

TITLE: IT Technical SUPPORT MODEL Policy and Procedure

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| Category: Technical Support | |
| Original Effective Date: May 16, 2008 Revision Date: | Review Date: |

This policy and procedure describes the technical support process for Authorized Users of ACCEL’s iREACH application.

Responsibility of Participants

It is the responsibility of ACCEL Participants to provide and identify IT resource(s) who will be the first contact of the Participant’s Authorized Users.

Process

- The Participant’s Authorized User will contact their designated/internal IT resource(s) first to assess their issue. Participant’s designated IT resource(s) will determine if the issue(s) experienced are related to the Participant’s IT infrastructure and/or general internet issues or if it seems to be an issue related to the iREACH application.
 - Note: If the issue is related to resetting passwords, the Barton IS Help Desk shall be contacted.
- If the issue seems to be related to the iREACH application (ie occurs within the iREACH application once the user has logged in or attempted to log in), the Participant’s Authorized User or the designated IT resource shall contact the Barton IS Help Desk by phone at [530-543-5818](tel:530-543-5818).
- The Barton IS Help Desk is responsible for logging the issue into the [ACCEL Help Desk](#) system, determining next steps including vendor involvement, and documenting ongoing progress and/or resolution.
- Target response and resolution times by the Barton IS Help Desk are shown below.

| Support model process metric | Definition | Target |
|------------------------------|---|-------------------------------------|
| Response time | The time between identifying a problem and the time it takes for technical support to take action such as callback. | Same business day |
| Resolution Time | The time required to identify, diagnose, restore, and have permanent resolution to the problem | Depends on issue severity & content |

Ongoing Process Improvement

The Barton IS Help Desk and the ACCEL Program will meet on a quarterly basis to review and analyze issues logged, their resolution (if any), support model process metrics, and to address the following:

- a) The effectiveness of the support model and any process improvement needed such as issues escalation, when to call the vendor versus when issues need to be managed locally, etc.
- b) Recurring or unresolved issues and potential interventions
- c) Any system changes made to the ACCEL system by Barton IS Staff
- d) New development/requests made to Barton IS Staff including functionality not currently in system that will need further ACCEL Program approval for development

The ACCEL Program will report findings to the Steering Committee, as needed.