

## Service Level Agreement for TOGETHER for PPE Readiness

Service	C4MI	Participant
<p style="text-align: center;"><b>PKI</b></p>	<p>Provide and support PKI as defined in Certificate Policy [C4MI-TD-TPCP-D03].</p>	<p>Meet requirements defined in Digital Certificate Subscriber Agreement (DCSA). If there is a C4MI hosted solution in place for the participant there is no participant DCSA or support role.</p>
<p style="text-align: center;"><b>Software Installation &amp; Maintenance</b></p>	<p><b>Installation</b> Install and configure PPE Import Service and HTP Gateway in participant deployment environment, or make C4MI hosted environment available to participants.</p> <p>Assist with digital certificate request process and configure software components with participant-obtained certificates.</p> <p>Perform integration testing to ensure proper software functionality.</p> <p><b>Maintenance</b> Maintain operation of software deployed in participant environment, including necessary software updates. Respond to service issues from participant within 24 hours with a targeted problem resolution time of 3 business days.</p> <p>Alert participants of any identified vulnerabilities within 24 hours of awareness and will attempt to remediate within 3 business days.</p>	<p><b>Installation</b> Provide deployment environment as defined in 'TOGETHER for PPE Readiness Implementation &amp; Deployment'.</p> <p>Provide appropriate access for designated C4MI personnel to deployment environment for software installation and configuration for the tenure of this project.</p> <p>Obtain required digital certificates and install in deployment environment as defined in 'TOGETHER for PPE Readiness Implementation &amp; Deployment'.</p> <p><b>Maintenance</b> Maintain deployment environment, employing IT industry best practices to meet a maximum downtime of 3 calendar days. Contact C4MI with service issues for deployed software components within 24 hours of identifying problem.</p> <p>Notify C4MI within 24 hours of any identified vulnerabilities that could potentially affect the security or integrity of the TOGETHER for PPE system.</p> <p>If there is a C4MI hosted solution in place there are no participant software responsibilities</p>

<p><b>PPE Data</b></p>	<p>Assist participant with meeting PPE Data Export requirements defined in [C4MI-TD-DEX-PPE-D02]. Notify participant of identified export issues within 24 hours.</p> <p>Provide PPE Data Services, including PPE Product Catalog and cache of Participant PPE Data. Maintain operation of software, employing IT industry best practices to meet a maximum downtime of 3 calendar days.</p> <p>Ensure security and integrity of Participant PPE Data in a manner compliant with the Participant Common Data Use Agreement.</p> <p>A weekly report that will be generated with daily details and sent to the CDC using de-identified organization and hospital names. The data will be identified from the state where it is collected. The reports for each organization can be made available to them per a written request to C4MI.</p>	<p>Produce PPE Data daily, adhering to data export requirements defined in 'TOGETHER for PPE Readiness Data Export' document [C4MI-TD-DEX-PPE-D02]. Ensure export process yields no data gap larger than 3 calendar days.</p> <p>Comply with the Participant Obligations in the Participation and Common Data Use Agreement. Maintain completeness and accuracy of exported PPE Data, including that inventory that is reported is not expired or damaged. Notify C4MI of any data anomalies within 24 hours of identifying problems.</p> <p>For participants utilizing the C4MI hosted environment the daily data will be exchanged via SFTP process.</p>
<p><b>Database</b></p>	<p>C4MI will create and maintain database based of elements defined in data dictionary and data normalization services.</p>	<p>Provide feedback to C4MI on data anomalies when noted within 24 hours of identifying problem. Will have data entry access to database and will keep their inventory updated in the database adhering to structure and nomenclature in data dictionary. Will have data entry access to database and will keep their inventory updated in the database.</p>
<p><b>Support Services</b></p>	<p>Provide <a href="mailto:c4miTOGETHER@center4mi.org">c4miTOGETHER@center4mi.org</a> email address for all service-level communication needs.</p>	<p>Participating site shall provide defined points of contact, with defined preferences for communicating support issues.</p>