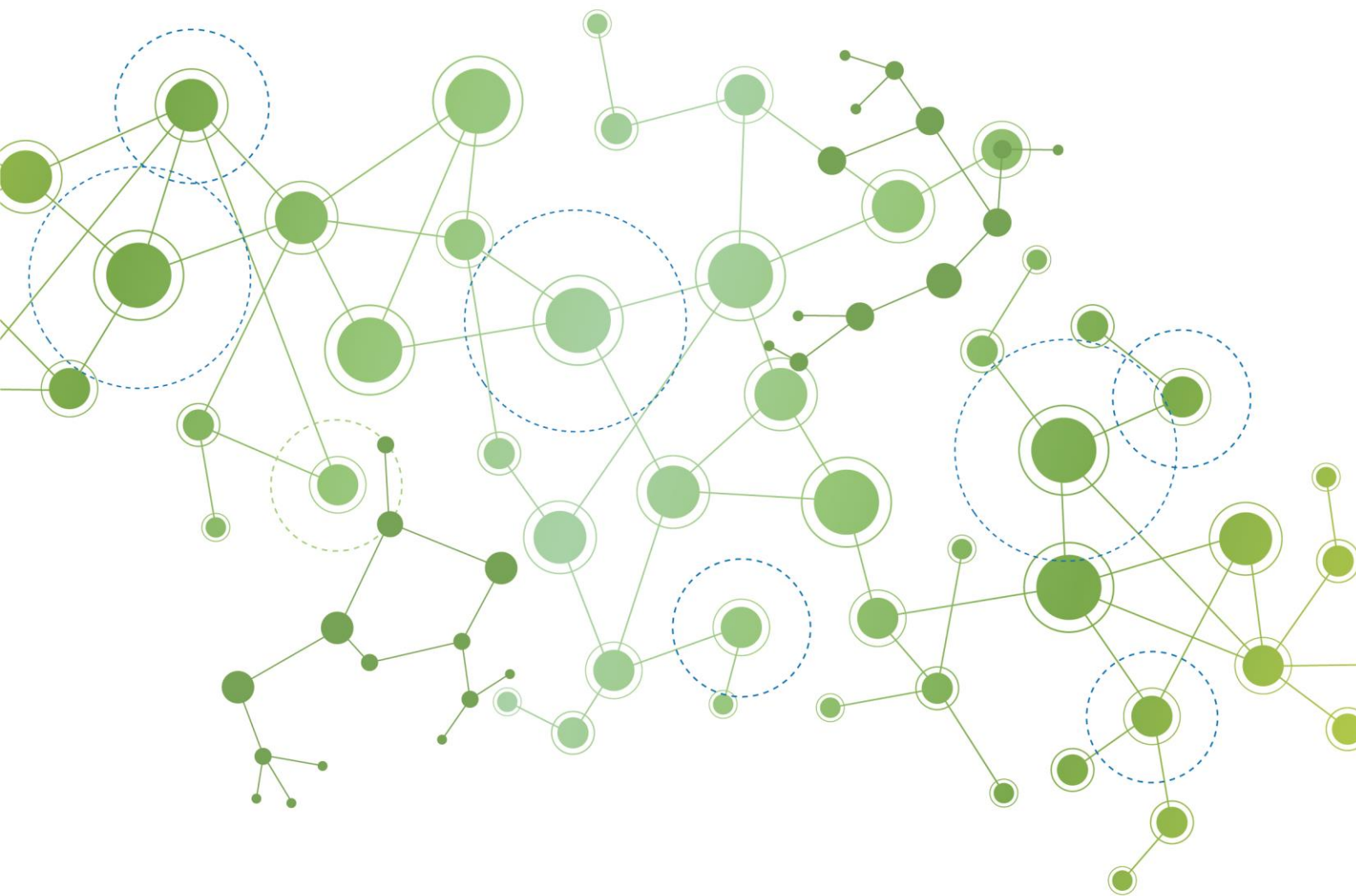


IT support for the TB HIV information system guidance



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health

Department:
Health
REPUBLIC OF SOUTH AFRICA



APPROVAL

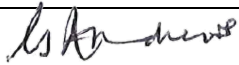
Document control

Document name:	IT support for the TB HIV information system guidance
Compiled by:	TB/HIV Information System National Implementation Team
Contact details for queries:	Dr. Riona Govender (Riona.Govender@health.gov.za)
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Version control

Date updated	Version	Updated by	Comment on changes
October 2019	1.0	THIS NIT	New document

Approval

Date approved	Version	Approved by	
October 2019	1.0	Riona Govender	
October 2019	1.0	Gail Andrews	

Background

Historically, technical support requests/queries regarding the TB/HIV Information System (THIS) were directed towards district service providers (DSPs) or to the system software developers. This resulted in the technical support for a National Department of Health process predominantly occurring outside the department. This ultimately led to Department of Health (DOH) officials at all levels becoming divested of and disempowered from, their roles of oversight and support for the TB/HIV information system.

To remediate this situation, the THIS National Implementation Team (NIT), is endorsing and supporting a decentralized and department-centric IT support model, whereby all users and officials follow an internal hierarchy of support when requesting support for the TB/HIV information system. This will solidify DOH ownership and accountability and strengthen the institutionalization and sustainability of the system.

Purpose of this Guidance

The purpose of guidance is to provide all levels of health instructions and guidance on how to log support issues/queries relating to the THIS initiative.

Guiding Principles:

1. The maintenance of the THIS initiative is the responsibility of the Department of Health staff and includes addressing and reporting any issues/queries relating to IT support.
2. The reporting structures are to be adhered to at all levels. It is important to copy all relevant persons at all communications regarding IT issues.
 - 2.1. Facility → (Sub)District → Province → National
3. The THIS Portal (www.tbhivinfosys.org.za) provides all support documents and Frequently Asked Questions (FAQs) regarding common challenges, and attempts should be made to review documents relating to various support issues prior to escalating calls to the next level.
4. All **desktop, hardware** and **software** related issues (relating to TIER.Net or not) must be reported following the provincial processes.
 - 4.1. Each THIS Integration Team – (Sub)DIT, PIT, includes IT Technicians who are also required to attend to TIER.Net related issues.
5. If all attempts to find a solution have been exhausted within the relevant structures, then the issues/queries are to be escalated to the NIT_support@health.gov.za
6. The TIER.Net developers are NOT to be contacted by any (sub)district, district or province. All queries, if unable to be resolved at the (sub)district, provincial level, are to be raised with the NIT who will in turn contact the developers should the need arise.

Support levels:

1st line support:

Refers to issues/queries logged telephonically or via email by the health facility. The issue/query should be referred to 2nd line support if the problem could not be resolved.

1. Example: User calls and requests assistance on how to create a user on the system, the (sub)district reminds the user of the User Account Guidance on the portal, and then proceeds to walk them through the process.

2nd line support:

Refers to issues/queries requiring a physical visit to the facility once 1st line support efforts have been attempted without resolution.

1. Example: After attempting to resolve 1st line support issues, the issues/query cannot be resolved, requiring the relevant (sub)district staff to visit the facility to investigate the issue/query further and find resolution.

3rd line support:

Refers to issues/queries requiring more detailed, bespoke technical support from the NIT.

1. 3rd line support is used once all 1st and an 2nd line efforts have been attempted without resolution.
2. All issues/queries that cannot be resolve via 1st and 2nd line support intervention, must be timeously escalated to the NIT. If the NIT is unable to resolve the incident, the NIT will liaise directly with the developers.

NB: The TIER.Net developers are not to be contacted directly. All communication with the developers must go via the NIT.

Steps to follow when logging an issue/query:

Facility:

1. AC to report all issues/queries to the FM as soon as they occur
2. If FM is unable to resolve the issue/query at this level – the FM to raise issue/query with the (sub)district.
3. FM to follow-up on escalated issue/query if a response or feedback is not received in 24 hours.
4. If no response received after 24 hours. FM to escalate the call to the next higher level.

(Sub)District:

1. Provides 1st or 2nd line support.
2. Provides responses to facility issues/queries within 24 hours.
3. Ensures that all system issues/queries received from facility-level are timeously resolved.
4. If issue/query cannot be resolved, escalates to the district or province.
5. Follow-up on escalated issue/query if feedback is not received in 24 hours.
6. If no response received after 24 hours, escalate to the next level.
7. Provide routine updates to the facility as soon as the feedback has been received.
8. Provide feedback to the facility as soon as resolution is received.

Province:

1. Provides 1st and 2nd line support.

2. Ensures that all issues/queries are resolved where possible. In the event that issues/queries require escalation, NIT to send communication to: NIT_support@health.gov.za
 - 2.1. While every effort will be made to resolve the issue/query timeously, there may be some instances where the issue/query requires additional time for resolution. However, this will be communicated to the recipient.
3. Follows-up on escalated issues/queries within 24 hours.
4. Updates the (sub)district as soon as the feedback/resolution has been received.
5. Confirms with the (sub)district if the provided solutions were successfully implemented.

National:

1. Provides 3rd line support.
2. Acknowledges receipt of issues/queries within 24 hours.
3. Liaises with the developers, if required, for escalated calls on provincial requests.
4. Provides telephonic or email response to province/(sub)district as soon as feedback/resolution is received.
 - 4.1. While every effort will be made to resolve the issue/query timeously, there may be some instances where the issue/query requires additional time for resolution. However, this will be communicated to the recipient.
5. Maintains database detailing all logged issues/queries for auditing purposes.
6. Ensures updated information regarding the THIS initiative are available on the THIS portal.

TABLE 1. OUTLINING ESCALATION FOR IT ISSUES

Level	Designate	Method for logging query	Who to report issues / queries to	Turnaround time 1 st response
Facility (PHC, CHC, Hospital, Correctional Centre)	<ul style="list-style-type: none"> - Administrative clerk - Facility Information Officer - Facility Manager 	<ul style="list-style-type: none"> - Phone call - Email 	<ul style="list-style-type: none"> - Facility Manager - (sub)district 	24 hours
(sub)district	<ul style="list-style-type: none"> - IT Technicians - HAST Coordinators - Information Officers 	<ul style="list-style-type: none"> - Phone call - Email 	<ul style="list-style-type: none"> - Province 	24 hours
Province	<ul style="list-style-type: none"> - IT Technicians - Programme managers - Information Management 	<ul style="list-style-type: none"> - Email - Phone call (follow-up) 	NIT_Support@health.gov.za	24 hours

FIGURE 1. FORM FOR DOCUMENTING ISSUE/QUERY

Date of Issue/Query: _____

Name: _____ Surname: _____

Designation: _____

Name of facility/(sub)district/Province: _____

Phone number: _____ Email: _____

Briefly describe the issue/query.			
What was the user doing when the problem started?			
Describe the action(s) that were taken to try and fix the problem?			
Provide the names, position, and contact details of the first person who has tried to solve.			
Any other relevant information to include?			
What is current version of TIER.Net in use?		Is the computer a DOH or DSP computer?	
Resolution completed:	YES / NO	Resolution Date:	