

# **CORHIO HIE Service Level Agreement**

As a condition of providing Services pursuant to a Participant Agreement, CORHIO will use commercially reasonable efforts to provide technical support and respond to support incidents in accordance with the timeframes defined in this Service Level Agreement (SLA). More detailed and participant specific SLAs may be addressed in individual participant agreements and associated statements of work. CORHIO reserves the right to update this SLA without notice to participants in accordance with business needs. Updated SLAs will be published on CORHIO's website or timely sent to participants.

## **SERVICE DESK**

The purpose of CORHIO's Service Desk is to provide first line support to HIE participants. To ensure appropriate tracking and timely resolution of all issues, all requests for support from HIE participants should be routed through the Service Desk.

### **Contact Information:**

Current HIE participants and users may contact our Service Desk by phone at **(720) 285-3277** or by email at [helpdesk@corhio.org](mailto:helpdesk@corhio.org). Service Desk contact information is also available on our website at [www.corhio.org/support](http://www.corhio.org/support).

### **Service Desk Hours:**

CORHIO's Service Desk hours are Monday through Friday 8am-5pm Mountain excluding CORHIO holidays.

### **CORHIO Holidays:**

Holidays include New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, the Friday following Thanksgiving, Christmas Eve, Christmas Day.

## **HIE TECHNICAL SUPPORT SERVICES**

CORHIO offers the following technical support services:

- 24x7 issue resolution activity on critical priority issues.
- Issue resolution activity Monday – Friday, 8:00am – 5:00pm Mountain, excluding holidays, for all non-critical priority issues reported to CORHIO.
- Support for all “minor, major or patch releases” for the HIE software.
- Initial monitoring and assisting customers in managing interface engine message queues.

- Finding and processing failed/stuck messages.
- User access and password issues.
- Reports and report generation regarding participant access / use of CORHIO systems.
- Troubleshooting and support for loss of connectivity and other data delivery issues.
- Security activities, as appropriate, to respond to incidents

In general, issues such as updating user account access, resetting passwords, addressing questions as to system functionality, responding to requests for system training, responding to new user access requests, and generating system audit and usage reports will be resolved by the Service Desk. Issues related to system outages, software defects, interface failures, infrastructure and connectivity problems, data delivery problems and other technical issues will be routed by the Service Desk to the appropriate internal resources based on type and severity of the issue. In some cases, higher level support may require either software vendor engagement or internal technical teams.

## **ISSUE REPORTING**

Participants may report issues with CORHIO systems and products by phone or email to the CORHIO Service Desk or by creating a service ticket. Detailed instructions on issue reporting, the service ticketing process and resolution workflow will be provided to all participants as part of the product implementation and training.

For issues reported by phone or email, a Service Desk representative will require the following information to create a support ticket and troubleshoot the problem:

- Customer contact name
- Customer contact phone
- Customer email address
- Customer issue, request, or problem
- Detailed description of the problem (patient/sender example “if applicable”)
- Screenshot and/or example of the issue (if applicable)
  - Sent to Service Desk by secure email or fax
- Description of the impact the problem is having on the user’s work activity

CORHIO will create and log a service ticket and / or update an existing service ticket with the provided information and assign and communicate a priority to the ticket.

## ISSUE PRIORITY LEVELS

Priority	Definition	Examples (not limited to the following):
<b>Critical Priority</b>	Production system issues affecting all participants and customers. Matters involving loss or serious impairment of service (or reasonable likelihood of such loss or serious impairment), which cannot be reasonably circumvented.	<ul style="list-style-type: none"> <li>○ Security breach;</li> <li>○ Full system outage;</li> <li>○ Critical feature of hosted system does not work (identifiable part of functionality), no workaround exists, or workarounds are impractical;</li> <li>○ Data is corrupted</li> </ul>
<b>High Priority</b>	System issues affecting one or more participant and/or customer. An issue or problem exists that will impact the functionality of the CORHIO product / service but that can be reasonably circumvented or does not materially affect normal operations of the CORHIO systems.	<ul style="list-style-type: none"> <li>○ Part of a feature on the system is affected, and a viable workaround exists;</li> <li>○ System performance is less than optimum;</li> <li>○ Highly visible usability problem exists with the system, but does not affect functionality of the system;</li> <li>○ Participants experience issue with system response time;</li> <li>○ Failed batch processing job;</li> <li>○ User lock-outs and password issues;</li> <li>○ De-activation of user accounts.</li> </ul>
<b>Medium Priority</b>	An issue is assigned medium priority when it impacts a non-critical service, process or functionality of the CORHIO systems.	<ul style="list-style-type: none"> <li>○ New user access requests;</li> <li>○ Non-critical missing results issues;</li> <li>○ Training requests and system functionality inquiries.</li> </ul>
<b>Low Priority</b>	A situation where the hosted system has complete functionality and is still accessible by CORHIO, all customers and users.	<ul style="list-style-type: none"> <li>○ User maintenance (contact information changes);</li> <li>○ User access role changes.</li> </ul>

## RESPONSE TIMES

For all reported problems, CORHIO will work to find a resolution in a timely manner and will use commercially reasonable efforts to update participants of actions taken as appropriate and in accordance with the following response time goals.

Response Type	Time to Respond Goal
Response to Service Desk Phone Calls	The Service Desk will respond to non-critical voice mail messages <b>within 2 hours</b> for messages left on the Service Desk phone line during business hours. <b>Please note:</b> For critical issues, customers should follow prompts for critical support.
Response to Support Request Tickets	If a non-critical issue is reported by phone during business hours, the service desk will <b>respond within 24 hours</b> . Non-critical issues reported after 5:00PM Mountain are handled the next business day. Support requests should be opened via the ticketing system or e-mail requests sent to <a href="mailto:helpdesk@corhio.org">helpdesk@corhio.org</a> . <b>Please note:</b> Critical requests received outside of business hours should be opened by phone and by following the phone prompts for critical support.
Response to Critical Service Request Tickets	The Service Desk will provide an initial response to all properly submitted critical support tickets <b>within 60 minutes</b> of receipt. The initial response will be to acknowledge receipt and confirm initiation of internal processes for resolution. <b>Please note that all critical service requests should be submitted via phone to ensure response.</b>
Notification of Planned HIE System Outages	The Service Desk will advise participants of planned outages <b>3 days prior</b> to the outage.
Notification of Unplanned HIE System Outages	The Service Desk will advise participants of unplanned outages <b>within 60 minutes</b> of discovery and confirmation of an outage.
Notification of Restoration of Services	The Service Desk will advise participants of the restoration of services <b>within 60 minutes</b> of receiving word that a service has been restored.

## SYSTEM AVAILABILITY AND NETWORK MONITORING

CORHIO's PatientCare 360® system is monitored 24x7x365 by CORHIO and its vendors. In the event of unexpected downtime, CORHIO will provide notification to all participants via email or other electronic method such as notification on the CORHIO landing page in accordance with the above response time goals.

Since the CORHIO systems and its interface queues and batch jobs are being automatically monitored, CORHIO may report issues to participants before participants recognize the issue is occurring. CORHIO will work with participant's single point of contact to communicate issues, issue status, and resolution.

## **NOTIFICATIONS / MESSAGE DELIVERY**

Definition	Performance Expectation
"Message" means a message sent through CORHIO's Notifications Platform, including Feeds and Reports.	CORHIO will maintain 90% or better availability for the Notifications platform.

## **SOFTWARE RELEASES**

Routine software releases impacting CORHIO's PatientCare 360® system or other CORHIO products and services will be scheduled so as to minimize cost and impact to participants. Outside of emergency releases, routine software releases will be communicated to participants in writing in advance.

In the event that participant engagement is necessary to accommodate a software release (*e.g.*, for end user acceptance testing), the participant will be given advance notice, and CORHIO will use best efforts to minimize impact to participant.

HIE system software is released into the live production system only after it has passed vendor quality assurance testing and CORHIO testing.

## **MAINTENANCE AND SUPPORT LIMITATIONS**

Reported defects will generally be addressed as part of a scheduled maintenance release by severity. Critical defects that fall outside of the scheduled maintenance release will be evaluated for correction on a case-by-case basis.