

Apex Orders Ticket Management

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Types of Apex Tickets

3 types of Service Now Tickets In Order of Priority:

1. Investigatory – Something is broken or there's an unexpected outcome
2. Maintenance – TLCFs and Apex screen changes
3. Enhancement – Requesting new functionality (May require additional IT resources, system upgrades and/or funding to implement changes)

Apex Maintenance Ticket Cycles

The Apex Orders team has implemented a new twice a month maintenance cycle to provide more support and to set expectations for ApexTsT readiness and go live date. (These cycles are not exclusive to Clinlab)

1. Clinlab Departments will continue to submit Test Library Changes (TLCFs) but should **not** submit an Apex Ticket until approximately 10 days out from go live.
2. Note: Enter current date and “TBD” as a placeholder for the Apex Ticket on the TLCF form
3. Complete as much Sunquest maintenance and testing as possible.
4. When close to go live, submit the Apex Ticket and update the TLCF with INC information.
5. Remember to send emails to the TLCF support group about form updates and build statuses.

Apex Maintenance Ticket Cycles Cont.

The Apex Ticket Submission Date sets ApexTsT readiness for validation and go live date.

Apex Ticket Submitted	TsT Ready	Go Live Cycle
<u>By 1st Wed of cycle</u>	<u>1st Wed in next cycle</u>	<u>3rd Wed in next cycle</u>
<u>By 3rd Wed of cycle</u>	<u>3rd Wed in next cycle</u>	<u>1st Wed in next cycle</u>

- ❖ Departments will have 10 workdays to complete validations and obtain signoff ahead of the preset go live date.
- ❖ Special prioritization may be requested outside of these cycles only if absolutely necessary
- ❖ Apex Orders Team meets internally and tags maintenance tickets with the expected go live cycle

Apex Maintenance Ticket Cycles Cont.

Month 1 (Submission)						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
INC submitted (first half of month)						

Month 2 (TST and Go-Live)						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
Build in TST (1 st Wednesday)						
Go-live date (3 rd Wednesday)						

Month 3						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Month 1 (Submission)						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
INC submitted (second half of month)						

Month 2 (TST)						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
Build in TST (3 rd Wednesday)						

Month 3 (Go-Live)						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
Go-live date (1 st Wednesday)						

Apex Orders Standing Meeting

James and Wilford meet with Apex Orders Team on Tuesdays during Cycle Weeks (1st and 3rd Wed per month)

1. We review tickets tagged for the upcoming go live cycle, to see if there are any outstanding issues preventing go live.
2. We review tickets scheduled to be put into TsT
3. We review backlog tickets to see if any can be included in an upcoming cycle
4. From this meeting review, an email is usually sent to remind depts of upcoming TLCFs that are scheduled for go live

Apex Ticket Backlog

Maintenance – 29 maintenance tickets in total for Clinlab. We are working with Apex Orders team to incorporate older tickets into upcoming maintenance cycles as resources can accommodate.

Enhancements – 10 enhancement tickets in total for Clinlab. We are requesting status updates and expected timeline for these outstanding tickets. (These are lowest priority).

Apex Build Freezes

Apex build freezes only applies to moving builds into Production, not to new and/or modified builds in POC and TST.

Ticket Management

Reach out to James if you have questions regarding a ticket or it's go live cycle.

To Escalate a ticket, staff need to call the IS Service Desk @ 415-514-4100 to request escalation and provide justification.

For better funneling of information, it's preferred Medical Directors add their Senior Supvs and James R. to the INC watchlist.

Staff need submit detailed information when submitting Apex tickets. They can refer to the TLCF form by name in the INC and even provide a link to the form in the Apex ticket.

Incomplete tickets create more follow up work and delays for everyone. Apex tickets with incomplete information may be closed due to lack of information.

QUIZ

Based on what you have learned, when should your department submit the Apex Ticket for a TLCF?

- A. When you first submit the TLCF?
- B. ≥ 3 months prior to expected go live date?
- C. When Sunquest Test validation has mostly been completed and there are no issues keeping the dept from going live once Apex has been validated?

Questions?

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