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# RxLogix Corporation Work Instruction

## Project Hypercare

Prepared By: RxLogix Corporation

Effective Date: 30-Apr-2020

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Version: 2.0

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#### Revision History

Version	Author	Issue Date	Description of Change
1.0	Jaspreet Kaur	27-Dec-2017	Initial document
2.0	Geetika Choudhary	15-Apr-2020	Reviewed and updated in latest format

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## 1.0 PURPOSE

This Work Instruction (WI) is to define the RxLogix Hypercare support process following project deployment for Production use.

Hypercare is a time period when the project team provides support for the application prior to turning it over to the regular support group.

The objective of Hypercare is to ensure normal service operation and continuation of Business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Hypercare covers the following:

- Access requests, issues and questions raised by users. For example, requests for information or advice; to reset a password or add a user to the system. Access related requests will be handled as per the SOP-011 Change Request Management.
- Incident handling. Incidents are failures, issues or error(s) in the system. Incidents will be handled as per the SOP-012 Incident handling.


## 2.0 SCOPE

This Hypercare WI is applicable to the RxLogix Project Teams providing customer support for hosted or client-based implementations for projects adhering to Rxlogix processes and procedures.

Configuration changes and enhancements are out of scope during Hypercare. Those changes will be handled by the regular support group following completion of Hypercare. The support group is the RxLogix Managed Services (MS) team for projects where RxLogix provides managed services. RxLogix has no obligation to provide support services resulting from problems, errors or inquiries related to the Client's network, data transmissions, equipment, internal operations or software.

The duration and a service level agreement (SLA) for Hypercare may be defined in the SOW for the project. If the SOW does not define the Hypercare SLA, then the following SLA will apply:

Severity Level	RxLogix Convention	Level Effort	Initial Response	Status Update
1	Emergency / Blocker	Continuous best efforts, 24 hours per day, 7 days per week	Immediate, but in no event to exceed 30 minutes	Every 3 hours prior to a Work Around and every calendar day thereafter

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2	Critical	Every 3 hours prior to a Work Around and every calendar day thereafter	Immediate, but in no event to exceed 1 hour*	Every 6 hours prior to a Work Around and every Business Day thereafter
3	Major	Commercially reasonable efforts, during normal business hours	4 hours	N/A
4	Minor	Commercially reasonable efforts, during normal business hours	1 Business Day	N/A
5	Trivial	Commercially reasonable efforts, during normal business hours	2 Business Day	N/A


## 3.0 GENERAL

### 3.1 Definitions

See GDL-001 *Glossary* for the definitions of terms and abbreviations.

Work Instruction-specific terms and abbreviations are defined in the table below.

Term / Abbreviation	Definition
Hypercare	The stabilization period after a system launch is referred to as 'Hypercare'.
JIRA	Atlassian product used for bug-tracking, issue-tracking and projectmanagement
MS	Managed Services
SLA	Service Level Agreement
SOP	Standard Operating Procedures
WI	Work Instruction

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### 3.2 References

Document	Description
GDL-001	Glossary
SOP-001	Quality Manual
SOP-011	Change Request Management
SOP-012	Incident Handling


### 3.3 Roles and Responsibilities

Role	Responsibilities
Global Director of Consulting	Ensuring that this WI is followed
Project Manager	Ensuring that Hypercare issues are resolved in compliance with this WI and the established SLA.
Hypercare Service Desk	Performing support work in compliance with this WI and the established SLA.

## 4.0 Work Instruction Information

All Hypercare requests will be entered in JIRA application. The ownership, monitoring, tracking and communication of incidents, problems and service requests will all be controlled within JIRA.

Specifics of use of JIRA for Incident, problems and service request can be found in SOP-012 Incident Handling and SOP-011 Change Request Management.

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## REVISION HISTORY

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None

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2.0

## DOCUMENT ELECTRONIC SIGNATURES

### DOCUMENT APPROVAL WORKFLOW

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