

Smoky Mountain Center

Service Level Arrangement

For

Access and Support Services

Purpose

The purpose of this Service Level Arrangement (SLA) is to formalize an arrangement to deliver access and support services to Smoky Mountain Center's (SMC) applications, network and equipment. This document is intended to provide details of SMC's access and support services to clients with a valid contract or lease and purchase any or all of the specific items as detailed within their contract or lease arrangement. This SLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the access and support portfolio provided.

Scope of Arrangement

Access Services

I. for tenants of the Evergreen Foundation, the following access services are automatically provided by Smoky Mountain Center and its partners to those companies with a valid contract or lease and if these access services are specified in the contract or lease.

Network Access- Defined as the connection to applications provided by SMC. Tenants of Evergreen Foundation will be provided a network port (RJ-45) in the office in which they have a valid contract. The tenant's computer must be set for automatic configuration (DHCP). The port will assign all network addressable information to that computer automatically.

Entity Access- Defined as the Electronic Medical Record (EMR) that SMC is the custodian of for the customer. Tenants of Evergreen Foundation will be provided a connection to the EMR by one of the following methods.

Direct Connection- the Entity client software will be installed on the tenant's computer and will allow the user to log in directly to the EMR with a username and password provided by SMC's Information Technology (IT) Department.

Citrix Connection- Citrix will need to be installed on the tenant's computer; SMC IT Department will provide a CD with the necessary installation files and documentation for self installation. Citrix will allow the user access to the Entity client with a username and password provided by SMC's IT Department. Once access is granted to Citrix, the user can select the Entity Icon and enter a username and password provided by SMC's IT Department to access the EMR.

Email- In the event that a tenant does not have an email account with another vendor, SMC will provide an email account through our qpnetwork.com domain addresses. The email address would be provided to the tenant and any configuration would be completed by SMC's IT Department.

Telephone Access- Tenants of Evergreen Foundation will be provided a digital telephone set which is part of the Smoky Mountain Center telephone system. Each phone will have an extension number. Voicemail will be granted for full time tenants only. Access will allow the Tenants to make and receive calls.

Internet Access- Internet access will be provided to tenants of Evergreen Foundation based on the Smoky Mountain Center Internet Access policy. Internet access will be filtered to ensure that no inappropriate sites are accessible and controls will be in place to deny certain bandwidth intensive applications like streaming audio and video.

II. for those that are not tenants of the Evergreen Foundation, the following access services are automatically provided by Smoky Mountain Center and its partners to those companies with a valid contract or lease and if these access services are specified in the contract or lease.

Network Access- Defined as the connection to applications provided by SMC. SMC will provide a secure connection to the SMC network via Citrix. Citrix will need to be installed on the client's computer; SMC IT Department will provide a CD with the necessary installation files and documentation for self installation. Citrix requires an Internet connection to which it will then connect to the SMC network. If you are not a tenant of Evergreen Foundation then the client will need to acquire internet access from an Internet Service Provider (ISP). Network performance and accessibility needs to be considered when purchasing ISP service. The SMC IT Department can help with recommendations based on your location, budget, application usage, performance and technical support services.

Entity Access- Defined as the Electronic Medical Record (EMR) that SMC is the custodian of for the customer. Clients will be provided a connection to the EMR by the following method.

Citrix Connection- the Citrix client software will be installed on the client's computer as detailed in the Network Access section above. Citrix will allow the user access to the Entity client with a username and password provided by SMC's IT Department. Once access is granted to Citrix, the user can select the Entity Icon and enter a username and password provided by SMC's IT Department to access the EMR.

Support Services

III. for tenants of the Evergreen Foundation, the following support services are automatically provided by Smoky Mountain Center and its partners to those companies with a valid contract or lease and if these support services are specified in the contract or lease.

Network Support- Tenants of Evergreen Foundation will be provided support for the network port (RJ-45) in the office in which they have a valid contract. Support will also

include SMC network equipment that the office port connects to. The tenant's computer must be set for automatic configuration. If the tenant is experiencing problems connecting to the network, the tenant should call the SMC Helpdesk for technical support.

Entity Support- Support for Entity and the EMR is based on the user's access to the application. This may include but is not limited to Registration, Scheduling, Medical Records, User Security and Entity Reports.

Email- Tenants that are using the qpnetwork.com domain and have a problem with the email account or configuration of the email client should call the SMC Helpdesk for support. Support for tenants NOT using the qpnetwork.com domain will be subject to terms and conditions outlined in the section of this arrangement entitled "Services NOT Covered under This Arrangement".

Telephone Support- Support for SMC telephone equipment will include, but is not limited to, the telephone set and any cords connecting the set, the telephone system, dialing plans, ring patterns, voicemail, and any digital and analog ports if applicable within and adjacent to Evergreen Foundation property. Telephone support is primarily done by SMC partners, but the coordination of the support still falls within the support of SMC and should be reported to the SMC Helpdesk.

Internet Access- Support for Internet Access will be provided to tenants of Evergreen Foundation. If a tenant is having trouble with Internet Access, they should contact SMC's Helpdesk for support. Internet Access support will be prioritized for support based on the critical need for the access or an individual site.

IV. for those that are not tenants of the Evergreen Foundation, the following support services are automatically provided by Smoky Mountain Center and its partners to those companies with a valid contract or lease and if these support services are specified in the contract or lease.

Network Support- Support will be provided for Citrix and any SMC equipment that is used for the connection to Citrix. The SMC Helpdesk should only be contacted about any problems connecting to Citrix after the client has verified that their Internet Connection is up and that other Internet sites are accessible.

Entity Support- Support for Entity and the EMR is based on the user's access to the application. This may include but is not limited to Registration, Scheduling, Medical Records, User Security and Entity Reports.

Services NOT Covered under This Arrangement

This arrangement does not cover the following services. However Smoky Mountain Center would be pleased to provide solutions to any request or service. Listed below are some examples of these non-covered services. This list is provided as guide and does not

include all non-covered services. For clarification of non-covered services, please contact the Smoky Mountain Center Helpdesk.

Examples of services not covered by this arrangement are:

- Installation of Software for use by the client but not supported by SMC.
- Installation of Hardware for use by the client but not supported by SMC.
- Trouble with network connection but determined to be user or client computer.
- Internet Access for those sites not on the approved access list.
- Reconfiguration of client's computer system due to damage or replacement.
- Virus or Spy ware removal from client's computer.
- Virus or Spy ware removal from other computer's infected due to negligence.

In the event that a support ticket migrates from support covered under this arrangement to a service not covered by this arrangement, SMC will contact the requestor for clarification before charges are incurred, unless the charges are accumulated through troubleshooting and the outcome is a non-covered service. All work completed by SMC IT Department for services not covered under this arrangement will be billed at the SMC hourly rate of \$45.00/hr.

Changes to Arrangement

Termination of Arrangement

In the event that a client terminates their contract with SMC, this arrangement is null and void.

Amendment to Arrangement

Any amendment to the terms and conditions of this arrangement will result in the notification of any amendment to the contract holder. The amendment of the arrangement would take place through an addendum to this arrangement and the recording of that addendum in Appendix A of this arrangement.

Renewal of Arrangement

This arrangement will be reelected as part of the contract process at the beginning of each contract term.

Processes and Procedures Related to This Arrangement

Client's Responsibilities

Client is responsible for having a reputable Virus and Spy ware detection software installed, updated and running on any computer system connected to the SMC network.

Failure to comply will result in immediate disconnection from the SMC network and service will only be restored after verification of compliance from an IT Department representative.

Call Management

The clients problem-ticket system, formally known as the Smoky Mountain Center Helpdesk, will be used by all support team levels (where approval and technical access has been granted) to record and track all problem reports, inquiries, and other types of calls received by SMC's IT Department.

Call Management

Support services will be provided by SMC's IT Department Monday through Friday, 8:00 am to 5:00 pm, excluding SMC approved holidays.

Dependence on Other Organizations

Smoky Mountain Center is dependant on internal protocols and external vendors in providing access and support services to the client. Smoky Mountain Center will manage the interface with regards to internal protocols and external vendors as it relates to the provision of services under this arrangement.

Billing Arrangement

Billing for services listed under the section entitled "Services NOT Covered under This Arrangement" will be accomplished through direct billing to the client.

Questions or concerns regarding the items listed in this arrangement should be directed to:

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Smoky Mountain Center
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