

## **IV – SOFTWARE SUPPORT**

## **Hours of System Operation**

**Policy:** The HMIS System Administrator and Bowman Internet technical staff assures a minimal database down time and posts all scheduled back up and maintenance procedures.

**Purpose:** To delineate system availability for HMIS Users.

**Scope:** System wide

**Responsibilities:** HMIS System Administrator, Database System Technicians

### **Procedure:**

#### **1.0 INTRODUCTION**

1.1 HMIS database requires a daily backup of the server and database. The HMIS system operates on the web site twenty-four hours a day/ seven days a week.

#### **2.0 SCHEDULE**

2.1 Regular Database Availability:

Twenty-four hours a day, seven days a week, excluding acts of God, or federal and/or a state declared emergency situation.

2.2 Planned Interruption of Service:

2.2.1 Down time is anticipated for data conversions and server maintenance.

2.2.2 HMIS System Administrator posts any scheduled server downtime on the HMIS NewsFlash and/or e-mail/faxes all Agency Administrators one week prior to scheduled down time.

2.2.3 Agency Administrators must reply back with response; otherwise HMIS Technical Support Staff will phone all non-responders.

2.2.4 All posted downtime communication includes an explanation of the purpose and the expected benefits/consequences thereof.

2.2.5 Provider Agencies formulate and publish a manual back-up plan for maintaining client intake, information and services during any interruption of service.

2.2.6 HMIS System Administrator notifies all Agency Administrators via e-mail or fax when service resumes.

2.3 Unplanned Interruption of Service:

2.3.1 Advanced notice of unplanned interruption of service may or may not be possible.

2.3.2 HMIS System Administrator notifies all Agency Administrators via e-mail or fax about service interruption.

2.3.3 HMIS System Administrator, HMIS Technical Support staff and Bowman Internet Technical Support staff make a determination of the problem severity and may institute one of the following:

- Repair problem within two hours

- Switch over to a secondary server
- 2.3.4 Once problem is repaired, HMIS System Administrator notifies all Agency Administrators via e-mail or fax when service resumes.
- 2.3.5 If switched over to a secondary server, the Bowman Technical Support staff will restore production server with latest data from secondary server. This occurs during the next full backup process.
- 2.3.6 HMIS System Administrator and/or HMIS Technical Support staff fills out an incident report.

## Technical Support

- Policy:** The Homeless Management Information System (HMIS) System Administrator oversees HMIS support to all active Provider Agency staff.
- Purpose:** To delineate a sequence for End-users to communicate their questions, database problems and suggestions to the HMIS System Administrator.  
To document the resolution of HMIS calls and e-mails.  
To ensure quality control over technical support services.
- Scope:** HMIS End-users.
- Definitions:**
- Provider Agency:* An agency authorized to participate in the HMIS.
- End-user:* Any person given access to the database including staff and volunteers.
- Error:* A documentable occurrence that prevents an End-user from proceeding further.
- Deficiency:* An insufficiency in the software application.
- Performance:* The lack of execution and/or operation of the software.
- Technical Support Staff:* Include, in ascending order, Help-desk personnel, Application Specialist, HMIS System Administrator and Bowman Internet System's Help desk personnel.
- Responsibilities:** HMIS System Administrator and HMIS Technical Support Staff.

### Procedure:

#### 1.0 INTRODUCTION

HMIS Help Desk staff provides an efficient, professional resource for an End-user to ask questions, report problems and make suggestions in regard to the HMIS computer system.

#### 2.0 NON-EMERGENCY ISSUE TECHNICAL SUPPORT

- 2.1 Non-emergency issues including questions, technical/task assistance, data correction, training concerns, reportable database problems and suggestions for future enhancements. (For emergency issues/problems, contact Agency Administrator and have him/her use the Rapid Response Technical Support Policy.)
- 2.1.1 An End-user attempts to solve an issue through the following sequence:
1. Checking the HMIS user manual.
  2. Checking the on-line Help manual.
  3. Asking HMIS End-users within the Provider Agency.

4. Asking Agency Administrator.
  5. Asking HMIS End-users from other Provider Agencies.
  6. E-mailing HMIS Technical Support staff.
  7. HMIS Technical Support staff responds within 24 hours via e-mail Monday through Friday 8:00 a.m. to 5:00 p.m. Arizona Time.
- 2.1.2 If the issue is not resolved with the above resources, then the Agency Administrator/Executive Director calls the HMIS toll-free telephone number.
- Hours of operation: 8:00 a.m. to 5:00 p.m. Arizona time.
  - HMIS Technical Support staff assists each call on a first come, first serve basis.
  - HMIS Technical Support staff enters each call into a software support database to track call information.
- 2.1.3 Provider Agencies report all HMIS database incidents to the Help Desk within 24 hours of occurrence.

### **3.0 HMIS TECHNICAL SUPPORT STAFF ANALYSIS OF NON-EMERGENCY REQUESTS**

#### **3.1 Request categorization and action.**

Each request will be categorized and an action will result from that specific request.

<b>Type of Call</b>	<b>Category</b>	<b>HMIS Technical Support Staff</b>
Basic Questions	Technical/Task Assistance Data Correction	Guides End-user through assistance process. Documents correction request and contacts System Administrator.
	Training Issue	Documents issue.
Software Problem	Error	Documents error and starts Software Correction Procedure.
	Deficiency	Documents deficiency and reports to System Administrator.
	Performance	Documents performance and starts Performance Correction Procedure.
Request for Software Improvements	Design Changes Integration	Documents request. Documents request, sends out Data Integration Request Form.
	Enhancements	Documents request.

- 3.2 Technical Support staff enters incident into a software support database, which includes the agency and caller's name, date, time, request and action taken.
- 3.2 Technical Support staff, at the end of every month, compiles and reports all categories of calls and reviews correspondences with the HMIS System Administrator.
- 3.3 HMIS System Administrator and HMIS User Group review monthly End-user suggestions and comments and determine what, if any action is needed.

#### **4.0 TRACKING END-USER SATISFACTION**

- 4.1 Periodically, the HMIS Staff randomly surveys End-users about Technical Support Quality and sends report to HMIS System Administrator.
- 4.2 HMIS System Administrator and HMIS User Group review quarterly End-user Support Survey and determine what, if any action is needed.

## Rapid Response Technical Support

- Policy:** HMIS technical support staff and Bowman Internet Systems (BIS) provide emergency database technical support to HMIS Provider Agencies.
- Purpose:** To define the conditions justifying “rapid response support”, outline the procedure for communicating the request and the procedure for documenting and assessing outcome.
- Scope:** HMIS System Administrator, HMIS technical support staff, Bowman Internet Systems and Provider Agency Administrators/Executive Directors
- Standards:** HMIS technical support responds by phone within *15 minutes* to only the Provider Agency Administrator, Agency Executive Director or System Administrator and notifies Provider Agency contact and System Administrator of action plan and resolution within 1 hour. Bowman Internet Systems offers 24 hours service when HMIS support service is not available.
- Definitions:** *Provider Agency:* An agency authorized to participate in the HMIS.
- Responsibilities:** HMIS technical support staff.

### Procedure:

#### 1.0 INTRODUCTION

HMIS database support center (Help Desk) responds to all emergency circumstances regarding the Maricopa HMIS computer system, which require a quick and efficient response.

#### 2.0 RAPID RESPONSE CONDITIONS:

Any major system or component failure, which proves critical to an HMIS Provider Agency’s business practice, constitutes a condition for rapid response.

#### 3.0 CONTACTING TECHNICAL SUPPORT:

##### 3.1 Monday through Friday between 8:00 a.m. to 5:00 p.m. Arizona Time:

The Agency Administrator/Executive Director reports problem to the HMIS toll-free telephone number. Each call will be assisted on a first come, first served basis.

##### 3.2 All other hours:

3.2.1 The Agency Administrator/Executive Director

- Contacts the System Administrator via cell phone *and*
- Contacts Bowman Internet System (BIS) at 1-888-580-3831.
  - Dials #520 after pre-recorded messages starts.
  - Leaves contact information and a detailed message of the problem.

3.3.2 BIS support staff promptly returns the phone call and begins recovery procedures based on the Severity Code Response Times below:

Severity Level	Description	Bowman Systems Response
1	Major system or component is inoperative which is critical to the CI&R's business	Initiate problem resolution within 1 hour of discovery or notification, whichever comes first and notify CI&R of action plan and resolution within 2 hours of discovery or notification, whichever comes first.
2	CI&R is impacted by service delay but is still able to maintain business functions.	During BIS normal business hours, BIS will initiate problem resolution within four hours and notify CI&R of action plans and resolution within 6 hours of discovery or notification, whichever comes first.
3	The problem has a reasonable circumvention and the CI&R can continue with little loss of efficiency.	During BIS normal business hours, initiate problem resolution within eight hours and notify CI&R of action plans within 12 hours of discover or notification, whichever comes first.
4	The call requires minor action or is for informational purposes only.	Response time within 24 hours of discovery or notification, whichever comes first.

### 3.3 Email Notifications:

Although e-mail may be used *after* initial contact, e-mail is not an appropriate method for communicating rapid response needs. Both parties, support staff and the agency administration, must agree to the use of e-mail as a follow-up communication method.

#### 4.0 PROCESSING OF THE ISSUE/PROBLEM

Responsible Party	Duties
Provider Agency Administrator, Agency Executive Director, or System Administrator	<ul style="list-style-type: none"> <li>• Reports problem to the HMIS via a toll-free telephone number.</li> </ul>
HMIS Technical Support or BIS staff	<ul style="list-style-type: none"> <li>• Responds by phone within <i>15 minutes</i> to only the Provider Agency Administrator, Agency Executive Director or HMIS System Administrator.</li> <li>• Notifies HMIS System Administrator by phone.</li> <li>• Contacts necessary parties, which may include Bowman Internet Technical Support.</li> <li>• Institutes an action plan and resolution within 1 hour of initial contact.</li> </ul>
HMIS System Administrator	<ul style="list-style-type: none"> <li>• Assists HMIS Technical Support or BIS staff in resolution of issue.</li> </ul>
HMIS Technical Support or BIS staff	<ul style="list-style-type: none"> <li>• Works with the Agency Administrator/Executive Director until the issue is resolved.</li> <li>• Logs all correspondences including specific date, nature of call and outcome of correspondence.</li> <li>• Documents final resolution.</li> <li>• Sends brief report to HMIS System Administrator.</li> </ul>
HMIS System Administrator	<ul style="list-style-type: none"> <li>• Assesses resolution.</li> <li>• Determines if future preventative measures need to be addressed.</li> <li>• Issues monthly report to HMIS User Group.</li> </ul>
HMIS Technical Support	<ul style="list-style-type: none"> <li>• Fills out computer generated contact log sheet, which includes agency name, the date, time, issue/problem, and action taken.</li> </ul>
HMIS Technical Support	<ul style="list-style-type: none"> <li>• Compiles and sends the Rapid Response Report to the HMIS System Administrator at the end of every month.</li> </ul>
HMIS System Administrator, User Group	<ul style="list-style-type: none"> <li>• Reviews <i>monthly</i> the Rapid Response Report and determine what action, if any, is needed.</li> </ul>