

Dental Branch Service Level Agreement

Purpose

The purpose of this document is to describe the level of service that Data Processing will provide to the Clinical Operations of the Dental Branch in regards to the iSeries AS/400 server and the Clinical Information System (CIS) application that resides on the AS/400.

Services

A. Availability

AS/400 Server:

- 24 hrs by 7 days
- Sundays are reserved for maintenance after the full system back-up, generally 6 am to 6 pm.

CIS Application

- 24 hrs Mondays and 20 hrs Tuesday through Sunday (6 am - 2 am next day) due to system backup.
- The CIS application will be available whenever the AS/400 server is available except for scheduled outages

B. Operations

- Monitoring of AS/400.
- Provide assistance with the scheduling of jobs and business processes.
- Provide coverage 24x7 to ensure a secure, temperature controlled location with initial system monitoring.
- Perform backups.
 - Application backups are run Monday thru Friday at 8:00 pm (currently).
 - Full System backups are run Tuesday thru Sunday between 2:00 am and 6:00 am.
- Backup tapes are sent offsite for disaster recovery purposes.
- Perform CIS Month-end processing in conjunction with Dental Branch Patient Services.

C. System Administration

- Maintain optimum system performance.
- Monitoring of system condition for errors, violations, space utilization, etc.
- Install and maintain all operating system, system utilities, layered products and software licenses.
- Responsible for monitoring and adherence to state and federal requirements including HIPAA.
- Monitor daily backups of system and application data.
- Monitor and maintain security, and account administration. Exceptions are identified in the Security management section below.
- The primary System Administrator will notify the Manager of Clinical Resources and the Director Patient Services & HIPAA Project Officer in the case of an unplanned personal leaves (i.e. sick, emergency, etc.).
- The Manager of Clinical Operations will be notified at least 2 days in advance of scheduled personal leaves (i.e. vacation).
- System Administrators are on-call 24 x 7.
- Perform routine maintenance of Disks, Directories and Files.
- Perform other tasks as deemed necessary to maintain system viability.

D. Problem Management

Information Services provides:

- The Helpdesk is the 1st point of contact for all problems and is available 7:00am – 5:00pm Monday through Friday during scheduled business days at UTHSC-Houston.
- The Helpdesk is the 1st point of contact for all printer issues. If the Helpdesk is unable address the issue or reset a printer, the Helpdesk will forward the issue to both the System Administrator and the Dental Branch Network Services Specialist. Printer issues should be considered a critical problem.
- The Helpdesk can troubleshoot technology problems, provide information on network or server status, record trouble issues, provide status on open issues and provide password resets.
- All support issues will be documented in a Heat[®] system ticket and escalated to the Primary, Secondary, and Tertiary System Administrators per the on-call list or addressed by the Helpdesk Manager.
- Information Services uses the Heat[®] Service Support tickets are used as the communication mode to track questions, problems, service requests, and escalation of issues.
- Customers are notified by email when Heat[®] ticket issues are completed.
- When the problem is outside the Helpdesk's support realm, the Helpdesk will notify the proper system administrator or coordinate with the proper groups to provide technical support.

Dental Branch Service Level Agreement

- ✍ System Administrator will take the appropriate actions to resolve:
 - ✍ critical problems within 2 hours (Critical problems include major system failure and Network Connectivity problems)
 - ✍ non-critical problems that occur during non-business hours (Saturday & Sunday) for the next business day.

E. Change Management

- ✍ The Dental Branch will be notified at least 5 days in advance of planned outages for maintenance or upgrades, except for security or critical changes.
- ✍ Maintenance patches will be applied on regular basis of quarterly or semi-annually depending on schedules and need. However, security patches will be applied immediately and the Dental Branch will be notified immediately.
- ✍ System changes will be performed to the AS/400 during the reserved time of Sundays 6 am to 6 pm.

F. Disaster Recovery

In the event of a disaster which is declared by the Executive Vice President of Information Resource, the DR Coordinator will coordinate resources and restores with our hot site vendor.

- ✍ Maintain a disaster recovery plan
- ✍ Perform an AS/400 disaster recovery test annually
- ✍ Data Processing will restore the CIS AS/400 server to an operable state for business within 48 hours of declared disaster using the most current backup (generally - the business day before the disaster). Once the Dental Branch secures funding, JWALK will be restored within 48 hours. (*For testing purposes, JWALK is not required – just 5250 access.*)

G. Security Management

- ✍ The Helpdesk specifically handles CIS user requests for: resetting passwords and activating disabled accounts.
- ✍ CIS security setup for new users and account deletion is handled by the Dental Branch Clinical Manager or the System Administrator.
- ✍ CIS security information will be provided to the Helpdesk for processing. Requests received from the user community will not be processed, until proper verification is performed.
- ✍ System Administrators will apply security patches as soon as possible.
- ✍ System Administrators will maintain/review security log(s)

H. Fiscal Budget Management

- ✍ Prepare and propose annual operating budget.
- ✍ Manage expenditures.
- ✍ Negotiate and execute contracts.
- ✍ Review and process all invoices.
- ✍ Provide financial reports as necessary.
- ✍ Prepare and execute training plans.
- ✍ Prepare and propose capital upgrades.
- ✍ The Dental Branch Deans Office will act as facilitators in financial matters and Data Processing will handle all financial transactions.