

Service Support Model

V 1.0.4

For the management and support of:

Credentialing Hub and Database (CHaD)

07th, February 2019

Support Model - Credentialing Hub and Database (CHaD)

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Document Control

Author	Version	Nature of Change	Date
K Kronenberg	0.1	Setup template and migrated relevant information from the Solution Implementation Design	09/08/2018
U Lethbridge	0.2	Updated and edited the content	10/08/2018
U Lethbridge	0.3	Updated and edited the content	21/08/2018
U Lethbridge	0.4	Updated and refined the content	23/08//2018
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U Lethbridge	0.6	Updated and refined the content	27/08/2018
U Lethbridge	0.7	Updated content with Client feedback	31/08/2018
K Kronenberg	0.8	Minor process updates	11/10/2018
K Kronenberg	0.9	Minor process updates	07/11/2018
K Kronenberg	1.0	Finalised document and included future state for new account creation	04/12/2018
K Kronenberg	1.0.1	Minor workflow updates and Updated business contacts/signatories, current state reflected in document	07/01/2019
K Kronenberg	1.0.2	Removing User table updated	17/01/2019
K Kronenberg	1.0.3	Consulted table on pg. 5 updated	23/01/2019
G Mayne	1.0.4	Amend Customer Service Levels – Customer Specific requirements	01/02/2019

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Further information about security classifications is available in the [Information security and licensing good practice guide](#)

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An electronic version of this document is available at:

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Contents

Document sign off	5
Approval and Sponsorship	5
Service Ownership	5
Consulted and Agreed.....	6
Service Overview	6
Customer Service Levels.....	6
Out of Scope	7
Detailed Support Responsibilities – Process flows	8
1. New User being added to application	8
2. Removing user	9
3. End user(s) having a problem.....	10
Business process support	11
Underpinning service support.....	13
Key Contacts & Escalation Information.....	14
References and Links.....	15

Document sign off

Approval and Sponsorship

By signing this document, the "Business Custodian" verifies that eHealth Queensland's support for the CHaD service is aligned with customer requirements and that the resources and capability are in place to satisfy their needs.

Name: Gordon Mayne

Position: Senior Credentialing and Scope of Clinical Practice Officer,
Rural and Remote Clinical Support Unit (RRCSU)
Torres and Cape Hospital and Health Service

Signature: _____



Date: _____

11/2/19

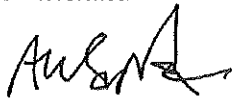
Service Ownership

By signing this document, the eHealth Queensland Service Owner for CHaD affirms it provides a clear and detailed account of how the service will be supported in operation, and that the underpinning support providers are committed to the responsibilities in this document.

Name: Andrew Smith

Position: Director - Digital Application Services - Shared Application Services (DAS-SAS),
eHealth Queensland

Signature: _____



Date: _____

8/2/19

Consulted and Agreed

The Service Owner has confirmed the following support stakeholders were consulted and have agreed to the responsibilities in this Support Model:

Name	Position/Unit	Comments
Julie Hale	Executive Director - Rural and Remote Clinical Support Unit (RRCSU)	
Kevin Slavin	Project Manager, Project Services - Clinical Program	Consulted
Alain Ferre	Senior Account Manager, eHealth Queensland	Consulted
Lynda Miller	Customer Relationship Manager – eHealth Queensland	Consulted
Lori Groves	Demand Manager – eHealth Queensland	Consulted
Shannal Chandra	Technical Operations Manager – eHealth Queensland	Agreed
Ryan O'Donoghue	Technical Operations Manager – eHealth Queensland	Agreed
Isabel Hay	Senior Credentialing Officer - RRCSU	Consulted
Gordon Mayne	Credentialing Officer - RRCSU	

Service Overview

The Credentialing Hub and Database (CHaD) uses an MS Access frontend for its user interface that links to a single Enterprise (eHealth hosted) SQL server. Users access the application by clicking on the icon named CHaD RRCSU Credentialing Database from their PC.

The RRCSU icon is deployed by the local DPT who keep a register of application users. The RRCSU have sponsored this application and are responsible for both end user management and service level management of the application.

Here is a link to the [CHAD Service Homepage](#) in Service Now (SNOW).

Customer Service Levels

The following customer SLA commitments apply to this support model, but these are not applicable when incidents require Vendor assistance:

Measurement	Definition	Target
% Incidents resolved in time	The percentage of CHaD incidents resolved within eHealth Queensland's standard SLA timeframes ¹	> 80% <i>eHealth supported components</i>
Max Recovery Time Objective (RTO)	The maximum time to restore the system to a functioning state after a failure, excludes Desktop and local site network	8 hours
% System Uptime	The percentage of time per reporting cycle that the system is in an available state from the host data centre(s).	98%
Customer specific	Maximum time for a new user to have access to CHaD	2 business days

Service Level Agreement for CHaD SLA – CHAD SLA 2018-19 v1.0.2.doc

¹ Refer to Appendix A - Incident Response and Resolution Table in CHaD Service Level Agreement (SLA)

Out of Scope

- Microsoft Access software as it is already supported by eHealth QLD staff (excluding proprietary code).
- Software conflicts between the existing RRCSU software package and future versions of Microsoft Windows 10 & Microsoft Access. The CHaD software was developed and packaged on Windows 7 and MS Access 2016. It is compatible and currently working on WIN 10 but future software compatibility is not guaranteed and therefore Vendor development may be required
- Security related issues for example future security standards raised by eHealth Cyber Security Group (CSG) which directly impacts this solution will need to be funded and managed by Business Sponsor

Detailed Support Responsibilities – Process flows

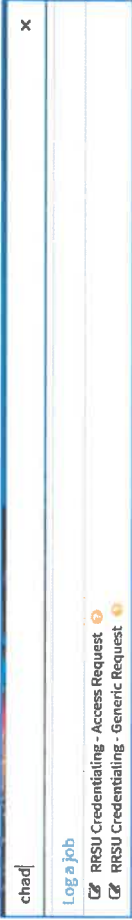
This table provides a detailed list of the key responsibilities relevant to the support of the CHaD service. These responsibilities must be agreed by the nominated area.

Note: Not every support task is listed. The low-level tasks, work instructions, procedures and workflows necessary to execute these responsibilities should be maintained by the relevant area within their Knowledge Management System and not within this document


1. New User being added to application

Support Activity	Activity Description	Step 1	Step 2	Step 3
Business process	<p>New user contacts CHaD Application Administrator (<i>Senior Credentialing and Scope of Clinical Practice Officer</i>) requesting access to the application. Request is approved and Application Administrator obtains the following information</p> <ul style="list-style-type: none"> • Novell user ID • Asset number of PC • Win 7 or Win 10 • Version of MS Access on PC (eg: 2016, 2010) • Full location details of user 	Application Administrator commences Administration process	N/A	N/A
Administration process	Application administrator adds New User via Front end	Application Administrator logs into RRCSU (CHaD) application and adds the new User into the application by using their Novell username.	Application Administrator commences Technical process	N/A
Technical process	Installing application onto end users pc	Application Administrator goes to Online IT Support homepage https://aldhealth.service-now.com/ssp	A request to Add new User into CHaD Active Directory group ² is created and	A request to the relevant

² Act-Sws-CHaD-Users

	User gets added to CHaD Active Directory group	<p>In the search bar they type CHaD or RRSU and clicks on – Access request and completes the fields as required</p>  <p>Two service calls are created in Service Now as a result of the completion of this form and they are actioned in Step 2 & Step 3 concurrently</p>	assigned to DAS-SAS Windows server group, Application Administrator is advised via email once request has been fulfilled.	DPT is created & they follow the KB installation article ³
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2. Removing user

Support Activity	Activity Description	Step 1	Step 2	Step 3
<p>Business process</p> <p>Administration process</p> <p>Technical process</p>	<p>Application Administrator removes or inactivates end user a/c within the application obtains the following information</p> <ul style="list-style-type: none"> • Novell user ID • Asset number of PC & whether Win 7 or Win 10 • Version of MS Access on PC (365, 2016, 2010) • Full location details of user 	<p>Application Administrator goes to Online IT Support homepage https://qldhealth.service-now.com/ssp</p> <p>in the search bar they type CHaD or RRSU and clicks on – Generic request</p>  <p>Complete the fields</p> <p>*Requested for = Person who's being removed from Active Directory group</p> <p>*Quick summary or Further details = Details gathered from job</p>	<p>Removal of account from Active Directory group</p> <p>DAS-SAS – Admin resources (Senior App Specialist/Senior Technology officer) will assign the job to DAS-SAS Wintel⁴.</p>	<p>Removal of Application from PC</p> <p>DAS-SAS Admin resources (Senior App Specialist/Senior Technology officer) will create a new job in Service Now and shall assign to DPT which support end user's PC for removal of</p>

³ https://qldhealth.service-now.com/kb_view.do?sys_kb_id=63e9a704db4e74cddde0147a3a961930&sysparm_language=&sysparm_nameofstack=&sysparm_kb_search_table=&sysparm_search=

⁴ It is not confirmed if QLD Health staff (external to eHealth) can use the Active Directory management tool. If so then the CHaD Application Administrator will be able to add and remove end users from the "Act-Sws-CHaD-Users" group

				application package ⁵
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3. End user(s) having a problem

Support Activity	Activity Description	Step 1	Next steps	Next steps
<p>Business process</p> <p>Administration process</p> <p>Technical process</p>	<p>Application Administrator confirms end user has an account within the application.</p> <p>If possible the end user should try logging onto application via another machine or Application Administrator tries logging in via end user's credentials (verifies end user's a/c)</p> <p>Application Administrator obtains following information</p> <ul style="list-style-type: none"> • Novell user ID • Asset number of PC & whether Win 7 or Win 10 • Version of MS Access on PC (365, 2016, 2010) • Screen shot of error (if possible) <p>Application Administrator goes to Online IT Support homepage http://qldhealth.service-now.com/ssp in the search bar they type RRCSU or CHaD and clicks on – Fault</p>	<p>Application Administrator confirms end user has an account within the application.</p> <p>If possible the end user should try logging onto application via another machine or Application Administrator tries logging in via end user's credentials (verifies end user's a/c)</p> <p>Application Administrator obtains following information</p> <ul style="list-style-type: none"> • Novell user ID • Asset number of PC & whether Win 7 or Win 10 • Version of MS Access on PC (365, 2016, 2010) • Screen shot of error (if possible) <p>Application Administrator goes to Online IT Support homepage http://qldhealth.service-now.com/ssp in the search bar they type RRCSU or CHaD and clicks on – Fault</p>	<p>DAS-SAS – Admin resources (Senior App Specialist/Senior Technology officer) will liaise with DPT (via incident job in SNOOW) for them to troubleshoot PC(s) and will check for eg: if an update to Windows, MS Office or Security patch has occurred overnight</p> <p>Application downtime procedures</p>	<p>DAS-SAS – Admin resources (Senior App Specialist/Senior Technology officer) will liaise with DPT (via incident job in SNOOW) for them to troubleshoot PC(s) and will check for eg: if an update to Windows, MS Office or Security patch has occurred overnight</p> <p>Application downtime procedures</p>



⁵ Looking at getting a template setup in Service Now so this request can be done by the End User or CHaD Application Administrator, template will operate the same way as RRCSU – Generic fault

	Complete the information as required and upload a picture of the fault (if possible). A Service request is now assigned to DAS-SAS who will triage (Step 2 & Step 3)		may need to be enacted as per Business Continuity plan
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Business process support

Support Activity	Activity Description	Responsible	Dependency(s)
Service On-boarding			
Point-of-contact for new customers	Providing the point-of-contact for new customers requesting the Service.	RRCSU	
Service costing & quotation	Providing a quote to the customer – coordinating the identification of infrastructure costs, internal work packages, and vendor pass-through costs in a single service quote.	DAS-SAS	Financial Services Unit
Technical on-boarding	Coordinating the work necessary for the customer to start using the service.	RRCSU	Workflow within Service Now triggers DPT installing application and A.D group inclusion
Service Management			
Service Catalogue / Service Description	Maintaining an up-to-date description of the Service and related customer options within the eHealth Queensland Service Catalogue.	DAS-SAS	
Service Level Agreements	Preparing customer Service Level Agreements for customers of the service.	DAS-SAS	
Service Performance Reporting	Assuring service support data, preparing service reports and presenting to customers in line with SLA commitments.	DAS-SAS	
Service Performance Review	Meeting with the Service Custodian or Customer to discuss service performance, satisfaction, and to agree any actions or options to improve service delivery.	RRCSU Business Relationship Manager DAS-SAS	
Incident & Problem Management			
Incident Management	Reporting outages, degradation of service or reduced functionality	Application Administrator DAS-SAS	

Support Activity	Activity Description	Responsible	Dependency(s)
Problem Management	Leading root-cause analysis of the incidents impacting the quality of service, proposes solutions, and facilitates their implementation to prevent or reduce the impact of any re-occurring issues.	DAS-SAS	Hosting and service support of SQL database only
Other Process Activities			
Service Configuration	Maintaining an accurate representation of the Service Configuration within the CMDB.	DAS-SAS	
ICT Change coordination	Facilitating changes (RFCs) to the Service – coordinating stakeholder engagement via the endorsed process.	Application Administrator DAS-SAS	
ICT Change assessment	Assessing the technical impact of ICT change requests (RFCs).	DAS-SAS	Proprietary database developed by Vendor so (DAS-SAS) assessment will be limited to Operating System impacts DPT will be engaged/consulted (co-ordinated by DAS-SAS) to ensure changes don't affect their desktop support
Service Continuity Plan Management	Creation, Management, review testing and execution of Service Continuity Response Plans.	N/A	Solution does not have a specific Disaster Recovery (DR) plan. Manual procedures will be adopted by the business if required.
DR response test coordination	Disaster recovery response test coordination.	RRCSU Application Administrator DAS-SAS	Solution does not have a specific DR plan. Manual procedures will be adopted by the business if required. Co-ordination of technical response will be DAS-SAS ⁶
Test Facilities requests	Provisioning of the environment and managing requests for use and changes to the Test (PAT Environment) facilities.	DAS-SAS	

⁶ Workflow to be created and socialised with business

Support Activity	Activity Description	Responsible	Dependency(s)
3 rd Party Supplier / Contracts Management		RRCSU Application Administrator	DAS-SAS to be informed of changes to arrangements

Underpinning service support

Support Activity	Activity Description	Responsible	Dependency(s)
Operation & Maintenance Activities			
Backup scheduling and support		DAS-SAS Wintel	
Disaster Recovery (D.R) Plan test coordination	Reviewing and testing the execution of disaster recovery response procedures.	N/A	Solution does not have a specific DR plan. Business to advise what manual processes are in place during a D.R event
Database event monitoring		DAS-SAS SQL DBA	
Application event monitoring		DAS-SAS Wintel	Not actively monitored. DAS SAS Wintel have access to system logs to review or send to the Vendor (Application Administrator) if required.
Facilities Environment event monitoring		DIS (Digital Infrastructure Services)	
Vulnerability & Patch Management Platforms		DAS-SAS Wintel	
Vulnerability & Patch Management Applications		DAS-SAS Wintel	
Vulnerability & Patch Management Databases		DAS-SAS SQL DBA	

Key Contacts & Escalation Information

Support Group	Working Hours for the Group	Contact Information	Escalation Contact within the Group
RRCSU (Rural and Remote Clinical Support Unit) Torres and Cape Hospital and Health Service	Monday-Friday 8:00-17:00 excludes Public Holidays On Call After Hours	Position: Senior Credentialing and Scope of Clinical Practice Officer Phone: 07 4226 3037 Mobile: A/H Number: Email: rrcsu-credentialing@health.qld.gov.au	Position: Executive Director Phone: 07 4226 3035 Mobile: A/H Number: Email: rrcsu-Exec-Director@health.qld.gov.au
DAS-SAS (Digital Application Services - Shared Application Services)	Monday-Friday 8:00-17:00 excludes Public Holidays	Position: Senior Application Specialist Phone: 07 31811245 Mobile: 0437616672 A/H Number: Email: Kirk.Kronenberg@health.qld.gov.au Position: Senior Technology Officer Phone: 07 31811263 Works Mon, Tues, Thurs, Fri Email: Uma.Lethbridge@health.qld.gov.au	Position: Senior Technical Specialist Phone: 07 31811238 Mobile: A/H Number: Email: Adam.Dixon@health.qld.gov.au

References and Links

Item	Location / Link
Service Catalogue / Service Description	RRSU (CHaD)
Service Level Agreement	CHaD SLA 2018-19 v1.0.2.docx L:\SIM\Shared\04 Projects\09.CHaD - Credentialing\02. Service Management\SLA
Service Knowledge Articles	ServiceNow – Search for CHaD or RRSU

