Roles & Responsibility Mapping

Level 1 – SPICE Site Admins (SPICE CHAMPIONs)

A SPICE Site Admin is a SPICE user from the facility who has a comprehensive knowledge of the SPICE application and can assist colleagues with questions related to usage. The SPICE Site Admin who is the Level 1 POC for that facility is also the Site Admin of the facility and is given access to the Admin Portal. Responsibilities of the Facility Champion include:

Data management:

- Ensuring all devices are connected to the internet and offline screening records are updated on a timely interval to avoid data loss
- Conducting bi-weekly audits of the devices to validate if the offline screening records are uploaded
- Advocating to prevent duplicate enrolment

Device and QR Codes management

- Maintaining the stock of QR codes and informing the operation associate in advance if they are going to be depleted
- Ensure all the devices are up to date with latest spice release
- Device maintenance and warranty management

Training new users – onboarding them to SPICE

- Training and onboarding new users into SPICE

Ticket creation

- Record a screenshot or a video in case of any issues and report it to Freshservice ticketing tool.
- Add relevant information of the issue and share necessary evidence.
- Report the quicksight data variance issue with the relevant evidence.

- Report the app feedback in the UV Desk tool

Level 2 - Operation Associate

The Operations Associate are the level 2 poc for the SPICE Support process. The Level 2 Operation Associate is responsible for auditing the work done by the Site admin to ensure that user information is accurate and appropriate roles are assigned to users. The main responsibilities of this role include:

User Management

- Creating user roles for colleagues in the facility
- Deleting users from the facility if a user has left permanently
- Unlocking/resetting a user's password if it is locked
- Editing user information for the facility
- Assigning appropriate user roles to users in the facility based on their job functions
- Adding appropriate user information when creating a user account, such as user email, phone number, user role, and time zone
- Assigning users to the SPICE Insights Portal for QuickSight and reporting
- Creating user accounts in the SPICE Admin Portal for SPICE mobile app users
- Assigning relevant Reporting and QuickSight access to users who will be using SPICE Insights; access should only be given to users who will be using it as there is a cost factor associated with it
- Need to assign the quicksight role in the SPICE insights portal for all the government stakeholders at account level
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Troubleshooting and ticket creation

- Addressing any data variances between QuickSight and the reporting and understanding the logic of reports generated and QuickSight dashboard to address these issues.
- Provide all required details for issue when it's escalating to L3 team
- Maintaining the SLA for ticket resolution.

Training Facility admin and Users:

- Regular training of the Facility admin on their roles and responsibilities
- Ensuring all devices are updated to the latest version app.
- Ensure all the devices are connected, performance optimized

- Training the users on the new features that are launched in SPICE
- Communicating all release updates to the facility admin and users.

Data Management

- Advocating for better and more efficient usage based on the User audit report - users with a high number of duplicates and users with the most inaccurate data.
- Perform Data audit for the accounts that are being managed.

Device and QR Codes management
- Using MDM dashboard, doing periodic usage audit of the devices.
- Device maintenance audit.
- QR Code adoption and QR code supply management.

> **Commented [SR8]:** L2 don't have access to MDM portal yet

Level 3 - Tech support engineers

The L3 team, composed of skilled Technical Support Engineers, plays a pivotal role in the management and resolution of complex issues within the SPICE suite escalated by the L2 team, they ensure more intricate and challenging problems are resolved efficiently and effectively. Their expertise extends to a broad range of SPICE app suite and devices, where they provide comprehensive support covering app/device functionality issues, performance optimization, operating system troubleshooting, and Mobile Device Management (MDM) related complexities.

Account and User management:

- Create operating units and accounts with a correct understanding of SPICE works. For example, a patient can do assessment in any facility within an operating unit then the OU should be created wrt to a geo area.
- Sites in an account should be created in clusters based on geographic proximity to each other, which is relevant to the patient.
- Accurate details are required when creating an OU and Account.
- The QuickSight role must be assigned to all government stakeholders at the account level in the SPICE insights portal.

Facility management:

- Creating facilities based on expansion requests.

- Providing correct information while creating a facility, such as accurate site levels (Level 1 - Level 6), state, city, latitude and longitude of the site, address and phone number of the state and site, and a valid user to be added.

SPICE Device Management

- Performance Optimization: L3 engineers focus on optimizing the performance of devices. Regularly monitoring device functionalities to ensure optimal operation.
- App Management: Managing restrictions and allowances for additional apps on MDM devices.
- User Restrictions: Implementing user restrictions for MDM devices, blocking YouTube, social media sites, gaming apps, etc.
- Device Enrolment: Handling the enrolment of devices into the MDM system for new sites/program/newly added devices.
- Device Unenrolment: Managing the unenrolment process of devices from MDM.
- Health Checks: Conducting regular health checks of devices to ensure proper functioning.
- SPICE Version Deployment: Overseeing the deployment of new SPICE version releases.
- Installation Follow-Up: Monitoring the installation process of new SPICE versions.
- OS Troubleshooting: Addressing and resolving operating system issues on devices.
- Hardware Issues: Handling hardware-related problems in devices.
- Application Performance: Tackling issues related to application performance.
- Application Error Resolution: Resolving errors encountered in various applications.
- Application Synchronization: Addressing issues related to application sync on devices.

Troubleshooting and ticket resolution

- They analyse issues raised by the Level 2 team and triage further.
- They inquire with L2 to ensure all prerequisite checks for the issue are completed.
- They are the point of contact for addressing data variances and explaining why there is a variance in the insights and reporting to Level 2 and Level 1.
- Anything they can't resolve must be consulted with Product Specialist or escalate to them.
- L3 must not link any tickets to JIRA to escalate to (JIRA/ideas2it), it must be escalated through L4- Product Specialist.

Training and Business Review

- Support process Quality audits
- L3 is responsible for training the L1 and L2 on support process, ticket management, SLA management.
- Periodic check-in with Level – 2
- Periodic check-in with technical program manager for SPICE Suite enhancements and data variance.

SLA Management for Enhancements and Issues

- SLA Management for response & resolution
- Addressing clarification with clear communications and evidence.
- Monthly support check-in with Head of Support

Level 4 - Product Specialist

Product Specialist are designated as L4 team in Medtronic LABS ticketing tool. They support any and every ticket that required coding/software development skillsets. This role requires advanced software engineering skills sufficient to progress development of the respective SPICE suite components.

- They should address all bugs, data requests and enhancement requests escalated from lower levels (L3) and internally for perceived improvements on SPICE.
- They should spear head all SPICE strategic development needs such as integration with other systems.
- Address all data extraction requests.

SLA Management for Enhancements and Issues

- SLA Management
- Addressing follow-ups with clear communications and evidence.
- Monthly support check-in with Head of Support
- Major Code changes to be discussed with product and data team before implementing.
- Communicating all functionality/code changes that are fixed as part of a bug to Ops, product, and Data team.
- Development of the release notes with tags to the issues addressed by each fix completed based on the JIRA board tickets.

Test Management

- Unit tests for all developed features

- Provision of the test coverage on every release
- Work towards a 90% test coverage on SPICE Core

L4 (JIRA) – Business Analyst, ADPO and Ideas2IT

Ticket Management

- Operate on JIRA on the issues/requests linked from freshservice (Medtronic LABS ticketing Tool) by L4- Product Specialists team
- Provision of updates on status of tickets included in the release through jira comments
- Communicating all functionality/code changes that are fixed as part a bug to Ops, Product, Product Support and Data team.
- Development of the release notes with tags to the issues addressed by each fix completed based on the JIRA board tickets.

Test Management

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