

13.2 TITLE:Admin5 (SLA)

Purpose: TO PROVIDE TIMELY AND EFFICIENT SUPPORT TO ALL
IDX USERS.

Instructions:

Mission Statement:

The DP IDX Systems group is dedicated to providing a stable computer environment to the user community. The IDX Systems group is a service oriented, technical group whose goal is to provide timely and efficient support to all IDX users.

Customers:

IDX Analysts, Per-Se Technologies, UT Physicians' Clinics, Memorial-Hermann Hospital, Harris County Hospital District, Medical School Departments

Environments Included:

- ✍ All IDX proprietary applications currently in use by customer base
- ✍ Operating system and system utilities

Services Provided:

- ✍ Perform first level technical support for the IDX System
- ✍ Print production claims
- ✍ Process interfaces for Radiology and Organ Transplant
- ✍ Monitor real-time interfaces (Memorial-Hermann, Harris County Hospital District & AllScripts)
- ✍ Create and maintain access to IDX via VMS security
- ✍ Support IDX desktop emulator
- ✍ Manage timely responsiveness and resolution of service requests
- ✍ Configure and maintain IDX print queues
- ✍ Install and upgrade the operating system, system utilities and firmware to latest version
- ✍ Install and maintain all operating system and layered products licenses
- ✍ Update ECO's to system utilities
- ✍ Monitor and maintain optimum system performance
- ✍ Perform routine maintenance of Disks, Directories and Files
- ✍ Perform daily backups of system and application data. Keep back-up tapes offsite.

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- ✍ Restore files or directories as needed from the previous 30 days and quarterly up to 5 years
- ✍ Expand DSM volume sets as required
- ✍ Perform database integrity checks
- ✍ Monitor and maintain database journal files
- ✍ Perform emergency shutdown procedures
- ✍ Maintain a disaster recovery plan and perform testing annually
- ✍ Perform other tasks as deemed necessary to maintain system viability

Service Goals:

The IDX system will be available to all users 98% of listed production hours. System Administrators are on-call 24x7.

IDX Application and Server Availability:

The Saturday and Sunday of the 2nd or 3rd weekend of every month is reserved for system maintenance. UTHSC will notify users which weekend by the close of business on Wednesday prior to the 2nd weekend. Per-Se will notify UTHSC by the close of business on Wednesday prior to the monthly system maintenance weekend if they need to work.

✍ **IDX Application Availability:**

IDX application is available at all times except during the monthly system maintenance hours:

- ✍ IDX DSM database freeze occurs at 11 P.M. for 0.5 hours every day during backup

✍ **IDX Server Availability:**

IDX server is available at all times except during the monthly system maintenance hours:

Holiday Coverage:

- ✍ UTHSC, UTP Clinics and Per-Se are closed on full holidays (see table below).
- ✍ UTHSC skeleton holidays require that critical departments have on hand enough personnel to carry on public business. IDX system administrators will be available on-call for complete support of IDX applications.

Holiday Schedule - 2004

Holiday	Date	UT-Houston	Per-Se
Labor Day	September 6	F	F

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Thanksgiving	November 25	F	F
	November 26	F	F
Christmas	December 23	X	F
	December 24	F	F
	December 27	S	X
	December 28	S	X
	December 29	S	X
	December 30	S	X
New Year's	December 31	S	F

F = Full closure
S = Skeleton crew
X = Not observed

UT-H Holiday Schedule – FY05 (September 1, 2004 – August 31, 2005):
http://www.uth.tmc.edu/ut_general/admin_fin/hr/forms/FY05holiday.pdf

Service and Problem Resolution:

<u>Severity Categories</u>	<u>Problem Identification</u>	<u>Response to Customer</u>
Catastrophic	Immediate	0-2 Hours
Critical	0-2 Hours	24 Hours
Non-Critical	24 Hours	72 Hours

Example issues categorized by priority:

Catastrophic

IDX system crashes
Network connectivity unavailable

Critical

New IDX users who need to be set up in IDX Security
Remove terminated IDX users from system access
Employee password creation/reset
☞ Month end compiles and report print jobs
Troubleshoot IDX print queues

Non-Critical

New IDX print queue set up

Disaster Recovery:

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48 hour estimated down time after disaster declaration
The IDX application will be restored back to the last successful nightly tape backup.
Off-site system resources should handle the current number of users and production load
Note: network connectivity may impact user response time

Method for Requesting Services:

Service requests are submitted via:

HEAT Self Service Login:
cssheatsvs.uth.tmc.edu/heatselfservice/simple/en-us

IS Help Desk @ 713-500-4848

Help Desk Hours: 7 AM – 5 PM Monday through Friday

After-Hours (for all IT issues): DP Operations @ 713-500-2254

Systems Management Service Tracking and Reporting Procedures:

All IDX problems logged into HEAT Call records are forwarded to the appropriate level for research and completion. Customer Service representative is responsible to ensure timely closure per stated service objectives.

Customer Responsibilities when reporting a problem:

Provide your name, department name, and location
Provide as clear a description of the problem as possible, and indicate if alternative sources of computer uses are available
Provide screen prints where appropriate
Provide individual to be contacted, if not you, then, an alternate with telephone number
Arrange for access to the work location if required for the problem to be resolved