
Crisis Care Technical Failure or Equipment Outage Tier Troubleshooting

Video Activation Failure

Definition: Event identified during attempt in individual crisis support activation that is not a complete outage but rather an impairment characterized by delays, slowness performing functions, error messages, etc.

Tier 1:

The eCare hub team is the first line to assist the local site with basic troubleshooting when video activation fails, including but not limited to:

- Confirm equipment name
- Confirm software application launched
- Confirm device is showing cellular connectivity (two or more bars preferred)
 - If device is in area of deficiency:
 1. Attempt Bring Your Own Device (BYOD)
 2. Default to eCare completing a phone consult
- Request activating officer to reboot video endpoint

If Tier 1 does not resolve the issue, the eCare hub team will notify eCare IT on-call 24/7 via phone followed by submitting an IT ticket to initiate Tier 2 response.

Tier 2:

- eCare IT will review troubleshooting completed in Tier 1 and evaluate on root cause issue, troubleshooting and resolution post crisis encounter.
- If unsuccessful with identifying issue, eCare IT will evaluate if a replacement device is needed.

Unscheduled System Downtime

Definition: Unforeseen mass outage due to failure of Avel eCare Network or Computer Systems.

- Notify the affected sites of the interruption of services to include the system(s) impacted, steps being taken to correct the issue and updates on anticipated duration of downtime as this information is available.
- When the outage duration is identified to be less than five (5) minutes, best efforts will be taken to weigh communication vs resolution impact.
- Communication methods include:
 - Email to identified contacts.
 - Phone and/or fax notifications to local sites.

Scheduled System Downtime

Definition: Planned Avel eCare Network or Computer Systems outage for maintenance which is scheduled periodically by Avel eCare IT or vendor.

- Scheduled downtime will be communicated no less than 2 weeks prior to planned outage if available.
- Urgent maintenance will be communicated no less than 72 business hours prior to planned outage.
- Notify the affected site of the interruption of services to include the system(s) impacted, individual care delivery plan during outage and the anticipated duration of downtime.
- Communication methods include:
 - Email to identified contacts.