



DHIN Customer Support Workflow

Customer Support Hours

- DHIN's Helpdesk is available Weekdays from 8 AM – 5 PM EST to address any and all issues pertaining to DHIN's Production Environments, Interfaces, Results Delivery, or End User Requests. In addition, real time interface monitoring and proactive alert notifications are provided to our helpdesk resources.
Phone: 302-480-1770
Email: helpdesk@dhin.org
- DHIN provides continuous 24x7 monitoring of the DHIN Infrastructure leveraging real time proactive alert notifications to a team of resources at DHIN, Medicity, and Ai respectively. On Call resources will triage and prioritize incidents reported to the DHIN Helpdesk after hours. For critical after-hours support please contact the helpdesk by phone at **302-480-1770**. Emails sent to helpdesk@dhin.org will be responded to the next business day.

The goal of the DHIN Helpdesk is to acknowledge incoming incidents by phone and email for all data traversing the DHIN Infrastructure during normal business hours in a timely, professional manner. Our team is standing by to answer your calls and respond to your emails as needed to ensure the efficient and timely interactions with DHIN.

DHIN Helpdesk Support Workflow

How to log an incident

To ensure accurate tracking, prioritization, resolution and follow-up of all incidents, please contact the DHIN Helpdesk at the above information under "Customer Support Hours". Please be ready to provide the following information by phone or email:

- ✓ Contact Name
- ✓ Contact Phone Number
- ✓ Organization Name
- ✓ Email Address
- ✓ Nature of the incident, including steps to duplicate, example results, screenshots, and any other information that will expedite the corrective action of the incident.

DHIN Prioritizes Issues as follows:

SEV1 Urgent – loss of functionality, significant impact to normal business workflow

SEV 2 High – significant functionality issue, high business impact

SEV 3 Normal – functionality issues, moderate business impact

SEV 4 Low – mild functionality issue, training, low business impact

Roles / Responsibilities

The DHIN Internal Helpdesk will serve as the first line of support for all issues, incidents, and alerts reported to our support center following the outline in the Customer Support Hours section above. All Tiers of support will be triaged by the DHIN Internal Support Staff to include the following items:

- Tier 1 Support – Included by not limited to Password Reset, Add / Remove Users, User Maintenance, Results Delivery (Printing, Inbox, Autoprint, Grid), Encounter Notification System, Interface Monitoring for both Nexus and Mirth, Alert / Notification Processing, Incidents requiring Data Sender intervention, and all questions / tasks / inquiries.
- Tier 2 Support - Incidents not resolved during the Tier 1 Support Process will be escalated internally to the appropriate Tier 2 Support to resource (i.e. DHIN Network and Operations Systems Analyst, Network and Operations Manager...).
- Tier 3 Support – Incidents not resolved during the Tier 1 / Tier 2 Support Process, and any vendor escalations requiring maintenance in the Data Center or to the Hosted Hardware / Software. Tier 3 Support issue requires escalation to the DHIN Network and Operations Manager, or designated Support Resource to ensure the Proper Communication Process is being followed.

Escalation process

The DHIN Helpdesk is trained to identify and handle a large majority of the incidents reported by phone or email. For Urgent SEV 1 and High SEV 2 Priority Issues, the Helpdesk will open a ticket and gather as many details and examples as possible while proactively engaging the appropriate resource to facilitate resolution.

The DHIN Helpdesk owns the issues and will act as the point of contact throughout the issue. If the issue needs to be escalated to the next tier, the Helpdesk will notify the next tier and assign the ticket to the appropriate resource to engage in the issue resolution. During unplanned outages and SEV1 related incidents a single point of contact will be identified at DHIN to provide updates throughout the incident.

Exclusions

The DHIN is not responsible for any incidents related to end users due to:

Incorrect or incompatible Browser Version – current supported browsers are listed on our Tech Tips Page <http://dhin.org/tech-tips>

- Incorrect or incompatible Operating System or Software
- Interconnection or integration with non-approved Third Party Software or equipment
- Use of the Community Health Record, or results delivery methods other than the recommended use by DHIN's standing Data User Agreement

Customers shall remain responsible for ensuring their systems are properly installed and following all recommendations by DHIN.

Planned Maintenance Window

The DHIN and our technology partners will undergo Planned Maintenance Windows at least once per month for necessary patches and updates critical to the success of the Data Center(s). Customers will be notified via email and the home page of Community Health Record when the planned maintenance windows will occur. In preparation for the Planned Maintenance Window, it's recommended that customers follow all guidelines defined in the notices. In some cases, functionality and access will be limited during planned maintenance windows.

DHIN Mirth Interface Manager and Infrastructure Monthly Maintenance occurs on the last Wednesday of every month at 10 PM ET lasting approximately 5 hours.

DHIN Medicity Infrastructure Monthly Maintenance occurs on the 3rd Wednesday of the Month. This maintenance follows Microsoft recommendations and begins at 12 AM ET lasting approximately 8 hours.

Customer Obligations

Within the customer facility, clients are responsible for the information systems, including network administration and performance, operating system and procedures, and workstations. Practice Administrators are responsible for User Access, Password Resets, and Unsupported third party software.

For the DHIN Helpdesk to be effective and responsive, it is the responsibility of the customer to document and report the issue via phone or email accordingly, reporting all functionality issues or malfunctions. Once the DHIN helpdesk has provided information to resolve the issue, it is the responsibility of the customer to implement all the necessary steps to rectify the incident to return to normal operations.

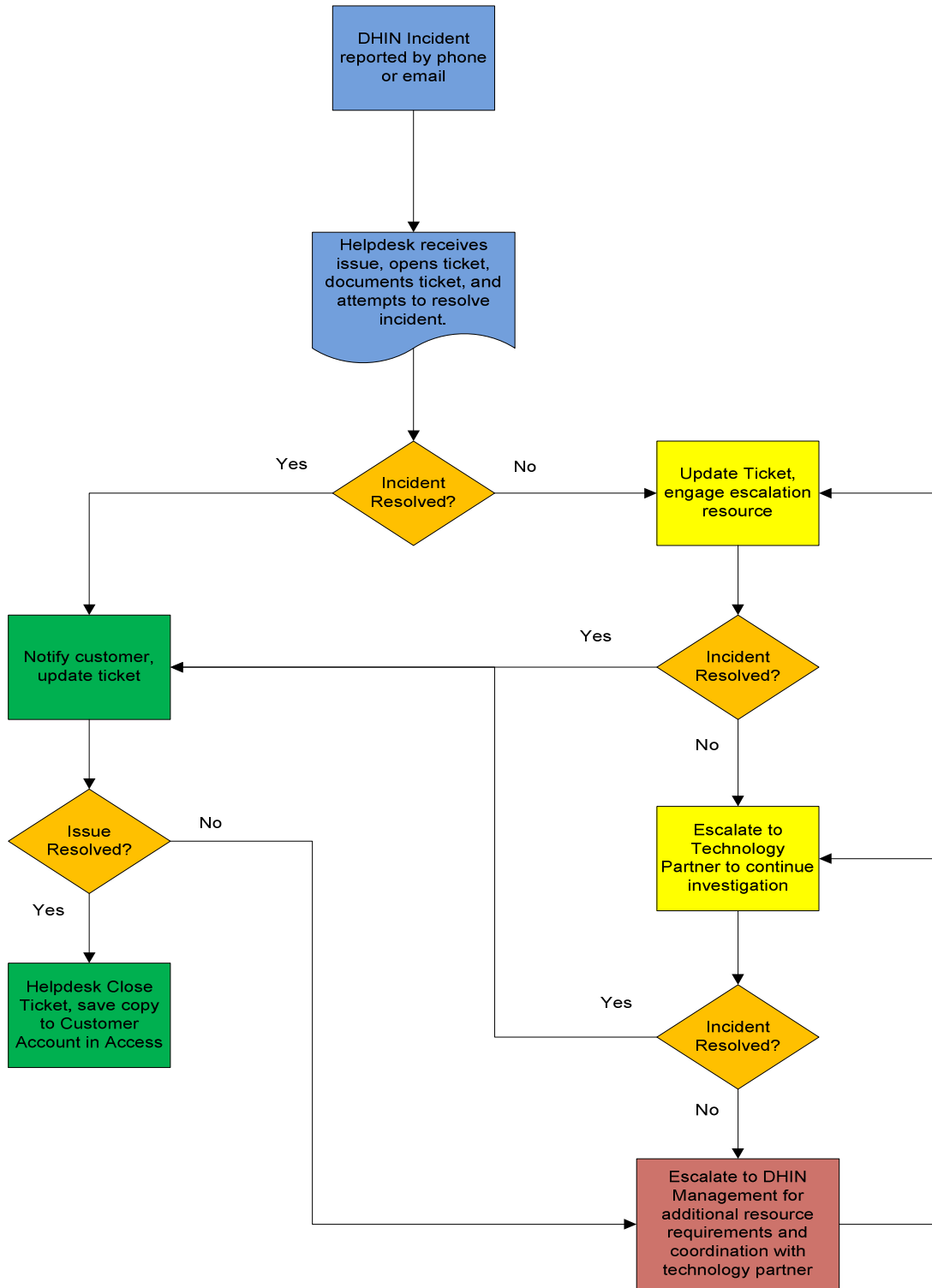
DHIN Tech Tips

The DHIN Helpdesk maintains an active list of common problems and communicates these via the Home Page in ProAccess, Constant Contact Notifications, and via the DHIN Tech Tips Website.

<http://dhin.org/tech-tips>

At any time, and as new incidents are tracked we will update our "tech tips" and communications to ensure we remain transparent to our end users enabling them to complete those first level steps in correcting most incidents.

DHIN Helpdesk Incident Workflow



Unplanned Outage / SEV 1 Communications

Within Normal Operational Support, an Unplanned Outage or SEV1 Issue can / will occur. The following information outlines the Customer Support Communications during an Unplanned Outage or SEV1 Incident:

1. Zendesk Ticket is updated and escalated per the above process
2. DHIN Network and Operations Manager, or designated Support Resource will send an email to the impacted Data Senders, Stakeholders, and Internal DHIN Management Team (to include DHIN Staff) using the following structure:

Incident: Brief description of incident that has occurred

Priority: SEV1

Impacted Systems: Please indicate what systems are impacted and their impact on results deliver to Community Health Record, and the Provider Community (Inbox, AP, Grid, ENS, DPH, CRISP...)

Current Actions Performed: Please indicate who the issue is escalated to, and what the current activities are (even if the message is still investigating)

Next Communication: Indicate what time the next update will be sent to the above audience.

NOTE – The DHIN COO, or designee, will determine if a communication is necessary to the Provider Community leveraging Constant Contact, or the DHIN Community Health Record Home Page.

Communication Timeline for Unplanned Outage / SEV 1 Incidents:

Unplanned Outages / SEV 1 Incidents will escalate through the Normal Customer Support Workflow Process. During these times, The DHIN Support Staff will follow the below Timeline during these occurrences to communicate the incident appropriately:

- Incident / Escalation Occurs
- 15 minutes – 1st Update DHIN Internal
- 30 Minutes – 2nd Update DHIN Internal and Escalate Issue to Vendor as needed
- 60 Minutes – Email Update to Data Senders, Stakeholders, and Internal Management referring to the DHIN Data Sender Contact List.
- Subsequent emails to Data Senders, Stakeholders, and DHIN Staff will occur at 1 hour intervals throughout the lifecycle of the escalation, unless determined otherwise or the issue is resolved before the next hourly update.
- Unplanned Outages / SEV 1 Incidents lasting more than 3 hours will trigger a conference call, inviting all impacted Data Senders, Stakeholders, Clinical Representative, and respective teams along with the Vendor assigned to the issue in addition to the email updates. The frequency of subsequent conference calls will be determined by the appropriate resource leading the support effort.
- At the conclusion of the incident, after normal operational support has been restored, a full RCA will be delivered, detailing the incident, corrective action, contributing factors, lessons learned, and steps to prevent future occurrences.

NOTE - The DHIN Data Senders and Stakeholders are responsible for pass through communications internally within their respective organization to ensure all appropriate personnel (Management, Support, and Helpdesk) are notified of the incident, current status, and next communication. Likewise, the DHIN COO, or designee, will work with the impacted Data Senders and / or Stakeholders to provide communications outbound to the Delaware Provider Community regard the incident.