

TITLE: PARTICIPANT CHANGE MANAGEMENT AND PRODUCTION SUPPORT PROCESS	
STATUS: FINAL	EFFECTIVE DATE: September 23, 2015
VERSION: 3	PAGE: 1 OF 5

I. PURPOSE

This document describes the process followed by ClinicalConnect Health Information Exchange (CCHIE) participants to obtain support assistance for production issues as well as providing change management guidelines and request for resources for validation of participant environment changes.

II. SCOPE

ClinicalConnect HIE staff and its Participants

III. POLICY

A. Roles and Responsibilities

1. Change Requestor

- a. Submits the request for change (RFC).
- b. Participates in the weekly Change Management meeting discussion if the RFC is for production.
- c. Validates the change was successfully implemented and updates the RFC status to Complete.

2. Change Approver

- a. Reviews the RFCs for completeness, including the documented change, attached documents, testing validation/plan, back out plan, impact analysis, resources and timeline implications.
- b. Sets the RFC status to Approved, Cancelled, Denied, or Pending more information (documenting what information is needed).
- c. Sets the Prod Implementation Date in the RFC for all Production requests, indicating when the request can be implemented into the production domain based on timeline activities.

3. Change Performer

- a. Performs all necessary analysis to thoroughly understand the impact of the requested change, and ensures the RFC clearly documents the impact. Impact analysis consists of investigating the impact that the change will have on other applications, interfaces, screens, documents, reports, timeline, etc. If the Change Performer is the Change Requestor, the impact analysis is expected in the RFC at the time of submission.
- b. Participates in the weekly Change Management meeting discussion if the RFC is for production, responding to any questions and further investigating any unanswered questions. Updates the RFC with any additional information.
- c. Implements and thoroughly tests the change after it is approved.
- d. Communicates to the Change Requestor when the change has been completed and tested so the Requestor can validate the change was successfully implemented

B. Participant Support Contact Information

1. During the onboarding process, the Participant will provide an email distribution group for CCHIE to utilize for notifications of:
 - a. Issues with the API
 - b. Issues with the ADT/CDA interfaces
 - c. General HIE production issues
 - d. CCHIE system downtime

C. Participant Audit Contact Information

1. During the onboarding process, the Participant will provide an email distribution group for person(s):
 - a. Approved to submit requests for audit information from CCHIE.
 - b. To contact in the event audit issues / requests are identified from CCHIE.

D. CCHIE Production Support

1. The Participant experiencing a technical issue emails the CCHIE Support email address (cchiesup@clinicalconnecthie.com) following these guidelines:
 - a. If the Participant has their own helpdesk, the individual experiencing the issue contacts their helpdesk who in turn contacts CCHIE Support.

- b. If the Participant does not have their own helpdesk, the individual will, themselves, contact CCHIE Support.
2. The Participant must provide CCHIE the following information regarding the issue:
 - a. Description of the issue; including time of issue, end user information, screen shot of issue, error details (if applicable)
 - b. Name of Participant/Organization
 - c. Name and phone number for the individual experiencing the issue.
3. The CCHIE on-call resource must do the following when a ticket is reported to the cchiesup@clinicalconnecthie.com support account:
 - a. Respond back to the Participant within the “Response Time Target” (noted below) based on criticality of the issue to acknowledge that the issue has been received and is being investigated.
 - a. Note: Response time is the time it takes to acknowledge an issue from the time the incident was reported
 - b. Create a SharePoint ticket documenting the reported issue and Participant contact information.
 - a. Under the Project/Production drop-down window, be sure to select “Support”
 - c. Analyze the reported issue for a resolution, work with appropriate resources as necessary to resolve the issue and contact the Participant as appropriate.
 - a. Data quality issues should be forwarded to the cchiedq@clinicalconnecthie.com data quality account
 - d. Respond back to the Participant upon issue resolution within the “Resolution Time Target” (noted below) based on criticality of the issue.
 - a. Note: Resolution time is the time it takes to resolve an issue from the time the incident was reported
 - e. If issue criticality is deemed to be “low”, response and resolution time targets are only applicable during business hours
 - a. Business hours excludes evenings, weekends, and holidays
4. Participant to provide verification that the issue is resolved.

The following table shows Response and Resolution Time targets:

Criticality	Response Time Target	Resolution Time Target	Example
1-Critical	1 hour	4-6 hours	<ul style="list-style-type: none"> • ClinicalConnect HIE inaccessible to all Participants • Inbound or outbound interface connections unavailable • Initiate critical error alert • MR GUI alerts
2-High	2 hours	6-8 hours	<ul style="list-style-type: none"> • ClinicalConnect HIE inaccessible to one Participant • Data not received by a participant • External Partner reported downtime
3-Medium	8 hours	12-24 hours	<ul style="list-style-type: none"> • One patient reported as inaccessible through ClinicalConnect HIE (with exception of data quality issues)
4-Low	1 business day	1-2 business days	<ul style="list-style-type: none"> • New project/report requests • New build requests (i.e.: role mapping) • Testing requests • Non-production environment alerts

E. CCHIE Data Quality Production Support

1. The Participant experiencing a data quality issue sends an email describing the issue to the CCHIE Data Quality email address (cchiedq@clinicalconnecthie.com). The name, email address, and phone number for the Participant’s contact resource must be included in the email.
2. The CCHIE resource responsible for daily maintenance analyzes the reported issue for resolution and contacts the Participant as appropriate.

F. CCHIE Participant Change Management

1. To ensure the integrity, consistency and availability of CCHIE services, when applicable, participants shall communicate to CCHIE if the change has any potential impact on the user base, including a temporary service outage.

2. Participants should have a process in place for progressing a change to production. The following guidelines should be included:
 - a. Obtain an authorized request, business requirements and approval to start working on request from an authorized source and/or approved by management.
 - b. Record testing evidence and build documentation from applicable test domains.
 - c. Obtain stakeholder validation on authorization to move to production
 - d. Obtain change management approval to move to production.
3. For changes that have an impact on CCHIE that require CCHIE validation, please email the CCHIE support email address to notify and/or to request resourcing assistance. Please provide the following when submitting a request and provide a minimum of two weeks advance notice for scheduling.
 - a. Project Title
 - b. First Name and Last Name
 - c. Email address of contact
 - d. Phone number
 - e. Proposed start date of project
 - f. Estimated go-live date of project
 - g. Project description/Scope/Business Case
 - h. Attachments if applicable

G. CCHIE Staff Only

1. The CCHIE on-call resource will log project request via the [Project Request Form](#). The request will be reviewed and responded to within 48 hours. CCHIE will assess resource availability and provide feasibility outlook.
2. Expected/unexpected changes to the Participants environment will be entered and tracked via Service Manager according to the [Production Support Tracking Process](#) to ensure changes are centrally documented, reported upon and enforced in a reliable and consistent manner by the assigned CCHIE resource.

Policies Related: Production Support and Participant Change Management Policy

IV. Revision History

DATE	AUTHOR	COMMENTS
9/23/15	Brandon Lyons	Updated the process
2/9/16	Erika Jones	Updated the template
4/5/17	Keith Dukes	Changed “Service Manager” to “change management”
8/29/18	Mike Gigliotti Sheryl Stuckwish	Updated “CCHIE Production Support” section and added new “Response and Resolution Time targets” table