PULSE Enterprise Ai Service Desk

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Welcome to Audacious Inquiry's PULSE Enterprise!

PULSE Enterprise is a cloud-based software solution built for public health and emergency management authorities and other organizations that solve critical gaps in patient care during public health emergencies and disasters.

PULSE Enterprise enables authorized users to access medication and clinical histories to improve direct patient care for individuals in non-routine care settings, such as shelters, medical surge sites, and other alternate care facilities. It can also be used to support public health activities, including epidemiological assessments, contact tracing, and clinical case augmentation.

Unlike patient care technologies solely focused on routine care, PULSE Enterprise is optimized for the unique demands of field conditions to reduce the burden on providers, support high quality care for patients, and accelerate the return to routine care. Verified health care personnel are granted secure access to patient health information through a simple and easy-to-use web portal, allowing them to find and view electronic patient health and medication histories from across national health information exchange networks.

Overview

The Ai Service Desk is the portal to input any requests related to technical support. It is available 24 x 7 x 365 to any Administrators who require technical assistance. This section will describe how to navigate your Service Desk.

An Administrator can seek technical assistance for a number of categories of issues by visiting the online portal to open a ticket in the Service Desk at http://servicedesk.ainq.com or call 301-560-6999, option #1.
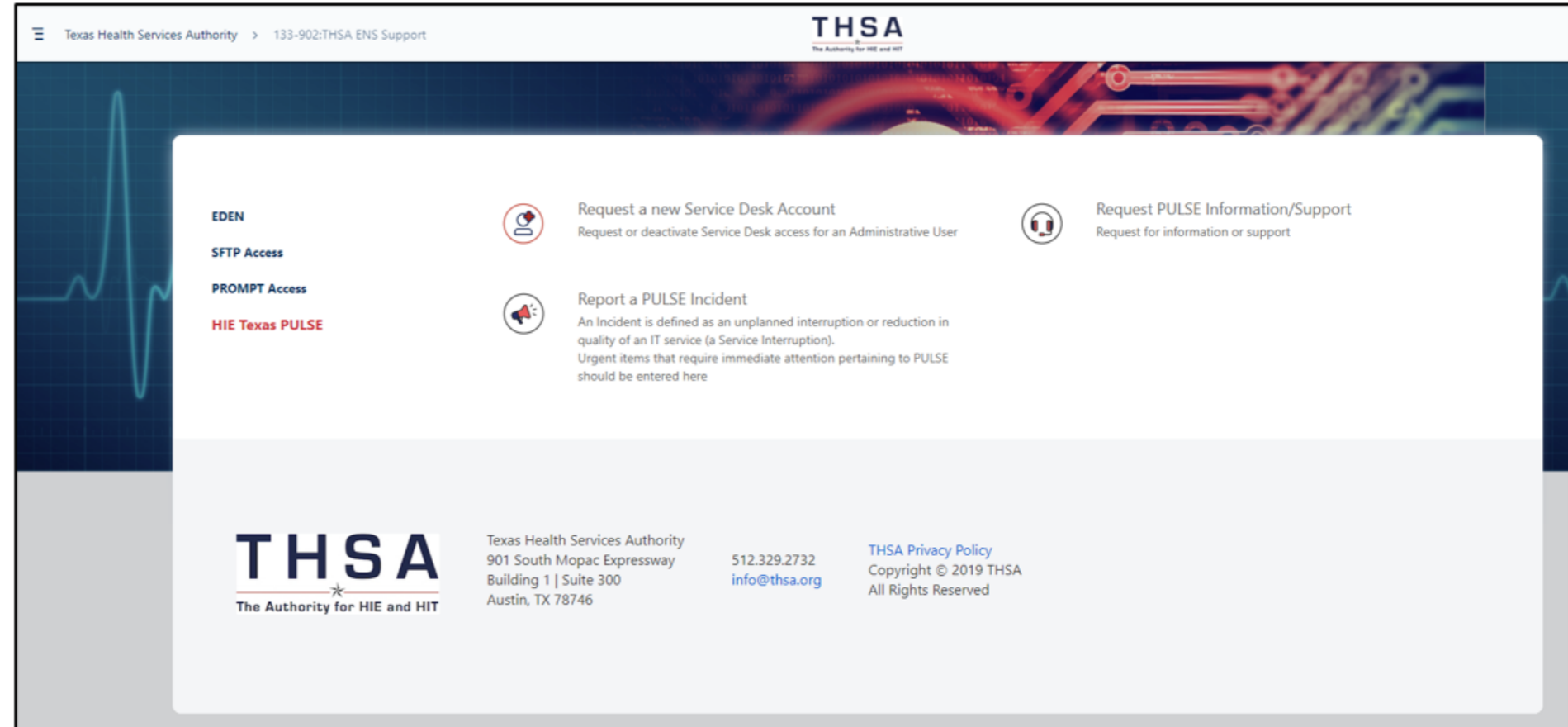
Dashboard

On your Service Desk Dashboard, you will be given the option of multiple ticket types including:

• **Request a New Service Desk Account –** select this ticket type when requesting to activate or deactivate an account to this Service Desk for an Administrator. Only users with Administrative permissions are permitted to have Service Desk accounts.

• **Request PULSE Information / Support –** select this ticket type to request assistance with a production or testing environment question, or to make an enhancement request.

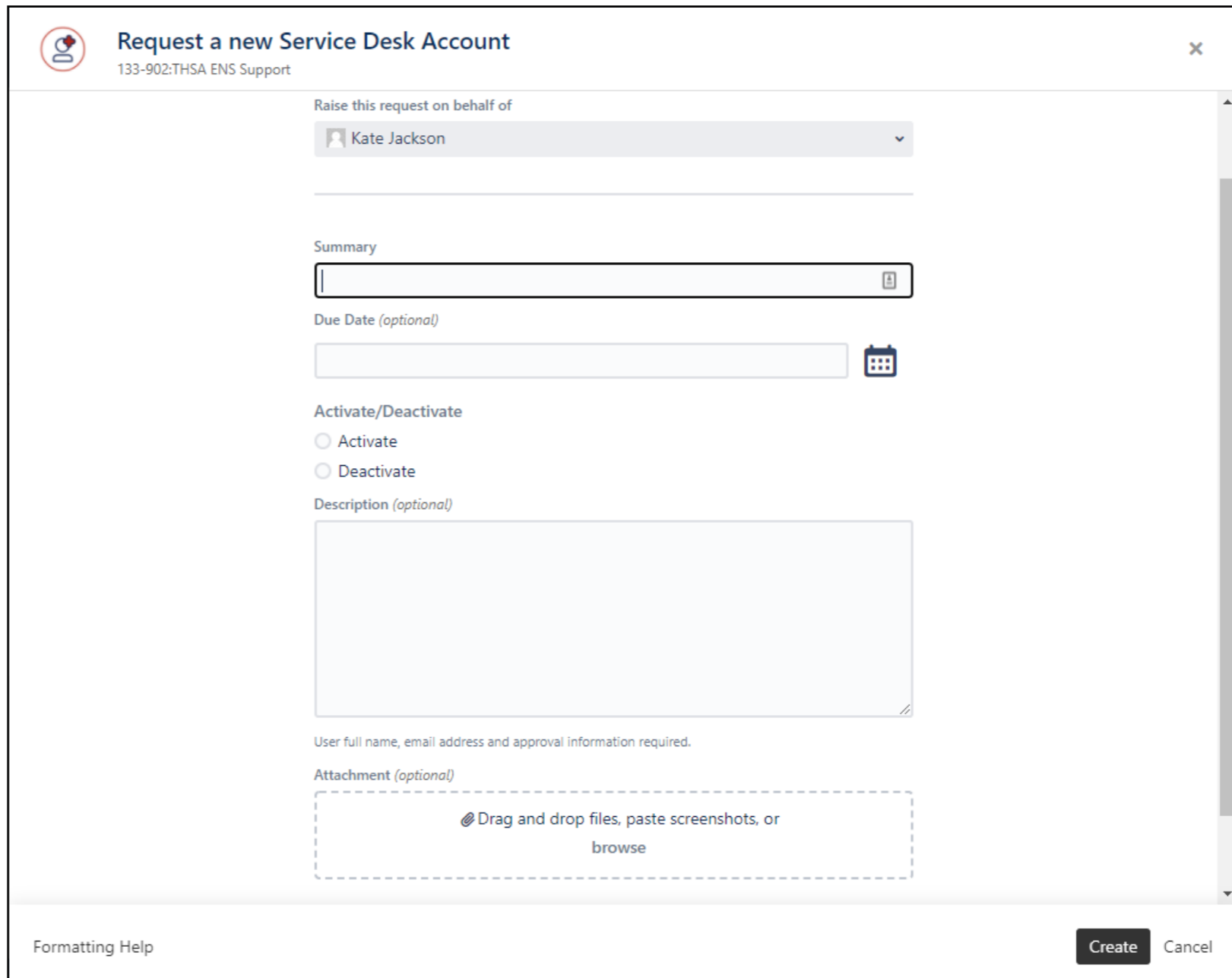• **Report a PULSE Incident –** select this ticket type for a break / fix issue that needs to be resolved.

NOTE: Do not include Protected Health Information (PHI) or Personally Identifiable Information (PII) in any fields or in any attached documents in a service desk ticket. PHI or PII should only be shared with Ai through secured email, SFTP sites, and other encrypted mechanisms.
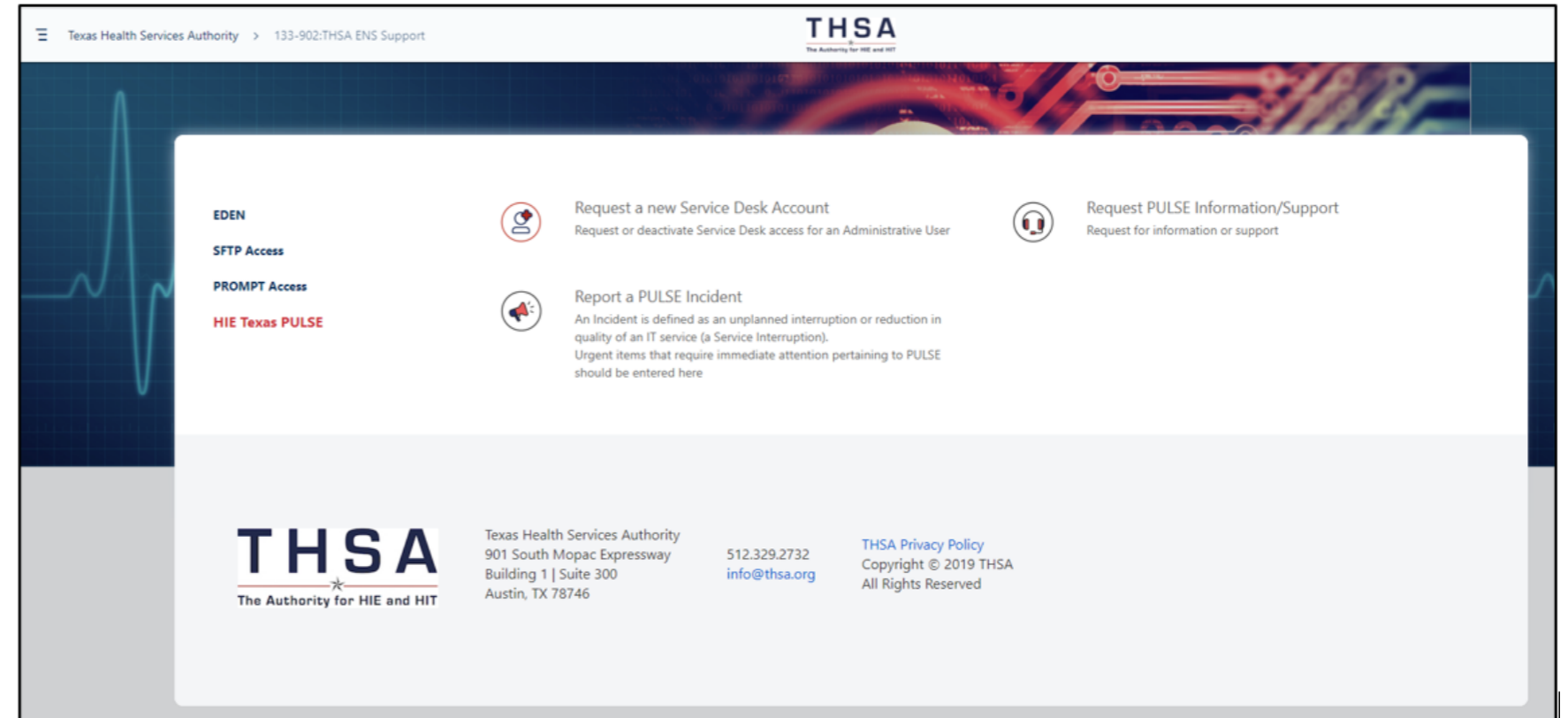
Request a New Service Desk Account (1/2)

If you are requesting a new service desk account or deactivating an existing service desk account, a ticket pop-up will show the following fields to complete:

• **Raise this request on behalf of:** This field is required. You can select your own name or search for the name of another Administrator. This will tag the ticket as being requested by the named individual.

• **Summary:** This is a required field. You should enter into this field the first and last name, username, and email address of the individual for whom you are requesting a service desk account activation or deactivation, if known.

• **Due Date:** This field is optional. If there is a deadline related to the ticket that Ai's Service Desk should be aware of for granting or removing access to the service desk, you can enter a date or select one from the calendar icon on the righthand side of the field.

Request a new Service Desk Account
133-902:THSA ENS Support

Raise this request on behalf of

Kate Jackson

Summary

Due Date (optional)

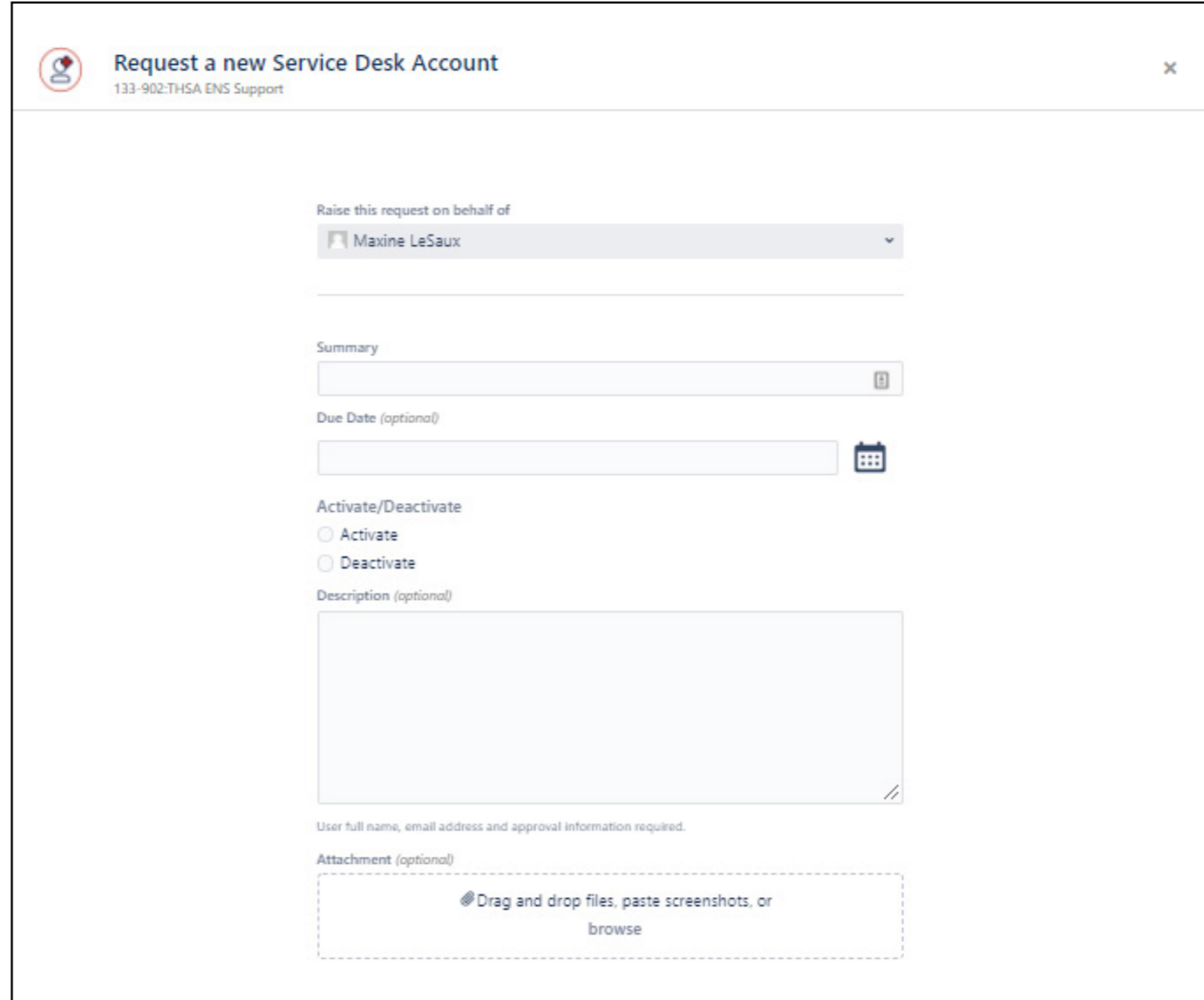Activate/Deactivate
○ Activate
○ Deactivate

Description (optional)

User full name, email address and approval information required.

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Formatting Help   Create   Cancel

Request a New Service Desk Account (2/2)

• **Activate / Deactivate:** This field is required. You will select one radio button to request that the account for the above-listed user is activated (enables user to make service desk requests and view prior tickets) or deactivated (removes access to the service desk).

• **Description:** This field is optional. You can provide additional information or details to the Ai Support Team in this field.

• **Attachment:** This field is optional. You may choose to upload supporting materials or other documents by:

  o Dragging and dropping a file from your computer into the dotted box

  o Pasting a screenshot image into the dotted box

  o Choosing 'browse' button which will allow you to search files on your computer. The ticket will accept common file types such as .docx, .pdf, .xls, .csv, and .ppt.

Request a new Service Desk Account
133-902:THSA ENS Support

Raise this request on behalf of

Maxine LeSaux

Summary

Due Date (optional)

Activate/Deactivate
◯ Activate
◯ Deactivate

Description (optional)

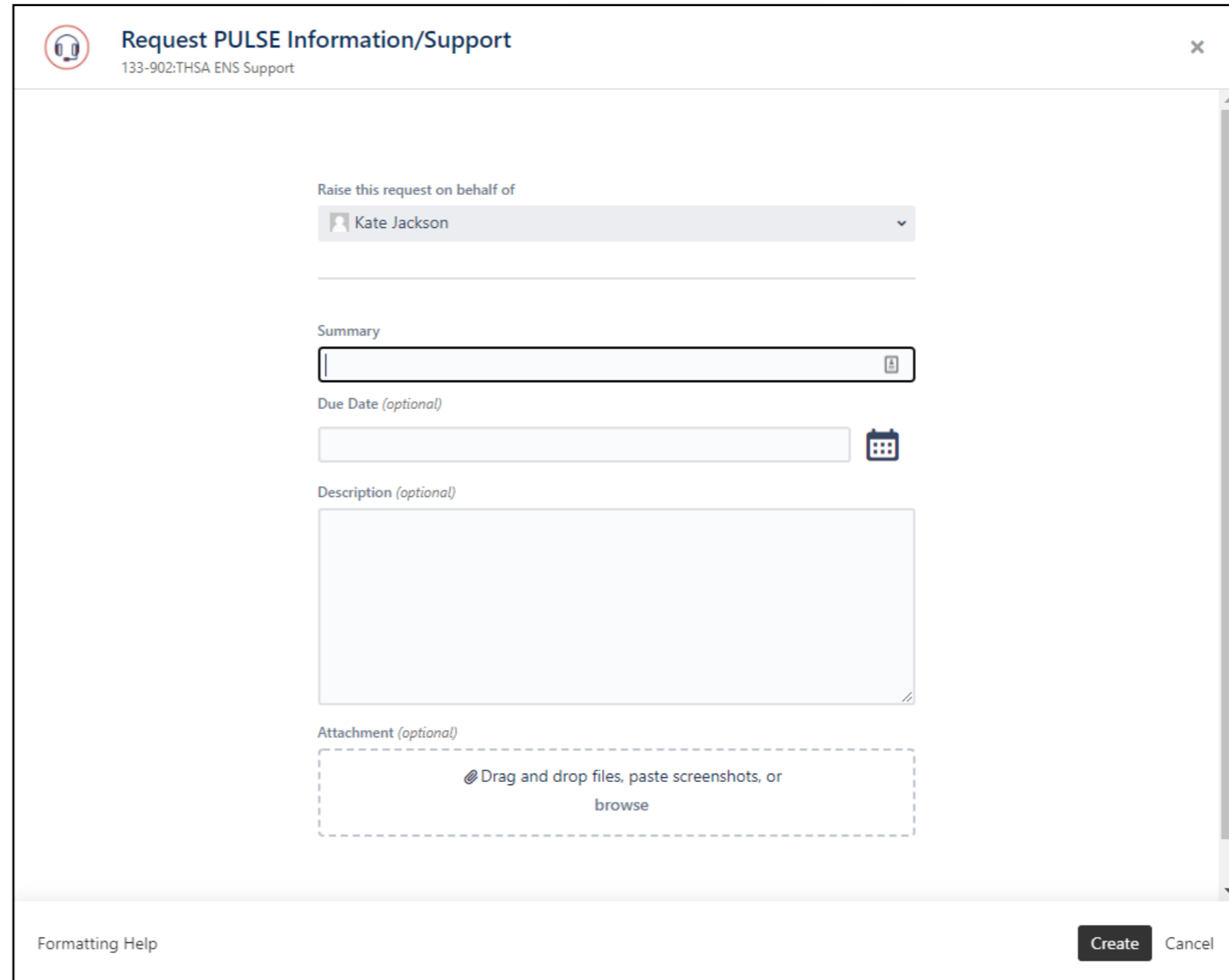User full name, email address and approval information required.

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Request PULSE Information/Support (1/2)

If you are submitting a ticket to request information or support, a ticket pop-up will show the following fields to complete:

• **Raise this request on behalf of:** This field is required. You can select your own name or search for the name of another Administrator. This will tag the ticket as being requested by the named individual.

• **Summary:** This is a required field. Enter a brief description of the issue or support request. If you click on the text box, you will be provided some prompts for starting your request. You can choose to use one of them or craft your summary from scratch. You can use the 'Description' field to provide additional details.

NOTE: Do not include PHI or PII in any fields or in any attached documents in a service desk ticket. PHI should only be shared with Ai through secured email, SFTP sites, and other encrypted mechanisms.

Request PULSE Information/Support
133-902:THSA ENS Support

Raise this request on behalf of

Kate Jackson

Summary

Due Date (optional)

Description (optional)

Attachment (optional)

Drag and drop files, paste screenshots, or browse

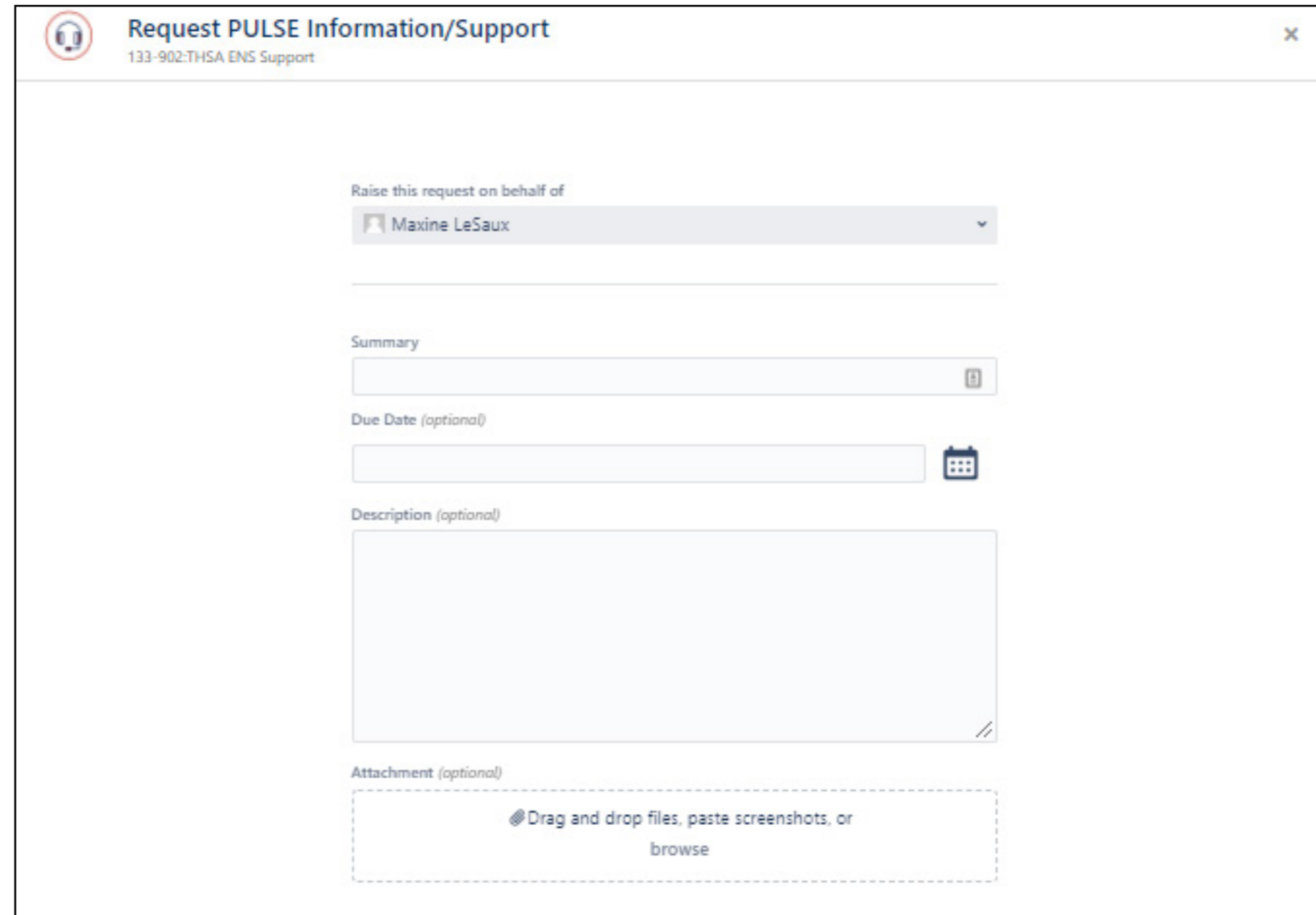Formatting Help

Create   Cancel

Request PULSE Information/Support (2/2)

• **Due Date:** This field is optional. If there is a deadline related to the ticket that Ai's Service Desk should be aware of, you can enter a date or select one from the calendar icon on the righthand side of the field.

• **Description:** This field is optional. You can provide additional information or details to the Ai Support Team in this field.

• **Attachment:** This field is optional. You may choose to upload supporting materials or other documents by:

     o Dragging and dropping a file from your computer into the dotted box.

     o Pasting a screenshot image into the dotted box.

     o Choosing 'browse' button which will allow you to search files on your computer. The ticket will accept common file types such as .docx, .pdf, .xls, .csv, and .ppt.
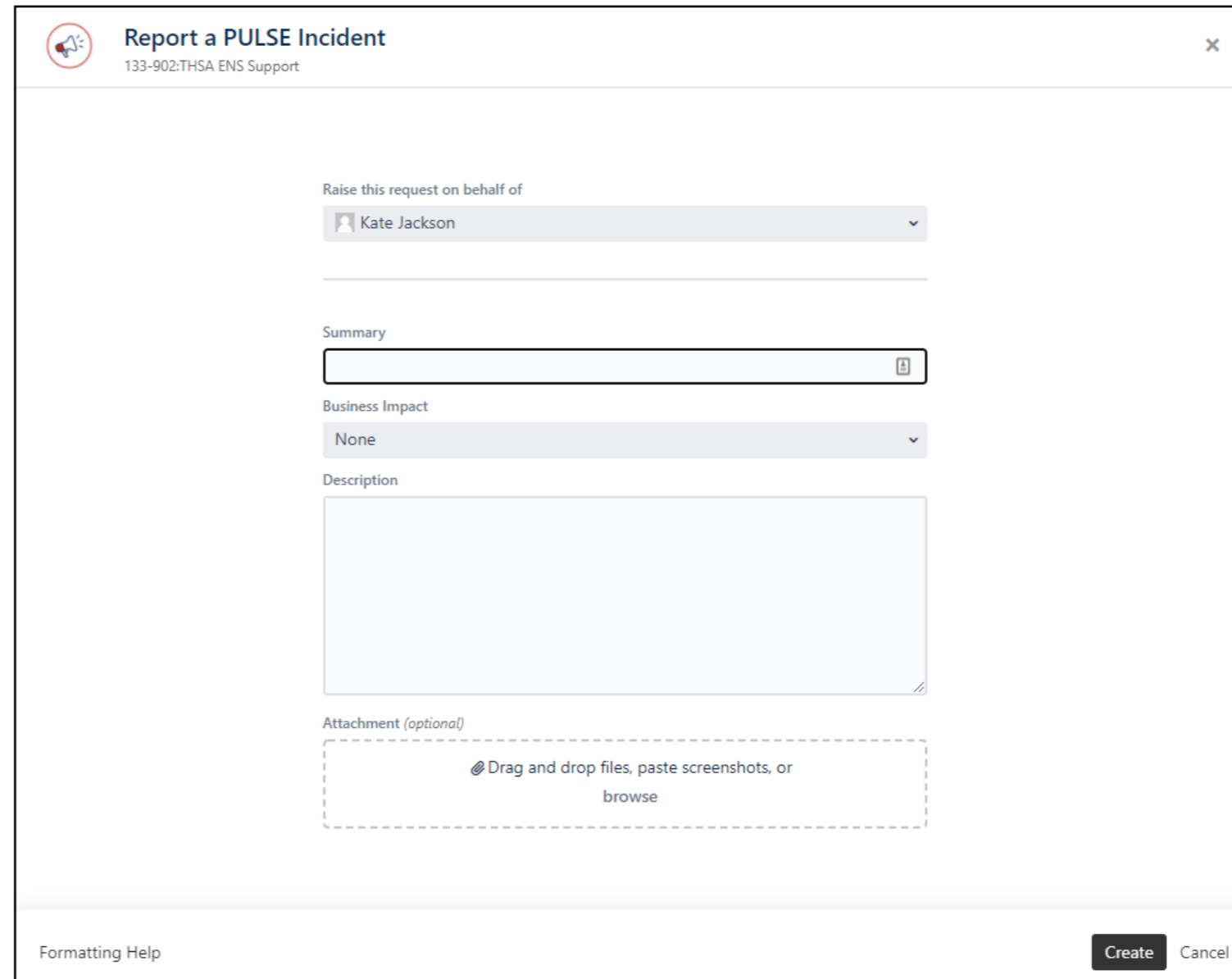
Request PULSE Information/Support
133-902:THSA ENS Support

Raise this request on behalf of

Maxine LeSaux

Summary

Due Date *(optional)*

Description *(optional)*

Attachment *(optional)*

Drag and drop files, paste screenshots, or browse

Report a PULSE Incident (1/3)

If you are submitting a ticket to report an incident, a ticket pop-up will show the following fields:

• **Raise this request on behalf of:** This field is required. You can select your own name or search for the name of another Administrator. This will tag the ticket as being requested by the named individual.

• **Summary:** This is a required field. Enter a brief description of the incident that has occurred. You can use the 'Description' field to provide additional details.

Additional fields on following page.

Report a PULSE Incident
133-902:THSA ENS Support

Raise this request on behalf of

Kate Jackson

Summary

Business Impact

None

Description

Attachment *(optional)*

Drag and drop files, paste screenshots, or browse

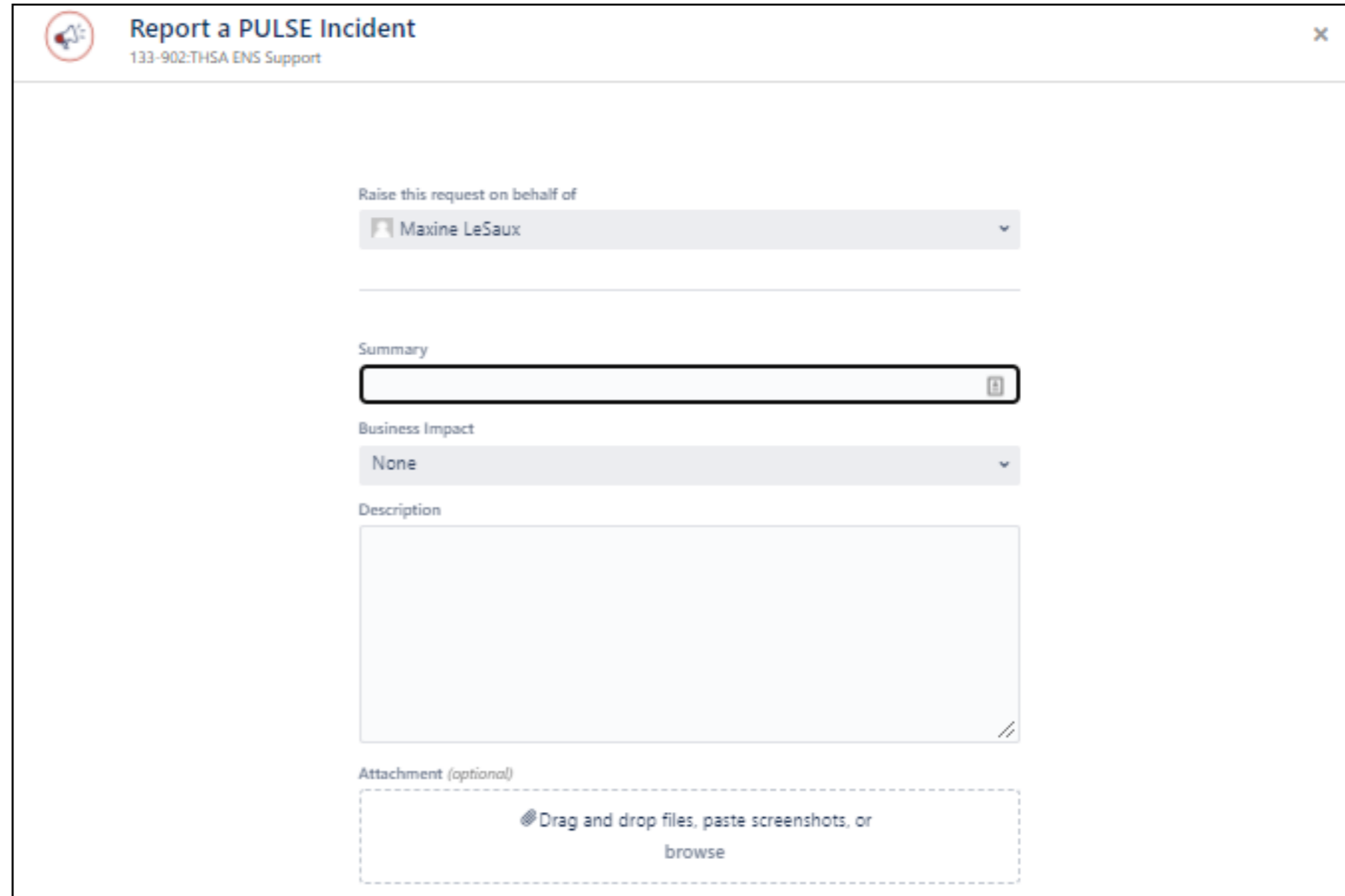Formatting Help   Create   Cancel

Report a PULSE Incident (2/3)

• **Description:** This field is optional. You can provide additional information or details to the Ai Support Team in this field.

• **Business Impact:** This is a required field. For each Incident, you will rate the Business Impact that an Incident or Issue has on the services being provided. Below are some examples of how to categorize incidents into High, Medium, or Low Impact:

- **High Impact Incidents** - critical system outage, impacts all or a majority of users, potential for financial impact is high, security related incident, etc.
- **Medium Impact Incidents** - system performance impacted, not all users are affected, ability to perform a critical job function is impacted, etc.
- **Low Impact Incidents** - minor incident, very few users are affected, etc.

Please note that the Business Impact indicated in your ticket will be included as part of the Ai Service Desk weighting for response Service Level Agreements (SLAs).

Report a PULSE Incident
133-902:THSA ENS Support

Raise this request on behalf of

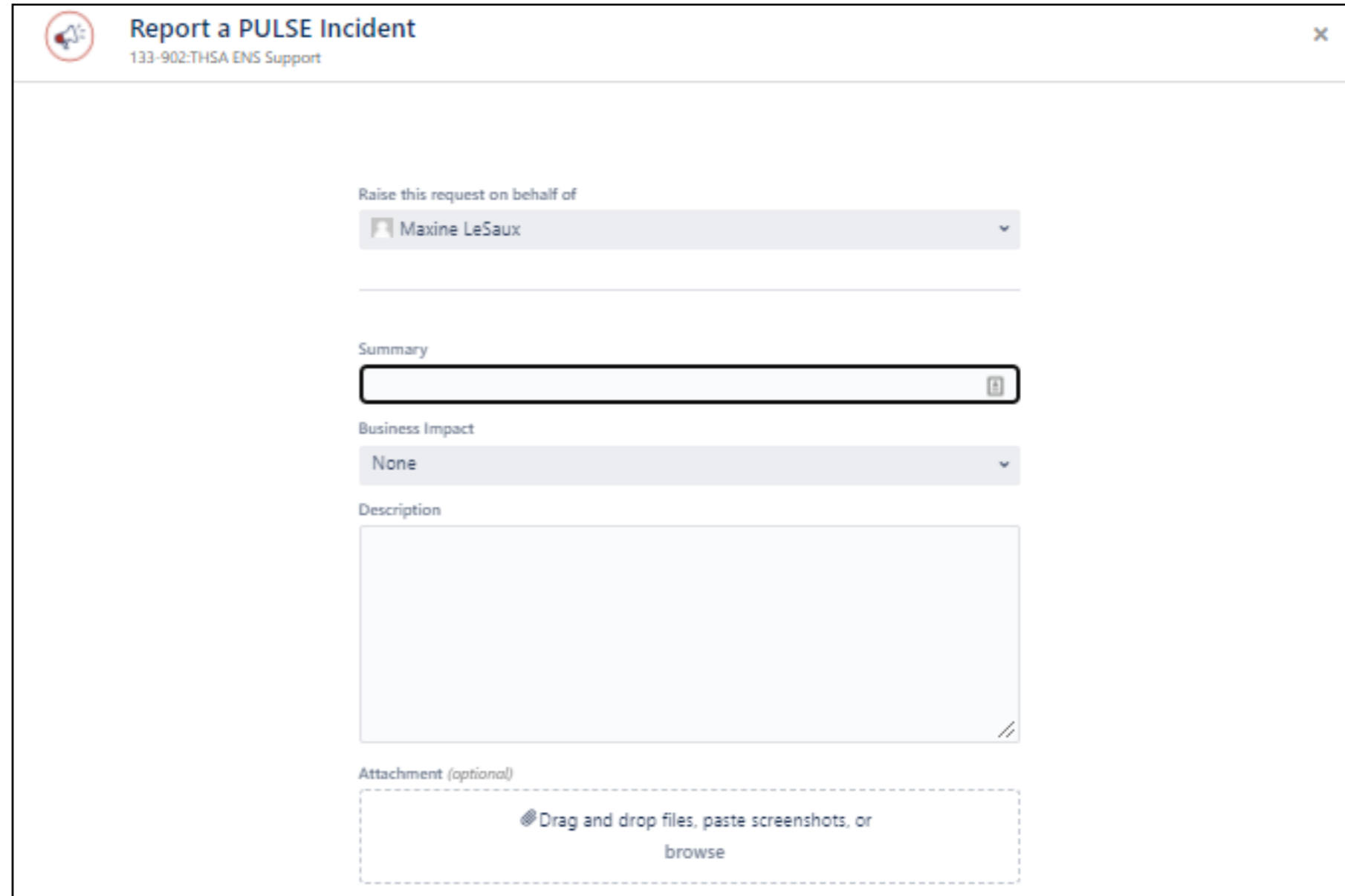Maxine LeSaux

Summary

Business Impact

None

Description

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Report A PULSE Incident (3/3)

Attachment: This field is optional. You may choose to upload supporting materials or other documents by:

- o Dragging and dropping a file from your computer into the dotted box.

- o Pasting a screenshot image into the dotted box.

- o Choosing 'browse' button which will allow you to search files on your computer. The ticket will accept common file types such as .docx, .pdf, .xls, .csv, and .ppt.

NOTE: Do not include PHI or PII in any fields or in any attached documents in a service desk ticket. PHI should only be shared with Ai through secured email, SFTP sites, and other encrypted mechanisms.

Report a PULSE Incident
133-902:THSA ENS Support

Raise this request on behalf of

Maxine LeSaux

Summary

Business Impact

None

Description

Attachment *(optional)*

Drag and drop files, paste screenshots, or browse

Review/Manage Existing Tickets (1/4)

You can always review the status of any ticket that you or another Administrator has submitted by clicking on the person-shaped icon in the upper right-hand corner of your Service Desk. You will be offered the option of viewing any previous service desk ticket that you have submitted by clicking on "My Requests" or viewing all service desk tickets submitted by any Administrator or Ai Staff and shared with you by selecting "All Requests".
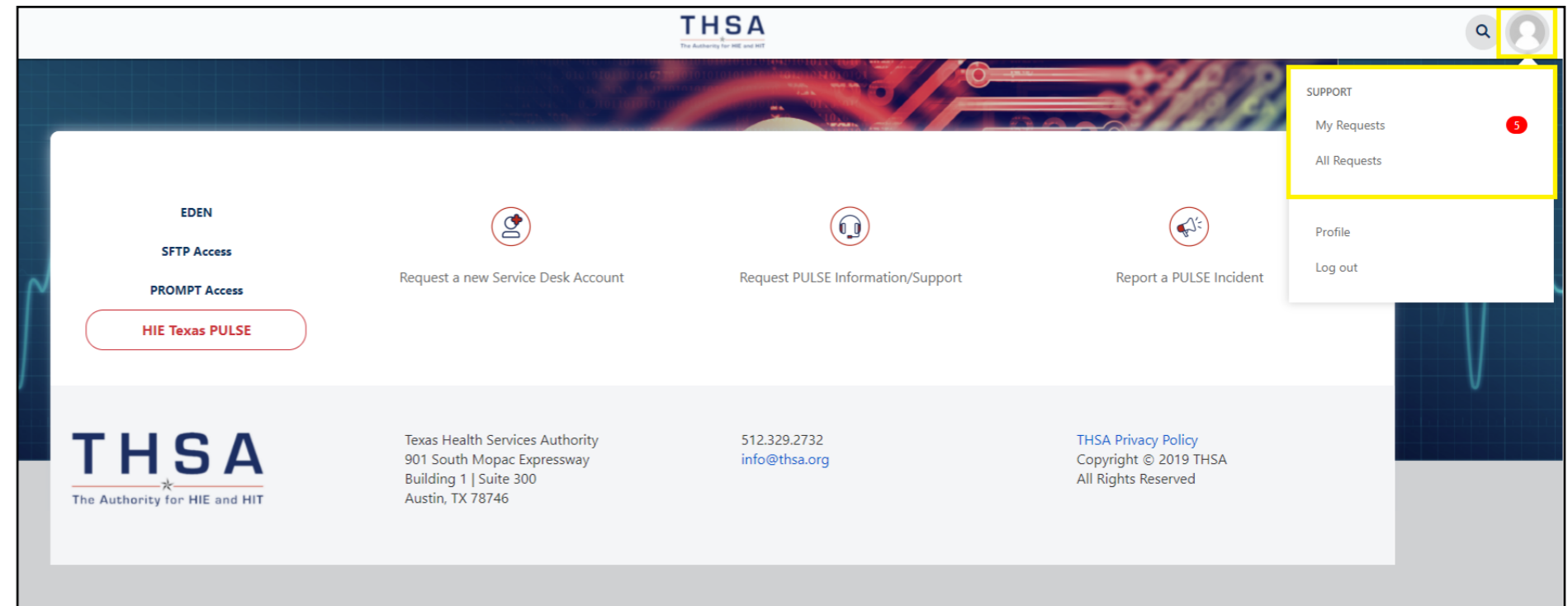
Review/Manage Existing Tickets (2/4)

Whichever button you choose, you will be brought to a tabular view of requests, including the following columns:

• **Reference:** the unique code attributed to the specific request. You can use this code when speaking with Ai team members to reference a specific ticket.

• **Summary:** this column will display the information submitted in the "Summary" field of the ticket.

• **Service Desk:** if you have access to more than one Ai Service Desk, this column will show under which service desk the ticket was submitted.

• **Requester:** This column will display the name listed in the original ticket under the field "Raise this request on behalf of".

• **Status:** this column shows you the status of the ticket.

Ai Service Desk
Requests

⬆ Export ⌄

Any status ⌄	Created by anyone ⌄	Request PULSE Information/Support ⌄	🔍 Search for requests

| Type	Reference	Summary	Service desk	Status	Requester
🎧	THSA-113	Testing Ticket Assignee - Service Request	133-902:THSA ENS Support	OPEN	Lisa Stotz
🎧	THSA-84	PULSE Reports Menu	133-902:THSA ENS Support	WAITING FOR OTHER	Lisa Stotz
🎧	THSA-83	Allow usage of '.' in PULSE User Names	133-902:THSA ENS Support	WAITING FOR OTHER	Lisa Stotz
🎧	THSA-85	Bulk Checkin data quality information	133-902:THSA ENS Support	WAITING FOR OTHER	Lisa Stotz

1-4 of 4

Review/Manage Existing Tickets (3/4)

You can take multiple actions to review and respond to a ticket. You may want to filter by any of the options at the top of the table, including:

- Whether a ticket is open (in any unresolved status) or closed (has been resolved)
- Who created the ticket, or
- The type of ticket or service desk under which a ticket was submitted.

Finally, you can enter keywords to find a specific ticket using the "Search for requests" search box.

If you would like to review and manage your tickets outside the Service Desk, you can click on the "Export" button in the top right-hand corner and download a CSV file containing requests.
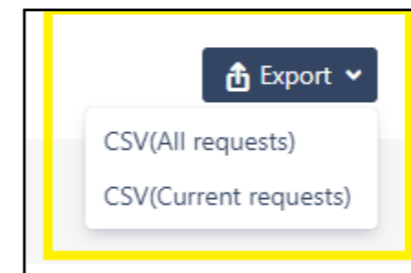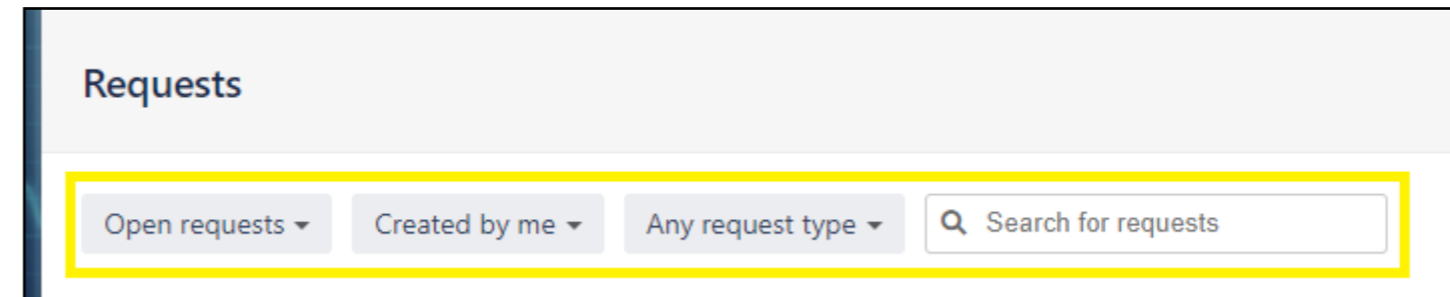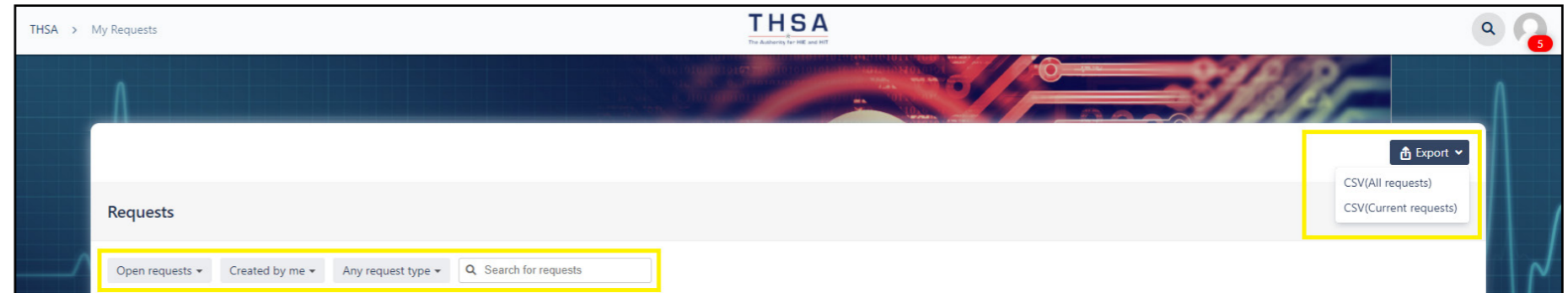
SERVICE DESK

Review/Manage Existing Tickets (4/4)

When a ticket has been submitted by an Administrator, response times to the ticket will be driven by existing SLAs, detailed in the Ai Support Response Times section. Ai Service Desk staff will review the ticket and provide or request additional information in the "activity" section of the ticket. You may enter updates, including attaching more documentation, using the "Comment on this request" box at the top of the ticket.
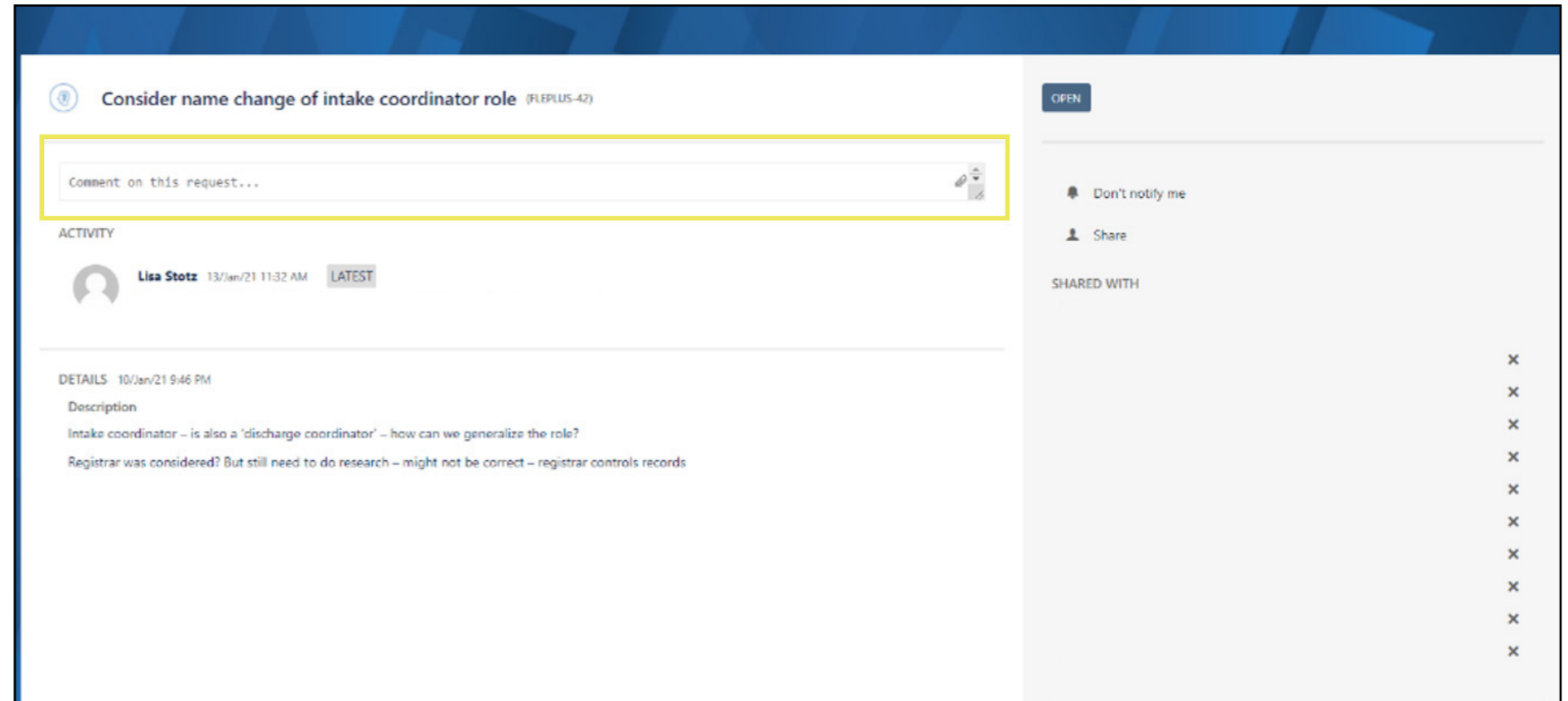
Share A Ticket

When you create a ticket, the Service Desk is configured to keep the ticket private, meaning only you and the Ai Service Desk team will have access to view its contents. To share a ticket, click on 'Share' and type in the name, email address, or entity with which you wish to share the ticket. You can select the names of individual Ai staff or Administrators, or you can select all Administrators in your implementation of PULSE. You can always view with whom a ticket has been shared by looking under "Shared" on the right-hand side of the ticket.

To remove an individual or entity from viewing a ticket, simply select the "x" to the right of that name.
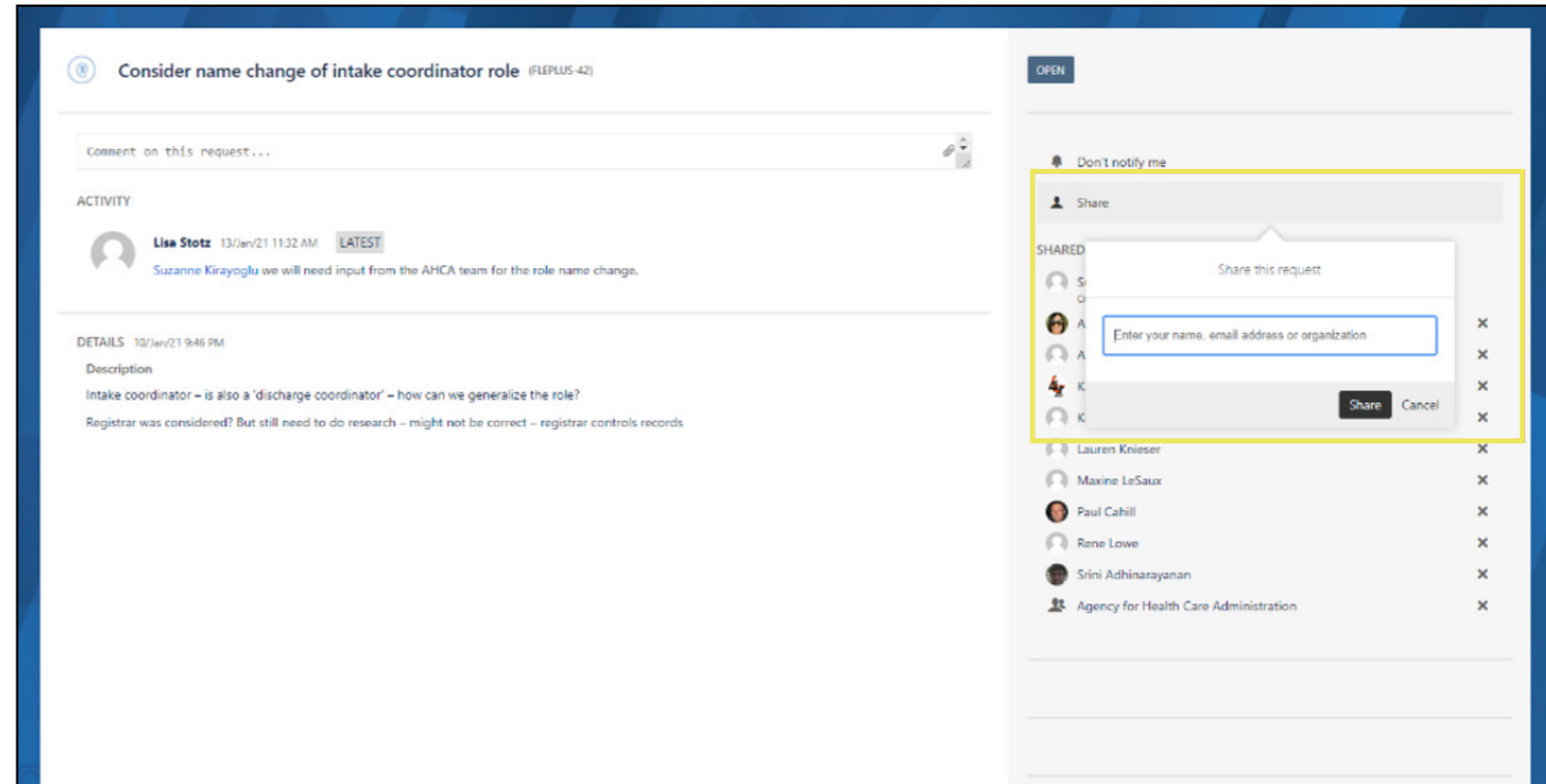
Close A Ticket

Once the Ai Service Desk staff has resolved the ticket, they will change the status to "waiting for customer" and ask the individual who submitted the ticket to confirm. Service Desk staff will document in the ticket any actions that may have occurred outside the ticket as part of this process (e.g., email or phone communications). Once a customer confirms the ticket has been resolved, Ai Service Desk staff will close the ticket.

If a customer has not confirmed that a ticket can be closed or whether additional action is requested, the Ai Service Desk team will check in two additional times with the individual who created the ticket. If no response is provided, they will close the ticket.

However, the customer can always comment on a closed ticket if further assistance is needed, and the ticket will be reopened.
Only an Ai Service Desk Team member can close a ticket in the Service Desk.

Ai Support Response Times (Service Level Agreements for Incidents)

When feasible during PULSE Enterprise Activation, all Incidents should be entered electronically via Ai's Service Desk at http://servicedesk.ainq.com .This method allows for appropriate prioritization of requests as well as additional standardized data collection about the incident. When not feasible, for example due to Internet outage, Incidents can be reported through Ai's 24x7x365 phone answering service. The Priority of each issue will be determined based on the Business Impact you rated in the ticket and through an internal assessment conducted by Ai's Service Desk Team. Based on the priorities, the standard associated response times are as follows:

Description	Associated Timeframe When PULSE Is NOT Activated	Associated Timeframe When PULSE Is Activated
Telephone and/or Service Desk Ticketing Support	8:00 AM to 5:00 PM ET Monday-Friday	8:00 AM to 5:00 PM ET Monday-Friday
High Priority – issues are those that involve the production system being unavailable (e.g., system down)	Response within 60 minutes (24/7)	Response within 30 minutes (24/7)
Medium Priority – issues are those that involve serious degradation of system performance or functionality	Response within 2 business days (Monday-Friday 8:00AM – 5:00PM)	Response within 1 business day (Monday-Friday 8:00AM – 5:00PM)
Low Priority – issues are those that involve immaterial problems not affecting system performance	Response within 5 business days (Monday-Friday 8:00AM – 5:00PM)	Response within 5 business days (Monday-Friday 8:00AM – 5:00PM)
After hours production issue support	24x7x365 by Ai phone answering service	24x7x365 by Ai phone answering service

Revision History

Version #	Description	Date
1.0	Initial Version of standalone PULSE Ai Service Desk User Guide	May 7, 2021