

# MAYO CLINIC



## Support Process Summary

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Prepared for the Mayo Clinic  
Enterprise Kahua Deployment

## OBJECTIVE

The purpose of this Support Process Summary document is to provide a high-level overview of the support protocols in place to ensure proper and timely handling of Production cases that arise and to define proper procedures that both Kahua and Mayo Clinic should adhere to. The below protocols are applicable to the Mayo Clinic and Mayo Clinic Arizona domains and both domains' users. User support may be provided to external partners of Mayo Clinic utilizing separate domains but some issues may require Kahua support. Yann will escalate these issues and notify the original requestor. External partners may also contact Kahua Support directly.

Mayo has contracted with Kahua for a period of time for a dedicated Kahua Domain Administrator. The contracted Domain Administrator, Yann Bouzerand, will manage numerous administrative activities within the Mayo Clinic and work to manage all Mayo Support tickets in a timely manner per the agreement and the additional processes described in this document.

Yann will triage all Mayo Support issues and refer any that he is unable to resolve to Kahua's Support team for resolution. Kahua's dedicated Support team has ample relevant industry knowledge to assist in troubleshooting issues that may arise. The Kahua Support team will work in tandem with Mayo Clinic's dedicated Domain Administrator to resolve and triage any issues or questions that may arise following standard support processes.

An initial review of the process will be scheduled for three months after go-live for the Enterprise Kahua Implementation. Mayo Clinic and Kahua will conduct a checkpoint on Domain Administrator support. Process adjustments for supporting Mayo users and CIPS may be recommended and implemented if mutually agreed upon by Mayo Clinic and Kahua. Mayo Clinic may schedule additional checkpoints upon request to ensure user needs are being serviced.

## KAHUA SUPPORT LEVELS DEFINED

Mayo Clinic will triage issues first through either Yann and/or Superusers within the Mayo Clinic. Kahua defines each level of Support as per below:

**Level 1 (L1): Customer** - for Mayo this is Yann Bouzerand (dedicated Domain Administrator). Level 1 support includes the gathering of information about the user, the issue or request, and the initial analysis of the issue through troubleshooting and diagnostic attempts to define, isolate, and/or resolve the problem. Yann and internal users will perform the first level of troubleshooting for any cases submitted. If the issue is unable to be resolved by the Kahua trained resources internally or through Yann Bouzerand, the issue will be further triaged to Kahua's Support Team (Level 2). Hours for Level 1 Support are:

- Monday through Friday, **8:00AM to 5:00PM Central Time**
- Emails from Mayo Users to [kahuasupport@mayo.edu](mailto:kahuasupport@mayo.edu) will go directly to Yann.

- Users can expect direct email or phone contact by Yann for any emails received that require additional information for investigation and triage

**Level 2 (L2): Kahua Support Team** – Level 2 support includes further, in-depth troubleshooting and diagnostic steps taken to resolve the issue. The Kahua Support Team Members use their extensive troubleshooting experience and Kahua application knowledge to resolve the issue or to determine that the issue requires escalation to the Kahua Engineering Team (Level 3) for correction through a code change or other engineering level solution. Business hours for Level 2 Support are:

- Monday through Friday, **7:00AM to 10:00PM Eastern Time**
- Users can expect direct email or phone contact by the Support team for any cases that were entered by Yann Bouzerand or a Superuser; the Support team reviews cases based upon time of entry and level of severity

**Level 3 (L3): Kahua Engineering Team** – Level 3 support is provided by engineering resources that develop code changes to resolve application defects or perform engineering level diagnosis of issues. Kahua Support Issues can **only** be escalated to L3 by the Kahua Support Team or Yann Bouzerand after detailed review. All follow up and resolution of L3 items will be communicated through the Support team and Yann Bouzerand in partnership. Users will not receive updates directly from engineering resources.

## SUPPORT PROCESS SUMMARY – MAYO USERS

Mayo users will follow these procedures for support, which may include enhancement requests, possible defects, issues or usage questions):

1. Self Help using these resources:
  - a. Refer to Quick Reference Guides or other training collateral to troubleshoot or find answers to questions. Quick Reference Guides are available on the Mayo Clinic Facilities and Real Estate Information Internet site:  
<https://www.mayoclinic.org/about-mayo-clinic/facilities-and-real-estate/contractor-information>
  - b. Refer to Kahua library of basic Help resources at  
<http://kahua.freshdesk.com/support/home>
2. Reach out to the region’s Superuser for assistance.
3. For direct assistance from Yann, the Mayo user or the Superuser sends email to [kahuasupport@mayo.edu](mailto:kahuasupport@mayo.edu) which is an account monitored and responded to by Yann. Yann will review and respond directly to any issues received with any troubleshooting advice or to contact the user to setup time to review if received during standard business hours (8-5 pm CT).
4. The last step in the support process is to open a Kahua Support Ticket by sending email to [support@kahua.com](mailto:support@kahua.com).

- a. Email sent to [support@kahua.com](mailto:support@kahua.com) triggers the creation of a support ticket. For email coming from a @mayo.edu domain, tickets will automatically be assigned to Yann and he will be automatically be notified that the issue has been created. Support is also aware of the arrival of these tickets.
- b. In the case Yann is unable to respond or needs additional Kahua resources to progress the issue, the Support team will respond accordingly, and Yann will follow progress.
- c. All emails to [support@kahua.com](mailto:support@kahua.com) should include the following information to avoid a delay:
  - i. Name and email of user experiencing issue
  - ii. Project Name(s) impacted, including path to project
  - iii. Nature of Email: Enhancement, Question, Bug/Error
  - iv. Application Impacted by Issue
  - v. Description of Issue
  - vi. Specific, concise steps to reproduce the issue, including screen shots
  - vii. When it last worked correctly or when it surfaced (if known)
  - viii. Pertinent contact information for user including working hours and alternate contacts if needed (e.g. for severity 1 issues) – unless noted in email signature
5. Updates to the ticket will be tracked in the system until the issue is resolved, and the resolution will be communicated back to the person that reported the issue to Kahua. If a code update is required to resolve, the Support team will indicate the timing of the resolution.
6. In critical situations, send email to [support@kahua.com](mailto:support@kahua.com) to raise a ticket and also call Yann Bouzerand's direct line for **critical** issues: 832-930-6755. He will have direct access to Support's escalation point of contact during Support hours.

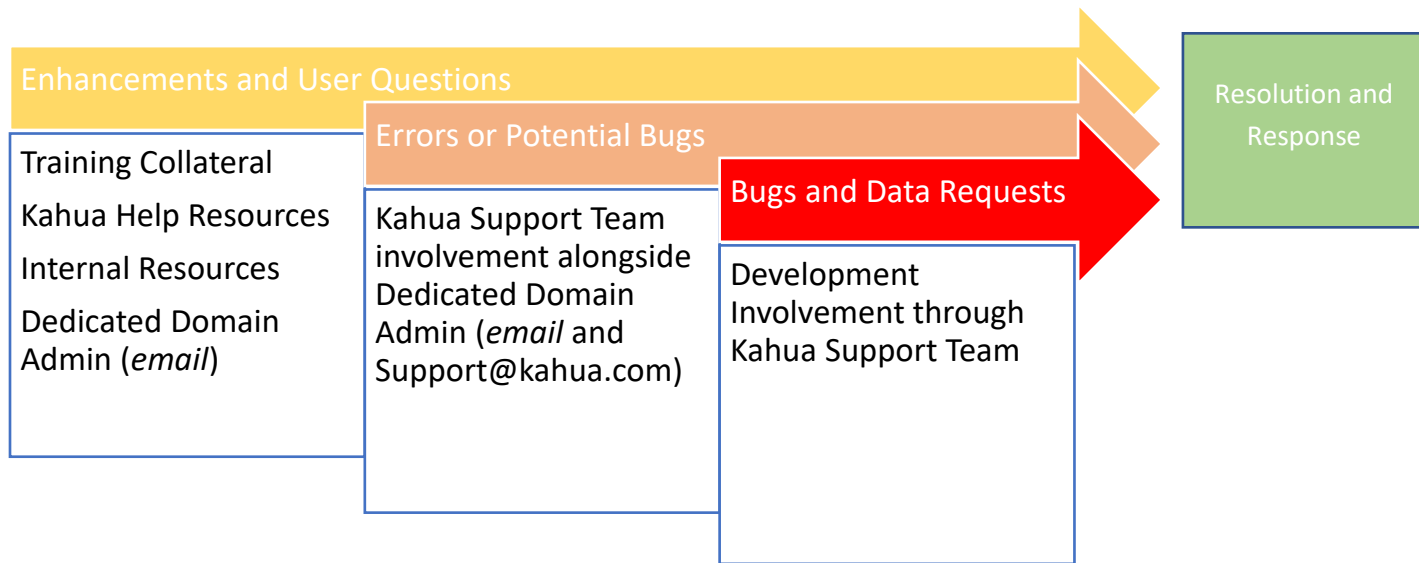


Exhibit 1.0: Visual of Support Process and Escalation to Resources

## SUPPORT PROCESS SUMMARY – MAYO CIPs

CIPs using Kahua in support of their business with Mayo may also require assistance. The process for CIP users is exactly the same as above with one exception: when a support ticket needs to be opened, the CIP should make that request directly to Kahua. (Refer to Step 4 in the previous section.) Those tickets will follow a standard support process and be handled by the support team who can consult with Yann as needed.

## SYSTEM-WIDE PLANNED AND UNPLANNED DOWNTIME COMMUNICATION PROTOCOL

If an issue is a platform-wide issue (impacting all customers and preventing reasonable work), Kahua will post a status on StatusCast here until resolved: <https://kahua.statuscast.com/>

For platform-wide release notes or planned maintenance periods, Domain Administrators will be notified via email notification from the Hubspot mail service. Kahua’s dedicated Mayo Domain Administrator will be responsible for further communicating/forwarding this message and known impact of each release to Superusers identified across each Region for further distribution as necessary.

If Mayo desires to have additional resources receive information on planned maintenance or release notes, please send the names and email addresses to [ybouzerand@kahua.com](mailto:ybouzerand@kahua.com) and he can have them added to Kahua’s messaging distribution list.

## SUPPORT SCOPE AND EXCLUSIONS

All Support and Kahua Domain Administrator support specifically applies only to those issues that are within the control of Kahua (for example, including data center connectivity to the Internet, but not including user connectivity to the Internet, or any Force Majeure events beyond the reasonable control of Kahua). These issues should be triaged accordingly to the appropriate internal Mayo resources.

Kahua Support shall also include support of problems that are caused by any hardware component of the system *provided by Kahua or its supplier*.

Kahua Support and Domain Admin support include:

1. Questions/Informational Topics: ‘How To...’
2. Errors (Bugs)
3. Data Requests: Correcting data issues/corrupt data that may have been result of underlying bug or action taken by user. These will likely require triage to a Development resource.
4. Suggestions: Captured by Yann Bouzerand for consideration and review with Mayo team for prioritization.

As noted in previous sections, Mayo Domain Administrator support applies to issues related to or in the Mayo Clinic domain. Issues specific and isolated to a Mayo partner’s domain need to be triaged through standard Kahua Support processes ([support@kahua.com](mailto:support@kahua.com)) rather than through Yann Bouzerand in partnership with Kahua Support.

Holidays recognized for the Domain Administrator are such that the position will not be providing support on these days:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas holiday (week of)