USH eCHART
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The USH eChart system is the Electronic Medical Record (EMR) and related applications used by Utah State Hospital (USH) within the Department of Human Services. It provides primary business operations for approximately 875 employees in a 7 x 24 x 365 in-patient hospital environment.

Hours of Support

Application	Support Hours	Days of Week
eChart, including Web Portal	24 hours, except for application development	All days.
Maintenance Window	4:00 am – 5:45 am	Thursday

Special Product Features and Descriptions

Feature	Description
Database	Uses Shared MS SQL Server Database Hosting (product 2728.03) where only DHS applications are hosted.

Features Not Included

Feature	Explanation
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the USH IT Support office.
User Training	DTS support does not include the updating of user training manuals or user training.

Full disaster recovery environment	While the production database is replicated to Richfield, a full failover production environment is not in place.
On-Call Developer Support	DHS has not requested that developers be on call for support outside normal business hours.

Ordering and Provisioning

Changes are submitted, approved, and prioritized by the eChart Development Committee. When approved, these requests are entered into RedMine and the IT committee coordinates the release definition and deployment dates. Once changes have been coded, tested, and approved, they are moved into production during the normal release cycle.

DTS Responsibilities

Perform first-round testing of builds before submitting for QA testing.

Communicate build and deployment plans to QA.

Deploy eChart builds to production within the established maintenance window of 4 a.m. to 5:45 a.m. on Thursdays. Coordinate and approve exceptions with USH.

Provide management and administration of 3rd party applications that support the DTS development and change management processes. These include Subversion, PowerBuilder, .NET, Java, and RedMine environments.

Perform troubleshooting, research, and ad hoc (back-end) database reporting as requested.

Agency Responsibilities

Prioritize change requests or new features and document requested delivery dates and external constraints.

Provide business requirements for new features and changes that are of sufficient detail to facilitate DTS' design and creation of software that meets the business objectives.

Use RedMine to document and submit enhancement/change requests and report problems found during testing. Update status on issues assigned to USH personnel.

Evaluate the quality of each build and give final approval to deploy the release.

Create and distribute release notes to inform USH users of changes in new releases.

Provide application help desk support for USH staff. If there are issues requiring DTS support, contact the DTS Help Desk.

Update training and help materials to reflect changes being made to the application. Train USH users as necessary for deployments of new releases.

Approve database failover from the Salt Lake data center to the Richfield data center in case of disaster or other failure. This decision will be made in conjunction with DTS, but must be approved by USH.

DTS Service Levels and Metrics

eChart is required to be available 24x7x365 except for the approved maintenance window of 4:00 a.m. to 5:45 a.m. Thursday mornings. USH provides first-line help desk support around the clock.

Database maintenance, network changes, upgrades, etc. should be performed during this Thursday window unless previously coordinated and approved with USH.

The production eChart database will be replicated to the Richfield data center with a maximum 30 minute time lag/data loss. If a failover occurs, DTS will coordinate and plan with USH the "failback" to normal operations at the Salt Lake data center. USH understands that the failback will be performed as quickly as possible, but may not fit within the scheduled one hour 45 minute maintenance window due to the size of the database and other factors.

eChart builds include the functionality defined for that build (version) in RedMine. Historical build information will be kept in RedMine for a minimum of one year from release date.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page.

Metric Description	Target
eChart	99.9% of the network's 24 hour availability. Application support will be provided during regular business hours, Monday – Friday 8:00 a.m. to 5:00 p.m. This does not include approved, scheduled maintenance. If the eChart application is deemed

	unusable to the end user for any reason, (i.e. the database is unresponsive, a server is down, etc.) the application is unusable by the end user and is considered down.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page.

Total Time to Resolution	**Target:** **Percent of Tickets Meeting Priority Timelines**
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page.

Time to Initial Response	**Target:** **Percent of Tickets Meeting Priority Timelines**
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85 %
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page.

Customer Satisfaction Target:

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied