
SUTHERLAND DIVISION OF GENERAL PRACTICE



ShireGPs

OTIIS

Operational, Technical and Information Services

Services and Customer Support Policy

MARCH 2010

Adapted by Sutherland Division of General Practice from document provided by Illawarra Division of General Practice, Review 2009.

1	About OTIiS	3
2	Synopsis	3
3	Terms and Conditions	4
3.1	To whom does this document apply?	4
3.2	Currency of this OTIiS Services and Customer Support Document	4
3.3	OTIiS Helpdesk Service Availability	4
4	Range of OTIiS Services	4
4.1	Advocacy	5
4.2	Ordering of Computer Equipment	5
4.3	OTIiS Maintenance Packages	5
4.4	Alternative Service Arrangements	5
5	Methods of service delivery	6
6	OTIiS Fees and Charges	6
6.1	Travel Fee	6
6.2	Hourly Rates for Provision of Services	6
6.3	After Hours Services	7
6.4	Minimum Fees	7
6.5	Invoices	7
6.6	Authorised Service Requests	7
6.7	Waiting Times	7
6.8	Costs Associated with the Ordering and Delivery of Goods	8
7	Warranty	9
7.1	New system and server warranty	
7.2	System repairs and all other IT services and equipment	
8	Using OTIiS	10
8.1	Logging a service request with OTIiS	10
8.2	Task Allocation, Escalation, and Service Provision	10
8.3	OTIiS Responsibilities	11
9	Audit Requirements	11
9.1	Privacy	11
9.2	Reports	11
10	Dispute Resolution	13
10.1	How to Lodge a Complaint	13
10.2	Escalation Process	13
12	OTIiS Contact Details	14

1 About OTIIS

OTIIS (The **O**perational, **T**echnical and **I**nformation **S**ervices of the Sutherland Division of General Practice commenced in March 2010. The model is based on Illawarra Division of General Practice's OTIIS which has operated in the Illawarra area since 1999. Both Sutherland Division of General Practice (SDGP) and Illawarra Division of General Practice (SDGP) are committed to working together to create and expand the successful business concept for services provided by OTIIS.

As OTIIS is part of a not for profit organisation, our main focus is on providing IT services to our members and customers. This allows members to enjoy a discounted hourly rate for our IT service, see the section [OTIIS Fees and Charges](#) and access to national and international wholesalers which allows us to pass on savings for many hardware and software items to all of our customers.

OTIIS is committed to IT services in the Primary Health Care sector and, in particular services to General Practice. We will always seek to develop products and services to assist General Practice deliver best practice health care and maximise their returns within the Australian health care sector.

2 Document Control

This document is applicable for those who wish to use the services of **OTIIS**. OTIIS is a part of the **Sutherland Division of General Practice** (subsequently referred to as **SDGP**).

Source Documents and Cross References:

"OTIIS Services and customer support policy. Review 2009. Illawarra Division of General Practice.

Revision history

The following table shows the changes that have been made to this document.

Author	Version	Date	Reviewed by	Comments
Initial Release	1	15 March 2010	Y Rowling	

Review Period

The OTIIS Services, Policy and Procedures will be reviewed no less than annually by OTIIS, with any amendments notified OTIIS customers in advance. Notification of effective date of changes will also be provided.

If there are no changes made at the annual review this customer support policy will stay in place until customers are notified of any changes.

For clarification of any of the policies or procedures contained in this document, please contact Belinda Michie, Program Manager at the SDGP. Ph: (02) 9545 3533 or e-mail bmichie@shiregps.org.au.

3 Terms and Conditions

3.1 *To whom does this document apply?*

The policy and procedures contained in this document apply to those who wish to use the services of **Operation Technical Information Service** (subsequently known as **OTIIS**). OTIIS is apart of the **Sutherland Division of General Practice** (subsequently referred to as **SDGP**). Those wishing to use the OTIIS services will subsequently be referred to as “**the customer**” or “**customers**” in this document.

There are three kinds of customers for the purpose of this document.

- i. GP Members
This category refers to those general practitioners (GPs) who are Full Members of the Sutherland Division of General Practice Ltd.
- ii. Associate Members
Associate members are any person being a general practitioner or retired general practitioner who support the objects of SDGP
- iii. Non Members
This category refers to any customer who is not currently a Member or an Associate Member of the Sutherland Division of General Practice Ltd.

Information regarding qualifications for Membership of the Sutherland Division of General Practice Ltd can be obtained by contacting the SDGP office (contact details last page of this document).

Customers using the services of OTIIS agree to be bound by all policies and procedures, fees and charges as outlined in this document.

3.2 *Currency of this OTIIS Services and Customer Support Document*

The policy and procedures outlined in this document will apply from the 1st of March 2010, unless advised otherwise in writing by the SDGP.

OTIIS Helpdesk Service Availability

Helpdesk services are available during normal SDGP business hours (Monday to Friday, 8.30am to 5.00pm). Standard helpdesk services will not be provided on any Public Holiday, or during the annual SDGP office closure (between Christmas Day and New Year’s Day), unless a previous arrangement has been made.

Arrangements may be negotiated for provision of Helpdesk services outside normal working hours (as specified above). Please note that **additional charges** apply for Helpdesk services provided outside normal working hours. Please refer to the section [OTIIS Fees and Charges](#) for more information on fees.

4 Range of OTIIS Services

The range of services provided through the OTIIS team is outlined as follows. Please note that all services provided as outlined will attract fees and charges at the rates nominated in the section [OTIIS Fees and Charges](#).

4.1 Helpdesk - Software

Technical support for the following software:

- i. Front desk – Pracsoft, Medilink and e-claim
- ii. Clinical – Best Practice and Medical Director 2 and 3
- iii. Operating system – Microsoft platforms
- iv. Office – Microsoft Office Suite
- v. Argus Secure Messaging

OTIIS may provide limited support for additional software on request.

Helpdesk – Hardware

Technical support for all IBM compatible hardware.

4.2 Ordering of Computer Equipment

Helpdesk staff will negotiate special pricing on all computer equipment (including hardware, software, peripherals, etc) through selected suppliers. Customers wishing to purchase these goods can do so through OTIIS. A pricing and ordering policy is outlined in this document (see the section [Costs Associated with the Ordering and Delivery of Goods](#)). OTIIS staff will provide written quotations for the purchase of all computer equipment.

At the request of the customer, Helpdesk staff will advocate on behalf of the customer for warranty claims and liaise as necessary with software and hardware suppliers.

4.3 Maintenance Packages

The maintenance package has been developed to assist general practices to maintain their IT systems to current accreditation standards, as well as increasing eligibility for PIP payments. The maintenance package aims to keep a practice's IT systems running at peak efficiency, increasing longevity and productivity and is tailored to suit your IT setup.

Maintenance packages offer discounted fixed price servicing over 12 months with monthly instalments. For a quote for a maintenance package for your site please contact the OTIIS team.

4.4 Alternative Service Arrangements

OTIIS will endeavour to provide the service requested by the customer. In the event that the OTIIS team are not able to assist with the request, the customer may be provided with alternative service providers if desired. Any costs associated with engaging alternative service providers will be entirely the responsibility of the customer. OTIIS takes no responsibility for any services provided, or any claims, disputes or other matters arising as a result of a customer's decision to engage an alternative service provider.

Some areas that we have developed strong relationships with reliable suppliers are:

- ❖ Provisioning of Broadband services
- ❖ Telephone services (PABX)

- ❖ Structured Cabling

5 Methods of service delivery

OTIIS provides comprehensive IT services. Some of the ways we can support you are:

- ❖ Telephone support
- ❖ E-mail service requests
- ❖ Remote desktop support
- ❖ Onsite desktop support
- ❖ Planned after hours maintenance and maintenance packages

6 OTIIS Fees and Charges

6.1 Travel Fee

A travel fee will apply to every on-site visit made by a Helpdesk Officer to a customer's premises whilst performing a job, unless a visit is cancelled, re-scheduled or interrupted by the Helpdesk Officer. This fee applies where the customer's premises are located within the SDGP boundaries (the local government area known as the Sutherland Shire) and the fee (\$25 or \$33) (GST inclusive) is dependant on the premises location.

\$25 travel fee postcodes (Zone 1) 2224, 2226, 2227, 2232

\$33 travel fee postcodes (Zone 2) 2228, 2229, 2230, 2231, 2233, 2234

For customers whose premises are located outside the SDGP's boundaries, separate charges apply. These will include cost of travel on a per kilometre basis to and from the premises and the SDGP, and charges for time spent in travelling, according to the hourly rates applicable in this section. The charges will be discussed with the customer prior to the service being undertaken.

6.2 Hourly Rates for Provision of Services

For the provision of all services as outlined in [Range of OTIIS Services](#), and within normal SDGP business hours, the rates indicated in Table 1 will apply. The hourly rates are based on the customer's membership status with the Sutherland Division of General Practice Ltd **at the time the service is logged with OTIIS**. Time taken to travel for on-site visits will be covered by the travel fee, if within the SDGP's boundaries (see section [Travel Fee](#) above).

Table 1: Hourly rates for services provided through OTIIS within normal business hours

Customer Category	Hourly Rate (including GST)
GP Members	\$77.00
Associate Members	\$110.00
Non Members	\$132.00

If an on-site visit is required in order to provide the requested service, billing for that service will commence from the time of arrival of OTIIS staff at the customer's premises. Customers will be billed for any time OTIIS staff spends

waiting. To avoid these additional charges, customers should contact the OTiS team as soon as possible to inform them of any delays.

6.3 After Hours Services

For services provided outside the SDGP’s normal business hours (Monday to Friday 8.30am to 5.00pm), an additional loading applies. This will be 1.5 times the applicable hourly rate as outlined in Table 1.

Standard helpdesk services will not be provided on any Public Holiday, or during the annual SDGP office closure (between Christmas Day and New Year’s Day).

After Hours support rates

	Phone and remote support	Onsite support
Min charge	30 Minutes	2 Hours + travel
Hourly rate	1.5 X hourly rate (table1)	1.5 X hourly rate (table1)
Charge intervals	15 Minutes	15 Minutes

6.4 Minimum Fees

Minimum fees apply. The minimum fee for OTiS Helpdesk services provided through on-site support and remote desktop support is the cost of one 15 minute interval. The call out fee will also apply for all on-site visits within the SDGP’s boundaries (see [Travel Fee](#) section)

6.5 Invoices

Customers will be issued with a Tax Invoice, detailing any applicable call out fees, hourly charges, and GST, for all services provided up to the end of each calendar month. Payment of invoices is required within 14 days of the date of invoice. Invoices will be made out to the customer’s business name and sent to the business address.

If payment is not made in reasonable time customers accounts will be put on credit hold, meaning that any goods or services supplied will need to be paid for on delivery until the account is paid.

6.6 Authorised Service Requests

Any employee of the customer who requests a service on behalf of the customer will be deemed to be acting with the consent and authority of that customer. Employees of the customer will be asked to provide the name of the customer for whom the service will be provided, in order to accurately bill the customer according to the applicable rate.

6.7 Waiting Times

The OTiS team will endeavour to complete all service requests as quickly as possible. Because we treat emergencies with a higher priority than service requests with lower impact on surgery operations, on occasions there may be delays.

Below is the priority table and target response time we use for OTiS support:

Priority table and target response time for OTIiS support		
Priority	Impact	Target response time
1 (Emergency) in hours	Issue is wide spread, impacts several users ability to continue working, or is high risk for the customer	3 hours
2	Issue causes one user to be unable to use the IT systems. Or moderate risk for the customer	24 hours
3	Issue causes some reduced functionality and or speed but there is a workaround and users are able to work	3 working days
4 (Low priority)	Improvements or additions with no impact to current functionality	5 working days

Every effort is made to meet the target response times as noted above however at times of high workload or in situations where external factors beyond our control inhibit our ability to respond, for example, availability of parts, we reserve the right to vary these response times as appropriate.

6.8 Costs Associated with the Ordering and Delivery of Goods

The OTIiS Helpdesk is able to purchase some items of computer equipment on behalf of customers. Some items may be available at a reduced rate due to arrangements with national wholesalers.

Requests for purchase of computer equipment must be placed through the OTIiS team. OTIiS staff will obtain quotes based on the equipment requested and confirm acceptance of quotes and authorisation of the purchase by the customer prior to goods being ordered. Software supported by the Helpdesk and licensed to the customer can be installed on the new computer system prior to delivery. Helpdesk staff will make arrangements with the customer regarding suitable delivery time.

Please note that time spent on setup and installation of goods will be billed to the customer according to the Helpdesk fees and charges as outlined the [Hourly Rates for Provision of Services](#) section.

After goods have been delivered and/or installed, the customer will be issued with an invoice for the cost of the goods purchased. Payment of invoices is required within 14 days of the date of invoice. Invoices will be made out to the customer's business name and sent to the business address. If payment is not made in reasonable time customers accounts will be put on credit hold, meaning that any goods or services supplied will need to be paid for on delivery until the account is paid.

From time to time, and particularly in relation to certain kinds of computer goods (eg, RAM) prices obtained through quotes are increased by the supplier at the time of purchase. The OTIiS Helpdesk endeavours at all times to provide accurate information regarding costs of goods, based on quotes provided by suppliers, and to notify customers of any price changes prior to proceeding with ordering of goods.

7 Warranty

Items Supplied or Delivered by OTIiS

If the item is deemed faulty on Arrival, OTIiS must be advised immediately. OTIiS will represent and work on behalf of the client to resolve the issue together with the manufacturer at no charge

Any items that are deemed faulty within the manufacturers warranty period can be handled in one of three ways;

1. Directly between the client and manufacturer
2. Delivery to OTIiS for testing. Note; if the item is deemed faulty due to client error, standard charges will apply. Otherwise, OTIiS will represent and work on behalf of the client to resolve the issue together with the manufacturer at no charge
3. Request an onsite inspection by OTIiS staff. Note; Travel Charges will apply regardless. Any onsite time will be charged.

Items Supplied and installed by OTIiS

If an item is deemed faulty due to its installation or configuration by OTIiS, OTIiS will rectify the fault free of charge. This may be conducted remotely or onsite. If this fault is due to client error all applicable charges will apply

Items not Supplied by OTIiS

Warranty procedures for faulty items not supplied by OTIiS can be delegated to OTIiS though standard charges will apply

Warranty Claims on Items with Expired Warranty

If OTIiS is requested to conduct any warranty procedure on behalf of the client and this item is later found by the manufacturer to be out of warranty, any and all charges will apply

Service Provided by OTIiS

Any service provided by OTIiS is carefully and strategically planned to meet the client's requirements. If a particular service results in a solution that does not fulfil this requirement, OTIiS is required to amend, repair or rectify the solution at no additional cost to the client, regardless of hours spent or number of onsite visits.

All services provided will require verification by the client to ensure that the requirements have been met.

All services are guaranteed to be satisfactory for the 3 month term immediately following the date on which the service is completed.

8 Using OTIIS

8.1 Logging a service request with OTIIS

Requests for service can be logged with the OTIIS team using the following steps.

1. Telephone (02) 9545 3533 or e-mail otiis@shiregps.org.au
2. The IT Support Officer will ask for the following information:
 - Name of caller
 - Name of customer for whom services will be provided and who will be responsible for the OTIIS fees and charges
 - If the customer is a new customer, customer contact details and billing information will be requested (ie, telephone and fax number, street address, e-mail address, business name for invoicing, postal address, customer's ABN)
3. The caller will be asked if they are familiar with the OTIIS Services and Customer Support Policy, including fees. If the caller is not familiar with the Policy, the IT Support Officer will confirm applicable fees and charges for services.
4. The caller will be asked to provide a detailed description of the problem or the service being requested. This will be recorded in the OTIIS helpdesk database. Task allocation, escalation and service provision will then proceed (see the section [Task Allocation, Escalation, and Service Provision](#)).
5. The caller will be provided with an OTIIS helpdesk job number for future reference, and the customer will be advised of the expected turn around time for the job.
6. If no IT Support Officers are available, the SDGP staff member answering the telephone call will take the name and contact number of the caller, and the caller will be asked to provide a brief description of the problem or service request and the perceived urgency of the request. These details will be forwarded to the OTIIS team for action.
7. If the phone call is unable to be answered or outside normal business hours you will go through to a voice mail system.

8.2 Task Allocation, Escalation, and Service Provision

Telephone support will be provided as the first level of support. If the problem cannot be resolved or the service request met over the telephone or via remote access, an on-site visit will be arranged.

When on-site, the IT Support Officer will complete an on site support summary sheet, detailing the services provided during the visit, which will need to be signed by the customer or the customer's nominated representative. We recommend that the customer retain the support summary sheet as a detailed account of the service provided, the invoice will have the support summary reference number for your cross reference.

Any additional tasks or service requests that are notified to the IT Support Officer once arriving on-site (ie, problems or requests in addition to those originally notified) will be treated as a separate service request. **The OTIIS team reserves the right to attend to these new tasks at a time deemed appropriate for the efficient functioning of OTIIS.** This means that, should service requests previously logged with OTIIS by other customers and having a higher priority, be scheduled for attention by the IT Support Officer on that day, the new requests

for service notified by the customer once on-site may be scheduled for attention at another day or time and the customer will be notified of this change.

Please note, OTIiS endeavours to work on a priority schedule, whereby emergency services as assigned by the OTIiS team take priority over routine service requests. Please refer to the [Waiting Times](#) section for details.

8.3 OTIiS Responsibilities

The OTIiS team will at all times:

- Record accurate details of the customer and their service request;
- Keep accurate records of time spent in meeting service requests for the purposes of billing;
- Treat every service request in a professional manner;
- Endeavour to provide services in a timely manner, recognising that urgent problems adversely impacting on the customer's ability to continue their business operations, are the highest priority;
- Rectify problems to the satisfaction of the customer;
- On occasions contact the customer after the service has been provided in order to determine the level of satisfaction with the service provided;
- Maintain clear channels of communication with the customer or the customer's nominated representative on the provision and progress of services, and completion of agreed tasks;
- Make recommendations to the customer if new or additional problems are identified in the course of provision of agreed services, as to possible solutions and likely costs involved in implementation, before undertaking any further action.

9 Audit Requirements

All service requests are logged on the OTIiS database for providing efficient service, audit requirements and quality assurance purposes.

9.1 Privacy

The privacy of the customer's personal and business information is a priority of OTIiS. OTIiS adheres to the National Privacy Principles for the handling of personal information.

Personal or business details of the customer (as identified in [Logging a service request with OTIiS](#)) are routinely collected in order to provide services as outlined in this document. Please be aware that OTIiS may not be able to provide services requested if the customer does not provide information requested.

At no time does OTIiS make available personal or business information of customers collected through the OTIiS Helpdesk system to third parties without written approval from the customer (eg, suppliers, etc).

9.2 Reports

Reports of de-identified information are prepared from time to time in order for the SDGP and OTIiS to meet its various obligations and provide quality assurance. These include:

- Monthly OTIiS activity reports provided to the SDGP Executive for the purposes of monitoring staff performance and level of service provision;

OTIIS

- Monthly details of services provided made available to the Accounts Manager for the purposes of billing;
- OTIIS activity reports provided to the SDGP Management Committee detailing range of services provided.

10 Dispute Resolution

10.1 How to Lodge a Complaint

OTIIS welcomes all feed back both written and verbal as we strive to improve and expand our services. All customer feedback is valued, particularly in areas where customers feel that we have provided good service or areas in which service delivery could be improved.

If a service provided by OTIIS is not to the expectation of the customer, a customer may lodge a complaint with OTIIS staff, who will endeavour to negotiate a resolution to the satisfaction of all parties.

All billing related enquires need be lodged in writing and addressed to the division's Accounting Supervisor.

10.2 Escalation Process

If the complaint is not being addressed to the satisfaction of one or all parties, the matter may be forwarded to the Program Manager for attention. The Program Manger will endeavour to negotiate a resolution to the satisfaction of all parties. The Program Manger may escalate the matter to the CEO of the SDGP for resolution. The CEO may further escalate the matter to the Management Committee for final resolution, should the need arise.

11 OTIIS Contact Details

Monday to Friday
8.30am – 5.00pm

Phone: 02 9545 3533

Location
Suite 502, 3-5 Stapleton Avenue
Sutherland

Postal Address
Sutherland Division of General Practice
Suite 502, 3-5 Stapleton Avenue
Sutherland 2232

E-MAIL: otiis@shiregps.org.au

This document is also available via the SDGP Website
<http://www.shiregps.org.au>