Overview of TOGETHER for PPE Support Services Plan

Overview: This document will define the support service plan for the CDC TOGETHER program during this Alpha implementation which is targeted to run for 90 days post go live. This support model will help to ensure that this important system is readily available with best efforts to provide support. If there are problems with the system this plan will ensure that the proper organization/personnel will be notified to expedite the remediation. This plan will detail the communication plan for when there are system or end point outages, as well as cybersecurity vulnerabilities. As detailed in this document this system will be supported by a collaborative combination of the participating sites, C4MI, and their business partners in this venture, Cybernetica and Kyrio. C4MI will be the responsible party for managing the service and managing the security and integrity of the data and the application. The participating sites will be responsible for maintaining the required virtual hardware platforms and network connectivity within their domain, as well as reporting problems and outages in a timely manner.

Problem Reporting Procedure: C4MI will monitor the system health and notify participating sites when there is a anomaly. C4MI will also monitor cybersecurity vulnerabilities via US Homeland Security Cybersecurity and Infrastructure Agency (CISA) alerts and inform the participating sites when a vulnerability is detected.

When a participating site detects a problem with the system the initial step will be to work with their internal organization's IT support program to triage the problem. If the problem is determined to be within the internal organization's infrastructure, then the normal 'in house' resolution process would be followed. If the local system is inoperable for 12 hours then C4MI shall be notified as courtesy, and also provide timely updates when the system is operable again. Conversely C4MI will notify all participating sites of any specific site outages that they are aware of, with updates to follow as they become available.

If the problem is determined to be external to the participating organization's infrastructure then C4MI will be notified via the defined C4MI email support mechanism (TOGETHERforPPE@center4mi.org). If the participating organization believes the problem is related to the public key infrastructure (PKI) certificates the subject line of the email to C4MI support should state 'PKI'. This will help to expedite the resolution as the emails with 'PKI' will be auto routed to the Kyrio PKI Support team. All support emails will be monitored by the appropriate C4MI personnel to insure prompt resolution.

In order to maintain the security and integrity of the system, each participant will name up to 3 individuals who will be listed as points of contact, (POC). These POC's will be provided with support points of contact from C4MI in the event that service escalation is required.

The service expectations are defined in the service level agreement (SLA) with additional detail of the service delivery process.

Service Escalation Procedure: In the event that a service delivery target in the SLA has been breached the named POC from the participating organization should contact C4MI as the point of escalation. The contact from C4MI will provide the follow up and timely updates to the participating organization's POC as well as serve as a resource for problem resolution. In the event the C4MI point of contact does not provide timely updates or there is dissatisfaction from the participating sites perspective a further point of escalation can be the C4MI CDC Together Project Management team.