Roles on the Support Team

- System Administrator
- On-Site User Support
- Provincial Support Tier
- Central Support Tier
- Developer Support

Tools: EPTS System Support Structure Guide
Support Team Needs

- Tiered Support
- Service Level Targets
- Issue Tracking System
- Knowledge Base System
Support Tiers

Tier 1: On-site user support

- Basic user support, basic hardware
- Received OpenMRS mentoring training, good computer skills
Support Tiers

Tier 2: Provincial Basic Support

- OpenMRS mentoring training, previous IT experience in desktop and networking support
- Creates ticket, responds to calls/emails, triage ALL requests
- Search knowledge base
- Dispatch Support to on-site as needed
- Refer complex problem to Tier 3 per SLA
Support Tiers

Tier 3: Central Senior Technical Support

- On-call staff
- OpenMRS experience, mentorship training, OpenMRS system administration training, previous IT experience in system administration and networking
- In charge of solving issues that do not require developer action
- Writing knowledge base solutions on common issues/questions
- Dispatch Support to on-site as needed
- Refer problems requiring developers to solve to Tier 4 support
Support Tiers

Tier 4: Developer

- Knowledge of code and database of OpenMRS
- Come up with solutions to issues, release software bug fixes, and writing knowledge base solutions
Support As Part of the Community

- Community Manager
- Steering Community
- Product Managers
- User and Technical Support Tier 2 and 3
- Other Mozambique HIS Members
- External Advisory
- Programmers Tier 4
## Service Level Targets

<table>
<thead>
<tr>
<th></th>
<th>Single User</th>
<th>Multiple Users</th>
<th>Software Wide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Care / Safety</strong></td>
<td>Critical</td>
<td>Critical</td>
<td>Critical</td>
</tr>
<tr>
<td><strong>Job Stopped</strong></td>
<td>High</td>
<td>Urgent</td>
<td>Urgent</td>
</tr>
<tr>
<td><strong>Job Function Affected</strong></td>
<td>High</td>
<td>High</td>
<td>Urgent</td>
</tr>
<tr>
<td><strong>Needs addressing but not affecting job</strong></td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
</tr>
</tbody>
</table>
Service Level Targets

SLT Example

- Response Time: 1 hour
- Resolution or Escalation Time:
  - Critical – 30 min
  - Urgent – 1 hour
  - High – 4 hours (1/2 day)
  - Normal – 16 hours (2 days)
Support Team Tools

- Issue Tracking Software
- Knowledge Base Software
Decisions for This Group

- Sharing of Resources to Create HIS Support Team
- Issue Tracking and Knowledge Base Software – Ok to Proceed?
- Standard Operating Procedure
  - Types of Issues and How They Get Assigned
  - Service Level Agreements (SLAs) for Team
- Other Decisions?
Thank You!

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