# MEDICINE BOW TECHNOLOGIES

# SERVICE LEVEL GUIDELINE

SLG Statement

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the Customer will be contacted by either the Service Provider assigned to the ticket, or by the assigned department's manager to initiate support activities. Every effort will be made to immediately respond to and resolve all Emergency calls.

# Contents

# Service Level Guideline (SLG)

## Normal Business Hours

- Regular Business Hours are Monday through Friday 8 am to 5 pm Mountain Standard Time.
- After Hours Emergency 24 hours, seven days per week

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## Severity Levels and Priority Codes

A problem is an unplanned or unexpected event that deviates from standard activities or normal operating conditions. The following severity levels and priority codes document the prioritization and resolution of problem types. These definitions will be consistently communicated and utilized by all HelpDesk analysts when dealing with commonly shared problems, requests, and changes.

Severity Levels are designed to work in conjunction with Priority Levels. Severity Levels identify the pure business impact of a problem or request, whereas Priority Codes offer a way to capture the business situation or requirement on a personal level. Both the Severity Level and the Priority Code must be assessed and captured on the trouble ticket. The use of these criteria is designed to assist in workflow prioritization based on common definitions.

Severity Levels – a code that identifies a technology failure, which has direct business impact. This code allows MBT to respond appropriately with the proper resources. MBT employees have the right to change a priority if after initial analysis the problem has been identified to have a different impact than originally expected.

| Severity Level Definitions | | |
|---|---|---|
| Priority | Priority Description | Scope |
| 1 | **Emergency** - A problem or issue impacting a significant group of customers or any mission critical issue affecting a single customer.  A major production outage, major performance degradation, or instability causing significant impact to the Customers. | • Many or most customers are unable to function<br>• Mission Critical system down<br>• Mission Critical Application Down<br>• Mission Critical Server/Circuit Down<br>• Patient Safety |
| 2 | **High** - Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported MBT Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly. | • Multiple Customers Unable to Function<br>• Major Performance Issues<br>• Multiple Customers Running on Contingencies or Work-around<br>• Backup failure of mission critical application |
| 3 | **Medium** – Routine support requests that impact a single user or non-critical software or hardware error.  Individual unable to use non-mission critical application(s). Customer can work with minimal impact to their productivity. | • Customer having difficulty, but basically operational.<br>• Customer unable to carry out their necessary tasks unless a safety issue |
| 4 | **Low** - A minor service issue or general inquiry. Individual request or problem that does not impact business. | • Customer needs information or a standard service such as IMAC (Install, Move, Add, Change)<br>• Customer has simple question or problem<br>• How to's or Procedural questions |

| 5 | **Project** - A long term project or service request with no specific expectations on response time. | | |
|---|---|---|---|

## Priority Definitions

Calls that are made to the MBT Help Desk are prioritized based on the nature, severity and time of the call. The following definitions have been developed in order to service the customer in the most efficient manner possible.

### Priority 1- Emergency:

*Definition:* A problem or issue impacting a significant group of customers or any mission critical issue affecting a single customer.

When a Priority 1 situation occurs, it is of vital importance that we have a clear understanding of the severity of the issue and that the proper MBT personnel are contacted immediately so that the necessary resources can be applied to resolve the issue. In addition, the customer/customers **must be** kept informed as to the progress of the situation.

*Examples:* (but not limited to):
Critical network server is down. A portion of the network is down (connectivity lost). Administrative application/system down. E-mail not routing or down Internet connection is lost or slows enough to drop connections. Unable to access shared data resulting in work stoppage. Designated key users impacted by issues.

### Priority 2-High:

*Definition:* Non critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported OTS Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly.

*Examples:* (but not limited to):
Setting up new user accounts which have been properly submitted. Single user unable to use other workstations to remain productive. Printing issues for multiple users. Locked or restricted user accounts.

### Priority 3-Medium:

*Definition:* Routine support requests that impact a single user or non-critical software or hardware error.

*Examples:* (but not limited to):
Single user may be able to use other workstations to remain productive. Printing issues for single users. User productivity affected but not completely halted. Frequently used software corrupted and needing re-installation. Software/Hardware installs, upgrades etc.

### Priority 4-Low:

*Definition:* A minor service issue or general inquiry.

*Examples:* (but not limited to): Intermittent problems with workstation but user still able to remain productive. Non-critical tutorial questions. User productivity may be slightly affected but never completely halted. User requesting assistance with copying or moving of non-critical files. Technical consultations for pending purchases.

### Priority 5-Project:

*Definition:* A long term project or service request with no specific expectations on response time. Priority 5 issues will be resolved in the order in which they are received. However, there will be times when OTS staff will have to evaluate specific timeliness needs, i.e. programming requests for pending registration.

*Examples:* (but not limited to):
Customized application programming requests.
Scheduled installs of software and laptop maintenance.

## Priority Code – A code that allows the customer's unique situation, title, or emotion to be documented and taken into account when the HelpDesk prioritizes its workflow. This code allows MBT to respond appropriately with the proper resources within an acceptable timeframe.

| Priority Code Definitions | |
|---|---|
| Priority 1 | • VIP is experiencing an impact to productivity or requires special attention<br>• Individual is experiencing significant productivity impact that has an affect outside of personal productivity<br>• Existing/New employee is completely inoperable |
| Priority 2 | • Individual is requesting faster than average response based on an actual business need<br>• Individual is requesting scheduled service that has a hard deadline for resolution or fulfillment |
| Priority 3 | • Individual is experiencing average operational impact from problem or request and does not have above average or extenuating circumstances |
| Priority 4 (default) | • Individual has made a service request in advance of need that is easily handled with SLA<br>• Usually a Severity 4 request<br>• Customers agrees that this is a priority 4 item |

## Service Level Response Objectives Matrix by Severity Level

These service level response objectives are intended to be a general guideline of expectations for providing service to our customers. Specific Service Level Agreements (SLAs) may take precedence over these guidelines

| Service Level Response Objectives Matrix by Severity Level | | |
|---|---|---|
| **Severity** | **Response Parameter** | **Prime time (Business Hours)** |
| Level 1 | Acknowledge/accept ticket | 15 minutes |
| | Initial Situation Response | 1 hour |
| | Status Notification Interval | every 2 hours |
| | Maximum resolution time goal | 4 hours |
| Level 2 | Acknowledge/accept ticket | 1 hour |
| | Initial Situation Response | 2 hours |
| | Status Notification Interval | every 4 hours |
| | Escalate condition if not resolved | after 24 hours |
| | Maximum resolution time goal | 24 hours |
| Level 3 | Acknowledge/accept ticket | 4 hours |
| | Status Notification Interval | 8 hours (initial response only) |
| | Escalate condition if not resolved | after 4 days |
| | Maximum resolution time goal | 5 days |
| Level 4 | Acknowledge/accept ticket | 1 day |
| | Status Notification Interval | 2 days (initial response only) |
| | Escalate condition if not resolved | after 10 days |
| | Maximum resolution time goal | 10 days |

# Service Level Response Definitions

| | Service Level Response Definitions |
|---|---|
| Acknowledge/accept ticket | Once the HelpDesk dispatches a ticket to another internal IT Service provider's queue, a support representative from that provider must accept the ticket.<br>• IT Service Provider must acknowledge/accept ticket and accountability for resolution.<br>• IT Service Provider must contact User within this timeframe to verify assignment/receipt of HEAT ticket and verify acceptance<br>• (for severity 1 & 2 tickets, the IT Service provider may request that the HelpDesk deliver a general response or outage notification to all affected users) |
| Initial Situation Response | Severity levels 1 and 2 require that an initial response be developed that outlines (develop a template?):<br>• Understanding of the issue<br>• Plan of action<br>• Estimated resolution time<br>• Who is accountable for resolution<br>• Who are the customers affected<br>The initial situation response must be sent to the HelpDesk and all affected customer contacts<br>The purpose if the Initial Situation Response is to provide immediate notification of a major outage or problem so that all parties are aware of the problem and may immediately assist with the resolution rather than sequentially passing the problem from group to group. |
| Status Notification Intervals | The current owner of the ticket must provide updated information in the iSupport ticket work History and send that work history comment to the end user<br>• Updated status<br>• last update time/date<br>This will allow the HelpDesk to provide updated status information to customers who call to check the status of a ticket and will allow all service providers to understand the current status of a ticket |
| Escalation Condition if not resolved | When the resolution time limit threshold is passed and the Priority Level moves to the next highest level.<br>• if the priority level is escalated - then the IT service provider is accountable for and has discretion over the escalation procedure |
| Maximum Resolution time limit | Maximum allowable time to resolve a ticket. This is a target and service goal. This may vary depending on the complexity of the problem or request. |

# MBT Status Definitions

| Status | Definition of Status |
|---|---|
| **MBT Status Definitions** | |
| **Status** | **Definition of Status** |
| New | A New ticket was sent into MBT via email, called in, or via portal. |
| Assigned to Tech | MBT personnel has seen the ticket and has assigned the ticket to the appropriate technician |
| Opened | The technician has opened the ticket, acknowledge the ticket and has completed a preliminary review of the ticket |
| In Progress | The technician is now working on the ticket |
| Waiting on Customer | MBT personnel have asked the customer for information and are awaiting the customer's response. |
| Waiting on Vendor | MBT personnel have asked the vendor for information and are awaiting the vendor's response. |
| Escalated to Vendor Support | MBT has identified that the vendor's assistance is required. MBT has put a ticket into the vendors system on behalf of the customer. MBT will provide the customer with the vendor's ticket number in the MBT ticket system. Furthermore, MBT personnel will update the ticket regularly and provide feedback to the customer. MBT will also follow up with the vendor every 24 hours to get the issue resolved. |
| Upgrade Required | The vendor has identified the issue and states that it will be fixed in the next upgrade. |
| Project | MBT has moved ticket to a project status and closed the ticket. MBT staff will provide the customer with an explanation of why with the project number in the MBT project system. |
| Ticket closed | The ticket is closed and MBT has clearly communicated the resolution even if the problem cannot be fixed. The customer has clearly stated they are aware of the resolution. |