

**ISD Situation Management Handbook**

***Memorial Hermann Healthcare System***

***Information Systems Division***

**mhdr.org**

user: MH network ID

password: MHxxmmddyy

xx=lowercase initials

DOB= mmddyy

Example: MHjs010101

**The Situation Management (ASM/TSM) Process will be initiated in the event of outage or significant performance impact for any of the following applications or services:**

|  |  |
| --- | --- |
| **App/service** | **TSM** |
| Care4/App Suite | Care4 TSM |
| CloverLeaf | Technical |
| Enterprise Network | Technical |
| EZReg | Technical |
| HealthQuest | Mainframe |
| Imaging- HIM Sovera | Technical |
| InSite / SSO | Technical |
| Nuance PowerScribe | Technical |
| PACS Enterprise | Technical |
| Paging | Telecom |
| PhysicianLink / SSO | Technical |
| Power (Electrical) | Technical |
| Telecomm | Telecom |
| TSystems | Technical |

**Note: For situations involving solution segments not listed above, it is the responsibility of the on-call analyst, solution lead, or designated personnel from the solution segment to perform the appropriate communications and update the leadership community based on team-defined protocols.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **Support Center** | **ASM** | **TSM** |
| **Initial** | * Update incoming recorded greeting, based on call volume * Open Major Incident in Remedy – assign to ASM * Page ASM/TSM and provide an update on the nature and scope of calls received. Include call-back contact name * Work with ASM to post system status messages on the portals using SSO Manager * Activate DTCA as requested by facilities. Notify ASM if activated | * Contact the Support Center / determine incoming greeting * Place Remedy incident In Process * Contact the TSM to get an initial technical update on the situation * Email **ISD Outages** with details of the issue * Page **ISD-ASM-MgrDirSE.dir**   **ISD-ASM-Support.dir**  with notification of Customer Interruption  (No night time pages (10p-6a) unless a system is COMPLETELY down. Impaired functionality should NOT be paged at night.) | * Initiate technical conference call/bridge line   1-877-568-8317 **ID** 6132834246 **PIN** 74771   * Page **ISD-TSM** with notification of issue. Example Text:   TSM: HH:MM SERVICE <enter TSM msg>   * Contact Support Center to acknowledge response / confirm oncall tech analyst for t-con * Provide an initial situation update to ASM with information on Customer Interruption * Confirm vendor/technical teams are engaged as needed. If related to Care4, engage IRC if technical team has not already done so. |
| **In Process** | * Based on updates from ASM, update the recorded greeting and system status messages on the portals using SSO Manager | * Email update to **ISD Outages** every hour, or more often as appropriate * If an ASM call is required, open application conference call   (800-374-0661 **ID** 03696 **PIN** 1234)  Page: **ISD-ASM-MgrDirSE.dir**  **ISD-ASM-Support.dir**  and email:  **ISD Outages** to join  Communicate:   * Scope of situation * Plausible source if known * Estimated recovery time or no ETA * Impact to customer if known * Next steps/call * Initiate additional application conference calls and/or email updates as appropriate. | * Participate in the technical discussions and communicate the following to ASM: * Scope of situation * Plausible source if known * Estimated recovery time * Impact to customer if known * Next steps/update * Update ASM at 30 min intervals until situation resolution or at designated times based on specific steps identified. |
| **Resolved** | Update incoming phone greeting upon ASM notificationRemove status messages from the portals using SSO ManagerDe-activate DTCA upon FirstNet confirmation, if activated | * Notify that issue is resolved and operations have returned to normal:  Page ISD-ASM-MgrDirSE.dirISD-ASM-Support.dir  * Email **ISD Outages**  Notify Support Center to:Update incoming recorded greetingRemove the system status message from the portalsPage FirstNet Analyst to perform DTCA de- activation process (as required)  * Create ISD Customer Interruption item immediately following the event for review in Interlock (note: TSM will complete) * Email TSM with the ISD Customer Interruption number * Close Major Incident in Remedy | * Complete a warm handoff with ASM * Send initial email to Omer / Mike Romero with Outage info –wait for approval * Send out a technical update/summary to **ISD Outages** * Review and complete the Customer Interruption entered by the ASM in the On-line web based tool * Set up, facilitate, and document a technical debrief meeting – as required * Confirm with Amanda: date/time & level of Customer Interruption and enter data into tracking spreadsheet |

**Situation Management Process Placemat**

