

Laboratory Information Contacts for End Users

This guide is intended for NWT Health and Social Service Authority (HSSA) staff who are trained in and use any module of the SCC Laboratory Information System.

Roles and Contact Information

The **LIS Administrator** is the primary contact for any questions that may arise about system access permissions (IDs and Passwords), system technical support, and functionality. This individual also escalates items to TSC and acts as the conduit for issues to the LIS vendor, SCC.

The **Super Users** are the primary contacts for any user questions about system functionality or procedures and can act as an escalation path to the LIS Administrator.

The **TSC** is the primary contact for any infrastructure issues in regards to network connectivity, system and software backups and basic hardware related issues such as rebooting servers and modems, VPN access, as well as establishing Citrix accounts for LIS users.

SCC is the system vendor and is responsible for maintenance, issue resolution, support, upgrades as well as coordination with IBM for any hardware related support issues.

The **LIS Managers and Lab Advisory Committee** have responsibility for the entire LIS.

Facility	Role	Contact	Email	Phone
All	LIS Administrator	*Laurie Dufresne	Myriam-Laurie_Dufresne@gov.nt.ca *Maternity leave March 2017	867 669 4273
All	LIS Administrator	April Darrach	April_Darrach@gov.nt.ca	867 669 4273
All	Acting LIS Admin	Joel Droogers	Joel_droogers@gov.nt.ca	
Stanton	DST Manager	VACANCY	VACANCY	VACANCY
Stanton	Lab Supervisor	Jennifer Daley Ber-	Jennifer_DBernier@gov.nt.ca	867 669 4166
Hay River	Lab Manager	Roxie Small	Roxie_Small@gov.nt.ca	867 874 8311
Inuvik	Lab Supervisor	Wanda Tobin	Wanda_Tobin@gov.nt.ca	867 777 8116
Fort Smith	Lab Manager	Dianna Korol	Dianna_Korol@gov.nt.ca	867 872 6236
Stanton Core	SuperUser	Michael Arbuckle	Michael_Arbuckle@gov.nt.ca	867 669 4373
Hay River	SuperUser	Linda Carman	Linda_Carman@gov.nt.ca	867 874 8312
Inuvik	SuperUser	Linda Beaton	Linda_Beaton@gov.nt.ca	867 777 8025
TSC	TSC	TSC Support	TSCservicedesk@gov.nt.ca	867 920 4408
SCC	LIS Software and Hardware (IBM)	SCC Support	http://www.softcomputer.com/support/	1.800.SoftLab (800.763.8522)

After Hours and Weekend – Emergency Support

If you encounter any “Emergencies” after hours or on the weekend, please contact the SCC Technical Support Center listed below.

1-800-SoftLab (1-800-763-8522)

Emergency Support Schedule and Telephone Information

The SCC Technical Support Center can be reached by end users via the **1-800-SoftLab (or 800-763-8522)** hotline. The caller should identify themselves and state a client id of **NWT**.

If you are unable to reach the Technical Support Center by calling the 1-800 number, or your call has not been returned in a reasonable amount of time, you may reach the Technical Support Specialist by calling the following numbers.

Weekend Technical Support 7:00am Saturday to 7:00am Monday (EST) 727.490.5742

What is Considered an Emergency

- Main System is down – operations need to be transferred to AUX System.
- System is locked and does not allow I/O processes.
- System has been unable to produce reports for more than 2 hours.
- Critical functions do not work (place orders, enter results, etc.)
- Problems with a high volume interface.
- System not able to communicate with HIS for more than 2 hours (orders/results)
- FSO (File System Overload)
- Error messages on console indicating SCC should be contacted immediately
- Unable to access product application
- Server failure
- No billing for 48 hours or longer

If all of the questions above can be answered “No”, the issue does not meet the criteria for an Emergency.

NOT an Emergency

- Password resets (cannot be done by SCC)
- Network Issues (Can you still search in internet explorer? Can you still log onto government email?...If multiple systems are down it is not a LIS issue..do not phone SCC)

****Any user placing a call directly to Soft must follow up with the LIS**

Regular Business Hours Support

Support for issues during regular business hours can be addressed as follows:

1. Contact a local SuperUser who may be able to assist with the issue
2. Contact the LIS Administrator who will assist with the issue or will contact SCC

Desktop, Network or Citrix Support

For Desktop issues please contact your local IT helpdesk

For Network or Citrix Support please contact the TSC Service Desk at: 1 867 920 4408

Version Updates

Date	Version Release	Description of Changes	Updated by:
Dec2011- Nov2012	1-3	Initial Release	GR;RMH;MLD
April 2013	4	Updated Contact Information Added Version Updates Table	MLD
Dec 2013	5	Updated Contact Information Added Client ID info to Emergency Support Page	MLD
July 2014	6	Updated Contact Information	MLD
Oct 2014	7	Updated Contact Information and Phone Numbers. Updated Titles for Maternity Leave Coverage.	MLD
Oct 2014	8	Contact Changes	ELA
Jan 2017	9	Contact Name/Number Changes	MLD
Feb 2017	10	Maternity Leave update	ALD
Mar 2017	11	-Fixed Error in Contact Info for HR -Added "Not Emergency" scenarios...password resets; network issues	MLD