DATIS Service Desk Policy and Terms

The purpose of the page is to provide the mechanism and means for the DATIS Service Desk to maintain optimum communications and support end users and to clarify roles and expectations.

DATIS Role

DATIS provides support, data quality reviews, resources, education and training to Community Mental Health and Addiction HSPs in the Province of Ontario.

Hours of Support and Availability

DATIS Service Desk services, Knowledge Base Articles are available 24 hours/day, 7 days a week. DATIS Service Desk Staff is available Monday to Friday between the hours of 9:00 AM - 5:00PM. Service Desk does not respond to issues on statutory holidays.

Terms and Scope of Service

DATIS and the user community agree to work together with mutual respect and courtesy. Requests to DATIS Service Desk for assistance are prioritized and handled accordingly.
Use one of the following two methods to submit a request to DATIS Service Desk:
By web-based services
DATIS Service Desk is available at https://jira.camh.ca/servicedesk/customer/portal/10 All Catalyst System Administrator (CSA), Interface System Administrators (ISA) and agency directors, otherwise known as designated contacts, are assigned usernames and passwords. If there is a problem locating this information, contact lara.greenlees@camh.ca for your username; passwords can be reset from within the link above. Only designated contacts can submit an issue to DATIS Service Desk. For non-designated contacts, the Knowledge Base Articles and is available 24/7 by way of a link on the DATIS Service Desk logon screen; use the above URL to access the logon screen.

Service Level Agreement

Priority level is used to indicate the importance of an issue. Identifying priorities among issues determines where a particular issue figures into the larger issue queue.

Priority Level	Example	Response Time
Level 1 - Critical	No access to Catalyst.	Immediate Response
Critical Impact	**Example**: Catalyst users are not able to login or load the logon page; all possible causes, such as agency's ISP is down, are ruled outFor issues relating to passwords see Severity Level 5 below.	Upon verification that the issue is not localized to the agency, the issue will be immediately triaged to DATIS technical team and/orSenior staff. Immediate ActionThe issue gets escalated to a global issue within DATISService Desk for ease of submitting and responding to issue.
Level 2 - High	Catalyst system is operational	Initial response
High Impact	Completing day-to-day data tasks such as opening and closing client files, accessing reports, etc. is problematic. Users receive error messages, or there is severe slowness of the system that adversely affects regular data entry.	same day within 2 business hours
Level 3 – **Medium** Medium impact	There is difficulty in accessing reports or information from system. No significant interruption, users **are** able to perform regular day-to-day data entry tasks such as opening and closing client files.	Initial response same day within 4 business hours.
Level 4 - Low Low Impact	General '_How To_' Questions.	Best effort as time allows. Initial response within 24 hours.
Level 5 - Low Passwords	Not able to log in because of forgotten passwords / inactive accounts	Best effort as time allows. Initial response within 24 hours. See special "Passwords Policy" later in this document.

Alerts and Other Communications

- During scheduled shutdowns/maintenance of the Catalyst system, DATIS will inform agencies by way of E-mails, Alerts, Twitter on the Catalyst logon screen or by Broadcasts within DATIS Service Desk.
- In the event that DATIS identifies a problem that is likely to continue for an unspecified amount of time, an Alert or Announcement will be posted ahead of time, on Catalyst, on Twitter and in DATIS Service Desk.
- Should Catalyst not be operational, extended efforts will be made to communicate this information by one of the following means:
- If the system is expected to be down for an extended period of time, an Alert will be posted on the online DATIS Service Desk logon screen.
- Should the online DATIS Service Desk not be operational, DATIS will send out a mass email broadcast to all designated contacts, Directors and CSA/ISAs.

Timeframe for closure of DATIS Service Desk Issues

For those issues responded to by DATIS Service Desk, the responsibility of next steps reside with the submitter's; such issues are subject to a timeframe prior to being closed.
Non-complex issues i.e. Catalyst user account set up, edits to user profiles, updates to CSA/ISA, non-responses to issues where knowledge base articles or training materials are referenced, etc. will be closed by the DATIS Service Desk after 5 business days of no response back from submitter. A reminder will be provided prior to 5 business days.
Complex issues (i.e. program and business flow discussions, approvals required) will be closed by the DATIS Service Desk after 30 business days of no response back from submitter or no activity within the issue. A reminder will be provided prior to the 30 day business rule.
Note: If additional time is required, it is up to the submitter to add a note within the timeframes above and make the request.

Agency Administrators – Catalyst User Type

A Catalyst Agency Administrator is not the same as a CSA. Although Agency Administrators can edit Catalyst user privileges within the Catalyst application, they are not necessarily recognized as a CSA by DATIS. CSAs are designated agency staff that handles support issues with DATIS Service Desk staff.
If an agency wishes to edit or add a staff member's CSA status, please submit a request via the DATIS Service Desk application.
There are no ISAs (Interface System Administrators) with agency administrator user privileges.

CSA/ISA Responsibilities as it relates to DATIS Service Desk CSA / ISA responsibilities (expanded below) include the following:

- report problems and request assistance
- respond to and ask questions promptly through the channels noted above
- inform agency staff of agency's designated contacts
- update DATIS Service Desk when there are changes to Agency Directors/Managers or any other designated contact

1. It is the responsibility of Agencies to inform their staff of DATIS Service Desk protocols, whereby it is the expectation that only registered and active CSA/ISAs, Directors contact Service Desk for assistance. DATIS prefers that only CSA/ISAs and Directors contact DATIS Service Desk as requests by non-designated contacts (who do not have Service Desk login credentials) may not get routed to Service Desk Services. A good practice would be to post this policy where it is readily available to all staff along with a list of agency designated contacts.
2. Updating Contacts - is the responsibility of the director and/or CSA/ISAs to update DATIS when changes are made to designated contact
3. Reporting Problems - Details Required
4. It is the responsibility of the CSA/ISAs on issue submission to provide DATIS with as much detail as possible to ensure prompt and effective resolution.
5. Learning, Instructional and Information Materials - It is the responsibility of the CSA/ISA, Directors, to direct agency staff to Knowledge Base Articles and DATIS Campus which are available from the DATIS Service Desk Login screen or from the menu options within DATIS Service Desk (available to those with login credentials). These comprehensive learning aids and resource materials are available 24/7 regardless if users have login privileges to DATIS Service Desk or not.

Password Policy – Low Priority

Password expiry is not considered an emergency by DATIS. Being proactive can alleviate many, if not all issues with password reset. Please see the Knowledge Base Article that provides instruction on how to reset Catalyst User passwords, how to add email addresses to Catalyst User Profiles and how to set agency preferences: Resetting Passwords and Editing Account Information in Catalyst.

Exceptions

DATIS will re-assign a password to a valid agency staff member within a 24 hour period (this only applies from Monday to Friday) under the following conditions:

1. All Agency Administrators are locked out of Catalyst by exceeding the login attempt limit of 7; user accounts rendered "Inactive"
2. All Agency Administrators are away from the office for an extended period of time (more than 72 business hours), the account is rendered inactive and/or there is no email address linked to the Catalyst user account.
3. Your agency uses the Interface and your password reset is not working.

Should any of the above two conditions apply the following steps are followed by the Agency and DATIS:

1. The Catalyst user contacts DATIS Service Desk and requests assistance noting the above conditions.
2. Service Desk staff submits an issue to DATIS Service Desk on behalf of the active CSA/ISA to acknowledge the contact; reference is made to this section of the DATIS Service Desk Policy and Terms.
3. DATIS Service Desk contacts the agency via telephone and validates the request. DATIS technical team is asked to remove the inactive status on the user profile and/or set the email address for the Catalyst user. Once complete the user will be notified by Service Desk to proceed to reset their password using the Forgot your Password feature present on the Catalyst logon screen.