, and storage operations *to restore operability of IT system resources and QIO Program information*

- **System Maintenance** – This category concerns maintenance of *IT* system resources. It includes proper monthly maintenance and application of routine and emergency *updates, upgrades, and* patches *in compliance with CMS hardware, software, security standards, and operational practices*

- **User and Administrator Training** – This category concerns user and system administrator compliance with training on contractor and *CMS-furnished IT* systems, *networks, applications, devices, standards,* procedures, and security

- **Security** – This category concerns *safeguards for the security of QIO Program information collection, storage, use, sharing, retention, and destruction,* security for IT *access controls and* operation*al practice*s, and the protection of privacy data and confidential information

- **Inventory** – This category concerns maintenance of inventories for contract acquired *and CMS-furnished* property

Transmittals Issued for this Chapter

Rev #	Issue Date	Subject	Impl Date	CR#
R22QIO	12/02/2015	QIO Manual Chapter 8 – "Infrastructure Operations Support and Data Management"	12/02/2015	N/A
R14QIO	04/07/2006	Revisions to Chapter 8, "Data Management" for consistency with 8th Statement of Work contract cycle	04/07/2006	N/A
R1QIO	05/23/2003	Initial Issuance of Chapters 2, 8, 13 and 15	N/A	N/A

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