



State of Washington

BHAS™ Help Desk Support Services

July 2015

V1.0



WA-Behavioral Health Assessment Solution (BHAS™)

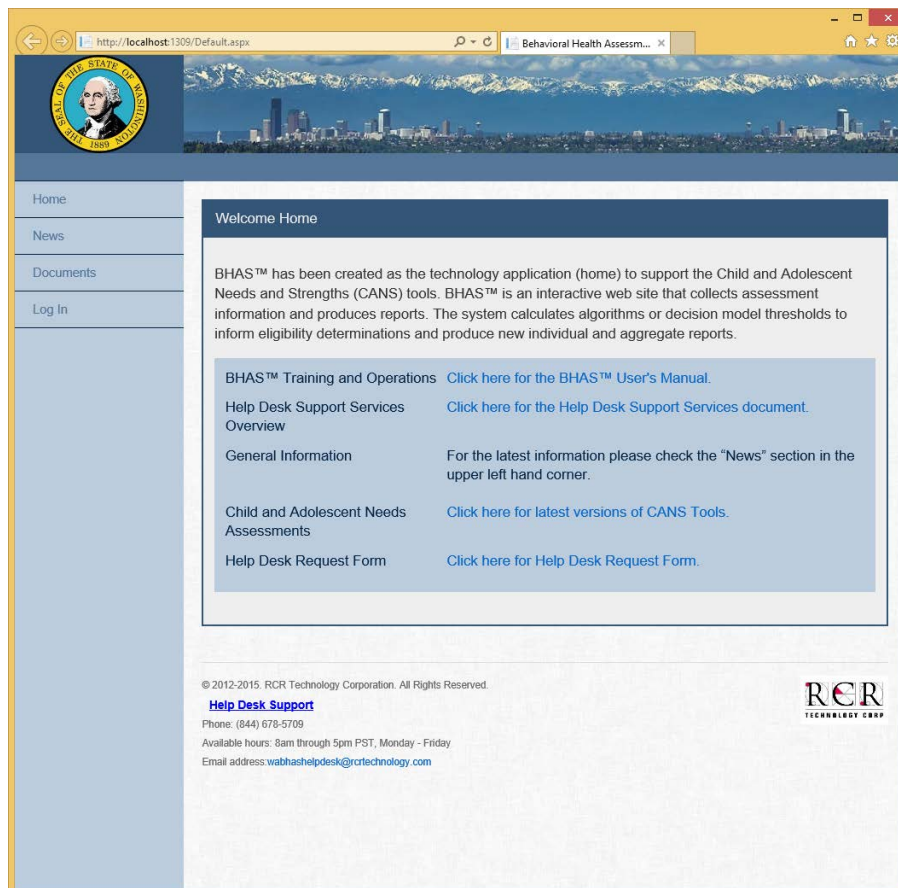
BHAS™ supports the Child and Adolescent Needs and Strengths Assessment (CANS) and Adult Needs and Strength Assessment (ANSA) instruments developed by the Praed Foundation/Chapin Hall by providing a collaborative software platform to manage these instruments, ratings, calculated algorithms, treatment options and broad comparative reporting capabilities across various peer and stakeholder communities.

BHAS™ is designed to enable users the ability to access different sections of the tool based on their unique security profile created during the registration process; as a result menu options may differ by individual user.

The Home Page is designed to provide general information about BHAS™, and acts as a repository of relevant documents, news and other user resources. Examples of archived content include current versions of all assessment tools, training materials, User's Manual and technical support information. This library of content is an excellent source of information for BHAS™ users.

All information available on the website is HIPAA protected and not available to the general public.

The website address for this solution is: <https://www.wa-bhas.org>



BHAS™ WA Home Page Layout



RCR Technology Technical Support Instructions

The State of Washington BHAS™ (Behavioral Health Assessment Solution) is a permission web-based software solution that is maintained and hosted by RCR Technology. A Help Desk is available to provide assistance on use of this tool for the user community.

BHAS™ Help Desk Support Services

- Live solution technical support during defined business hours
- Remote support capability
- Electronic problem ticket submission process
- Automated response acknowledgement and update process
- Multi-Level Support Services approach
- Escalation approach based on severity of the support issue

Services not supported by the Help Desk

- Live support hours other than those stated
- Internet access trouble issues
- Support of applications other than BHAS™

RCR Technology uses a support ticketing system iSupport, (iSupport Software®) to create and track support issues that may occur during the use of the BHAS™ solution. This tool is also the primary communications platform for ticket creation through final issue resolution and ticket closure.

A support request can be created in one of two ways:

- Email the Help Desk:
 - This is the preferred means of submitting a support ticket request
 - Fully complete the Help Desk Support Request form located on the Home Page by clicking *Help Desk Request Form*
 - The completed form will be automatically submitted to the Help Desk
 - An email acknowledgement receipt will be returned to the request initiator
 - A general purpose email to the Help Desk can be generated by clicking on **Help Desk Support** located on the bottom of the Home Page
 - wabhashelpdesk@rcrtechnology.com
 - A screen shot of the Help Desk Request Form follows:



http://localhost:1309/Document/HelpDeskRequestForm.aspx Behavioral Health Assessm...

Seal of the State of Washington 1889

charcoal blue RCR Administrator WA Administrator Administrator Client Reports

Home News Documents Log Out

BHAS Help Desk Support Request Form

Please complete the entire form, all fields are required to submit a request form.

Date of Request 7/8/2015

CONTACT INFORMATION

User Name Lungisa Msikinya

E-mail lmsikinya@rcrtechnology.com

Phone Number (000-000-0000)

SUPPORT REQUEST DETAILS

Urgency Low

Web Browser Microsoft Internet Explorer

Browser Version

Description

Submit Request Form Cancel

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[Help Desk](#) 844-678-5709

RCR TECHNOLOGY CORP

BHAS™ Help Desk Support Request Form

- Call the Help Desk:
 - For immediate support
 - 8am thru 5pm Pacific Time Zone
 - Monday thru Friday, toll free at (844)-678-5709

BHAS™ questions regarding issues of policy and/or program, should be directed to the State of Washington Program Administrator. Contact information can be found on the left menu of the Home Page: Home Page>News>WA State Program Administrator Contact Information

It may be necessary for an RCR Technology Help Desk support representative to connect to your computer and either control or view your computer screen. If required, you will be instructed to generate a secure remote support session to allow access to your machine.



Multi-Level Support Structure

The BHAS™ Help Desk team is dedicated to providing multiple levels of support options for solution end users.

Level 0

The BHAS™ Home Page is designed to provide general solution information and acts as a self-service repository of relevant documents, news and other user resources. Additional archived content includes current versions of all assessment tools, training materials, User's Manual, technical support information and FAQ's (Frequently Asked Questions).

If support issues exist, a support ticket request maybe be placed to the Help Desk (direct call or email) which will document all required information including user contact information and a description of the support requirement issue.

The Help Desk will verify the support request and characterize the issue based on the following priorities:

- **Low** Issues that can be resolved expeditiously:
(Login issues, forgotten password, user interface navigation)
 - Response: Goal to address most calls on the phone within 60 minutes
 - Resolution: Within 24 hours from request

- **Medium** Issue preventing a needed process from completion:
 - Response: Goal to respond to and properly direct a call within 60 minutes
 - Resolution: To address most incidents within 24 to 48 hours from initial support ticket submission

- **High** Immediate attention necessary, likely to require some level of effort:
 - Response: Goal to develop a resolution plan within 2 hours from initial support escalation
 - Resolution: Will vary based on severity of issue and overall impact to user(s)



[Level 1](#)

Help Desk technician responds and works all low priority tickets. If the resolution cannot be identified and completed within 60 minutes, the ticket is escalated to a Level 2 developer for further analysis, remediation and resolution.

[Level 2](#)

Help Desk (Level 2 developer) receives and works all tickets based on priority. If the resolution cannot be identified and completed with 24 to 48 hours; the ticket is escalated to a Level 3 architect for resolution.

[Level 3](#)

Help Desk (Level 3 architect) receives and works all tickets based on priority to resolution and will remain engaged on the support ticket until a resolution is completed. RCR Technology senior management will be actively engaged in the process of problem identification, remediation and execution plan for issue resolution.

Help Desk Communication and Escalation Process

Upon completion and submission of the Help Desk Request Form, the support ticket initiator will receive notification from iSupport to confirm receipt the support ticket had been received and processed. Additionally, the support ticket initiator will receive email updates when the support ticket is escalated or closed as summarized in the workflow diagram that follows at the end of this document.

All *Medium* or *High* priority support tickets are immediately forwarded to Level 2 developer or Level 3 architect as required.

The support ticket initiator and the State of Washington Program Administrator will be updated regularly and as appropriate on the resolution status of the request submitted including resolution timelines for all *High* prioritized support ticket requests.

Weekly Help Desk team meetings with senior management from RCR Technology will review all open support tickets and Help Desk performance metrics to ensure compliance to stated service level performance expectations.



Monthly Reports

A monthly report summary of Help Desk activities for the previous month support tickets will be generated and forwarded to the State of Washington Program Administrator. All open/closed tickets that were formally logged into iSupport will be included in the monthly status updates.

The following information is captured and summarized on all Closed Help Desk support tickets:

- Time spent on call
- Problem resolution
- Completion date
- Who completed the work
- Length of time to problem resolution

Browser Support Position

The BHAS™ solution functionality has been tested to operate functionally and according to specifications in the following web browsers environments:

- Microsoft Internet Explorer Version 9 and newer
- Google Chrome Version 42 and newer
- Mozilla Firefox Version 29 and newer

RCR Technology will continue to commit to support those identified browser technologies in the future utilizing minimally a ***current version plus two previous versions approach. Additional past versions may be supported as required.***

Other browsers may operate functionally with limited performance impact. However, for optimal solution performance, we recommend the use of one of the listed supported browsers and associated version platform releases.



RCR Technology Help Desk Support Services Flow Chart

