Guidance to add or change the name of a facility in TIER.Net

Purpose of the instructions

This instruction applies only to instances where a facility does not exist in the TIER.Net master facility list (MFL). Historically, it was possible to add a new facility to TIER.Net at the facility; providing it aligned with the DHIS naming convention. To ensure the master facility list (MFL) of all electronic systems is aligned with the National Data Dictionary (NDD) this process has changed and the add/remove function has been disabled.

This note aims to describe the multi-step process to the TIER Key Implementer (TKI) to add or edit a facility in TIER.Net. This will ensure correct processes are followed and ensure that communication exists between the District Information Officer (DIO) and the TKI. In order to register a new facility into the TIER.Net MFL, the developers CIDER will supply a script for installing at the respective facility. A series of steps must first be followed before CIDER can produce this script.

Adding a new facility to TIER.Net requires communication and planning. It is essential that checks are done prior to going to a facility to install TIER for the first time.

Step 1: Not in NDD and not in TIER.Net – must be done before visiting the facility

1. Before travelling to a facility, verify whether the facility is in the TIER.Net MFL.
   a. If yes, continue to the facility as per usual. This instruction is only relevant if a facility is not in the TIER.Net MFL.
   b. If no, the TKI should verify if the facility is in the NDD. This can be checked at http://dd.dhmis.org/
2. If the facility is not in the NDD, the TKI must engage with their respective District's District Information Officer (DIO).
   a. DIO to indicate if a request has been made to create, or rename, the specific facility in the NDD (add/edit orgunit).
   b. If the facility is in the NDD but not in TIER.Net **go to step 2.**
   c. If the facility is not in the NDD, the DIO must apply to the district manager (DM) for approval to add/edit an org unit in the NDD.
3. After approval by the DM, the DIO will submit a request to the NDD to add/edit a facility. The following will happen:
   a. The DIO will receive an automatic response from the NDD. The NDD will respond to only registered users. The notification will indicate the submission is awaiting approval.
   b. The NDD administrator will evaluate the submission. They will accept or reject the submission. Or, they will approve with amendments.
   c. If it is approved, or approved with amendments, the change will be uploaded in the NDD and changes will be synchronized with all instances of webDHIS.
   d. The user will receive a notification that the ticket has been attended to.
4. The **DIO** must communicate the final decision to Riona.Govender@health.gov.za; tiernet_support@uct.ac.za; and chorn@wamsys.co.za. This is to ensure the changes are effected across all electronic systems.
5. The **DIO** will then indicate to the **TKI** that the change has been made and that CIDER has been informed.
6. The TKI can now request and obtain the TIER.Net Maintenance File from: tiernet_support@uct.ac.za. This TIER.Net Maintenance File will enable the TKI to insert the new/changed facility into the TIER.Net MFL.
7. Then, go to **step 3.**

Step 2: In NDD but not in TIER – to do before going to the facility

1. If the TKI/DIO determine that the facility is in the NDD but not in the TIER.Net MFL, the TKI should request the TIER.Net Maintenance File from tiernet_support@uct.ac.za.
2. This script will enable the TKI to insert the new/changed facility into the TIER.Net MFL at the facility.
3. Then, go to step 3.

Process to add/amend facility in TIER.Net   Instructions for TKI and DIO   Version 1
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Step 3: TKI at the facility

1. The TKI must have obtained the TIER.Net Maintenance File (called a .hivm file) from CIDER prior to going to the facility to install TIER.Net.
2. This .hivm file will amend the TIER MFL and add/change the facility to the TIER.Net MFL. This addition <u>must</u> be done at the facility only. The changes will cascade upward through the dispatch.
3. When at the facility: *(instructions will also accompany the .hivm file)*
   a. Log in to computer as administrator.
   b. Install TIER.Net as per normal and setup station for any facility. *This is an interim step.*
   c. Open TIER.Net, click on tools menu and then select load maintenance file.
   d. Follow the on screen instructions to create a backup before altering the facility tree.
   e. After creating a backup the open dialog box will then appear. Browse to the maintenance file (.hivm extension) obtained from CIDER and once selected click on open.
   f. TIER.Net will notify the user once the maintenance file load procedure has completed.
   g. You may then re-run station setup wizard from the tools menu and select the new facility.
   h. Set up the station for all profiles. Follow regular procedure for user profiles, passwords etc.

Step 4: Feeding up to next levels

Once the new facility has been added into the facility-based TIER.Net, the dispatch will add this new facility to each subsequent level of TIER.Net that the dispatch is sent to. This is the same principle as previous additions of facilities to TIER.Net.

If you experience any challenges please engage Riona Govender (Riona.Govender@health.gov.za) directly.

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