

MEMO

Date: January 26, 2023

To: All Public Health Managers and Directors, All PHIMS Users

From: Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health

CC: Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health;
Debbie Nowicki, Acting Director Epidemiology and Surveillance, Manitoba Health;
Richard Baydack, Acting Executive Director, Population and Public Health, Manitoba Health, Seniors and Care

RE: Application Administrator On-Call Support Discontinued – Public Health Information Management System (PHIMS)

Effective immediately, the PHIMS Application Administrators 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 for questions related to: PHIMS application functionality (e.g., inability to open, enter or save entries, generating reports, etc.); PHIMS accounts, including logins via remote access; and any pharmacy issues regarding inventory, access or workflows.

PHIMS Application Support Analyst on-call support for critical issues will remain unchanged, 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 to the Service Desk: ServiceDesk@sharedhealthmb.ca (please state “PHIMS” in the subject line of the email)

The following PHIMS **off-hours support** remains in effect:

Support Type	Hours of Support	Description
Service Desk	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.
Application Support Analysts	Regular shift Mon-Fri, 8am-4pm	Level 3 support: PHIMS system and infrastructure support. Resolution of unexpected system outages, system wide issues, interface errors, etc.
	On call evenings and weekends	