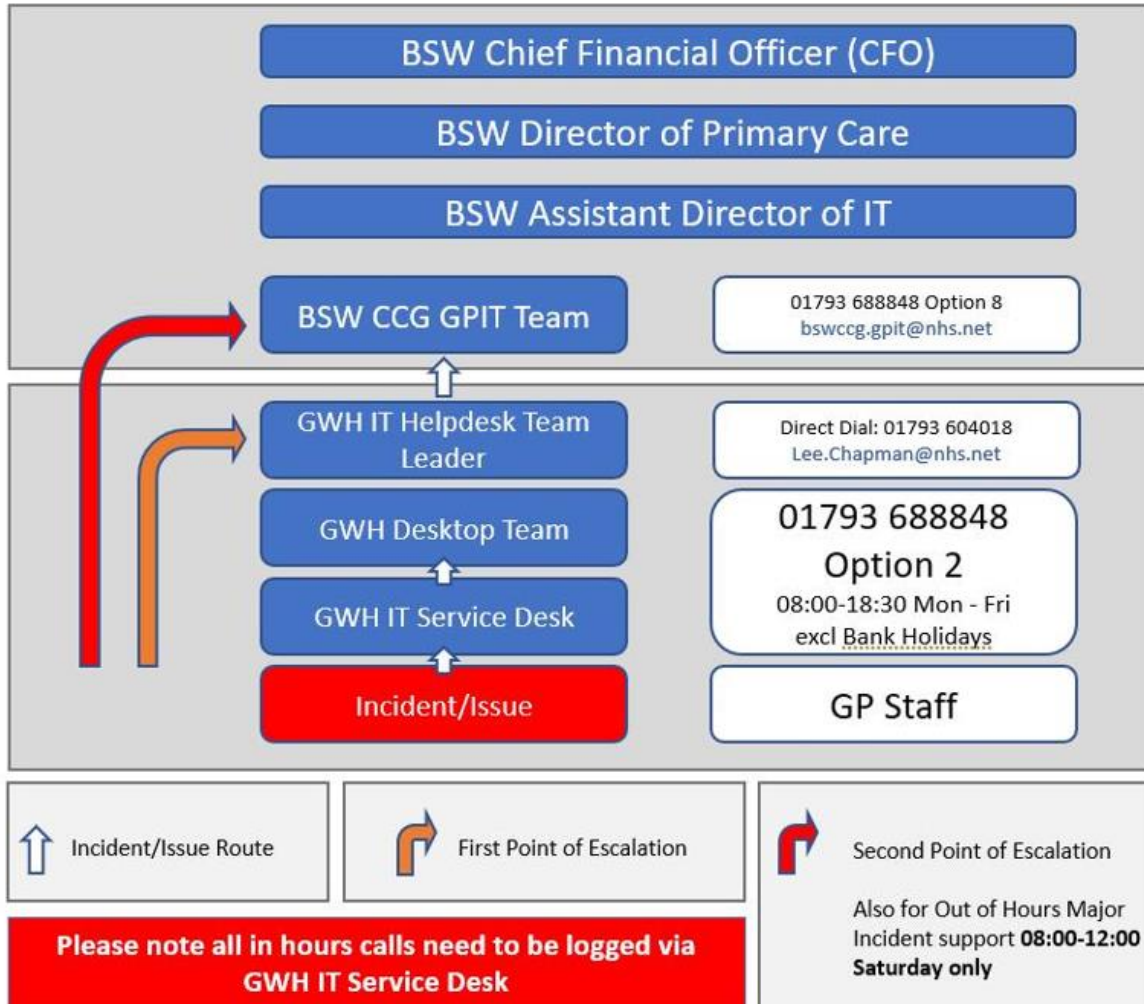




Swindon Primary Care IT Support Call Logging



Ref	Description	KPI
Priority Schedule Definition (Incident) - Owner GWH		
I1	Critical Impact, patient care severely affected - Multiple users unable to access network/critical systems or access critical or patient care services e.g. Site down, NHS Digital High Risk <u>CareCERT</u> notifications.	Workaround or fix within 2 business hours*
I2	Major impact, some patient care services affected – E.g. single or multiple clinical PC failure (without spares available), spoke or gateway pc failure, Single User Remote Access issues effecting immediate direct patient care (e.g. remote clinic)*	Workaround or fix within 4 business hours*
I3	Minor patient care services impact – E.g. Printer failure, Call in board <u>Single</u> User Remote Access issues not effecting immediate direct patient care*	Workaround or fix within 2 business days*
I4	No short-term effect to patient care – E.g. PC running a bit slow, Admin PC fault (with others available), Minor inconvenience issues.	Workaround or fix within 5 business day*
TP	Where 3rd party intervention required (NB <u>GWH should</u> maintain overall ownership of the call) I1 calls referred to third party within 20 minutes I2 calls referred to third party within 30 minutes I3 calls referred to third party within 3 hours I4 calls referred to third party within 1 day	
RP1	Monthly reports to be provided to the CCG by the KPI owner to evidence compliance	Monthly

NB clock stops if issue passed to 3rd party supplier / 3rd line, however call ownership remains the responsibility of GWH

*For issues where the user is working from home clock stops if required to bring device back into a practice for IT to come out and resolve as service does not cover home visits.

Ref	Description	KPI
Priority Schedule Definition (Requests**) - Owner = GWH		
R1	Password Resets. Account deletion/disablement Locum new user accounts (new accounts where the practice would not have prior notice) NB practice must call the helpdesk to ensure raised as a R1	1 business hours* 2 business hours if new locum user account needed
R2	New account requests including NHS Mail (from date correctly completed request received)	2 business days*
R3	Account - changes (from date correctly completed form received). Software installation	5 business days*
R4	Hardware Moves (up to 5 workstations) Disposals Other minor changes	10 business days*
R5	Non-standard software/hardware installs e.g Dictation System Installation and move of more than five items Significant installations and moves may require formal project controls and additional funding	Timescale to be agreed on case by case basis
RP2	Monthly reports to be provided to the CCG by the KPI owner to evidence compliance	Monthly

**NB if request is required to mitigate detrimental effects on patient care this should be treated as an incident.

*As defined in SLA above (1.2 & 1.3)