



EXAMPLE OF LIS TIERED SUPPORT

General high-level activities

LIS Super User support provided/received

Implementing Partner or MOH LIS Administrator support provided/received

Vendor Support

Support by Onsite LIS and ICT Super Users	Support by Implementing Partner or MOH LIS Administrator	LIS Vendor – Contract and Service Level Agreement
<p>Identify, analyze, track, and resolve common end user issues</p> <p>Submit bug and issue reports in order to refer complex issues to advanced support levels</p> <p>Perform administrative tasks to support end users access and to set up new users</p> <ul style="list-style-type: none"> • Data back up <ul style="list-style-type: none"> ○ Creating backup • Hardware (Installation and maintenance should be done by a separate vendor) <ul style="list-style-type: none"> ○ Replacing hardware ○ Monitor troubleshooting ○ Laser printer <ul style="list-style-type: none"> · Installing printer on network · Configuration of printer for Polytech · Printer toner · Change printers • Users <ul style="list-style-type: none"> ○ Setting up new user ○ Modifying rights of existing user ○ Modifying special access ○ Password problems ○ Expiring passwords • Lab Section <ul style="list-style-type: none"> ○ Creating new lab section/department • Training <ul style="list-style-type: none"> ○ Training new users <p>Monitoring of workload (daily/weekly/monthly)</p> <p>TAT reports (after receiving updated version)</p> <ul style="list-style-type: none"> • Tests (this is usually done by lab Super User) <ul style="list-style-type: none"> ○ Test definition/creation ○ Tests visible on physician menu ○ Defining normal range for a test ○ Creating panels/grouping tests 	<p>Deploy and configure the reports in the LIS</p> <p>Troubleshoot issues with interfaces</p> <ul style="list-style-type: none"> • Resolving interfacing issues with instruments and other systems • Troubleshooting connection between instruments and other systems with LIS • Reports <ul style="list-style-type: none"> ○ Modifying format of existing report · Training for LIS awareness sensitization • Other troubleshooting <ul style="list-style-type: none"> ○ Collect, document requests and manage requests based on site responsibility ○ Supportive supervision - use monitoring tool 	<p>LIS Vendor will receive support requests from Implementing Partner or MOH LIS Administrator only and not directly from sites</p> <p>Install and configure LIS</p> <ul style="list-style-type: none"> • Interfacing analyzers including sites specific analyzers • Annual upgrade of software with notification to Implementing Partner of MOH LIS Administrator • Resolving errors that cannot be solved by Super User and/or Implementing Partner of MOH LIS Administrator • Help desk support requiring resolution within x number of days • Reinstall LIS on new/replacement computers • Renew licenses - new key provided • Interoperability with other systems - e.g. EMR/HMIS/HIS (change request) • Correcting test map (mapping tests in instrument to tests in LIS) <ul style="list-style-type: none"> ○ Creating new worklists/reports/patient list
	Implementing Partner or MOH LIS Administrator Super User Support	
	<ul style="list-style-type: none"> • Refresher training as needed • Restoring backup • Barcode printer <ul style="list-style-type: none"> ○ Configuring barcode printer for LIS 	

Examples of what may be included in the SLA:

- Telephone support with hours listed for this support and x number of calls allowed per week/month/year
- Email support with hours listed for the support
- Remote assistance when possible
- Planned or emergency on site assistance
- Monthly system health check
- Response time based on urgency classification of request

Association of Public Health Laboratories

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