



SERVICE LEVEL SCHEDULE: HAND HYGIENE NEW ZEALAND DATA COLLECTION AND MANAGEMENT

Between

<<Name of DHB>> (Hosted Party)

and

Auckland District Health Board (Host)

Version: 3.0 FINAL
Date: 16 February 2009

Table of Contents

SERVICE LEVEL SCHEDULE	3
INTRODUCTION	3
TERMS OF AGREEMENT	3
REVIEW PERIOD.....	3
AGREEMENT DATES	3
COSTS AND PAYMENT.....	3
CONTACTS	4
GLOSSARY AND DEFINITIONS	4
SERVICE DEFINITION	5
SOLUTIONS AND SERVICES	5
OPERATING PRINCIPLES.....	5
<<NAME OF DHB>>'S RESPONSIBILITIES.....	5
SERVICE CALLS	6
REPORTING.....	6
SCHEDULE 1 – SERVICE DESK SUPPORT	7
SCHEDULE 2 - CONTACT LIST	10
SCHEDULE 3A – SOLUTION A: PDA DEVICE.....	11
SCHEDULE 3B – SOLUTION B: THE HAND HYGIENE NZ PDA APPLICATION	14
SCHEDULE 3C – SOLUTION C: THE HAND HYGIENE NZ WEB APPLICATION.....	16
SCHEDULE 3D – SOLUTION D: THE CENTRAL DATABASE AND REPORTING	18
SCHEDULE 4 – COSTS	20
SCHEDULE 5 – INCIDENT MANAGEMENT PROCESS	21
APPROVALS.....	22

Service Level Schedule

Introduction This Service Level Schedule is a schedule to the agreement between Auckland District Health Board and <<name of DHB>> for services provided to the Hand Hygiene New Zealand Data Collection Solution.

The Hand Hygiene New Zealand Data Collection Solution Agreement is inclusive of:

- Solution A: Personal Digital Assistant Device
- Solution B: Hand Hygiene NZ PDA Application
- Solution C: Hand Hygiene NZ Web Application
- Solution D: Central Database and Reporting

Outlined in this agreement are the services, service standards and performance targets that Auckland District Health Board will provide to other District Health Boards for services detailed in [Schedules 3A to 3D](#).

Terms of Agreement This agreement remains valid until superseded by a revised agreement mutually endorsed by signatories of both parties.

Review Period This agreement will be reviewed in the first instance 3 months after acceptance.

A next review will be in December 2009 to re-confirm the HHNZ Application Service Support Agreement.

Minor changes to the agreement including the addition of new applications, may be recorded in the Schedules attached providing both parties mutually endorse them.

Agreement Dates The table below details the start and renewal dates for this agreement.

Agreement Start Date:	<< enter date >>
3 Month Renewal Date:	<< enter date >>
Last Reviewed:	
Next Review Date:	December 2009

Costs and Payment Refer to [Schedule 4](#) for details of charges to <<name of DHB>> for services and support provided by ADHB to <<name of DHB>> under this agreement.

ADHB will invoice <<name of DHB>> for the Services provided and <<name of DHB>> shall pay ADHB the invoiced Services without deduction, within 14 days of the invoice date plus any taxes (including GST).

Contacts

Refer to [Schedule 2](#) for a list of key contacts.

Both parties must notify each other when there has been a change in any key contact that has responsibilities pertinent to this agreement.

Glossary and Definitions

ADHB	Auckland District Health Board
Business Hours	Monday to Friday 8:30 – 17:00 excluding New Zealand Statutory Holidays and Auckland Anniversary Day
DHB	District Health Board
HHNZ	Hand Hygiene New Zealand
HHNZ PDA Application	Hand Hygiene New Zealand Personal Digital Assistant Application
HHNZ Web Application	Hand Hygiene New Zealand Web Application
Initial PDA	Sponsored by the Hand Hygiene New Zealand Programme
Additional PDA	Purchased by a District Health Board
PDA	Personal Digital Assistant

Service Definition

Solutions and Services ADHB agree to provide <<name of DHB>> with access to and support of the Hand Hygiene New Zealand Solution as detailed in [Schedule 3A to 3D](#).

Operating Principles ADHB will provide their services in accordance with the operating principles listed below.

- Provide technical expertise, in a friendly and professional manner, to resolve issues logged to the ADHB Service Desk.
- Keep <<name of DHB>> informed as to the progress of its requests, provide realistic delivery/completion deadlines and commit to those deadlines.
- Acknowledge and respect the ability of <<name of DHB>> and operate in a co-operative fashion to achieve the end results desired by <<name of DHB>>.

<<name of DHB>>'s Responsibilities <<name of DHB>> agrees to the following responsibilities in respect of this agreement:

- Investigate and endeavour to resolve, with best efforts, 1st and 2nd technical support level calls logged within << name of DHB>>.
- Where unable to resolve within << name of DHB>> follow the call logging procedure as documented in [Schedule 1](#).
- All HHNZ PDA Application and HHNZ Web Application support need to be resolved with << name of DHB>>'s HHNZ Coordinator or with the assistance of a HHNZ National Coordinator.
- Ensure that there are manual systems in place to cover business critical processes in case of unplanned outages.
- Be responsible for data capture processes and the integrity of the data.
- Be responsible for PDA support, technical maintenance and issue resolutions, storage, charging, asset recording and safe keeping.
- << name of DHB>> need to have in-place own support arrangements for PDA devices with the supplier.
- Be responsible for connectivity between the PDA and the PC.
- Be responsible for the connectivity between the PC and the Health Intranet.
- Log and manage own service calls for Health Intranet related issues.
- Ensure new and existing employees are trained to the required level.

- Communication to << name of DHB>> users regarding planned outages and new application releases.
 - Follow the responsibilities for the orderly termination of this agreement by giving ADHB at least one month's written notice.
-

Service Calls Reporting

An ADHB Service Calls report will be provided within 5 working days to << name of DHB>>, on request, outlining the service calls logged to the ADHB Service Desk.

The report will be sent to the [Key Contact](#) .

The report will summarise key service call information relating to:

- Service Calls made.
- Service Calls resolution statistics.
- How the issue was resolved.

The format of the report will be standard per existing ADHB Service Calls reports.

Schedule 1 – Service Desk Support

Service Desk Call Escalations

A flowchart outlining the service desk call logging process is contained in [Schedule 5](#).

The tables below details the service desk call logging escalation processes << name of DHB>> need to follow.

1st Level Service Desk Calls	1 st Level Service Desk Calls will be resolved by the << name of DHB>>'s Hand Hygiene Coordinator. The Hand Hygiene Coordinator need to do best efforts to resolve the issue.
2nd Level Service Desk Calls	2 nd Level Service Desk calls will be resolved by << name of DHB>>'s Service Desk staff members. The Service Desk staff members need to do best efforts to resolve the issue.
3rd Level Service Desk Calls	3 rd Level Service Desk calls will be resolved by << name of DHB>>'s Technical Support Services staff members. The Technical Support Services staff members need to do best efforts to resolve the issue. << name of DHB>>'s Service Desk or Technical Support Services staff members can log a call with the ADHB Service Desk.
4th Level Service Desk Calls	4 th Level Service Desk calls will be resolved by the ADHB Service Desk. Only the << name of DHB>>'s Service Desk or Technical Support Services staff members can log a call to the ADHB Service Desk. Calls to the ADHB Service Desk are logged and assigned an incident number. The incident number is the basis of all incident tracking. All Priority Level 2 (Urgent) calls must be logged by telephone. It is not expected that calls will be logged as Priority Level 1 (Critical).
5th Level Service Desk Calls	5 th Level Service Desk calls will be resolved with the external Supplier. Only ADHB can log a call to an external Supplier.

Contact Details

The ADHB Service Desk can be contacted using any of the methods detailed below:-

Option Levels	Method	Details
1	Telephone	DDI (09)631 0701 option 2 (internal extension 27000, option 2)
2	E-Mail	ishelpdesk@adhb.govt.nz
3	Fax	(09)631 0702 (internal extension 27001)

Prioritisation

All Service Calls to ADHB must be prioritised in terms of urgency and actual or potential impact to the organisation. Every call must be assigned one of the following priorities, based upon the impact it is having on << name of DHB>>'s business:

Service Priority Levels

Priority Level	
Critical	<p>Business severely impacted.</p> <p>The Critical priority is reserved for Incidents only, for which if no fix or workaround is found, prevents or severely impacts the organisation or a whole department's ability to operate.</p> <p>Clear clinical risk, e.g. a Clinic will be cancelled if the incident cannot be resolved urgently.</p> <p>☞ ADHB do not expect to receive calls assigned to a Critical Priority Level considering that this service excludes clinical risks.</p>
Urgent	<p>Business Interrupted.</p> <p>Incidents which do not currently stop the business but which are significantly interrupting a department or compromising their ability to deliver quality/accurate/efficient service.</p> <p>These may go unnoticed by other groups, but can be very serious for the people needing the service which has stopped.</p> <p>This priority should be reserved for Incidents only in the large majority of cases; OR the issue is rendering the individual customer from being able to work <i>at all</i>, as they have no alternative or workaround.</p>
Standard	<p>An incident which is causing a minor operational problem or: people have lost functionality at an individual level; or is a Request.</p>
Low	<p>Incidents which do not stop or interrupt the business but degrade the efficiency of the business; or is a Request.</p>

Service Target Levels

For each priority, service level targets apply, i.e. there is a target time to provide a 'First Call Back' (FCB) to the customer, and resolve each call within, depending upon its priority.
The service level targets for each priority level are as below:

Priority	Days of Service	Hours of Service	FCB (First Call Back)	Restore/Resolve
Critical	7 Days	24 Hours	45 mins	4 hours
Urgent	7 Days	24 Hours	4 hours	2 business days
Standard	Mon-Fri	07:00-17:00	1 business day	5 business days
Low	Mon-Fri	07:00-17:00	2 business days	10 business days

Definitions

FCB

A *First Call Back (FCB)* is the first *non-automatically generated* email or call to the customer who has logged the incident or request, to advise that their call has been assigned to an individual or team and that work has or is planned to commence.

The FCB is made solely in the interests of providing good customer service i.e. the customer will feel they are up to date and will be confident that their call has not been 'lost somewhere' and will be attended to.

Resolve

Resolve means restoration of normal service to a customer.

This may mean that the root cause has *not yet* been found and the issue not yet *permanently* resolved. However in Incident Management the primary goal is to restore normal service as soon as possible.

When an incident has been resolved to the customer's satisfaction, the incident has been dealt with and can be closed.

Schedule 2 - Contact List

ADHB

The table below details contact information for key ADHB staff:

Name	Title	Contact Details
Service Desk		Refer to Service Desk contact details listed in Schedule 1 above.
Trish Presland	Service Desk Coordinator	021 938 239 tpresland@adhb.govt.nz
Gary Edwards	Manager, Service Desk Team	021 333 458 garye@adhb.govt.nz
Joanne Bos	ICT Manager	021 288 0231 jbos@adhb.govt.nz

<< **name of DHB**>>

The table below details contact information for key << **name of DHB**>> staff:

Name	Title	Contact Details

Schedule 3A – Solution A: PDA Device

Objective of this schedule Auckland District Health Board undertakes to provide to << name of DHB>> the following services for the PDA Device.


PDA Device **Personal Digital Assistant Device**

The PDA can be defined as the device that enables users to capture moment data into observation sessions. The data captured during the observation sessions downloads to the Central Database.

PDA Model Auckland District Health Board supports **only** the PDA device model with supporting software listed below.

Model:	HP iPAQ212
Operating System:	Microsoft Windows Mobile 6 Classic
Interface:	USB 2.0 host/client; 12 Mbit/s mini-USB
Charge/Sync Cable:	HP iPAQ 200 series sync/charge cable; or Charge your PDA with a PC via USB
Windows based PCs:	Compatible with Windows XP or earlier Windows operating systems
Synchronisation:	The PC used for synchronisation will have Microsoft ActiveSync Version 4.5.0 (Build 5096) installed.
Application Loads:	The PC used for Hand Hygiene Application loads will have Microsoft .NET Framework 3.5 SP1 and MSI.
Connectivity:	The existing Health Intranet solution will enable participating District Health Boards to connect an external data capture device with the HHNZ Central database to synchronise data and to access the HHNZ reports.

Services Included Services included under this agreement are detailed below.

Initial PDA Configuration: The initial PDA configuration and the Hand Hygiene Application Install.
 This is an optional service which << name of DHB>> may select under this agreement.

Additional PDA Configurations: Additional PDA configurations and Hand Hygiene application installs.
☞ This is an optional service which << name of DHB>> may select under this agreement.

Services Excluded Services excluded under this agreement are detailed below.

Procurement: The National Hand Hygiene Project will issue << name of DHB>> with one PDA device when starting with the data collection programme.
<< name of DHB>> will be responsible for the purchasing of additional PDA devices per their data collection requirements.

Connectivity: Issues relating to PDA device connecting to the PC.
Issues relating to the PC connecting to the Health Intranet.

Data Synchronisation: << name of DHB>> needs to execute internal diagnostic and trouble shooting procedures first.
Log a call to ADHB only when << name of DHB>> can demonstrate that there are no connection issues between the PDA and PC or between the PC and the Health Intranet.

PDA maintenance: Ongoing availability, maintenance, charging and safe keeping is the responsibility of << name of DHB>>.

PDA Training: << name of DHB>>'s Hand Hygiene Coordinator will be responsible for training end users.

PDA Device: PDA support, technical maintenance and issue resolutions, storage, charging, asset recording and safe keeping.
Issues relating to the PDA Device and the standard set of applications purchased with the PDA cannot escalate to the ADHB Service Desk.
These issues need to be resolved under a supplier agreement between << name of DHB>> and the supplier.

System upgrades:

System upgrades to latest versions of operating systems and software, as these become available and are adopted as new standards and are agreed to through the New Zealand Hand Hygiene Programme.

All system upgrades to be implemented by << name of DHB >>.

Schedule 3B – Solution B: The Hand Hygiene NZ PDA Application

Objective of this schedule Auckland District Health Board undertakes to provide to << name of DHB>> the following services for the HHNZ PDA Application.

Hand Hygiene NZ PDA Application **Hand Hygiene NZ PDA Application**
The HHNZ PDA Application can be defined as the application stored on the PDA device enabling auditors to capture data derived from hand hygiene observations.
Data captured on the PDA device will synchronise to the Central Database.
New HHNZ PDA Application releases will need to be installed on every PDA Device.

Solution Components The solution components are:

- PDA Device for data capture.
- HHNZ PDA Application installed on the PDA Device.
- Microsoft compatible workstation for data synchronisation.
- Microsoft compatible workstation for application installs to every PDA Device.

Solution requirements **Hardware and Software requirements**

- A PDA Device per specification.
- A Microsoft compatible workstation with synchronisation software installed.
- A Microsoft compatible workstation with the software installed required to do new application release installs.
- The HHNZ PDA Application installed on every PDA Device.

☞ Refer to [Schedule 3A](#) – Solution A: PDA Device for PDA model and software specifications

Services Included Services included under this agreement are detailed below.

New Releases: ADHB will release new HHNZ PDA Application releases to the HHNZ Web Application.

Initial HHNZ PDA Application Install:	An initial HHNZ PDA Application install is included in the PDA Device configuration set-up. ☞ This is an optional which << name of DHB>> may select under this agreement. Alternative option is for << name of DHB>> to download and install the HHNZ PDA Application from the HHNZ Web Application.
Hand Hygiene NZ Application	Defects relating to the HHNZ PDA Application.
Application availability:	Business hours. Monday to Friday 8:30 – 17:00 excluding New Zealand’s statutory holidays and Auckland Anniversary Day.

Services Excluded Services excluded under this agreement are detailed below.

Other HHNZ applications:	All other Hand Hygiene NZ approved data collection applications not developed under the lead of ADHB for the New Zealand Hand Hygiene programme.
New release notifications:	New HHNZ Web Application release notifications to all District Health Boards are the responsibility of the New Zealand Hand Hygiene Programme.
Request for Modification	All requests for modifications, enhancements or other communication need to channel through the HHNZ website: www.handhygiene.org.nz
New Releases:	<< name of DHB>> is responsible for the download of the new HHNZ PDA Application releases published to the HHNZ Web Application. << name of DHB>> is responsible for the installs to the PDA device.
DHB Infrastructure	Support for << name of DHB>> infrastructure, including desktop, server and common interconnection points not relating to the HHNZ PDA Application. Issues relating to PDA device connecting to the PC and between the PC connecting to the Health Intranet.
Training	<< name of DHB>>’s Hand Hygiene Coordinator will be responsible for training end users.

Schedule 3C – Solution C: The Hand Hygiene NZ Web Application

Objective of this schedule Auckland District Health Board undertakes to provide to << name of DHB>> the following services for the HHNZ Web Application.

Hand Hygiene NZ Application **Hand Hygiene NZ Web Application**
The Hand Hygiene NZ Web Application can be defined as the application stored on the Central Database enabling DHB and National Coordinators to create and maintain master data tables, via a web interface.

Master data stored on the Central Database will synchronise to the PDA.

- Solution Components** The solution components are:
- Microsoft compatible workstation.
 - Internet.
 - The HHNZ Web Application URL.
 - The Infectious Diseases data entry URL.

- Solution requirements** **Hardware and Software requirements**
- A PDA Device per specification (refer to schedule A for the specifications).
 - A Microsoft compatible workstation with access to the Internet.
 - Access to the HHNZ Web Application URL.
 - Access to the Infectious Diseases data entry URL.
-

Services Included Services included under this agreement are detailed below.

Hand Hygiene NZ Application Defects relating to the HHNZ Web Application.

Application Access: ADHB will set-up user group access credentials for of << name of DHB>> in order to secure user access to the HHNZ Web Application.

System upgrades: System upgrades to latest versions of operating systems and software, including HHNZ Web Application modifications and enhancements, as these become available and are adopted as new standards and are agreed to through the New Zealand Hand Hygiene Programme.

Presentation: Presentation of the Web Application via the Health Intranet.

Application availability: Business hours.
Monday to Friday 8:30 – 17:00 excluding New Zealand’s statutory holidays and Auckland Anniversary Day.

Services Excluded Services excluded under this agreement are detailed below.

Application Access: It is the responsibility of << name of DHB>> to secure, manage and control application access credentials.
It is the responsibility of << name of DHB>> to log a call to ADHB Service Desk to update the user group credentials when required.

New release notifications New HHNZ Web Application release notifications to all District Health Boards are the responsibility of the New Zealand Hand Hygiene Programme.

Request for Modification All requests for modifications, enhancements or other communication need to channel through the HHNZ website: www.handhygiene.org.nz

Training: << name of DHB>>’s Hand Hygiene Coordinator will be responsible for training end users.

Schedule 3D – Solution D: The Central Database and Reporting

Objective of this schedule Auckland District Health Board undertakes to provide to << name of DHB>> the following services for the Central Database and Reporting solution.

Central Database and Reporting **Central Database and Reporting Solution**

The Central Database can be defined as the central data storage depository hosting the session data collated by all the participating District Health Boards.

The Central Database also stores the master data tables.

Authorised users can access the Central Database to create and view reports via a web interface.

Solution Components The solution components are:

- Central Database for the HHNZ Data collection programme.
- Central Database for the Infectious Diseases Data collection programme.
- << name of DHB>> Reports.
- The HHNZ Web Application URL.

Solution requirements **Hardware and Software requirements**

- A Microsoft compatible workstation with access to the Internet.
- Access to the HHNZ Web Application URL.

Services Included Services included under this agreement are detailed below.

Hand Hygiene NZ Application: Defects relating to the HHNZ Central Database and Reporting.

Connectivity: During initial roll-out ADHB will ensure that << name of DHB>> can connect to the HHNZ Central Database via the Health Intranet.

System upgrades: System upgrades to latest versions of operating systems and software, including HHNZ Web Application modifications and enhancements, as these become available and are adopted as new standards and are agreed to through the New Zealand Hand Hygiene Programme.

Hosting and operational management of the HHNZ Central Database.

Environments and DR Planning: Outages will be planned and communicated to << name of DHB>>'s Service Desk.

Application availability: Business hours.
Monday to Friday 8:30 – 17:00 excluding New Zealand’s statutory holidays and Auckland Anniversary Day.

Services Excluded Services excluded under this agreement are detailed below.


New release notifications New HHNZ Central Database and Reporting solution release notifications to all District Health Boards are the responsibility of the New Zealand Hand Hygiene Programme.

Request for Modification All requests for modifications, enhancements or other communication need to channel through the HHNZ website: www.handhygiene.org.nz

Training: << name of DHB >>’s Hand Hygiene Coordinator will be responsible for training end users.

Schedule 4 – Costs

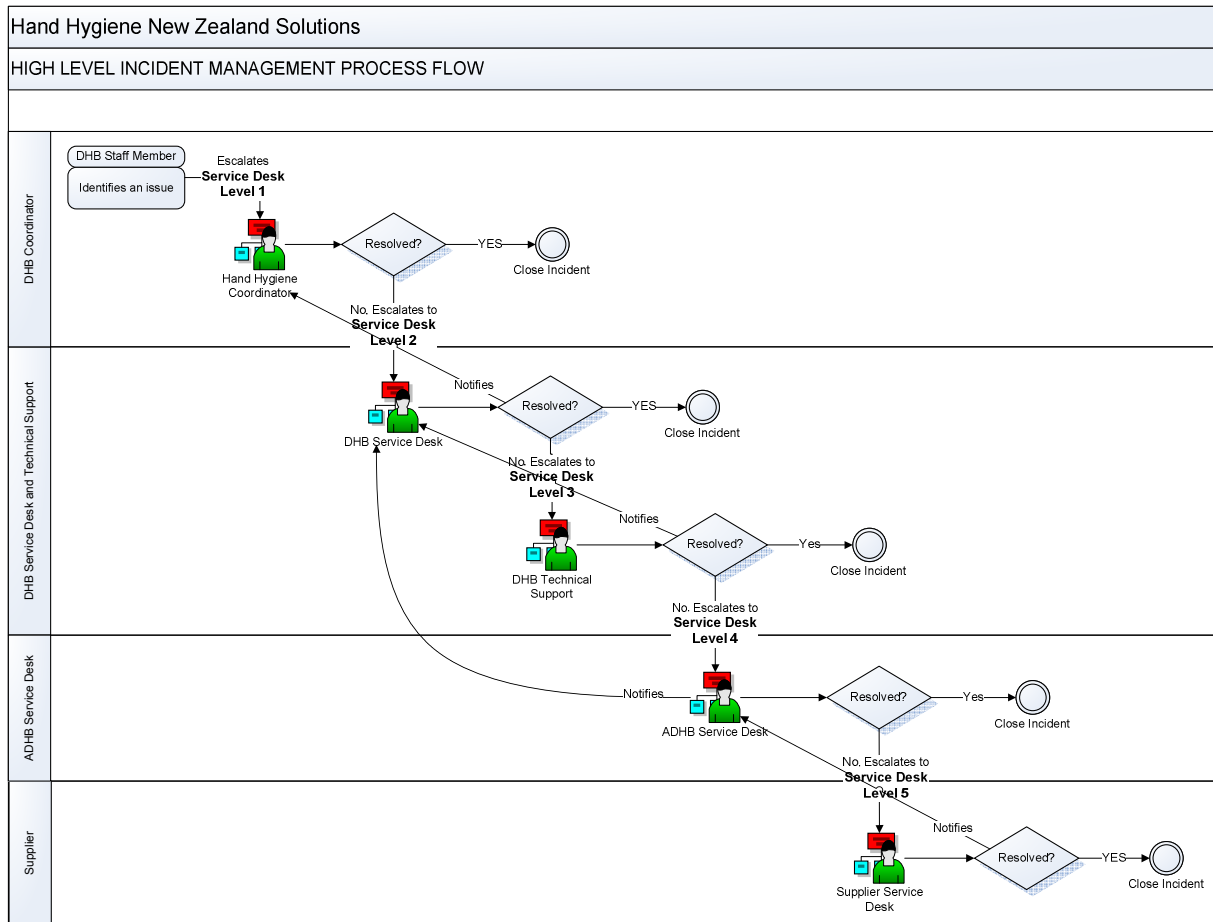
Cost Schedule The costs schedule below summarises on-going services and support costs to << name of DHB>>.

Service	Charge
Hosting	ADHB will charge << name of DHB>> a one-off setup fee of \$200.00.
PDA Device Installation	ADHB will charge << name of DHB>> a fee of \$140.00 per PDA device configuration and HHNZ PDA Application install.  This is an optional service which << name of DHB>> may select under this agreement.

Assumptions The costs defined in this schedule have been made on the following assumptions:

- Service Desk Calls resolved at ADHB.
 - That ADHB is able to resolve Service Desk calls in a reasonable timeframe.
 - HHNZ will cover support, maintenance and modification costs where HHNZ Application service desk calls have been escalated to the HHNZ Application Supplier.
 - PDA device initial set-up.
 - That ADHB is able to do the initial set-up in a reasonable timeframe.
 - For PDA device support every DHB will have a support agreement in place with the PDA Supplier.
-

Schedule 5 – Incident Management Process



Approvals

This Service Level Agreement can only be altered by the Chief Information Officer, representing ADHB in consultation with the Chief Information Officer, representing << name of DHB>>.

Optional Services covered under this agreement:	Circle the option selected	
PDA Initial Install	YES	NO
PDA Ongoing Installs	YES	NO

For ADHB :	
Signed:	Date: / /
Name:	
Title:	
Signed:	Date: / /
Name:	
Title:	

For << name of DHB>>:	
Signed:	Date: / /
Name:	
Title:	
Signed:	Date: / /
Name:	
Title:	
