
**Canada
Health
Infoway**

Infoway & Simplifier.net - Service Level Agreement

HL7 Community Meeting

September 3rd 2019

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Standards





Agenda

- Infoway Service level agreement
- Usage of Simplifier.net
- Support from Firely[®] for business continuity
- Infoway weekly backup and support
- Restoring a copy of a project





Enterprise Account Support

Issue	Premium Support	Description
High priority	Response time < 4 hours Resolution time < 8 hours	Work halts and affects a large number of users
Medium priority	Response time < 4 hours Resolution time < 16 hours	Able to continue working but affects a small number of users
Low priority	Response time < 4 hours Resolution time < 24 hours	Able to continue work and affects a couple of users
Tickets	Unlimited	Able to influence the product's road map





How to notify Firely of an issue?

The screenshot shows the SIMPLIFIER.NET website interface. At the top left is the logo and the text "SIMPLIFIER.NET". To its right is a search bar. In the top right corner, there are links for "SNIPPET" and "FEEDBACK", along with a user profile icon. The main content area is titled "PROJECT OF Canadian FHIR Registry" and "Canadian URI Registry". Below this, there is a navigation menu with tabs for "Introduction", "Resources", "Guides", "Members", "Log", "Webhook", "Issues", and "Dependencies". A "Resources" table is visible on the left side of the page. A "Feedback" modal window is open in the foreground, containing a text input field, a "Reporter: Joel Francis" field, and "Submit" and "Cancel" buttons.



If you want to influence the product's roadmap....



- You can email standards@Infoway-inforoute.ca and we will discuss further about creating an account on Simplifier.net's JIRA dashboard where you can log a ticket





Using Simplifier.net in production

- Simplifier.net shouldn't be used in a production type setting
 - There is no 24/7 support provided by **Infoway** or **Firely**®
- GitHub (optional) serves as a secondary back and it can be synced to all projects
 - Any changes made can be directly synced from GitHub to Simplifier.net and not the other way around.





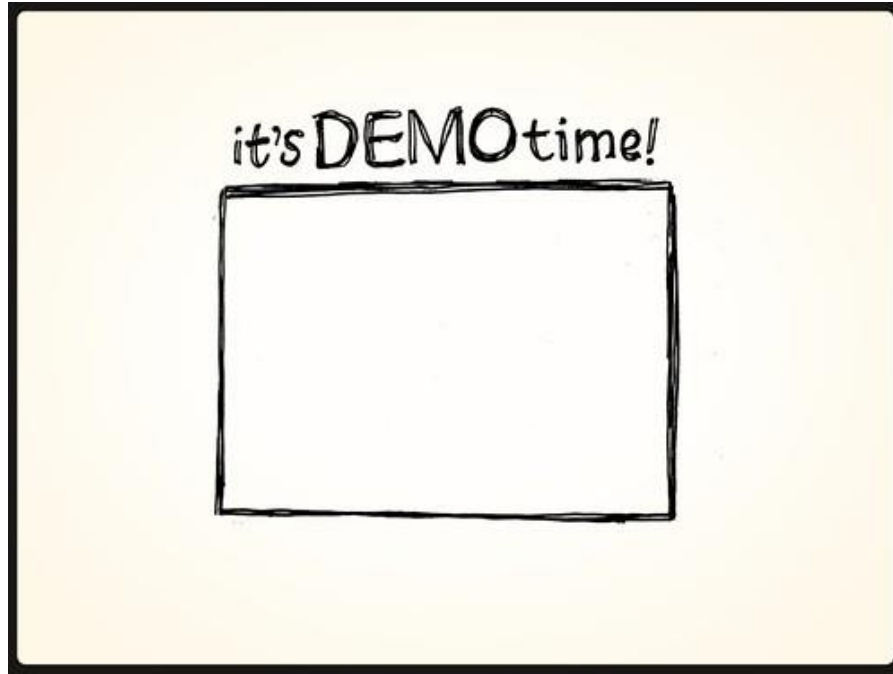
Infoway Backup and Recovery Process

- To prevent any loss of data Infoway takes a backup of projects on a weekly basis at midnight on Sunday.
- Each snapshot is held for a period of 10 days.
- Backup contains all files – images, text, xml, mark down etc.

Email: standards@Infoway-inforoute.ca if you would like to receive a copy of the backup



Demo of Recovery and Restoration





Thank you!

standards@infoway-inforoute.ca

VISIT THE WEBSITE
www.infoway-inforoute.ca

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