

White Glove IT Support Policy

What does it mean:

White Glove IT Support delivers fast, personal assistance for critical IT issues, ensuring minimal disruptions. With priority response, dedicated support, and seamless escalations, it provides a smooth, high-quality IT experience.

Scope

White Glove support applies to:

- Employees working onsite at a client/hospital with critical IT needs.
- Users that are experiencing a technology issue that impacts on financial deliverables.
- Urgent and time sensitive issues that impact the business.

White Glove Service

- **Activity Scope**
 - Password resets.
 - MFA issues.
 - MIFI connectivity problems.
 - Device failures (dead laptop).
 - VPN troubleshooting – Global Protect connectivity.
 - Remote Desktop issues for AVD workspace access.
 - TruBridge, CCR, 20/20, Citrix software issues.
 - Access verification and validation before onsite visits.
 - Slow system performance, crashes, or software failures that require immediate resolution that impact Client Deliverables.
- **Response & Resolution Expectations**
 - Response Time: 1 Hour
- **Escalation**
 - Utilize Opsgenie and on-call schedules coordinated with the rest of CorpIT and VizTech.

Standard Delivery Service

- For any IT issues, we're here to help with prompt support and clear steps to get things fixed quickly, keeping everything running smoothly. The Service Desk is here to walk you through any of the below issues or point you in the appropriate direction. We are also here to connect you with the right team to ensure your issue is corrected.

- **Common IT Support Areas**
 - Mobile Device Management (MDM) – Setup of new mobile devices
 - Distribution list management – Removal, additions, creation
 - SFX/SFTP access requests – Handled by Prod Operations (Non-Claro)
 - Access Requests - Requested through SailPoint
 - Software Requests - Processed via SailPoint and Company Portal
 - Phishing Reporting - Standardized reporting and escalation process
 - Peripheral Requests - Streamlined approval and fulfillment workflow
 - Name Changes - Coordination across IT & HR systems
 - Teams Changes/Requests - Managed via formal request workflow
 - Badge/Visitor Requests - Handled by Security & Facilities
 - Jumpstart (FTE & Contractors, Onboarding/Offboarding) - Coordinated with HR & IT
 - Break/Fix Process - Escalation path defined for urgent issues
 - Critical Incident Response - Clearly defined escalation and resolution process
 - SQL Database Request - Processed by VizTech Database Team
 - Teams Guest Access - Processed by Unicom
 - P Drive, I Drive and H Drive Support – Excluding Onsite activities

- **Response & Resolution Expectations**
 - Response Time: 24 hours

Methods of communication and contact.

- During office hours – 7AM-6PM CST
 - 7AM-6PM - Business hour Service Form inside Self-Service (Search White Glove)
 - 7AM-6PM - X1111 Service Desk contact within teams
 - 1-800-842-4929 from your mobile device
 - ServiceDesk@vizientinc.com from outlook
 - In Person “Genius Bar” Support in Irving 5th and OPO 3rd floors.
- After hours’ support (White Glove)
 - 6PM-7AM - Service Desk After Hours hotline (Option 4)

Our Commitment to you.

- Vizient will employ a Service Desk “queue” moderation process. A designated individual will be required to evaluate incoming incidents. Any incident in the previously mentioned “White Glove” categories will be bumped up as next within the Service Desk queue or immediately routed to the next team utilizing a warm hand off. This warm hand-off will ensure both the customer, and the responder are connected before ticket transfer.