

THA ConnecTN Technical Support Information

Audacious Inquiry (Ai) Service Desk Support

Email Support: THA-ServiceDesk@ainq.com

Phone Support: (301) 560-6999, option 1 for Technical Support

- Telephone and/or Service Desk Ticketing System support: 8:00 AM to 5:00 PM ET Monday-Friday
- General service requests received outside of office hours will be collected; however, no action will be guaranteed until the next working day
- After-hours production issue support is available 24/7 by phone through our answering service. Production downtime issues will be responded to 24/7. Ai will respond to service-related incidents and/or requests submitted within the following time frames:

Priority	Service Level Agreement (SLA)	Description
High priority	4 hours (during business hours)	<ul style="list-style-type: none"> • Issues that involve the production application being unavailable (e.g., “system down” scenarios)
Medium Priority	Within 48 hours	<ul style="list-style-type: none"> • Issues that involve the serious degradation of application performance or functionality
Low Priority	Within 5 working days	<ul style="list-style-type: none"> • Issues that involve immaterial problems not affecting application performance

Communication Protocols

Email Addresses

Hospitals are expected to share an individual or group email address to enable communications from THA and Ai for any planned or unplanned hospital ADT downtimes.

Planned Downtime

It is expected that both THA and THA members will notify each other about any planned maintenance or system downtimes that disrupt the ADT feeds for more than 48 hours ~1 week in advance (or at least 4 weeks in advance if the changes will require THA configuration changes or testing). If there are regularly planned downtimes on an established schedule that have been communicated to THA, this communication will not be necessary.

On the **last Wednesday of every month from 10:00 PM to 2:00 AM EDT**, all systems hosted by Audacious Inquiry’s datacenter will be taken offline for security updates as part of a regularly scheduled monthly maintenance window. Users can expect to experience intermittent outages during this maintenance window. All hospital ADT connections to THA/Ai and notifications from THA/Ai to TennCare will queue during this time and will catch up at the conclusion of the downtime.

Unplanned Downtime

It is expected that both THA and THA members will communicate openly about any downtime that disrupts the ADT feeds for more than 48 hours and regularly until the downtime is resolved.

In the event that the THA system is down for an excessive period of time, THA will communicate with participating hospitals regarding continued submission of ADT messages.