



Victorian Health Incident Management System Central Solution

Service Level Agreement

Level 1, 2 and 3 Application Support

Version 1: June 2020

Context

The Victorian Health Incident Management System (VHIMS) is a standardised dataset for the collection and classification of clinical, occupational health and safety (OH&S) incidents, near misses, hazards and consumer feedback.

VHIMS was established in 2009 by the Department of Health and Human Services (the Department). The Victorian Agency for Health Information (VAHI) took over responsibility for VHIMS in 2017. VAHI now coordinates VHIMS in collaboration with the Department, Safer Care Victoria (SCV) and Victorian public health services.

Incident and feedback information collected in VHIMS helps to drive local and statewide improvements in quality, safety and experience.

Purpose of this document

This document summarises the ongoing support available from the Department for Victorian public and community health services using the VHIMS Central Solution (CS), including:

- VHIMS CS Support Teams and level of support provided (pg. 2)
- Types of VHIMS CS Tickets Logged, covering processes to follow, forms to use, contact points and service expectations for: (i) user provisioning requests; and (ii) where issues are experienced with the VHIMS SC (pg. 3–4)
- General Queries (pg. 5)

VHIMS Central Solution (VHIMS CS) Support Teams - Levels of support

Three support teams work together to ensure VHIMS CS is fully functional for each user.

Note: All Local IT issues (e.g. PC, network connection issues) are to be investigated locally by the Victorian public and community health service's local Information Technology (IT) support service prior to contacting the VHIMS CS Application Support Level 1.

VHIMS CS Application Support – Level 1

The Level 1 VHIMS CS Application Support Team are the first point of contact for user onboarding requests or issues experienced with VHIMS Central Solution (VHIMS CS).

Onboarding requests are submitted via the '[User Maintenance Form](#)'. Victorian public and community health service VHIMS CS delegates send the form to Level 1 support via email to: VHIMS.Support@dhhs.vic.gov.au.

VHIMS CS delegates who require assistance should contact: VHIMS CS Level 1 Application Support via **1800 848 900** or VHIMS.Support@dhhs.vic.gov.au.

Once the request is received, it is then triaged according to which level of support is required to resolve the issue.

VHIMS CS User Onboarding Team – Level 2

This is the team that processes New User Provisioning/Setup Requests once received from VHIMS CS Level 1 Application Support team.

This team cannot be directly contacted by Victorian public and community health services. Please contact VHIMS CS Level 1 Application Support via **1800 848 900** or VHIMS.Support@dhhs.vic.gov.au in the first instance for advice and assistance.

VHIMS CS Technical Support – Level 3

This is the Technical Team who manage issues/faults in VHIMS CS when they cannot be resolved in the first instance by VHIMS Level 1 Application Support.

This team cannot be directly contacted by Victorian public and community health services. Please contact VHIMS CS Level 1 Application Support via **1800 848 900** or VHIMS.Support@dhhs.vic.gov.au in the first instance for advice and assistance.

Note: All Local IT issues (e.g. PC, network connection issues) are to be investigated locally by the health service's IT staff prior to contacting the VHIMS CS Application Support Level 1.

Types of VHIMS CS Tickets Logged

User Provisioning Requests

This includes adding new users, deleting existing users (those who no longer work at the health service), and to resend DHHS Microsoft email invitations.

Expected Turnaround Time: 4 business days

Note: The VHIMS CS delegate* will receive email correspondence within 24 hours confirming that the DHHS Technical Team has been notified of the issue/fault. This email will include a ticket number that can be used when contacting VHIMS CS Level 1 Application Support regarding the ticket.

Note: All user provisioning requests are to be logged by the relevant Victorian public and community health service VHIMS CS delegate* using the User Maintenance Request form and sent via email to VHIMS.Support@dhhs.vic.gov.au

What needs to be included in this type of request?

The following details below are required to be completed on the **User Maintenance Request Form**:

Type of request	First Name	Line Manager 1 email address
Modification reason	Work email address	Line Manager 2 email address
Further Information	VHIMS Central role	Line Manager 3 email address
Last Name	Worker role	VHIMS Central team

***Delegate:** Each participating Victorian public and community health service is to nominate up to two (2) staff who will act as delegates and administrators of the VHIMS CS system. The delegates will be the liaison point between the Victorian public and community health service and the VHIMS CS Level 1 Support Team.

Issues Experienced within VHIMS Central Solution

This includes login issues, error messages, formatting and reporting assistance.

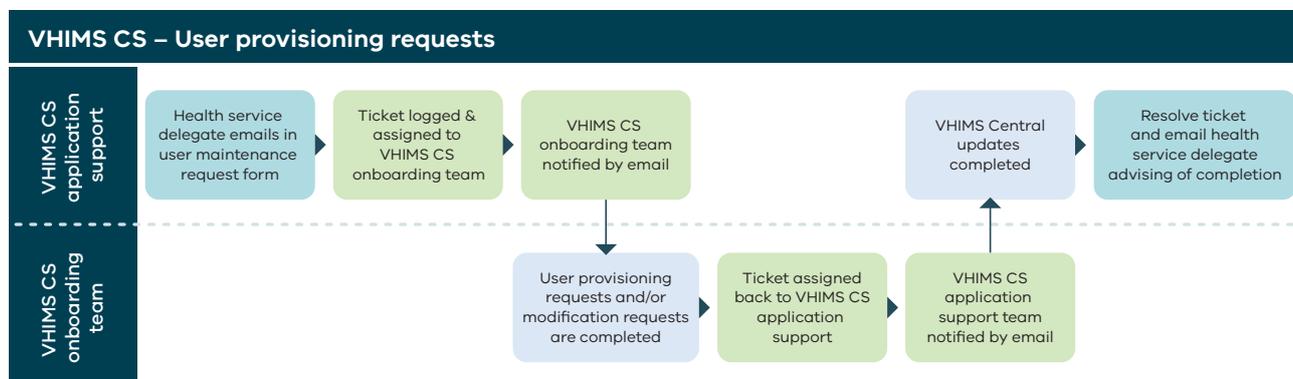
Expected resolution time: Will vary according to the issue/fault being experienced.

Relevant staff member or Victorian public and community health service delegate will receive email correspondence within 24 hours confirming that the DHHS technical team has been notified of the issue/fault.

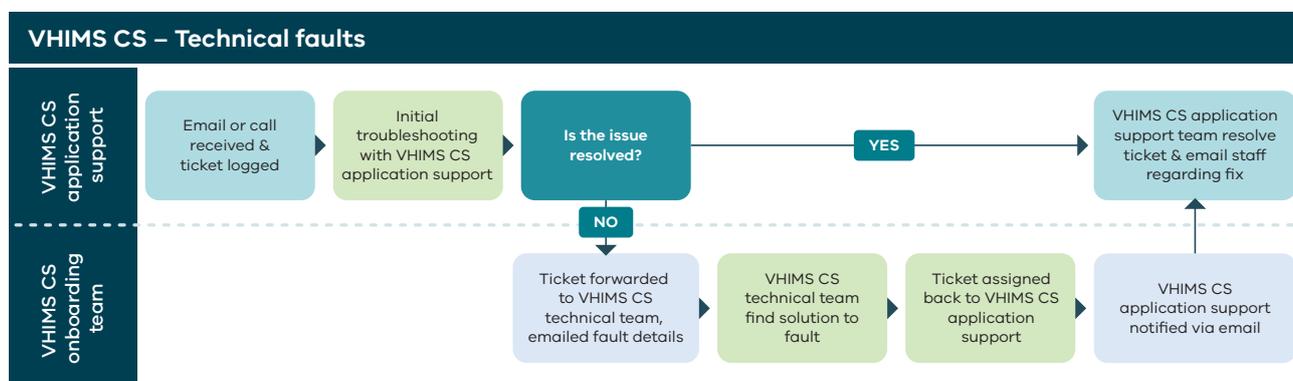
VHIMS CS support - Process charts

The following charts outline the process for resolution of tickets logged.

VHIMS CS – User provisioning request



VHIMS CS – Technical faults flow chart



General Queries

VHIMS CS accounts consist of two components, the VHIMS CS account and Microsoft account.

The VHIMS CS account details are managed by the VHIMS Level 1 Application Support, while the Microsoft account component is managed by the VHIMS CS user onboarding team – Level 2.

Training requests - contact the VAHI team via VHIMS2@vahi.vic.gov.au.

Suggestions, ideas and feedback on system improvements – please send them to the VAHI team at VHIMS2@vahi.vic.gov.au. All suggestions will be considered by VAHI and the VHIMS CS advisory group.

Technical faults or queries – contact VHIMS CS Technical Team (Level 3) at the Department of Health and Human Services (DHHS) for investigation.

