

**MEMO**

**Date:** April 15, 2021

**To:** All Public Health Directors, Managers, and PHIMS Communicable Disease Investigation (CDI) Users

**From:** Gillian Brennan, Executive Director, Digital Health Shared Health  
Kathy Koschik, Manager, Public Health Systems, Digital Health Shared Health

**cc:** Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health, Seniors and Care

Shannon Olafson, Manager, Home and Community Care, Digital Health Shared Health

Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health, Seniors and Care

Sandeep Anand, Director, Home and Community Care, Digital Health Shared Health

**Re: Informatics Specialist On-call Ending – Public Health Information Management System (PHIMS)**

---

Effective immediately, the PHIMS Informatics Specialists **will no longer provide on-call support during evenings, weekends and holidays**. They will continue to provide support during regular business hours Mon-Fri, 8:00 – 16:00.

The PHIMS Application Administrators and Application Support Analysts on-call support for critical issues will remain, as outlined in the table below.

Reminder, critical issues must be called into the service desk and escalated via phone. “Critical” is a situation where a person is unable to do their work. Contact the Shared Health Service Desk at:

- 204-940-8500 (local)
- 1-855-999-9698 (toll free)

Non-critical issues are acted on during regular business hours and can be logged via email [Servicedesk@sharedhealthmb.ca](mailto:Servicedesk@sharedhealthmb.ca)

The following PHIMS off-hours support remains in effect:

<b>Support Type</b>	<b>Hours of Support</b>	<b>Description</b>
<b>Service Desk</b>	24/7	Level 1 support: Basic technical resolution for password resets, connectivity issues, etc. If no solution is available, level 1 support can escalate to a higher tier.
<b>App Admins</b>	Regular shift Mon-Fri, 8am-4pm, On call evenings and weekends	Level 2 support: PHIMS application functionality support. Resolution for PHIMS account issues, functional issues like inability to open, enter or save entries, run reports, etc.
<b>Application Support Analysts</b>	Regular shift Mon-Fri, 8am-4pm, On call evenings and weekends	Level 3 support: PHIMS system and infrastructure support. Resolution of unexpected system outages, system wide issues, etc.