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Guideline Summary
The purpose of this document is to provide an overview of medQ Support services, and guidelines by which the Customer can leverage those services. The information includes descriptions of services provided, hours of operation, service measurement and reporting, Customer and medQ responsibilities relative to support services, and communication and escalation guidelines.

Guidelines Owners
• medQ Director/Manager, Customer Services

Hours of Coverage
medQ Support Services are available 24/7/365. medQ Support Specialists can be reached at any time for Customer requests by calling 1-800-597-6330 x222. All Customer calls are answered directly by a medQ Associate during business hours, M-F 7am-6pm CST, or our Answering Service during non-business hours for “Critical” issues. From 7am-6pm prevailing Central Time weekdays except national holidays, medQ shall respond to your support requests promptly generally within 2 hours; at all other times, medQ shall respond to your support requests within four hours.

Measurement and Reporting
medQ has the ability to provide the Customer with an item tracking report delivered through email to a Customer-identified team member. The report will include industry standard support activity measures such as number of occurrences, break down of resolved versus unresolved, first call resolution rate, and project update information. Report specifications, intervals, and delivery can be more fully defined and communicated as requested.

Support Services Defined
medQ Customer Services includes complete technical Customer support. Requests for medQ Customer support should be directed to 1-800-597-6330 x222. Support services are managed in two request groups: Incident Requests and Enhancement Requests. Requests are initially recorded in a Call state, and transitioned to Incident or Enhancement status based on request criteria (Incident involves Break/Fix, Change is absent of Break/Fix). A diagram below
represents process flow decisions and transitions. A table in the next section of this document delineates frequency for Customer contact and escalation of unresolved incidents.

Customer Contact and Escalation Scheme
The following are Customer Support targets for timing of Customer contact and escalation of requests. Escalation of support requests by medQ Customers should be directed to the Customer Support Team, requesting escalation to a Team Lead in Support.

Customers desiring escalation beyond the Team Lead should request escalation to the Manager of Customer Support. Customers requesting escalation beyond the Team Lead or Manager should request escalation by the Manager to the next level of engagement.

Process Overview:
The Tier 1 will have an application Tier 2 or Team Lead available for escalation regardless of time or day. Team Lead and Tier 2 have immediate access to programming/product development.

- **Priority Critical** - Upon declaration of any request as a Priority Critical issue, the application support manager will be immediately alerted via email. Unless another follow-up schedule has been agreed on with the Customer, the goal will be to provide hourly updates to the Customer while a ticket remains in the Priority Critical state.
  1. Site is down – no users can login
  2. No Worklist (all users)
  3. Radiologist workflow is significantly affected
  4. Cannot create a report
• **Priority High** - Unless another follow-up schedule has been agreed on with the Customer, the goal will to be to provide updates every five days to the client while a ticket remains in the Severity 2 state.
  1. User cannot Login (non-radiologist user)
  2. Specific user has an issue
  3. Cannot distribute report
  4. Workflow is moderately affected
  5. Modality Worklist does not populate
  6. Non-critical interruptions in technical communications

• **Priority Medium** - Unless another follow-up schedule has been agreed on with the Customer, the goal will to be to provide updates weekly to the client while a ticket remains in the Severity 3 state.
  1. Non-critical bug that does not affect the workflow
  2. Change to Template

• **Priority Low** - Unless another follow-up schedule has been agreed on with the Customer, the goal will to be to provide updates bi-weekly to the client while a ticket remains in the Severity 3 state
  1. Requests
  2. Worklist Filter errors (“I cannot find a procedure”)

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Call Location</th>
<th>Escalates to</th>
<th>Customer Follow Up Interval*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Front Line</td>
<td>Team Leader/Tier 2</td>
<td>One hour</td>
</tr>
<tr>
<td>Critical</td>
<td>Team Leader/Tier 2</td>
<td>Programming-Development/Support Manager</td>
<td>One hour</td>
</tr>
<tr>
<td>High</td>
<td>Front Line</td>
<td>Team Leader/Tier 2</td>
<td>Every 1 Days</td>
</tr>
<tr>
<td>High</td>
<td>Team Leader/Tier 2</td>
<td>Programming-Development/Support Manager</td>
<td>Every 1 Days</td>
</tr>
<tr>
<td>Medium</td>
<td>Front Line</td>
<td>Team Leader/Tier 2</td>
<td>As prioritized by type and impact</td>
</tr>
<tr>
<td>Medium</td>
<td>Team Leader/Tier 2</td>
<td>Programming-Development/Support Manager</td>
<td>As prioritized by type and impact</td>
</tr>
</tbody>
</table>

*Unless another schedule is agreed upon with Customer.
Customer IT Operations/Network Verification/Remote Connectivity

IT Operations
The Customer IT Group is responsible for operations management components, to include but not limited to the following:

- Hardware management – independent of medQ components. The Customer is responsible for installation, deployment, and maintenance of client and peripheral hardware (Including latest OS patches). Operations include industry standard actions for data protection. These include, but are not limited to tasks such as: Storage space monitoring and management; Server backup and restore procedures; Database backup and job completion performance; Security and antivirus administration; etc. The Customer is also responsible for network connectivity of all devices.

- medQ will administer the medQ database to the level which the Customer requests, with the exception of enterprise database backup schemes and implementation. medQ will set up database backups within the medQ environment; however backups outside the medQ environment are expected to be managed by the Customer.

Network Connectivity and Verification
It is expected the Customer will manage network connectivity for all devices. medQ will support the Customer in configuration and troubleshooting of network related issues should they arise in the offering of advice on system requirements, and recommendations on configuration. Support, beyond requirements and recommendations may require escalation to Customer network provider. medQ requests from the Customer a network diagram relative to medQ traffic.

Remote Connectivity
To maximize the potential for the highest support and services quality, medQ requires remote access and remote control capabilities via a high speed connection to the Customer medQ environment. The configuration most conducive to quality support is TeamViewer.
Customer Responsibilities – Support Operations

Call Submissions
All Customer requests should be directed to medQ Support at 1-800-597-6330 x222. medQ will track all requests in a ticket tracking system and will refer to Service Request #’s during inquiry and update communications. All actions and events will be recorded in the tracking tool for accurate historical reference.

Website Portal Submissions
Request submission and status updates at medq.sysaidit.com. Suggest Customer record tracking ID for request when submitted and reference tracking ID for all subsequent inquiries and updates.

Change Control
medQ requests notification of all Customer change control events, specifically those involving downtime or configuration changes deployed to the medQ environment. medQ will abide by Customer change management protocols for medQ environment changes and will track all change information in the ticket tracking system.

medQ requests notification of personnel changes and contact information updates, specifically for the following positions: Management; medQ application owners; IS Management; IS Service Line for medQ application; Customer Executive personnel; Customer Project Managers for medQ.

Account Management
In accordance with HIPPA compliance, all account management for the medQ application will be managed by the Customer, i.e., account creation, medQ rights and permissions, etc. via the medQ Admin Tool and medQ Support.

Customer Request Management
medQ will ensure communication to the Customer identified point of communication to ensure appropriate dissemination to all Customer owners and stakeholders. To achieve the most efficient and effective management of Customer requests, it is requested all Customer requests be managed by a Customer central point of contact, preferably a single or small group of medQ Subject Matter Expert(s) (SME).

The Customer should be prepared with the following minimum information when submitting a request:
1. Client Parent/Facility Name
2. Phone number and name of client contact you spoke with
3. Description of the problem
4. Steps taken and/or attempts to correct the issue(s)
5. Specific Patient/Procedure Information:
medQ requests as much lead time possible for Customer requests so Customer expectations for resolution time can be achieved.

**Communication**

medQ requests from the Customer that all decision-making communication be accompanied by written documentation to ensure accurate request details and historical reference. Email message is the preferred mechanism for written documentation.

**Resource Availability**

medQ expectations are that Customer IS support resources are available 24/7 for emergency requests (e.g., Priority Critical incidents, as referenced above). After hours response time expectations are according to Customer operations guidelines.

Customer should provide list of IT resources (contact name and number) prior to transition to support.

**medQ Responsibilities**

**Call Submissions**

medQ will track all requests in medQ SysAid Ticketing System and will refer to those Service Request #’s during inquiry and update communications. All actions and events will be recorded in the SysAid application for accurate historical reference.

**Change Control**

medQ will abide by Customer change management protocols for medQ environment changes. medQ will track all change information in medQ SysAid. medQ change management responsibilities are described in greater detailing the Change Management section below.

medQ will strive for as much lead time as possible on any Change Control event impacting the Customer.

**Customer Request Management**

medQ will ensure communication to the Customer identified point of communication to ensure appropriate dissemination to all Customer owners and stakeholders.

medQ will strive for as much lead time as possible on any request from the Customer during the resolution process.
Communication
medQ will strive for written documentation on all decision-making communication to ensure accurate request details, and for historical reference.

Resource Availability
medQ will have available a Tier I Support Analyst and Team Lead at all times. These resources are always first point of contact for the Customer. Should a resource constraint occur on task completion, an additional medQ resource will be assigned by Management.

medQ is committed to maintaining appropriate levels of trained staff to provide excellent service for all Customers.

Change Management
All changes executed at the application level using standard medQ application tools, i.e., medQ RISS/RPTS, will be the result of a Customer request and tracked in the medQ ticket tracking tool. All changes affecting system configuration and made outside the standard medQ application tools, i.e., database script or code change, will be coordinated through the Customer change management process. All requests involving downtime will be coordinated to best meet Customer operational needs and constraints.

Server Reboot Policy
All server reboots will require two points of authorization beginning with the Tier I receiving a support call. The other point of escalation will include a Team Lead or Tier II Support Analyst.

Upon obtaining authorization, server reboots will be coordinated with authorized Customer IT staff. Authorized Customer IT staff will be determined by the Site. Names and contact information will be provided to medQ by the Customer. Contact information should include office phone numbers, on-call phone numbers and email addresses.