System Support and Maintenance

Policy   The Laboratory Information System is maintained and supported by Laboratory Information Analysts.

Purpose   This policy documents and provides guidance for support of the Laboratory Information System software and hardware in the event of a computer malfunction.

Responsibility   **Software Support is available on a 24-hour basis from the LIS staff.** For off hours support, the LIS person on-call should be contacted first. **The on-call LIS analyst is listed on the log-in screens for SmarTerm sessions and the Sunquest gateway.**
 A call should be logged with the **ITS Help Desk (952-992-5000)** if Sunquest appears to be down.

Sunquest also is available for 24-hour software support and can be contacted via the information listed below:

> Sunquest Laboratory Information Systems
> 4801 Broadway E.
> Tucson, AZ 85711
> **Support phone: 9-1-877-239-6337**
> **Site code: MIN**

The Sunquest number is available on the logon screens for laboratory systems with the LIS analyst on-call.

Software support for Cerner HIS or eCW HIS should be called into the ITS Help Desk (952-992-5000).

Hardware Support for the CPU and disk drives is contracted through ITS. ITS will handle all contact for this type of support. Contact ITS operations or the ITS Help Desk (9952-992-5000) for questions.

All PC's, printers and other peripheral devices on the Children's Hospitals & Clinics network are supported by ITS. Support calls on these items should be made to the ITS Help Desk at 45000.

MAINTENANCE:
ITS maintains and schedules all preventive maintenance for the CPU, tape drives and disk drives supporting the Sunquest Laboratory Information System. All system maintenance is scheduled during off hours to minimize the impact of any downtime if at all possible.

Printer maintenance is maintained on a scheduled as recommended by the manufacturer or on an as needed basis. All maintenance is logged into the help desk application.

Historical Record

Version	Written/Revised by:	Effective Date:	Summary of Revisions
1	Paula Mattson	04/01/190	Initial
2	Paula Mattson	1/7/1994	
3	Paula Mattson	1/30/98	
4	Paula Mattson	08/15/00	
5	Paula Mattson	09/01/01	
6	Roxann Gulke	06/23/2013	Online format