



Mid Notts Extended Hours IT Support - Pilot

In order to provide a basic level of IT support for extended hours NHIS will provide an on-call service from April 1st 2019 to the Mid Notts Primary Care Network (PCN). The service provided is outlined below.

This service is an on-call service, any call will disrupt NHIS staff, only core IT functions have a single on-call representative available and they support all NHIS customers paying for out of hours critical cover. As such this service is for emergency situations only where clinics are unable to run and patients cannot be seen due to major IT problems such as complete network failures or all users unable to login to devices and/or key applications.

The on-call service is not to be used for single PC failures where an alternate device/room could be used. Any call will result in a call out fee associated with the NHIS staff engaged.

Users should contact Sherwood Forest Hospitals on **01623 622515** and ask to speak to IT On-call if they require assistance with –

- Password resets – Windows and endpoint encryption for laptops.
- Network Fault – total system failure / no internet or N3 connection.

This service does not include the following – If you encounter any of the following issues you will need to log a call and the issue will be dealt with by NHIS within business hours:

- Routine Call Logging Facility (via the telephone) – Routine calls logged out of hours must be logged via the customer portal <http://customerportal.notts-his.nhs.uk/>. **NOTE: Routine single PC and Printer faults are not covered within this service any such request will be refused and a call out charge will be incurred.**
- SystemOne support – such as service requests / requests for change etc
- 2nd Line Engineer Visits – hardware fault fixes are not covered within this service and an alternative device should be used.
- Telephony support – no support is required as the surgery number will still be diverted to the 111 facility.
- Training – training is not available.
- Smartcard support – there is no RA provision available during extended hour periods.
- Windows account amendments / creations and NHSMail support are not covered during this period.

Please note that this provision for on-call is for clinical use only and this service is shared along with Sherwood Forest Hospitals and other critical out of hours service providers. In the event of faults, Sherwood Forest faults will always be prioritised over Primary Care faults so where an alternative solution is available such as the use of another PC or device in order to temporarily resolve your current issue, please utilise this or revert back to your local contingency plans.

It is the intention of NHIS to monitor and review this service over the initial 4 months pilot to understand and establish a more permanent support mechanism after review of findings.