

ONE[®] Mail Service Availability and Support Document

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1.0 Document Overview

1.1 Purpose

The ONE Mail Service Availability and Support document outlines the service support and availability commitments eHealth Ontario maintains for its ONE Mail service (Service). This document outlines eHealth Ontario support for incidents and changes including client responsibilities.

eHealth Ontario may revise this document from time-to-time at its sole discretion. Any revisions made will be posted at <http://www.ehealthontario.on.ca/en/services/resources>.

The document does not override legal agreements between eHealth Ontario and clients related to the ONE Mail service. In the event that there is a difference between information contained here and information contained in an agreement, the agreement will take precedence.

1.2 Audience

This document is for all clients and users of eHealth Ontario's ONE Mail service.

2.0 Definitions

Unless set out in the definitions section below or otherwise within this Service Availability and Support document, capitalized terms in this document will have the meaning set out in the agreement between the ONE Mail client and eHealth Ontario.

The following definitions apply:

Incident means a Service Interruption or a Service Request.

Level 1 Support means a function that serves as the first point of contact for End Users needing assistance and is provided by the client's personnel. The Client's Level 1 Support team will ensure that only those Incidents reasonably determined to be eHealth Ontario-related will be referred to eHealth Ontario.

Level 2 Support means a function which manages, investigates, and uses commercially reasonable efforts to resolve eHealth Ontario-related Incidents that are referred to the eHealth Ontario Service Desk by Level 1 Support.

Representative means any directors, officers, employees, agents consultants or subcontractors of eHealth Ontario or Client, as well as the directors, officers, employees or agents of any subcontractor, of each such party.

Service Interruption means an event which deviates from the expected operation of a Service, due to factors including but not limited to: faults in the environment in which the Service operates, usage errors, functionality deficiencies or misunderstandings, and slow response time.

Service Request means a request to perform specifically-defined support functions for Services, such as, but not limited to, providing information, IP changes, and other client initiated changes.

eHealth Ontario Service Desk means the 24 hours help line offered by eHealth Ontario. To contact please call by phone: 1-866-250-1554 or email at servicedesk@ehealthontario.on.ca.

3.0 Service Support Description

3.1 Level 2 Support

eHealth Ontario will use commercially reasonable efforts to provide the Client with Level 2 Support for the ONE Mail services provisioned by eHealth Ontario

3.2 eHealth Ontario Service Desk

The eHealth Ontario Service Desk will be primarily responsible for providing Level 2 Support. Each incident referred to the eHealth Ontario Service Desk by Level 1 Support will be managed from receipt through investigation and resolution or closure to ensure security, accountability and responsiveness to the Client. At its own discretion, the eHealth Ontario Service Desk will engage other eHealth Ontario Representatives to address Incidents that are beyond the scope or capabilities of the eHealth Ontario Service Desk.

3.3 Requests for Additional Information

Should the eHealth Ontario Service Desk or any eHealth Ontario Representative require additional information or action pertaining to an Incident, the client's Level 1 Support will be notified by telephone, voicemail, or email. The client recognizes that a delay in responding to the eHealth Ontario Service Desk or other eHealth Ontario Representatives may result in a failure or delay by eHealth Ontario to address the Incident. The specified availability of any services and any Service Levels, dates or time periods relevant to the performance of the services by eHealth Ontario or its Representatives will be appropriately modified or extended, as the case may be, to account for any such delays.

3.4 Resolution

The client accepts that the resolution of an Incident may not be possible or commercially reasonable. In each such instance eHealth Ontario will work with client and eHealth Ontario's suppliers to try to minimize the impact of any such Incident and prevent recurrences, and the Incident will be deemed unresolvable or closed.

For Incidents deemed by eHealth Ontario as resolved without participation of the Level 1 Support team, the eHealth Ontario Service Desk will notify the client's Level 1 Support team, via the contact information provided by the client (as required in section 5.3 below). If the Level 1 Support team, acting reasonably, does not accept the resolution, it can re-open the existing ticket within 15 days of notice by contacting the eHealth Ontario Service Desk. Once the ticket is reopened, eHealth Ontario will use commercially reasonable efforts to resolve that Incident; provided that, eHealth Ontario reserves the right, acting reasonably, to declare that Incident unresolvable or closed.

For Incidents requiring the participation of the Level 1 Support team, the eHealth Ontario Service Desk will attempt to contact the Level 1 Support team via the contact information provided by the client. Should the Level 1 Support team not respond to the first notice within a reasonable time frame, the eHealth Ontario Service Desk will resend the notice. If, after 3 attempts, the Level 1 Support team does not respond, or upon receipt of acceptance, the Incident will be deemed closed. If the Level 1 Support team, acting reasonably, does not accept the resolution, it can re-open the existing ticket within 15 days of notice by contacting the eHealth Ontario Service Desk. eHealth Ontario will use commercially reasonable efforts to resolve that Incident; provided that, eHealth Ontario reserves the right, acting reasonably, to declare that Incident unresolvable or closed.

3.5 Escalation

Escalation of Incidents referred to the eHealth Ontario Service Desk will be handled in accordance with eHealth Ontario's standard incident management practices unless eHealth Ontario and the client agree otherwise in writing.

4.0 Incident Support

4.1 Incident Prioritization

Incidents referred to the eHealth Ontario Service Desk will be processed in priority sequence, with some allowance, at the eHealth Ontario Service Desk's sole discretion, for the importance and urgency specified by the Client Level 1 Support.

Priority Level	Description and Service Level Agreement
P1 Critical 7/24 Support	Critical Application down or degraded to the point where unusable
P2 High 7/24 Support	Critical Application degraded but still usable
P3 Medium Business Hours Support Mon.-Fri. 8 AM- 8 PM	Critical Application not accessible for <5 users
P4 Low Business Hours Support Mon.- Fri. 8 AM – 8 PM	Non Critical Application not accessible for < 5 users

Table 1 Incident Prioritization

5.0 Client Obligations

5.1 Level 1 Support

The client is solely responsible for providing Level 1 Support to its end users. The client acknowledges and agrees that Level 2 Support procedures, policies, and information requirements established by eHealth Ontario will be satisfied by Level 1 Support and that eHealth Ontario and the client will work together to ensure that the interactions between Level 1 Support and Level 2 Support operate as effectively and efficiently as is reasonably practical. The client agrees that the personnel responsible for Level 1 Support will abide by the incident referral and resolution procedures and templates devised by eHealth Ontario Level 2 Support and communicated to Level 1 Support from time to time.

5.2 Level 1 Support Responsibilities

Pursuant to subsection 5.1, the client's Level 1 Support will include, but is not necessarily limited to, the following responsibilities.

- (a) Handling communication with their end users, including but not necessarily limited to: forwarding notices of planned and unplanned Service Interruptions;
- (b) Resolving Service Interruptions using established resolution procedures and tools which may be provided by eHealth Ontario's Level 2 Support from time to time;
- (c) When Level 1 Support is unable to resolve a Service Interruption, after employing reasonable efforts to determine whether the Service Interruption is eHealth Ontario-related, Level 1 Support will document all relevant facts, and forward the details to the appropriate provider of Level 2 Support as designated by eHealth Ontario, which may or may not be the eHealth Ontario Service Desk depending on the nature of the problem;
- (d) Assisting Level 2 Support with the resolution of Service Interruptions, including but not necessarily limited to, conducting on-site diagnostics tests and configuration changes;
- (e) Facilitating submission of Service requests from an authorized client Representative to the eHealth Ontario Service Desk;
- (f) Providing local technical support for workstations, local area network, and other on-site equipment, including but not necessarily limited to equipment installed on the site by eHealth Ontario; and
- (g) Recording, tracking and communicating resolution of all Incidents reported by end users of the client including those that were referred to eHealth Ontario's Level 2 Support.

5.3 Level 1 Support Contacts

eHealth Ontario will provide the client with a contact list template otherwise known as a Contact Matrix Document. The Contact Matrix Document must be kept current by the client and an updated Contact Matrix Document must be provided to the eHealth Ontario Service Desk whenever any changes to contact information are made by the client. Failure to provide an updated Contact Matrix Document may result in eHealth Ontario not being able to fulfill its obligations to provide service notifications to clients.

5.4 Confidentiality and Privacy

The client will obtain the consents required under Applicable Laws of the applicable end user of the Client prior to releasing any Personal Information to eHealth Ontario in the course of referring or resolving an Incident. Please note that the term Personal Information includes both personal information and personal health information.

6.0 Maintenance Window

6.1 Scheduled Maintenance

When possible, any maintenance of eHealth Ontario's technology infrastructure will be conducted at the times set out below (the "Maintenance Window"):

Day of the Week	Hours
Sunday	Between 0000 hours and 0600 hours local time in Toronto (12:00 a.m. and 6:00 a.m.)

Table 2 Maintenance Windows

Maintenance conducted during a Maintenance Window is "Scheduled Maintenance". With respect to a specific instance of maintenance to be conducted outside the Maintenance Window, such instance will be Scheduled Maintenance if: (i) eHealth Ontario gives the client at least five business days advance notice or (ii) eHealth Ontario and client agree in advance that that maintenance is Scheduled Maintenance.

6.2 Exceptions to Schedule Maintenance

Notwithstanding section 6.1, for any period during which there is a public health emergency in the Province of Ontario, eHealth Ontario will use its best efforts to coordinate any maintenance to the technology infrastructure that may affect the ONE Mail services.

7.0 Availability Target

Description	Service Level Target	Measurement Criteria/Calculation
Availability	Availability \geq 99%	“Availability” means with respect to each month, the amount of time during that month when the comprehensive suite of services used in the delivery of ONE Mail are available (excluding planned outages).

Table 3 Service Availability Targets

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