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Approval By:	Date: 10/11/2021
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Purpose

This procedure establishes the Enterprise System Maintenance for the electronic health record system and a mechanism must be in place for controlling and making modifications, and establishment of an effective Software Development Life Cycle. The system maintenance helps implement security best practices regarding enterprise system maintenance, deletion of discarded features and enhancement of existing features.

Scope

This procedure has been developed in accordance with best practice system life cycle management. This procedure applies to the electronic health record system where the MHP's claims are processed.

Responsibility and Authority

The IT Operations Manager is responsible for overseeing the electronic health record system maintenance.

The Application Analyst is responsible for ensuring that maintenance, updates and patching of the electronic health record system is completed successfully.

System updates/maintenance is completed monthly after the 10th day of each month. Non-production systems will include all latest updates for individual, monthly, and quarterly releases. The production system will stay at 1-2 months behind released version to ensure business and operations are not impacted by new updates.

All System Maintenance must be scheduled after business hours Monday – Friday between 11:00 PM (PST) and 5:30 AM (PST) for production system. Non-production system maintenance can occur Monday – Friday 6:00 AM (PST) – 11:00 PM (PST).

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1.0 Version Verification

1.1 The Application Analyst will log into the vendor portal and validate

1.2 Run reports on Version Drifts & Product Inventory for all instances: Production and Non-Production systems

1.3 Download reports

1.4 Compare Downloaded Versions with SharePoint System Comparison and update spreadsheet. Add new month and add versions for all instances.

1.5 Email updated comparison to IT Team

2.0 Download New Updates/Patches

2.1 Application Analyst will download corresponding patches to SharePoint modules folder/sub-folders

2.2 Application Analyst will request new updates/patches be applied to the non-production systems for user acceptance testing

2.3 Application Analyst coordinates with the vendor on installation date

2.4 Vendor applies updates/patches to the agreed upon scheduled time to the non-production system

3.0 Review System Updates/Release Documentation

3.1 Application Analyst will send all release details, summary and acceptance tests to the IT Team for system wide testing and provide feedback by designated date.

3.2 Application Analyst will send all pertinent release details and acceptance testing to Billing for testing new updates and provide feedback by designated date.

3.3 Application Analyst will send all pertinent release details and acceptance testing to QM to test and provide feedback by designated date.

3.4 After all feedback from all testing groups is successful, proceed to next steps.

3.5 If testing fails, IT/Billing will work with the vendor to report issues on correcting errors.

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4.0   Production System Maintenance

4.1   Application Analyst will submit ticket with vendor to install updates/patches

4.2   Application Analyst will coordinate with the vendor on an agreed upon date/time of the installation of updates/patches

4.3   Application Analyst will send communication to the following groups making them aware of the maintenance window: County Core IT, Departmental IT teams, QM, and Billing

4.4   Application Analyst sends appointment reminder for IT Operations Manager and BHRS IT team for awareness

4.5   After maintenance window is complete, Application Analyst validates updates/patches have been successfully installed