



Cerner
Assist

**COVID-19
response**

Cerner Assist

COVID-19 IT management service options

If your organization is experiencing a staffing shortage or technology limitations while responding to the COVID-19 pandemic, Cerner Assist provides temporary services support.

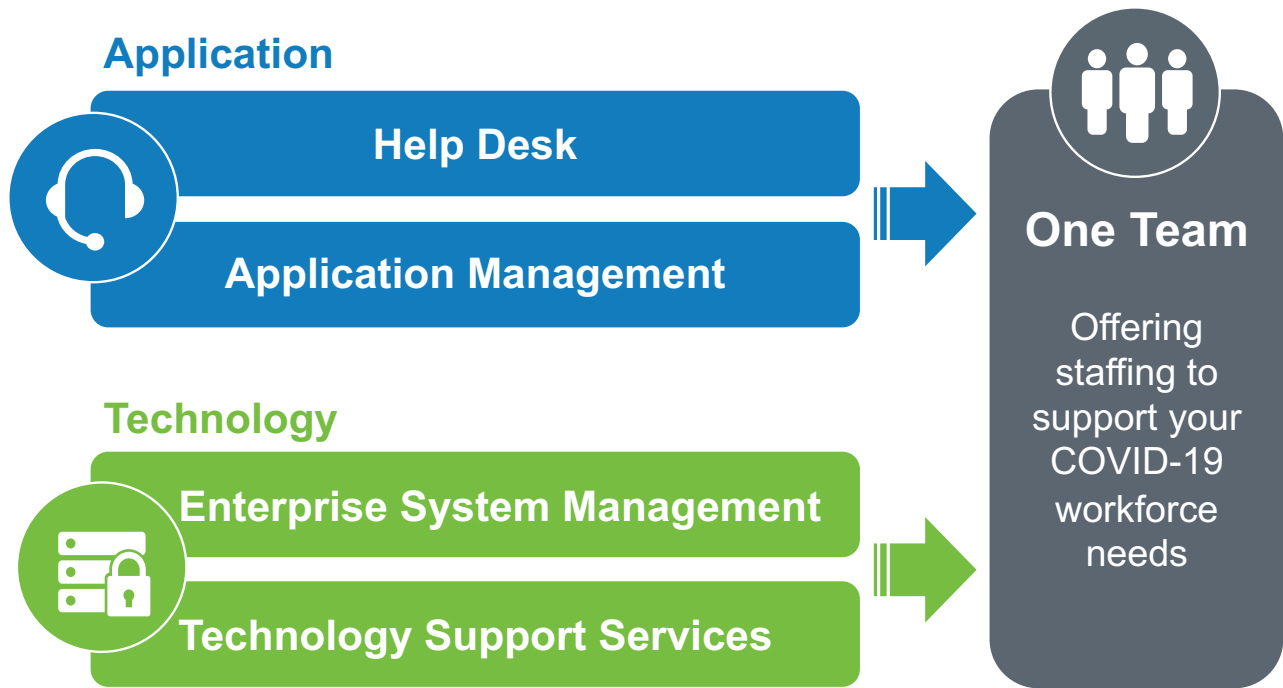
We can deliver the following service options in flexible arrangements:

- Help Desk support
- Application management for *Cerner Millennium®*, *Soarian®* and *non-Cerner* applications
- Technical support, spanning database management, system patching and monitoring, and network management

We will work with you to arrange a supplemental service option to meet your current needs. If you are interested in one or more of the following options, please contact your Cerner representative.

Key benefits

- Swift augmentation of your IT staff
- Support for your high-volume calls, service requests
- Access to best practices, templates from other Cerner clients
- Temporary monitoring, maintenance of your Cerner and non-Cerner technology



Cerner Assist provides temporary services support to clients experiencing shortages in staff or technology resources while responding to the COVID-19 pandemic.



Help Desk support

If your organization traditionally places significant responsibility on your Help Desk teams, you may need help managing the increased volume of calls from COVID-19. The malfunction of a piece of equipment or loss of a single staff member can have serious implications.

Call center: We structured this service to answer calls, document the information and transfer issues to the appropriate client team for resolution.

Millennium-only Help Desk: We can augment a short-staffed Help Desk team by accepting *Millennium* calls so your remaining staff can focus on non-Cerner call volume.

Standalone Help Desk: If you are facing a more critical Help Desk staffing shortage, we can set up an enterprise Help Desk to handle your full call volume.

Customized Help Desk: We can assume Help Desk responsibility for a portion of your existing facilities, or we can handle specific call types (e.g., password resets) across your entire organization.



Application management for Cerner Millennium, Soarian and non-Cerner applications

Your organization may want to make changes to your *Millennium*, *Soarian* and non-Cerner applications to support COVID-19 treatment. We have designed the following services to help you quickly make these system and workflow changes.

Dedicated remote resource: We assign a dedicated Cerner Consulting professional who can remotely support one or two of your applications.

Multi-application maintenance: Through this service, you get a certain number of maintenance requests to support your applications. You have the flexibility to determine how many you need across your product lines.

Incident management: This incident management and resolution service helps your IT team focus on maintenance and day-to-day operations.

Full Application Management Services (AMS): We continue to offer our traditional AMS offering, and we will work with you to determine a swift transition timeline.



Enterprise System Management: network management and server patching

We designed these services to support your organization if you lack the necessary staffing, resources or technological setup to remotely maintain your network and servers.

Basic technology monitoring: We offer 24/7/365 monitoring of on-site technologies, servers, storage and networks.

Microsoft server patching: We patch your Microsoft and top-layered software (JavaScript, Microsoft ASP. Net, etc.).

Anti-virus management: We monitor and manage your back-up and recovery as well as your end-user device patching.

Data center operations: Working remotely, we provide 24/7/365 support, maintaining daily processing logs and procedures.

7x24 Down Time Viewer (DTV) maintenance: Through this service, we monitor and perform your DTV remediation actions.

Network management: We assess your network configurations against best practices, process service requests, manage your network monitoring tools for local- (LAN) and wide-area networks (WAN). We also perform issue resolution.

Cerner technology support services

We offer these services to clients that do not use our remote hosting (RHO) service.

Partial Oracle Database Administrator (DBA): We will work closely with your IT staff to conduct a weekly Oracle Database Health Check via Olympus and existing SecureLink connectivity.

Operations Management Suite (OMS) DBA: Our comprehensive OMS DBA service offers full monitoring and management support. We set up a virtual private network (VPN) to allow your Oracle toolset to monitor your *Millennium* database.

Partial back-end *Millennium* application management: We work closely with your existing IT staff to review back-end system health indicators via Olympus and SecureLink connectivity. We also support minor updates to maintain stable operations.

Standard OMS — application tier: We offer full monitoring and management support for the backend of *Millennium* (OMS DBA is a pre-requisite). We would set up a VPN to enable monitoring of your application and database tiers.

Partial Citrix, WebSphere support: Through this offering, we work closely with your IT staff to review the health of your environment via Olympus and SecureLink.

Standard OMS — front-end: We offer full monitoring and management support for your front-end processes. We would set up a VPN to enable system monitoring.

Operating system: We can provide operating-system support. Due to the potential impact to your Cerner and non-Cerner solutions, we will work carefully with your organization to design this service.

Hardware support: Most hardware issues can impact Cerner and non-Cerner solutions, and they require more hands-on support. We would carefully design this service with your organization.

Emergency *Millennium* package loads: Our Upgrade Center can provide this service on a case-by-case basis.



About Cerner

We're continuously building on our foundation of intelligent solutions for the health care industry. Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

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