

Cabinet for Health and Family Services Division of Health Information

Policies – Information Technology


Category: 12 000.000

Category Title: Service Level Agreements (SLA)


Policy Title: Help Desk Response Times and Problem Resolution

Policy: Help Desk Response Times and Problem Resolution: KHIE will operate a Help Desk service that ensures that all incoming calls are answered within one minute including “hold” time and ensures that callers will not be placed on hold, ring busy, or go unanswered for more than 30 seconds.

- 1) KHIE will make available Help Desk service reports to Participants by the 10th of each month that include:
 - a. Average answer times
 - b. Average hold times
 - c. Abandoned calls
 - d. Call volume by category
- 2) Description of how requests logged at the Help Desk will be graded are as follows:
 - a. **Severity Level 1 Problem** is defined as an event that halts or has a significant impact on use of KHIE’s system including the following:
 - i. Any event that significantly disrupts or threatens to disrupt KHIE availability to a Participant.
 - ii. Any online application outage that significantly impacts KHIE availability.
 - iii. Consistent degradation of performance (response time or function) of KHIE that significantly impairs service to a Participant.
 - iv. Any repeating, unresolved incidents that have material impact on the service availability, operations, or use of KHIE by Participants.
 - v. An issue that causes or results in a security incident.
 - b. **Severity Level 2 Problem** is defined as a situation in which KHIE’s system has lost some level of functionality but is still accessible by Participants; the lost functionality does not materially impact a Participant’s use of KHIE or KHIE’s services; however, a workaround does not exist.

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- c. **Severity Level 3 Problem** is defined as a situation in which KHIE has lost some level of functionality but is still accessible by Participants; the lost functionality does not materially impact Participant's use of KHIE or KHIE's services; a workaround does exist.
 - I. Specific problem/issue for single user
 - II. Application/system workflow marginally impacted
 - d. **Severity Level 4 Problem** is defined as a situation in which KHIE has complete functionality and normal operations are not impeded; KHIE's services are still accessible by Participants. The request is an end-user inquiry only.

3. Notification and Communication of Emergency Response

- a. **Service Level Severity 1** is critical in keeping all parties integrated and working and thus, is handled first. KHIE ensures resolution of emergency issues in the following ways, based on the target user's role with the KHIE:
 - i. KHIE will use continuous effort to resolve the problem until an official fix is installed, tested, and KHIE's services are back to normal operations.
 - ii. KHIE will escalate any Severity Level 1 problems that remain unresolved after 4 hours to the next level of KHIE's organization and will continue to escalate ongoing problems every four hours thereafter.
 - b. **Severity Level 2 Problems** will have a target resolution of 24 hours to 3 days, dependent on the corrective actions required to return KHIE to normal operations. KHIE will report these corrective actions and resolution timeframes will be communicated to participating healthcare providers and commercial laboratories. After forty-eight (48) hours, KHIE will escalate the problem, in accordance with severity level escalation procedures above.
 - c. **Severity Level 3 Problems** will have a target resolution of 48 hours to 5 days, dependent on the corrective actions required to return the software to normal operations. KHIE will assign sufficient resources to resolve the problem during the business hours of 8 a.m. and 8 p.m. Eastern Standard Time (EST) (adjusted for daylight savings time) on a mutually agreed upon target resolution timeframe. After seventy-two hours (72), KHIE will escalate the problem, in accordance with the severity level escalation procedures above.
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- d. **Severity Level 4 Problems** will have a target resolution determined separately for each problem by the affected healthcare provider or commercial laboratory and KHIE.

4. Response Time Calculation is the total amount of time it takes KHIE to respond to a request, calculated from the earlier of (a) the time a request arrives at KHIE via telephone call or email regarding the problem or (b) the time KHIE otherwise discovers the problem, until: 1) the appropriate technician or administrator begins to address the request, and 2) contact is made to the requesting party with a status update if the problem was not addressed on the initial call.

KHIE shall notify Participants pursuant to the following Problem Resolution Response Table:

Problem Severity Level	Notification	Minimum Update Frequency and Method of Update
1	within 1 hour after discovery by KHIE	Every two hours by email and telephone
2	within 3 hours after discovery by KHIE	Every five hours by email
3	within 12 hours after discovery by KHIE	Every 12 hours by email
4	by next business day after discovery by KHIE	Every 24 hours by email

Scope: This policy applies to all Division of Health Information and KHIE employees and contractors, including all persons providing contractor services.

Policy/Procedure Maintenance Responsibility: The Division of Health Information is responsible for the maintenance of this policy.

Exceptions: There are no exceptions to this policy.

Review Cycle: Bi-Annual

Timeline:

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