

# CRA Health

## Customer Service Expectations

### 1 Purpose

The purpose of this document is to establish customer expectations with regard to CRA Health's subscription service availability and customer service support.

### 2 Normal Service Hours

#### 2.1 Application Services

The normal service hours for CRA Health application services are Monday through Saturday 6 AM to 9 PM ET, excluding these major holidays in the US:

- New Year's Day (January 1<sup>st</sup>)
- President's Day (Third Monday of February)
- Memorial Day (Last Monday of May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (First Monday of September)
- Thanksgiving Day (Fourth Thursday of November)
- Christmas Day (December 25<sup>th</sup>)

#### 2.2 Customer Support

Customer support hours are Monday through Friday 9 AM to 9 PM ET, excluding the same major holidays as application services (see 2.1).

### 3 Availability and Uptime

CRA Health provides cancer risk assessment and management workflow services to customers during normal service hours (see 2.2):

Expectation	Description	Performance Target
<b>Subscription Services Availability</b>	<ul style="list-style-type: none"> <li>• Excluding scheduled downtime, the percentage of time subscription services are fully functioning and available to the authorized users during normal service hours</li> </ul>	<ul style="list-style-type: none"> <li>• Greater than or equal to (<math>\geq</math>) <b>99.9%</b></li> </ul>
<b>Scheduled Downtime</b>	<ul style="list-style-type: none"> <li>• The total number of minutes of scheduled downtime in a calendar month</li> </ul>	<ul style="list-style-type: none"> <li>• CRA Health will perform scheduled downtime outside of normal business hours</li> </ul>

		<ul style="list-style-type: none"> <li>• In any case, scheduled downtime will not exceed <b>six (6) hours</b> per month</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• The update of software, OS patches and security patches on the infrastructure hosting CRA’s application services</li> </ul>	<ul style="list-style-type: none"> <li>• CRA Health usually performs no-downtime maintenance every 2 weeks without advanced notice to customers.</li> <li>• The maintenance usually happens on Saturdays after 9 PM.</li> </ul>

## 4 Customer Service Support

### 4.1 CRA Help Desk for Issue tracking (preferred)

To provide users with transparency into our ticketing system, we request that you create an account in our CRA Help system. Please click on “[New to CRA Health](#)” and provide your name and email address. You will then receive a welcome email with a verification link that will allow you to create your password. Going forward, please bookmark <https://hra.zendesk.com/hc/en-us/requests> for direct access to your ticket.

### 4.2 Support Hot Line

The CRA Help system is the preferred way to report an incident because of the automatic documentation trail and time stamping. If you are unable to access the CRA Help system, please call the customer support hot line at (617) 631-8174 and leave the following information:

- Your name
- Your phone number
- Your institution and specific location (a clinic or hospital)
- A brief description of the incident and the impact it is having on your workflow
- If the incident impacts all users at your site
- If the incident impacts all customers

### 4.3 Support Email

The user can also request support via email to [support@crahealth.com](mailto:support@crahealth.com) with the required information in the email. A Zendesk ticket will be automatically created in this case.

### 4.4 Service Incidents and Levels of Severity

A service incident is defined as the unexpected interruption of customer workflow or unexpected behavior of customer workflow during the normal service hours.

Service incidents can be classified in the following severities:

1. High: Service incidents that affect most customers, or some customer workflows without any workarounds. For example, if the Risk Engine is down, the service incident severity is high. Another example is that all of the users at a customer site cannot login to access the CRA Services.

2. Medium: Service incidents that affect some customers and with workarounds that are time-consuming for the users. For example, the appointment feed is not working, the user cannot see all the appointments for the day and must manually enter all the appointments.
3. Low: Service incidents that affect some customers and have a reasonable workaround. For example, documents are not automatically printed. The user must manually print the documents.

#### 4.5 Sensitive Information Request

Customer can request sensitive information such as PHI and audit log information from CRA through the support channels. Upon receiving such request, the CRA support staff shall verify the identity of the person making such request on behalf of a customer, obtain the name, phone number, and email address that is in the customer's domain. When return the sensitive information, the information shall be shared in a secure manner such as using DropBox. The sensitive information shall be encrypted in transit and at rest. The sensitive information shall be securely deleted after being received by the requester.

#### 4.6 Customer Service Incidence Response

Upon receiving a customer service incident report, the CRA Help Desk will notify the reporting user that the incident report has been received and provide the reporting user with an estimated time to resolution during the service hours. The initial response time is defined in the table below. If it takes longer to resolve the problem than the initially estimated time, the CRA Help Desk will provide a new estimate for the additional time needed to resolve the problem.

Once a workaround or solution has been identified, CRA Help Desk will notify the reporting user of the resolution. Every effort will be made to improve upon the following performance targets:

Measurement	Definition	Performance Target
<b>Problem Response</b>	The time required for a user to receive a response after reporting a problem to the CRA Help Desk	<ul style="list-style-type: none"> <li>• High Priority: 1 Hour</li> <li>• Medium Priority: 2 Hours</li> <li>• Low priority: 4 hours</li> <li>• Enhancement: 2<sup>nd</sup> business day</li> </ul>
<b>Problem Circumvention or Resolution Time</b>	The time required for a user to receive a circumvention or a solution after reporting a problem to the CRA Help Desk	<ul style="list-style-type: none"> <li>• High Priority: 4 Hours</li> <li>• Medium Priority: Next business day</li> <li>• Low priority: Next software release (currently a two-week cycle)</li> <li>• Enhancements: Added to product roadmap for consideration and prioritization</li> </ul>

## 5 Escalation Procedure

Upon receiving a customer service incident report, triage and initial resolution attempt is performed by CRA Health Field Services.

After 2 additional days beyond the incident response performance target, if a customer service issue is unresolved or communication is not sufficient, contact:

Hai Wang, CTO

Email: [hwang@crahealth.com](mailto:hwang@crahealth.com)

Phone: (617) 631-8174

After an additional 2 days, if service issue is unresolved or communication is not sufficient, contact:

Ed James, CEO

Email: [edward@crahealth.com](mailto:edward@crahealth.com)

Phone: 508-527-6609

## 6 Change History

Rev	Changes	Date
1	Initial release – Consistent with PR-001 Production Service Outage Customer Communication Procedure	11/11/2017
2	Updated support contact information	8/6/2018
3	Updated support initial response time.	4/16/2019
4	Added policy about requesting sensitive information.	10/8/2019
5	Updated contact information and logo.	7/16/2020
6	Updated service hours. Clarified software maintenance schedule.	11/4/2020