

## Desktop Support Guidance – Web Portal

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## Purpose

The purpose of this toolkit is to provide local IT desktop support teams with a quick guide on what types of issues may present from end users accessing the Urgent Care Plan (UCP) Platform and where to test locally for issues before escalating to the UCP Helpdesk.

End users will be directed to their Local IT desktop support in the first instance for any issues

This guidance document is specific to the UCP Web Portal. Other Desktop Support Guidance can be located on the UCP website. These include:

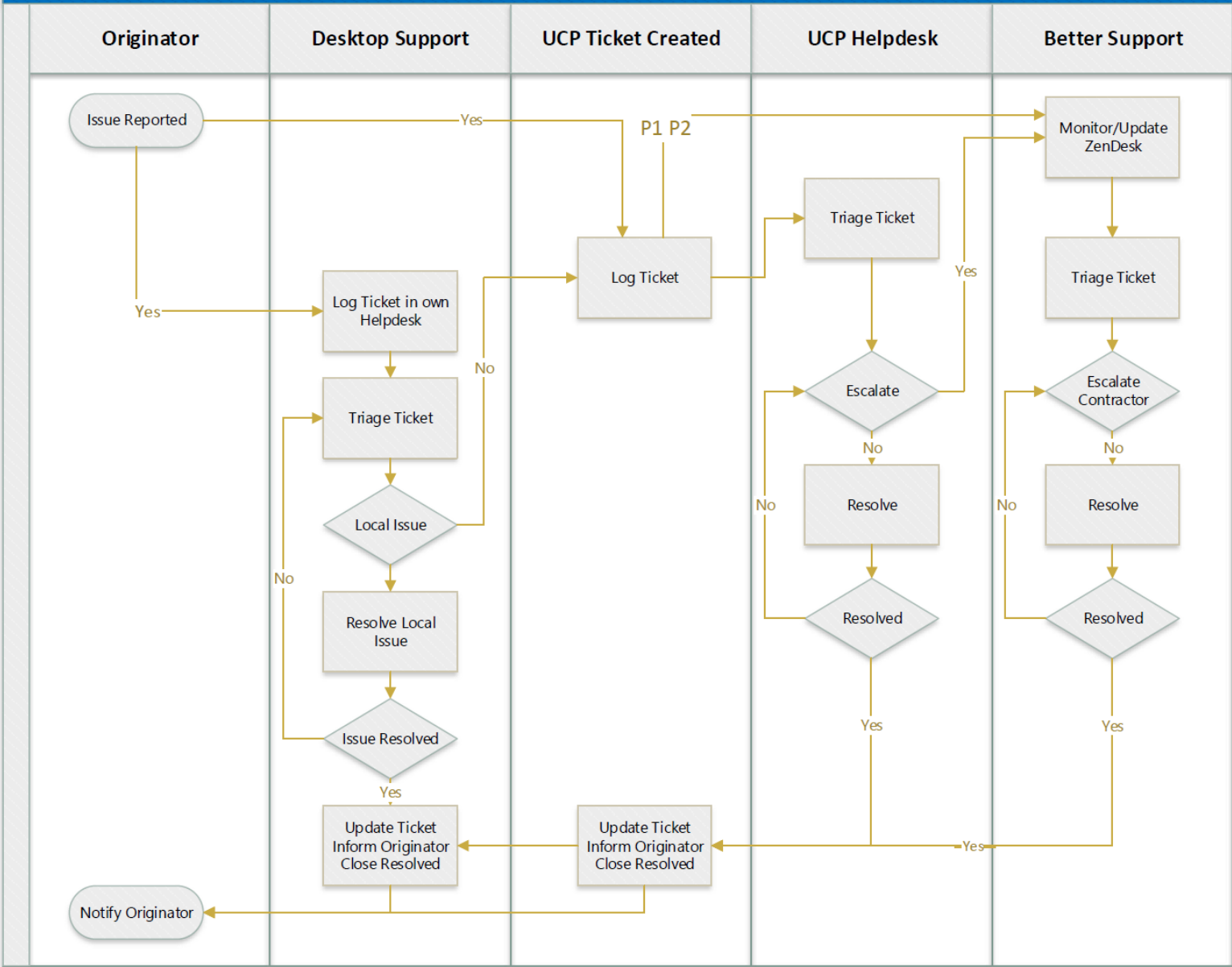
- Desktop Support Guidance – London Care Record (Cerner HIE)
- Desktop Support Guidance – Adastral EPR
- Desktop Support Guidance – Cleric ePCR
- Desktop Support Guidance – EMIS/TPP SystemOne (Valida)

## UCP Accessibility

The table below provides information about functionality that will be available to UCP from Go-Live.

Access mechanism	Available System Functionality
<b>Web Portal</b>	Log-in and passwords issued by UCP helpdesk RBAC based on role and qualification
<b>In-context from EMIS</b>	Flag to alert presence of UCP plan. In-context launch of care plan. <a href="#">UCP Access (from go-live) – Urgent Care Plan (onelondon.online)</a> System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding
<b>In-context from TPP SystemOne</b>	<a href="#">UCP Access (from go-live) – Urgent Care Plan (onelondon.online)</a>
<b>Adastra</b>	Flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials)
<b>Cleric</b>	Flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials)
<b>In-context from London Care Record (Cerner HIE)</b>	Flag to alert presence of UCP plan In-context launch of care plan. <a href="#">UCP Access (from go-live) – Urgent Care Plan (onelondon.online)</a> System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding from within UCP plan to and from GP system
<b>View-only PDF in London Care Record (Cerner HIE)</b>	A PDF of the Urgent Care Plan will be available to all users that are able to access the HIE. <a href="#">UCP Access (from go-live) – Urgent Care Plan (onelondon.online)</a>

# Support Request Logging and Management Process for Urgent Care Plan



## Local IT Desktop troubleshooting for UCP Application

- End User PC issues
- Local Networking
- Local Connections issues
  - HSCN
  - Local system (Cleric, Aadastra, HIE) (see below section 'Client specific issues')
    - Supplier issues
    - Network issues
- ISA error
- Access Incident

**Table 1 Client system specific issues & escalations**

Client	Issue	Resolution
Web Portal	User requires log in credentials	1. Direct end user to UCP website
	User received account activation email from <b>ucp.better@nhs.net</b>	1. Direct end user to click the link and follow set their password to activate their account. 2. Portal access will be live from 27 <sup>th</sup> July 2022. If end user logs into the portal prior to this date they will receive the message “user is missing required permission”.
	User forgot password	1. Direct End user to reset password using the “Forgot Password” link on the web portal login page
	User forgot username	1. Direct End User to contact UCP helpdesk team.
	UCP login page does not launch	1. Check network connectivity 2. Check user is attempting to access via a HSCN network 3. If 1&2 above are not issues, raise issue with UCP Helpdesk
	Error within the care plan	1. Capture error 2. Raise with UCP Helpdesk
	Wrong patient care plan opens	Data quality issue to be investigated.  1. Validate patient details against PDS 2. Escalate to UCP helpdesk if the PDS information is correct
	Request for user account deactivation	1. Direct requester to contact UCP helpdesk team

## Operational Hours Provision

UCP Helpdesk is available 09:00 – 17:00 Monday to Friday excluding weekends and bank holidays.

During these hours UCP helpdesk must be contacted via the enquiries form, on the UCP website [Contact – Urgent Care Plan \(onelondon.online\)](#).

Critical P1 & P2 incidents, follow the instructions in Table 3. **You will be prompted to provide the Minimum Required Dataset** detailed below.

**Table 2 UCP Critical P1/P2 issue escalation pathways**

Incident type	Escalation
<p>Critical Incident (P1 / P2):</p> <p><b>P1: Critical failure resulting in the entire Service being unavailable such as the End Users are not able to log into the Service.</b></p> <p><b>P2: Loss of critical component of the application e.g. end users unable to view care plan information added by other services on the same day.</b></p> <p>Resolution times can be found in the below section 'Severity Impact Scale'</p>	<p>(24/7 support provided for P1/P2 incidents).</p> <p>UCP Incident telephone: <b>020 3880 0285</b></p>



**Table 3 Severity Impact Scale**

Severity Level	Categories of Service Incidents	Rectification Time
1.	<p>Critical failure</p> <p>Service Incident is a critical failure resulting in the entire Services being unavailable such that the Customer and/or End User is not able to log on to the Services or access any of the systems or data. The fault may reside with the Services or the Service Provider System.</p> <p>Example: All users unable to open access UCP care plans via Valida, Web Portal, London Care Record, Cleric and Adastra</p>	3 hours
2.	<p>Loss of a critical component / application</p> <p>A Severity Level 2 Service Incident is a loss of a critical component or application of the systems meaning the Customer and/or End User is unable to access integral parts of the Services such as clinicians unable to view care plan information added by other services on the same day.</p> <p>Example: All users unable to access the UCP care plans via a system (Valida, Web Portal, London Care Record, Cleric or Adastra)</p>	5 hours
3.	<p>Moderate error</p> <p>A Severity Level 3 Service Incident is a moderate error that includes the loss of a single function or multiple functions which has a moderate operational impact for the End User. A moderate error may mean the End user is still able to log onto the Services and access the majority of functions although performance of the Services may be slow or hanging.</p>	72 hours (business working hours)
4.	<p>Minor Error</p> <p>A Severity Level 4 Service Incident is a minor error and includes the loss of a single or multiple applications which has a minor impact on the Services in it:</p> <ul style="list-style-type: none"> <li>- Does not significantly affect the Services functionality</li> <li>- Disables only certain non-essential functions of the Services; or</li> <li>- Does not materially impact the End Users activities</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>- Users unable to print care plans via host system</li> </ul>	96 hours (business working hours)

## Minimum Required Dataset for incidents

- 1 Name:
- 2 Role:
- 3 Email Address:
- 4 Phone:
- 5 Organisation:
  - (a) ODS code or CQC unique location identifier
  - (b) Name of organisation
- 6 Severity Level (please refer to Table 3 – Severity Impact Scale):
  - (a) Service Interruption – 1
  - (b) Service Interruption – 2
  - (c) Service Interruption – 3
  - (d) Service Interruption - 4
- 7 Users affected:
  - (a) All: System Wide
  - (b) Multiple but not all
  - (c) Single User
- 8 Urgency:
  - (a) High: can no longer perform primary work function
  - (b) Medium: Work function impaired; workaround in place
  - (c) Low: Inconvenient