

IT System Support Service Expectation

For

The Electronic Pathology Test Requesting System (DartOCM)

Provided by

EAST KENT HOSPITAL UNIVERSITY FOUNDATION TRUST (EKHUFT)

To

**GP SURGERIES WITHIN EASTERN AND COASTAL KENT PRIMARY CARE
TRUST (ECKPCT)**

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1	Ruth Lapworth (EKHUFT Pathology Clinical Director)	<i>R Lapworth</i> 22/11/12	
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Related Documents

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1. Purpose

The purpose of this document is to set out the service level expectations for the computer system (DARTOCM) used by requestors (e.g. GP surgeries) for ordering pathology tests processed by East Kent Hospitals University NHS Foundation Trust's Pathology department.

This document describes:

- How to get support for:
 - New account creation and changes to existing accounts
 - Account renaming
 - Account role changes
 - Password resets
 - Account deletion or inactivation
 - Account Summary (list of active accounts for a given site)
- The hours during which support is provided
- What the service response times are
- What to do if the system is unavailable

2. System Description

The users will use the system DARTOCM via a WEB interface. The WEB interface has a set of server side configurations and client side configurations. The WEB interface communicates to a database server. The database server holds data from the requester and from the Laboratory Information Management System Apex. The user has no direct access to Apex.

Scope of responsibility, in regard to the users of this system:-

The following are **in scope** and are the responsibility of EKHUFT

1. Processing of User Request Forms
 - i. Account provision (following receipt of correct forms)
 - ii. Account De-provision (following receipt of correct forms)
 - iii. Account rename (following receipt of correct forms)
 - iv. Account Audit trail (following receipt of correct forms)
2. WEB presentation of the Dart User Interface
3. DATA Storage
4. DATA accuracy
5. DATA safeguards
 - a. Including forcing passwords to be changed.
 - b. Preventing unauthorised access.
6. Complete SYSTEM Monitoring, Patching, improvements, and Repairs
7. Communications as agreed within this document.

The following are **out of scope** and are the responsibility of ECKPCT

1. Client side WEB configuration (Internet Explorer settings)
2. Client side OS configuration

3. Client side Network configuration (proxy, dns, firewall, bandwidth, etc)
4. Interfacing to any GP clinical system
5. Training
6. Testing
7. User feedback
8. Hardware
 - a. Supply and Configuration, or Maintenance of any equipment PC, Printers etc, (subject to standard submission of a Business case to ECKPCT)

The following are **out of scope** and are the responsibility of **GP Practices**

1. Notification of user's status (active or otherwise)
2. Hardware
 - b. Supply of media, materials, duplicates
 - c. Verification of email requests.

3. Support Services – User Accounts

In order to access the system, every user (whether, GP, Administrative Staff or Phlebotomist) must have their own DART OCM account created for them.

A user account will be unique and must only used by the named individual. Authorisation for the creation of user accounts is initiated through their GP practice Manager (each surgery to determine what process to follow in absence of the Practice Manager).

EKHUFT will maintain a list of organisations and their nominated individuals authorised to request and change user accounts, it will be the responsibility of the individual GP surgeries to apprise EKHUFT of any changes in these personnel.

Changes to this list of personnel must be made via email to ekh-tr.IAMteam@nhs.net with the subject heading "DARTOCMPERSONNELCHANGES".

In the event that nhs.net email is not available, Practice Managers should telephone 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager who will furnish them with a suitable fax number or postal address.

New Account Creations and changes to existing accounts

The Practice manager must use their NHS mail account to email ekh-tr.IAMteam@nhs.net (also an NHS mail account) with the subject of email = "DARTOCMUSER". A scanned image of the DartOCM user access form (completed by the new user and signed by the practice manager) must be attached to the email message.

New accounts for Locum staff may be created in their absence, as long as the DartOCM user access form is signed by the Practice Senior Partner in advance. These forms should be emailed following the process laid out above.

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EKHUFT will achieve closure of 95% of these requests within 2 working days of receipt of the correct documentation.

In the event that nhs.net email is not available, Practice Managers should telephone 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager who will furnish them with a suitable fax number.

PCT New User Access Forms are located:

<http://www.easternandcoastalkent.nhs.uk/home/independent-contractors/general-practices/dart-ocm-gp-rollout/> - there is a link to this on the DART OCM login page.

Password resets, account deletion and urgent inactivation:

For password resets the user, practice manager must use their NHS mail account to email ekh-tr.IAMteam@nhs.net using the subject header of the mail message = "DARTOCMRESET". The password will be reset as quickly as possible and returned to the requesting email address. If this is urgent, then the practice manager follow this email with a telephone call to 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager.

For user account closure, or inactivation, the practice manager will email ekh-tr.IAMteam@nhs.net using the subject header of mail message = "DARTOCMDELETION". If this is urgent, then the practice manager follow this email with a telephone call to 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager. No User form needs to be completed for Leavers.

EKHUFT will process 95% of the above requests within two hours of receiving the correct authorisation between the hours of 08:00 and 16:00 on Monday to Friday, excluding bank holidays.

Any other issues

These should be logged with the KMHIS IT Service Desk (telephone 01227 866399). If the issue is of an urgent nature it should be followed up with a telephone call to 01227 766877, to ask for the Pathology IT Manager.

If the Practice Manager has reason to believe that there has been a breach of patient confidentiality or information governance then they may request, by email to ekh-tr.IAMteam@nhs.net, an audit report against a patient, sample number or user. The subject header of the email should be "DARTOCMAUDITREQUEST" – please note there should be a genuine need for this audit and should not be requested just to scrutinize users' practices.

4. Support Services – System Availability

EKHUFT's goal is for the system to be available 24 hours a day, 7 days per week. EKHUFT will, from time to time, need to take the system off-line for maintenance and upgrades. Because the system is used extensively within the acute setting, it will be used through twenty-four hours of a day.

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5. Hours Of Service

The system should be available 24 hours per day, seven days per week, 365 days per year, except for planned downtimes.

Routine support services described within this document are restricted to week day working hours (08:00 to 16:00, Monday to Friday, excluding Bank Holidays). There is no provision for out of hours support.

Exceptions

EKHUFT is not responsible for ordering labels, label printer maintenance or for the training of GP surgery staff in how to manage label printer configuration, calibration and label loading.

It will be the responsibility of ECKPCT to ensure users are aware of personnel who will perform these tasks.

In the event that nhs.net email is not available, Practice Managers should telephone 01227 766877, between 08:00 and 16:00, and ask for the Pathology IT Manager who will be furnish them with a suitable fax number.

6. Service Response Times

Incident Priority Levels and Standard Response Times

Priority:	Example	Response Time	When
1	Password Resets and Account Lockouts	95% within 2 hours	Monday-Friday 08:00 to 16:00 - excluding Bank Holidays
2	Total system failure whereupon multiple users are affected, (total failure of Dart OCM)	1 – 4 hours, same working day	Monday-Friday 08:00 to 16:00 - excluding Bank Holidays
3	New user access, changed access permissions or user location,	95% within 2 working days of receiving the correct documentation via email to ekh-tr.IAMteam@nhs.net	Monday-Friday 08:00 to 16:00 - excluding Bank Holidays
4	Audit requests	5 working days of receiving the request via email to ekh-tr.IAMteam@nhs.net	Monday-Friday 08:00 to 16:00 - excluding Bank Holidays
5	Account deletion (e.g. dismissal)	95% within 2 hours of receiving the correct authorisation via email to ekh-tr.IAMteam@nhs.net	Monday-Friday 08:00 to 16:00 - excluding Bank Holidays

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7. Other Services and Information

Upon request from an authorised person, EKHUFT will respond by providing, by nhs.net email, a list of current Dart OCM users registered to a surgery.

The Practice Manager will, within forty-eight hours of receiving the above email, review the list confirming that the user, and their level of access, is valid.

Where users are deemed to be "not valid", EKHUFT will, within the agreed response times, de-activate the account.

Where a serious breach in performance has taken place a complaint should be raised by the Practice Manager, directed to the IT Director, EKHUFT, who will formally respond to the submitter and cc (Mark Gray - Deputy Director - Infrastructure and Information Governance)

8. Performance Management

EKHUFT will process all requests for service as quickly as possible, and in line with the performance guidelines described. It is in EKHUFT's interest to process such requests quickly and efficiently because the handling of pathology samples processed automatically is significantly enhanced through the use of the system.

EKHUFT will measure and monitor the turnaround of service requests based upon the timestamp associated with the email request.

EKHUFT does not use any other software (such as LANDesk) to manage or monitor the turnaround of service requests.

Practice managers who believe that service requests are not being handled in a timely manner are asked to contact the Pathology IT manager on 01227 766877 between the hours of 8:00 and 16:00 on normal working days.

9. Unplanned System Downtime:

If the entire system suffers unplanned unavailability at any time, EKHUFT will

1. Call the KMHIS IT Service Desk (telephone no: 01227 866399) and inform them of the reason why the system is unavailable, and estimate the expected system restoration time – KMHIS will pass this information to any GP surgeries who may contact them during this downtime.
2. EKHUFT will also send out an email to all GP surgery Practice Managers to inform them of the downtime, the reason why the system is unavailable and the estimated time until system restoration. Each GP practice will then need to invoke its own detailed contingency plans.

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If there is a disruption of the service within a specific GP surgery:

1. The surgery will need to phone the KMHIS IT Service Desk on 01227 866399.
2. Following a reported issue, the KMHIS IT Service Desk will :
 - I. Log a call and allocate it to either the KMHIS operations team. Or the GP IT Support team to perform diagnostic testing in order to ascertain whether the issue is a network failure.

10. Contingency Plan

If the system is unavailable:

1. At the point of request: the requester will need to revert back to hand writing requests.
2. At the point of sample collection the phlebotomists within the GP Practice should:
 - ii. Check the identity of the patient against the appointment/request form details,
 - iii. Take the required samples (as indicated on the appointment/request form) and handwrite the patient details on the tube labels. Both the appointment form and the samples should then be bagged and sent to the laboratory.

Each GP Practice are advised to develop a detailed contingency plan that will cover both system unavailability, failures with local equipment (e.g. printers etc.) and non-availability of consumables (i.e. labels, tubes etc.)

11. Planned System Downtime

For planned outages, EKHUFT will provide 14 days advance notice, where possible, using electronic mail to the Practice Managers who will then need to inform their staff of this outage. Approval for planned system downtime and other changes will be authorised via the East Kent IT Change Advisory Board which has representatives from all local NHS organisations.

End-users will be notified of pending downtimes by messages at the top of their open DART OCM pages (please note that all pages within the application will show the message in a red banner at the top of the page) in advance of the planned outages.

Where routine planned maintenance is required, then EKHUFT will endeavour to undertake the majority of this work between 02:00 and 08:00.

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12. Disaster Recovery Plan

In the event that the EKHUFT has to invoke its IT Disaster Recovery Plan, EKHUFT will:

Inform the KMHIS IT helpdesk, at its earliest opportunity, communicating that the EKHUFT disaster recovery plan will be invoked and GP Practice staff should be apprised of this through established processes of the KMHIS IT helpdesk.

Please see the attached System Specific Security Policy for DART OCM:



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PLEASE NOTE:

THIS DOCUMENT ONLY ENCOMPASSES THE USE OF THE DART OCM COMPUTER SYSTEM FOR ORDERING PATHOLOGY TESTS. IT DOES NOT COVER THE SERVICE LEVEL AGREEMENT THAT EKHUFT HAS WITH ITS CLIENTS FOR THE END-TO-END PROVISION OF THE PATHOLOGY TESTS SERVICES THAT WOULD INCLUDE THE DELIVERY OF RESULTS IN PAPER OR ELECTRONIC FORM BACK TO THE REQUESTER.



Putting patients first

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