

HHUNY DUA SSP Support

Presented on: October 31, 2024

Go Live Date: November 1, 2024



HHUNY
HEALTH HOMES OF UPSTATE NEW YORK
Empowering you. Expanding possibilities.

Meet the HHUNY Support Team



Stephen Ryan

Health IT Coordinator

Danielle Williams
Technology Support Specialist



How to reach out for assistance starting Nov 1?

Option 1

Log into HHUNY Okta account ([HHUNY Okta Login](#)), access the HHUNY Help Desk, and submit an “AWS/Laptop/Internal Software Issue - Huther Doyle DUA” ticket

- Link to appropriate ticket: [AWS/Laptop/Internal Software Issue - Huther Doyle DUA](#)

Option 2

Call us at 855-800-3802

- If we are unable to answer, please leave a voicemail

**For expedited response, please provide the following in your voicemail*

- *first AND last name*
- *specify that you are with the **Huther Doyle DUA** project looking for **AWS support***
- *call back number*
- *brief description of your issue*

How do I know what priority level to pick?

- **Critical** – Issues causing widespread system outages or severe business impact, requiring immediate attention
 - *Ex: No one can log into workspaces*
- **High** – Significant problems affecting users or core business functions. User is unable to perform their job, needing rapid attention ~ 20 min
 - *Ex: Individual users cannot log into their workspace*
- **Medium** – Issues impacting individual users or non-essential essential services, to be addressed in order of receipt. ~ 24 hours
 - *Ex: Office application is not working*
- **Low** – Minor problems or routine requests that can be handled when more urgent matters are resolved.
 - *Ex: My font is different, I would like this to do this*

Response Time Expectations

You should receive a response within 15 minutes of reaching out!

Internal Notification Process:

• Ticket Creation

- HHUNY Help Desk team members will be notified immediately when an “AWS/Laptop/Internal Software Issue - Huther Doyle DUA” ticket is submitted
- The Innovative Team is also notified at this stage, *if* the submissions indicates a “High” or “Critical” priority level

• After 15 minutes of no response

- Both the HHUNY Help Desk Team and Innovative Team will receive an email notification if any “AWS/Laptop/Internal Software Issue - Huther Doyle DUA” ticket goes 15 minutes without a response

• After 30 minutes of no response

- Both the HHUNY Help Desk Team and Innovative Team will receive a second email notification if any “AWS/Laptop/Internal Software Issue - Huther Doyle DUA” ticket goes a total of 30 minutes without a response