

GENERAL INFORMATION

Your contact information collected in this form will be used by SSHA's ONE Support (Contact Centre) to meet your needs if and when you call with a problem. SSHA understands that you may decide to provide support to your internal clients through an internal assigned contact, or to contract the service out to a third-party. Regardless of how you organize your support, it is important that those responsible for the role are familiar with the SSHA support and incident resolution procedures.

Do you have a Helpdesk or Support Contact?

Definition: The designated person, or group of persons, which handles all requests for support from client subscribers/users and acts as an intermediary between your subscribers and ONE Support. Before contacting ONE Support for problem resolution, your Helpdesk or Support Contact is expected to evaluate, classify and triage calls. ONE Support will require a detailed description of the problem for resolution. Where required, your Helpdesk or Support Contact is expected to help carry out diagnostic procedures and to work with the SSHA in resolving incidents.

Your Support Information

Your Organization Name: _____

Help Desk or Support Contact Name: _____

Title: Mr. Mrs. Ms. Dr.

Telephone Number: _____

Is voice mail available? Yes No

Cell Number: _____

Pager Number: _____

E-mail Address: _____

Hours of Operation: _____

If after-hours support is available,
please provide contact instructions

ONE™ Support Registration

Ontario Network for e-Health

Help Desk or Support Contact Name: _____

Title: Mr. Mrs. Ms. Dr.

Telephone Number: _____

Is voice mail available? **Yes** **No**

Cell Number: _____

Pager Number: _____

E-mail Address: _____

Hours of Operation: _____

If after-hours support is available, please provide contact instructions _____

System Security Contact name, telephone number and e-mail address (only complete if different from contact 1 or 2, otherwise please indicate which contact above) _____

A technical person with authority to receive confidential information or security incident details and act upon it.

Confidentiality

The information collected in this form is kept strictly confidential, and will be used only for the purposes of supporting and ordering SSHA circuits. This information is stored in a password protected database on the SSHA network.

SSHA has taken reasonable safeguards to ensure the security and confidentiality of all information:

- All support staff of SSHA have been through a security clearance
- All support staff of SSHA are required to sign a confidentiality agreement.
- All support staff of SSHA attend regular education sessions on information security.
- SSHA has tight physical controls, (locked doors, cameras, clean-desk policy)
- The SSHA network is protected from the outside world, and is not accessible via the Internet.