

Help Desk Service Level Agreements

HealthConnections manages a Help Desk during normal Business Hours and provides on-call support for Off Hours. Normal Business Hours are Monday through Friday from 7:30am to 5:00pm (excluding holidays).

All calls are logged, managed and tracked in Service Desk, a cloud-based request ticketing system. When the problem is resolved, the Systems Support Specialist will close the ticket and notify the customer via phone or e-mail.

Contact Method

Contact Method	
Phone	(315) 671-2241
e-mail	support@healthconnections.org
Fax	(315) 407-0053

Response Time

Contact Method		Business Hours	Off Hours
Phone	(315) 671-2241	Immediate	Immediate
Voice Mail		1 hrs	2 hrs
e-mail	support@healthconnections.org	2 hrs	Next Business Day
Fax		2 hrs	Next Business Day

Resolution Time

Severity	Examples	Resolution Time
1 (High)	<ul style="list-style-type: none"> A major outage that affects all End-Users due to a problem with a mission critical service. Major/Critical impact to our customers. 	Until Fixed
2 (Medium)	<ul style="list-style-type: none"> Large number of users affected. Entire office/site is down. Small number of users cannot use a mission critical application. 	4 hrs
3 (Normal)	<ul style="list-style-type: none"> Small number of user affected. User needs their password reset. 	1 Business Days
4 (Low)	<ul style="list-style-type: none"> Others (i.e. A user has a request for information or needs help performing a task.) 	3 Business Days

Documentation

Each HIE user will be notified of this SLA during their initial onboarding session. This SLA will also be available via the HealthConnections website at www.healthconnections.org.