

# IM&T Support to GP Practices

## Service Level Agreement

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## Document History

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0.8	13 <sup>th</sup> March 2008	Paul Fisher, Swindon PCT	Minor changes including service desk telephone number

## Reference Material

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1		

## Glossary of Terms

Term	Acronym	Definition
Directed Enhanced Services	DES	
Connecting for Health	CfH	
General Medical Services	GMS	
Primary Care Trust	PCT	

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## **1 Introduction**

The purpose of this contract is to clearly define what the GP practices can expect from the GP IT Support Team, and in turn what the PCT will require from users in order to provide an efficient support service.

With the introduction of the nGMS/PMS contracts there is a principal change of responsibility for support from GP practices to the PCT. Due to this the PCT made a decision to provide a support service using in-house dedicated IT support staff rather than rely on external contracts.

The PCT is offering two separate Service Level Agreement (SLA) options. The 'Standard' provides a baseline level of support, and 'Standard Plus' gives an enhanced service. Practices in Swindon will receive the standard level of support by default. This will meet the IT requirements as defined by the GMS contract.

A 'Standard Plus' level SLA will be offered, giving the level of technical service that practices view as desirable as shown by the results of the IM&T survey 2006. This option has a cost attachment, but offers a much higher level of service than Standard. Both levels are detailed in this document for which the basic principles of the support process remain the same.

## **2 Service Description**

The service is intended to provide an IT support function for GP practices and is available with two different levels of service. While the core principles of calling the support desk remain the same it is important that the differences in SLA options are recognised.

Please note that this service is provided in addition to, and not instead of existing maintenance contracts (essential funded contract required for Clinical database management) with clinical systems suppliers. Clinical system suppliers are obliged to provide the service as specified in the contract between them and the GP practice. However it is acknowledged that in certain cases there may be a crossover of resources.

There are significant differences between the two levels of SLA, however should a technical error occur in an area that carries the same response time category (eg Network Switch/hub failure) priority will be always given to that case regardless of SLA type (see Annex 2 for details)

### **2.1 Standard Service**

The base level service offers a core level of IT support, as defined by the GMS contract. This support will ensure that practice networks remain in a basic usable state and access to the clinical system and hence a functioning network is available to key users. Only hardware, hardware configuration and operating systems are covered. Response times will depend on severity of failure or number of items reported to have failed.

## 2.2 Standard Plus Service

The optional enhanced level of service will give faster response times for most of the supported items. Items not covered by the standard level but supported under this option include:

- Clinical server – temporary fix prior to supplier visit
- Pathology requesting – ongoing support
- All printers - including colour
- Laptops - diagnosis and advice
- PDAs – advice only
- Full IT audit and follow up action plan
- IT equipment disposal – HDD wiped prior to disposal

## 3 The Support Desk – Service provision

The GP IT Support helpdesk can be contacted on **01380 733800**. The helpdesk will log all calls and follow up/monitor progress as required. The helpdesk will also provide a degree of first line support:

### 3.1 Operating Times

Standard hours of operation are from 8:30 to 17:30 Monday to Friday, excluding public holidays.

Please note that the clinical system suppliers through existing maintenance contracts will cover significant events involving the clinical system software and the clinical server in the majority of cases.

### 3.2 First Line Support

The helpdesk will be available at any time during the standard hours listed above. The purpose of the helpdesk is to provide first line support as follows:

- Receive calls
- Agree priority level of the incident
- Allocate a unique call number

The helpdesk facilitator/engineer will provide first line support often being able to resolve problems over the phone on initial contact. However many calls will require either second line support or an engineer call-out. When second line support is required the helpdesk facilitator/engineer will log the call for second line/site engineers to resolve.

Practices should not contact individual team members directly for IT support unless requested to do so by a member of the GP IT Support team.

### **3.3 Service Provision Available In Response To Calling The Support Desk**

Service provision is the type of support that can be expected and from whom.

#### **3.3.1 Telephone Support: Problem Solving**

Where either a site engineer or a GP IT Support desk engineer provides advice and then resolves a problem over the phone, typical examples include:

- Reinstallation of basic software (eg drivers etc)
- Rebooting a crashed PC
- Resolving a password issue

This is the preferred method of resolution but is often not possible due to the complex nature of many faults.

#### **3.3.2 Site Visit: Problem Solving**

This is authorised where phone support alone cannot resolve a problem. Often a site visit will be required for either:

- diagnosis of network errors
- installation of operating systems
- physical examination/ diagnosis of IT hardware faults.

#### **3.3.3 Clinical System Supplier Site Visit**

This may happen in the unlikely event where a fault can only be resolved by utilising the expertise of system supplier field engineers and is not covered by an existing clinical systems maintenance agreement. This will have to be agreed through the Primary Care IT Manager unless it is system critical or similar emergency. The practice may be responsible for any charges resulting from an engineer visit

#### **3.3.4 Third Party Supplier Site Visit**

A third party engineer visit may occur for a number of reasons. Where this has been initiated by the PCT to cover an event where in-house expertise is insufficient the PCT are likely to bear the cost. All other visits will only be funded at the discretion of the Primary Care IT manager. Please note that the PCT are unlikely to fund any ad-hoc third party support where it has not been previously agreed.

### **3.4 Calling The GP IT Support Desk**

Calls to the helpdesk should be dealt with quickly and efficiently. The Practice can assist in this if they can gather the following information before making the call. It is suggested that one person within the practice is given the task of liaising with the helpdesk facility.

- Practice name
- Contact details
- SLA type (Standard / Standard Plus)
- PCT asset tag number if applicable
- Location of the equipment
- Brief and accurate details/history of the incident
- Estimated impact of the incident

### **3.5 Scenarios Not Fully Supported By The PCT IT Support Desk**

The following areas are either likely to be covered elsewhere by an existing prepaid contract, or not covered by this agreement. The helpdesk will provide advice and assistance on a 'best endeavours' basis on the following items but will not necessarily follow up and resolve.

The Support desk will not:

- Provide support on items covered by another prepaid maintenance contract (e.g. 'Touch' screens).
- Support clinical system software problems (covered by clinical system maintenance contracts).
- Support clinical system server failure, including restoring from backups\*\* (The clinical system server and software will be covered by the clinical system suppliers. Please see note below).
- Support MS Exchange or messaging server problems where the Exchange\messaging server is already covered by a clinical system supplier contract\*\*.
- Support third party remote access connections from outside NHS Net\N3 i.e Practice staff accessing the practice network from home
- Support non-practice based equipment such as home PCs or personal laptops or PDAs\*\* and reserves the right to refuse support to any item of practice owned equipment should it be considered non-standard.

\*\*Enhanced service only

#### 4 Incident Priority Levels And Target Response Times

Each incident will be prioritised individually. Calls reporting the failure of a piece of hardware or software will be prioritised according to the impact on the end user, and SLA option. Faults preventing several people from working or accessing clinical systems will receive the highest priority. Response times will depend on the practice SLA agreement with the PCT, (see table in annex 2)

Many of the significant problems affecting the functionality of the GP clinical system server will fall under the responsibility of the GP clinical system supplier. In such cases the Support desk is not responsible for resolving the problem but can be used for additional support as a means of finding a temporary fix if possible.

Please note that all response and fix targets are dependent on the nature and severity of the call, as well as availability of parts and expertise which is sometimes dependent on third party contractors. The type of SLA also determines the response time expected, and a comprehensive list is shown in annex 2 (please see incident category for items listed under the different SLAs).

The response times in table 1 (below) are given as a **rough guide** only and will vary depending on whether the practice has signed up to the enhanced level of service or not. Response times may increase should a single significant event occur at any one practice or affect availability of staff resources at the PCT

Table 1: Call priority level (guide response times given)

Priority level	Incident Category	Target Response Time* (hrs) – ie time to call back	Planned Target Fix Time** Based on 9am-5:30pm working day	Typical Examples (these will vary depending on SLA option) Examples show are based on enhanced option
1	High impact	2	8 Working Hours: Either to fix, find a temporary solution or agree definitive plan for resolution	Network hub or switch fails preventing all users gaining access to the clinical system
2	Medium impact	8	4 Working Days: To either find a solution or agree a definitive plan for resolution	Partial loss to server /network /several PCs failing Failure of an essential PC (eg main reception)
3	Low impact	16	7 Working Days: To fix or agree time scales for resolution	Printer errors/failure Minor PC errors Most general network peripheral faults not leading to complete system failure
4	Cosmetic	Agreed with practice 24	15 working days: Plan agreed with Practice/ fix time	Faults that are a nuisance but do not hinder basic functionality e.g. NHS netN3 home page not correct, print quality poor due to fading toner etc
5	3 <sup>rd</sup> Party apps	N/A		

**TARGET RESPONSE TIME\*** = Time for engineer to call back once the problem has been logged (if not already fixed by support desk)

**PLANNED TARGET FIX TIME\*\*** = Actual planned Fix time or alternative agreed fix time with temporary solution in place

## **5 Preventative Maintenance And Basic System Housekeeping**

In order to minimise the number of incidents, the PCT will liaise with the dedicated IT lead within the practice and provide advice on basic PC/network housekeeping. Practices will be entitled to an annual IT 'Health Check', where a GP IT Support technician will visit the practice to provide advice and assistance in order to optimise the IT resources.

PCT IT staff will provide training in basic IT skills, which in turn will reduce pressure on the support services. Typically these would include:

- Checking leads at the back of a PC
- Defragmenting hard drives
- Un-jamming printers
- Restoring network connections.

Practices will also be given the option being able to install items such as printers themselves providing they have the know-how.

## **6 Access To Premises And Systems**

Practices should ensure that authorised support persons have reasonable access to the premises and equipment during service hours if problems are to be resolved.

## **7 Remote Access**

The PCT does not support remote access connections for practice staff working from home and will reserve the right to recharge for any GP site system damage caused by remote connections from outside of the NHS net/N3 environment. However the Enhanced SLA option will offer technical advice and support with the use of practice based equipment.

## **8 Customer Service Standards**

What users can expect from the PCT team:

- Calls will be answered promptly (normally within 6 rings).
- A polite and helpful manner.
- The support desk will make every attempt to deal with your call immediately, if we are unable to do so, we will log your call into our Support desk system and assign it to the relevant member of the team.
- All calls to report faults will be given a unique job number for future reference.
- The Support team will acknowledge the call within 2 working days, confirming the priority status and when the issue is likely to be addressed.
- The Support team will keep the practice regularly informed of the progress of the call.
- Calls will only be closed once they have been resolved, with the agreement of the client.

- Quarterly reports
- Full site audit and resultant action plan

## 9 Our Expectations

What the support team expect from users:

- That they are patient – sometimes it is difficult to work out the nature of a problem.
- That they treat support staff in a respectful and courteous manner.
- That they undertake any reasonable tasks they are asked to perform in attempting to diagnose or fix their problem.

Where an engineer is repeatedly called out to a site to fix obvious or minor errors due to incorrectly relayed information the practice may receive a warning about misuse of the Support desk service. However in some cases this situation may occur as a result of a training need, which should be noted in the training needs analysis as specified in the IM&T DES. In signing up to the IM&T DES, the practice is accepting responsibility for this.

Callers to the Support desk who are abusive or uncooperative will have their call terminated; the incident will be logged and the Primary Care IT Manager notified.

## 10 Complaints

If you are unhappy with the service provided or wish to make a complaint please contact the Primary Care IT Manager directly either by phone, email or by post.

## 11 Authorisation: ENHANCED BASELINE SLA agreement

Practices will receive the baseline level of support as described in this document without additional charge.

*Please ensure that you are familiar with the details listed in both annex 1 and 2 prior to signing any agreements.*

Baseline support does not require a signature but practices will be required to inform the PCT should they wish to opt out of the base line and use a third party contract for all support items.

**Annex 1**

**Service Level agreement between the PCT and GP practices**

Please sign below to upgrade from baseline to the Enhanced SLA

**Option 1 BASE LINE Support**

All Practices receive the baseline level of support outlined for option 1

**Option 2 ENHANCED Support**

The Enhanced SLA is a chargeable service

**I have read this SLA and accept the criteria listed in Annex 2**

Practice

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National Code

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Name

-----

Signature

-----

Date:

Please fill in this form and retain this document for your own records, forwarding a copy to the Swindon PCT Primary Care IT Manager.

## Annex 2

### Table for Baseline & Enhanced SLA

Support Item (operational maintenance)		Option 1 Baseline		Option 2 Enhanced\Current	
		Detail	Priority Level (see table 1)	Detail	Priority Level (see table 1)
1	Client PCs/Client PC operating Systems – failure or serious fault. *NOTE Practices with less than 10 PCs a single PC failure is proportionally more of an issue & therefore must be escalated to next level of PC support available for the SLA type  Desk top PCs connected to the network to access emails and clinical data. Covering the physical hardware and the operating system (eg Windows 98/2000/XP) only.	More than 10% of PCs faulty	1	More than 10% of PCs faulty	1
		Multiple PC faults (up to 10% total units)	2	Multiple PC faults (up to 10% total units)	1
		A Single PC fault	4	A Single PC fault	2
2	Hubs/Switches eg Clinical Server or multiple PCs not accessible	Covers all units	1	Covers all units	1
3	Communications/ Private circuit Routers. Where routers are not covered by BT or telecoms contractor the PCT will provide support. <i>Please note that all N3 router &amp; BT kilostream routers are supported by BT only</i>	See item detail	1	See item detail	1
4	Clinical server support – Where in-house staff can if possible provide a quicker solution or temporary stopgap option in the event of a problem than contracted supplier/prior to contracted support visit			Clinical System Servers	1
5	Prescription/PILS printers	Covers all units	3	Covers all units	2
6	Cabling Non structural (Network leads connecting PC to wall socket)	Covers all patch leads	4	Covers all patch leads	2
7	Label printers (Dispensing)	Covers all units	4	Covers all units	2
8	Pathology Requesting utilisation/ongoing support	Utilisation only	NA	Addition ongoing support available	2
9	Client PCs/Client PC operating Systems – Minor faults	All units	4	All units	3
10	Scanners	Covers All units	4	Covers all units	3
11	IT Audit	1 per year	3	2 per year	3
12	Anti Virus software	PCs	3	PCs	3
13	Non Clinical server support (servers other than MTA/Clinical) eg Document servers			All Units (agreed with PCT)	3
14	Backup devices			All units	3
15	Tape Validation			All units	3

16	Other printers used within the surgery (including colour)			All other units	3
17	Non standard clinical software support -Similar to technical evaluation – Where non standard softwares eg INR star are reloaded on to replacement PCs etc			Support staff liaises with supplier to get best results. Impact depends on software	3
18	Generic MS Software (inc Word/Excel etc) including integration to clinical system software			Included most common MS products	3
19	Laptops (Surgery Use)			Diagnosis /Advice	4
20	IT equipment Disposal - This is for remaining Practice owned PCs & Kit only. All PCT tagged equipment will be removed by the PCT			Advice given and HDD wiped prior to disposal	4
21	PDA's (Surgery Use)			Diagnosis & Advice	4
22	Remote access			Advice given only	NA

**Note: UTILISATION** is interpreted as the initial set up and use of a product or service. **ONGOING** is the continued use of a service / system after a probation period of 5 days.