



OneHSN Child Care - Application and Registry Module Grey County Proposal

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Grey County Children's Services

June 18, 2015

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Executive Summary

RBB Innovations is pleased to introduce the OneHSN™ Integrated Human Services Technology Platform to the Grey County Children's Services. OneHSN supports a systems management approach to community integration and enables secure seamless services to clients.

As the provincially designated Service Manager for child care programs, Grey County Children's Services is responsible for the planning and administration of funds for child care services. Grey County Children's Services recognizes the important contributions licensed child care programs make to the lives of families with young children, as a resource in the early learning and development of children as well as a support to families in their employment and education engagement.

In the absence of a centralized, integrated and web based child care registration and waitlist solution, both full fee paying parents, as well as subsidized families who require child care services, currently face unnecessary challenges as they research, contact and secure services from child care agencies independently. Parents are often limited to business hours when contacting agencies regarding space. If they wish to enroll their children in licensed child care and secure a space they must contact each agency individually by phone, in person, by email or visit their website, if the agency has one, and then are put on that agency's independent waiting list. This process is duplicated for every agency with which they wish to enroll their children. Likewise, no Service Manager supports are presently provided to child care agencies to assist in the management of their waitlists.

OneHSN Child Care will streamline both the way in which families register with child care agencies as well as the means by which child care agencies manage applications and wait lists, moving away from paper copies and becoming integrated and automated.

OneHSN Child Care will also enhance access to information about other pertinent children's services that may be of interest to parents/guardians including special needs resources, the fee subsidy program and other relevant information.

Thank you for considering our proposal. We look forward to serving Grey County as your preferred human services integration partner.

Sincerely,

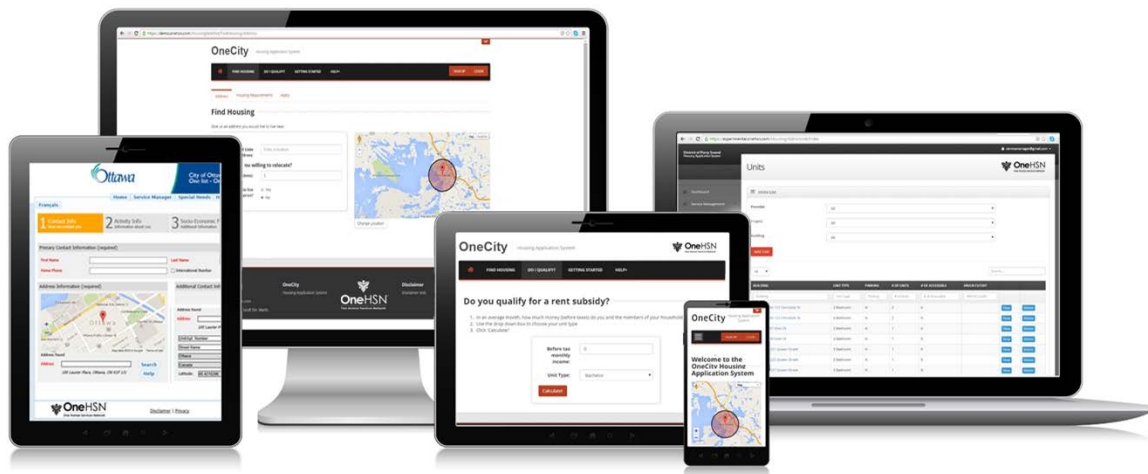


Ruth Gastle
Head of Business Development
RBB Innovations | One Human Service Network



OneHSN™

One Human Services Network



RBB Innovations (RBB) / One Human Services Network (OneHSN) is a leading provider of integrated human service software solutions. RBB / OneHSN builds and supports highly secure cloud based solutions for national and provincial governments, agencies, municipalities and multi-enterprise human service organizations.



One Human Service Network – Integrated Platform

About One Human Services Network



Building One Human Services Network from the ground up ↑

- ✓ Community service coordination
- ✓ Family and resident centered
- ✓ Supports seamless services
- ✓ Integrated case management
- ✓ Cloud based solutions

A Systems Approach to Human Service Integration

RBB Innovations (RBB) is pleased to introduce a new and innovative P3 (public / private partnership) initiative known as the One Human Service Network (OneHSN). OneHSN delivers solutions uniquely designed to support **human service system modernization** and **improved human well-being**. OneHSN in partnership with health and human service delivery organizations helps plan and coordinate seamless and tailored services to meet the needs of residents so they can maximize their potential, enhance their quality of life and contribute to their community.

OneHSN helps improve service delivery, **strengthen relationships** between agencies, and **reduce duplication** thus making better use of human and financial resources. OneHSN facilitates **service co-ordination** across programs and provides shared access to common tools and databases. It is capable of multi-enterprise solutions including **community coordinated single client record case management**, and offers a single point of access for staff and clients alike. OneHSN ensures there is no wrong door. It connects and enhances the knowledge of clients and front-line workers about community services.

Organization Overview



Human Service Integration

RBB / OneHSN is an organization specializing in the design and development of **innovative solutions** for the Human Service sector.



History & Experience

Established in **1985**, RBB / OneHSN has been working with government agencies, provincial ministries and municipalities for over **25 years**.



Technology, Security, Privacy

Experts in **Software-as-a-Service** (SaaS), cloud-based software solutions, data security and privacy.



Business Transformation

Consulting services to support business **transformation** to improve efficiency, productivity and enhanced **resident engagement**.

Senior Leadership Team

Darryl Buck
President



Jason Collins
Chief Strategic Officer



Mario Perez
Chief Operations Officer



Kathryn O'hagan-Todd
Managing Director, Human Services Solutions



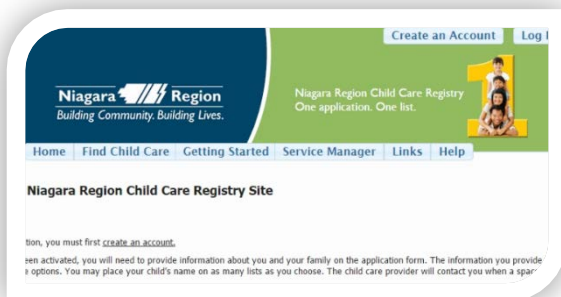
Randy Barbarie
VP Development & Support



Richard Beacroft
Integrated Solutions Manager



Clients & Testimonials



Lori Bell

Region of Niagara

"Niagara's investment in OneHSN is one that is significant in our direction to true human service integration strategies. The data continues to provide valuable, real-time information that assists with decision-making while reducing the administrative burden on child care operators to market and manage their waitlist."

Ian Gibb

City of London

"We have found OneHSN to be a reliable and innovative partner in our system integration efforts and in moving our child care and early learning sector forward through the application of technology."

Proposed Solutions

1 - OneHSN CHILD CARE - APPLICATION & REGISTRY



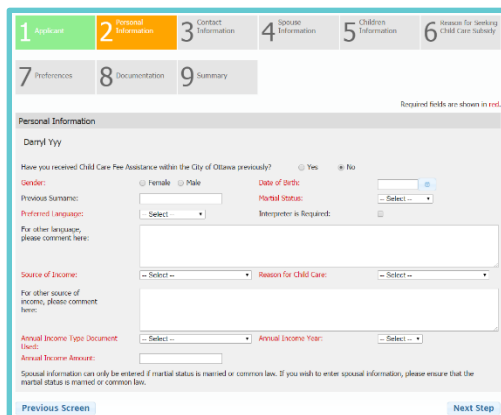
Child care *providers* across Ontario experience challenges with the management of child care applications and waiting lists. Many providers are still using paper forms in binders to track who is next in the queue for child care services, as well as to determine the number of children waiting for an available space. *Parents* are allocating a great deal of time applying for services at each individual child care provider in order to be placed on a waiting list. To address these challenges, the OneHSN Child Care™ - Integrated Child care Application and Waitlist Module aims to **improve service to families and the child care sector through one centralized online application site for all families** requiring child care.

With OneHSN Child Care, individual child care **providers will improve the management of their applicants and waiting lists** through the use of the online application site. Parents log in to the system and input their information into the centralized registry where a list of suitable child care providers is illustrated based on criteria inherent within their information.

OneHSN Child Care **reduces large amounts of data duplication**, as well as unnecessary staff administration time. For example, a parent who applied for child care with seven different

providers would need to contact and apply with each provider. In addition, each provider would contact the parent upon the availability of a child care space, where if the child is already placed, these phone calls are unnecessary.

The **OneHSN Child Care solution reduces data duplication, reduces child care administration and reduces parent's time both**

in applying and responding to child care services. The reporting capabilities allow the community to accurately measure how many children require child care within the community, as well as the specific types of child care services required. This could **assist with future program development based on accurate information** stored within the centralized system. Providers will no longer rely on paper applications and documentation regarding potential clientele, but will be able to access all of their possible clients through the secure centralized website. The data standards set through the application also allow for common reporting strategies as well as reduced costs for training as a result of staff migrating from provider to provider.

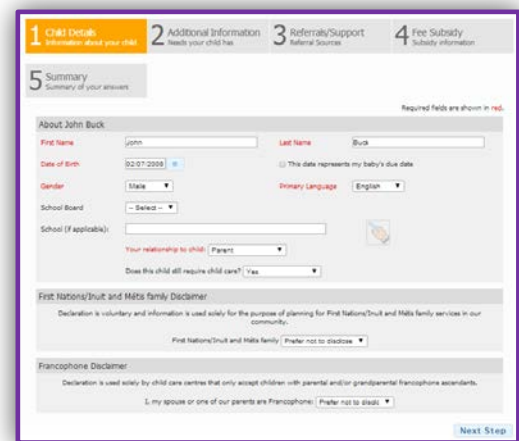
This solution has many positive benefits and through the robust

functionality of **OneHSN Child Care** your community will be able to improve every organization's level of care and staff productivity.

2 - OneHSN PLATFORM - USER ACCOUNT REGISTRY

The **OneHSN Platform - User Account Registry** is the foundation of OneHSN and provides one secure centralized account registry for human services agencies, staff and clients within the municipality or service manager district. The Account Registry provides a secure online user account which enables users (agencies/staff/clients) to securely login and access integrated services connected to the OneHSN platform such as the proposed child care registry and waitlist solution.

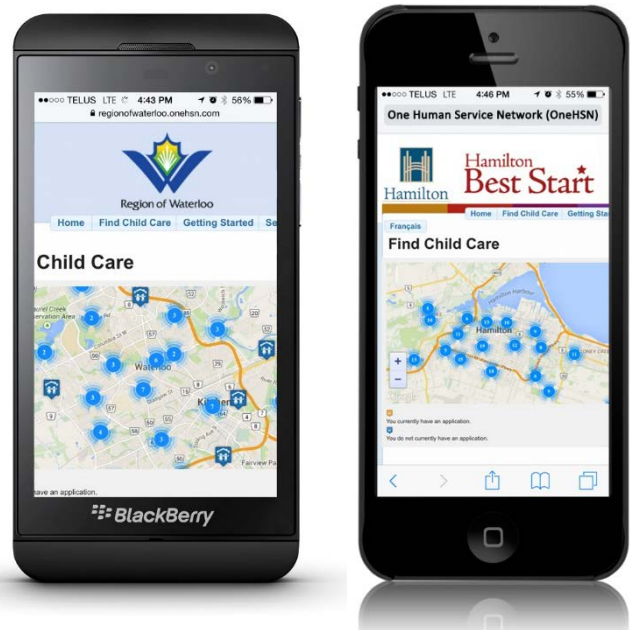
Municipalities across Ontario are building an integrated services system that will allow us to better support clients by overcoming the fragmentation that makes it difficult to navigate the system and access the services they need. The OneHSN Account Registry enables and supports the mandated vision of “No Wrong Door” and “Tell Your Story Once” for access to services and referral facilitation across the community. OneHSN™ is an easy-to-use online system which reduces client and staff administration time and provides a better seamless system for clients and agencies to match respective needs to proper resources and availability.



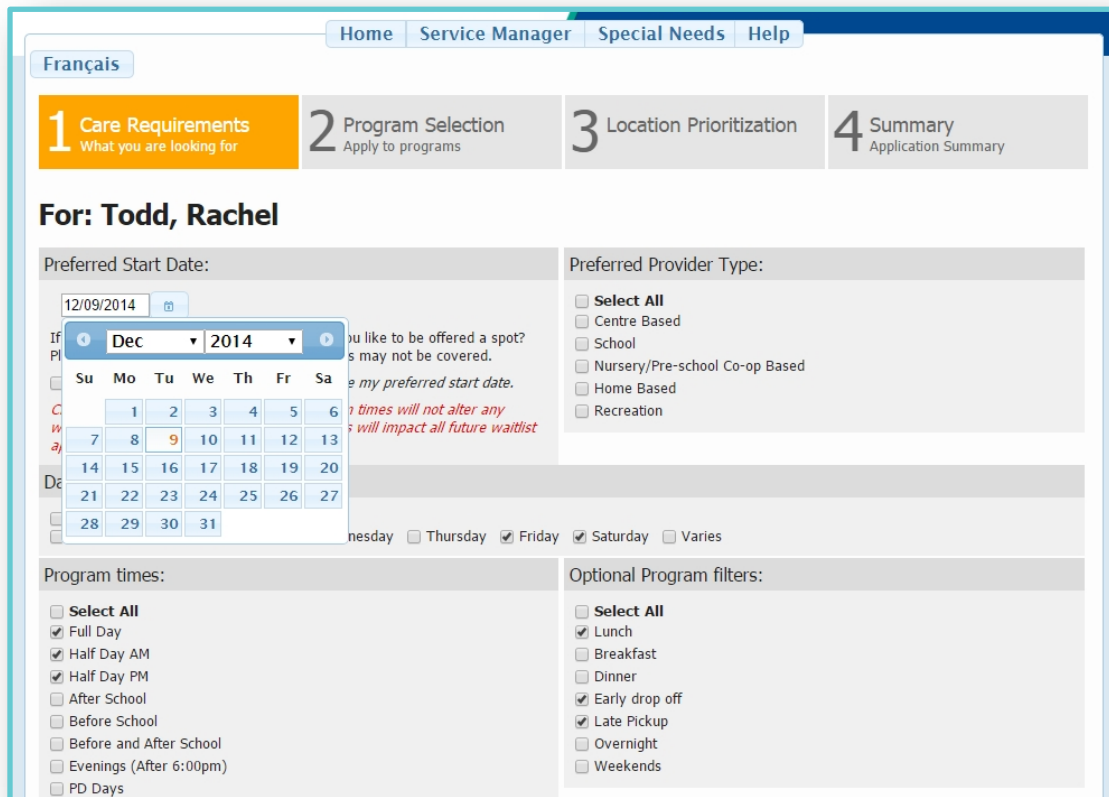
Understanding Requirements

The **OneHSN Child Care™ - Application and Registry Module** (also known as OneList) offers the following features:

- 1) The system is web based and does not require any additional client software or hardware.
- 2) The system provides a “home page” for Grey County Children’s Services which introduces the **“Income Test” application process** and includes customizable information, links and announcements such as The Grey County Children’s Services **Fee Subsidy Program**.
- 3) Web based **family registration** is easy to use and intuitive to assist families in making informed child care choices and to facilitate registration with preferred Child care Agencies.
- 4) Child Care Agencies’ interface is straightforward and requires little technical expertise or experience.



- 5) This system has a feature which allows parents/guardians that are requesting licensed child care to also enter additional child information if also requesting support through **Special Needs Resourcing** programs and this information is linked and available to the Special Needs Resource programs in order to plan for future demands.
- 6) This system has a feature which allows parents/guardians that are requesting licensed child care to also request registration on the '**Fee Subsidy**' wait list. This data is accessible in a report ordering the results by the creation date of the submission (as this wait list would be on a first come first serve basis).
- 7) There is a configurable option by the Service Manager to integrate or have parents visit another web site or



The screenshot shows a web application interface for a child care application. At the top, there are navigation tabs: Home, Service Manager, Special Needs, and Help. Below this is a language selector for 'Français'. The main content area is divided into four numbered steps: 1. Care Requirements (What you are looking for), 2. Program Selection (Apply to programs), 3. Location Prioritization, and 4. Summary (Application Summary). The current step is 'Program Selection'.

The form is titled 'For: Todd, Rachel'. It includes a 'Preferred Start Date' section with a date picker set to 12/09/2014 and a calendar view for December 2014. A note states: 'If you like to be offered a spot? you may not be covered. my preferred start date. times will not alter any s will impact all future waitlist'. Below the calendar, there are checkboxes for 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Varies', with 'Friday' and 'Saturday' selected.

The 'Preferred Provider Type' section has a 'Select All' checkbox and several options: 'Centre Based', 'School', 'Nursery/Pre-school Co-op Based', 'Home Based', and 'Recreation'. The 'Program times' section has a 'Select All' checkbox and options: 'Full Day', 'Half Day AM', 'Half Day PM', 'After School', 'Before School', 'Before and After School', 'Evenings (After 6:00pm)', and 'PD Days'. The 'Optional Program filters' section has a 'Select All' checkbox and options: 'Lunch', 'Breakfast', 'Dinner', 'Early drop off', 'Late Pickup', 'Overnight', and 'Weekends'.

application related to the **OCCMS** fee subsidy application process.

- 8) **Each child care agency site has its own information page** or pages including mapped location and comprehensive program information, which the agency may edit. Where applicable, the child care site pages will include the ability to imbed a link to the agency's independent website.

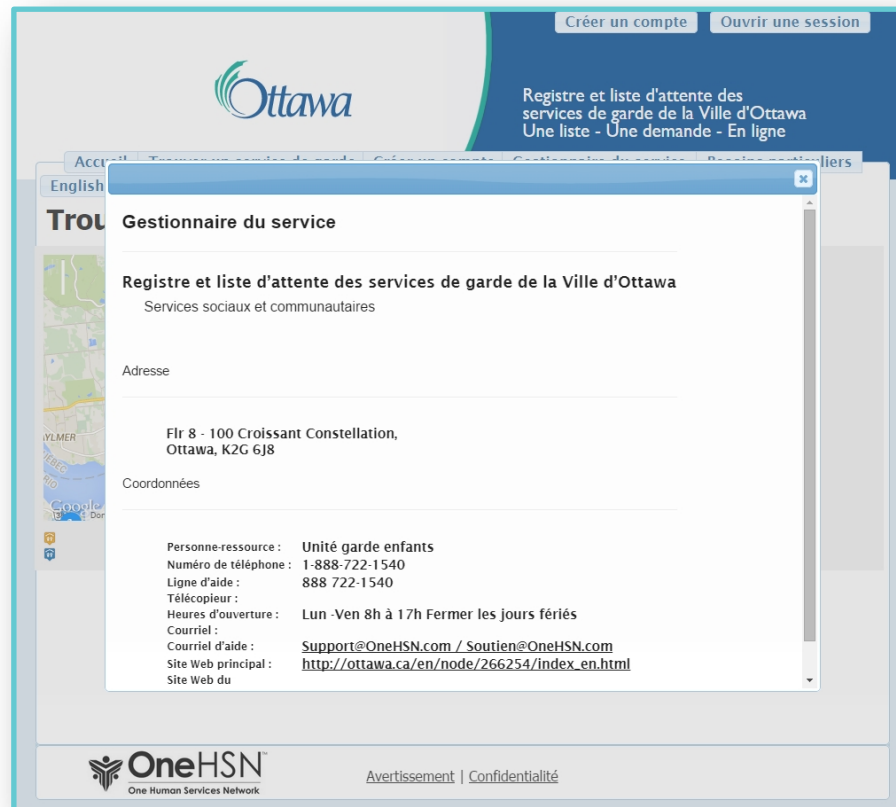
- 9) Ability for County's Child Care Programs to edit content in response to service system changes based on changing community needs, consumer feedback and changes to child care providers (adding / removing sites / agencies).



The screenshot shows the 'City of Ottawa Child Care Registry and Waitlist' application form. The header includes the Ottawa logo and the text 'City of Ottawa Child Care Registry and Waitlist One list - One application - Online'. Below the header is a navigation bar with links: Home, Service Manager, Special Needs, and Help. A language toggle for 'Français' is also present. The main content area is divided into nine numbered steps: 1. Applicant (highlighted in orange), 2. Personal Information, 3. Contact Information, 4. Spouse Information, 5. Children Information, 6. Reason for Seeking Child Care Subsidy, 7. Preferences, 8. Documentation, and 9. Summary. Below these steps is a section titled 'Applicant Questions' with three questions, each with 'Yes' and 'No' radio button options. The first question is about being a social assistance recipient exiting Ontario Works or Ontario Disability Support Program for employment. The second is about being a social assistance recipient exiting Ontario Works or Ontario Disability Support Program for post-secondary education. The third is about the family receiving a former child care subsidy and now returning from parental leave.

- 10) Ability for child care agencies to login to the system with a secure password protected account and **view only their waiting list details** and to **produce reports** of their waitlist data based on age of child, date of care required, service level required (full time, part time).
- 11) Ability for **child care agencies to provide updates on space vacancies/available services**. NOTE: Child care agencies can update and publish available services and programs however it is not recommend that vacant spaces be published as a business practice unless dynamically integrated with the child care management module.
- 12) Ability for both basic and customized Service Management report generation within the system, with the system set up such that **standard and custom reports** only count a child once **“unduplicated”** even though the child may be registered on several agencies' waitlists.
- 13) Families have the option to create an account to access and revise their profile using a user name and password. Lost or forgotten passwords must be securely resettable through email. Passwords themselves are never sent in clear-text outside of the application.
- 14) Passwords are stored utilizing the latest approved methods.
- 15) **Automatic notifications to families by e-mail** for updates of information.
- 16) Configurable option by each child care Provider whether they wish to receive an **email alert** upon receipt of a new child care application to their Centre.
- 17) Service Manager configurable options to customize the **Notice to Parents** wording on the bottom of each visible parent screen around sharing and data privacy to align with Municipal policies.

- 18) Service Manager configurable option to turn on or off a child care Provider Agreement that requires an “I Accept” when the provider staff log in that reminds them of privacy and municipal policies around the data in the system.
- 19) The system will **automatically remove children from other agencies' waiting lists** after the child is



placed/accepted for admission at another child care center. However, methodology is in place to leave a family on selected waiting lists on an over-ride basis, at the family’s expressed request.

- 20) The system is accessible and operable for clients/applicants, special needs resourcing programs and child care agencies utilizing basic internet connections (i.e. as low as 56kps) and older or less robust computer hardware and software.
 - a) The system is accessible and functional within a variety of browsers (e.g. Internet Explorer 6 and up, Firefox, Chrome, Safari, Netscape) running on various operating systems (e.g. Windows XP SP2 and up, Macintosh, Linux). NOTE: This application is best used with Google Chrome, Mozilla Firefox, or Microsoft Internet Explorer (version 8 or greater).
 - b) System functionality supports applicant/client access via net books and smart phones. A smartphone application is currently planned for development.

21) Product reference material is provided within the system (e.g. user guides with screens shots).



Project Approach

OneHSN proposes to leverage its internal management/organizational/IT skills, experience and knowledge acquired through working with health care and human service agencies to implement the OneHSN Platform - User Account Registry and OneHSN Child Care - Child care Application and Registry solution for Grey County Children's Services. The end goal will be the implementation of a robust, easy-to-use online system that reduces both the parents and staff administration time while providing a better system for parents and providers to match their respective needs and availability.

The project will commence with an information session and initial user needs meeting with the system manager designated to obtain pertinent information relating to system users. This will be conducted on site in Grey County (or Bruce County if you choose to partner with them) and should encompass representatives of child care providers that will utilize the solution, as well as Children's Services. From this information, the system database and web interfaces will be modified for Children's Services.

Project Progression



It is planned to have five levels of access, all utilizing similar layout design and functionality throughout the website. The five levels include the public, parent/guardian, provider, early learning resources, Children's Services and site administrator (RBB).

Upon completion of the solution, staff training will commence and system support processes will be implemented.

In summary:

- The solution is web-based
- The system is a highly secure hosted solution
- The solution is very user friendly and intuitive for both clients and staff
- The solution is easily administered
- User specific workshops may be conducted to determine accurate user needs
- Site specific customization will be incorporated into the solution
- Technical support will be provided for all providers and children's services
- User training sessions will be conducted prior to the launch of the website
- User training documents specific to each level of access will be created and distributed

Assumptions

- Grey County Children's Services will assign and maintain a Project Manager who will be granted sufficient time to complete required tasks and coordinate participation in the project
- The child care provider organizations will allocate the key representatives to participate in the training workshops
- The general computer skills of Children's Services and the child care providers are sufficient that basic computers and internet training is not required
- Children's Services will provide a training room with sufficient computers and software to complete training
- The solution will be securely hosted by RBB Innovations Ltd.
- It will be the responsibility of the child care providers to provide all initial information related to services and to keep their own information up to date within the system from deployment on
- Initial data entry of Children's Services (contact info, programs, etc.) will be conducted by the Providers during training sessions with guidance from RBB
- RBB is able to manage data migration and entry of existing waiting lists

Required Resources

For the implementation and go-live of the product the following resources are required:

- A Project Lead or Manager to liaise with RBB's team and coordinate the completion of Grey County designated tasks
- Human resources to design, review and approve branding of the website, parent letters, public marketing campaigns pre-launch
- Human resources to design the automatic email and letter communications for parents for various events that occur (removal or placement, regular follow-up, etc)
- Human resources to enter and verify the parent and child information from existing provider waitlists
- A classroom environment with a maximum of 20 computers for training purposes. Provider staff may double up at the computers.
- A person or persons to be the primary point of contact for solution questions for parents
- A person or persons to be the primary point of contact for solution questions for child care providers
- A person or persons to be the primary point of contact for fee subsidy applications (probably already exists)
- A person or person to be the primary point of contact for Early Learning Resource (Special Concern) referrals from child applications

Solution Pricing

The **One Human Services Network (OneHSN)** is a software solution uniquely designed to support a systems approach to human service integration and service delivery. OneHSN proposes to implement the following OneHSN™ Integrated Municipal Technology Platform in Grey County with the following modules:

1. OneHSN Platform

- **User Account Registry** is the foundation of OneHSN providing one secure centralized account record for every human service agency, staff person and client within the municipality. Each account is able to be linked to all integrated solutions and modules thus enabling true multi-enterprise integration across the community.

2. OneHSN Child Care

- **Child Care Application & Registry** is a centralized child care application & registry (waitlist) management solution supporting parents, child care providers and the service manager.



Included in this solution implementation:

- Hosted secure software application
- Project Management of solution implementation
- Workshop Training
- Support
- Enhancement Hours

Pricing Summary

ONE-TIME FEE

\$18,600*

ANNUAL FEE

\$23,000

***One-time fee will be discounted by \$2300 if purchased in partnership with Bruce County.**

Payment Schedule (Year 1): 50% at contract signing & 50% when training completed.

Budget Breakdown

Annual Fees

Name/Description	Qty	Annual Subtotal
OneHSN Child Care Application & Registry (SaaS)		
- 25 Agencies & 9 YMCA sub-sites	39	\$15,000
- 1 Home Care Agency (managing 30 homes)		
- 4 Full Fee Sites		
OneHSN Support - Includes 55 Solution Support incidents & 13 Application Enhancement Hours per year.		
<u>Solution Support Incidents</u> are user services performed to assist users and ensure that they are able to use the system. Additional bundles of incidents can be purchased when required.		\$8,000
<u>Application Enhancement Hours</u> may be used to provide custom changes to the system. 50% percent of all unused Enhancement hours can be rolled over from one year to the next. Additional bundles of hours can be purchased when required.		
Annual Sub-total:		\$23,000

One Time Fees

Name/Description	Subtotal
OneHSN Platform	n/c
User Account Registry	
OneHSN Child Care – System Configuration & Branding	\$10,000
OneHSN Child Care - Workshops, Marketing & Data Migration Assessment	
1. Pre-implementation Information Session	\$8,600
2. Training for Provider Staff, System Manager Staff, Expert Personnel,	
3. Data Migration Assessment,	
4. Marketing Toolkit	
One Time Sub-total:	\$18,600
*Additional Grey & Bruce County partnership discount if purchased at the same time - \$2300	\$16,300

Notes:

- 1) It is recommended system management software solutions be incorporated into service level agreements
- 2) Travel expenses are billed separately
- 3) Training workshops include child care provider staff responsible for managing the placement of children
- 4) A 1.5% annual increase applies to SaaS contracts
- 5) Plus applicable taxes

Optional Add-on Products and Services

The OneHSN Child Care Application & Registry Module has additional ‘add-on’ components available.

- + ENHANCED SUPPORT
- + PROVIDER PER DIEM MANAGER
- + MULTI-LINGUAL (FRENCH) SOLUTION & SUPPORT
- + QUALITY ASSURANCE SCORE MANAGER
- + FEE SUBSIDY APPLICATION STATUS MANAGER
- + SERVICE SYSTEM CHILD CARE MANAGEMENT CONSULTING
- + ADDITIONAL WORKSHOPS (PRE/POST IMPLEMENTATION)



OneHSN Clients (Ontario)

- City of Ottawa
- City of London
- City of Windsor
- Region of Waterloo
- Region of Niagara
- City of Kingston
- Thunder Bay DSSAB
- Municipality of Chatham-Kent
- City of Brantford
- Haldimand & Norfolk Counties
- Lambton County
- + many more...



REGION OF NIAGARA

Lori Bell

Manager Childrens Services
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References

REGION OF WATERLOO

Judi Neufeld

Manager, Early Learning
Program and Quality Initiatives
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jneufeld@regionofwaterloo.ca

Client References

APPENDIX ‘A’

OneHSN Child Care - Solution Information

OneHSN Child Care – Application & Registry Module

COMMUNICATION

TRAINING

SUPPORT & SERVICE

CALL PRIORITIES & SEVERITY DEFINITIONS AND SERVICE ESCALATION PROTOCOL

MARKETING & COMMUNICATIONS

SECURITY, PRIVACY AND TECHNICAL INFORMATION

ACCESSIBILITY

APPLICATION CUSTOMIZATION CAPABILITIES

USER AUTHENTICATION AND APPLICATION SECURITY SCHEME AND CONTROLS

CUSTOM REPORTING / INQUIRY DEVELOPMENT CAPABILITIES

INTEGRATION CAPABILITIES

IMPLEMENTATION EXAMPLE

SAMPLE REPORTS

Communication

Internally, RBB will have status meetings for the duration of the project. A bi-weekly status meeting will occur between RBB and Grey County Children’s Services that documents progress, issues, change requests, action items and signoffs. An online, collaboration tool will be used by the project team.

Training

TECHNICAL OR ‘EXPERT’ PERSONNEL

Training to “expert” personnel will be provided on-site in a class type environment. These sessions are two hours in length in order to cover the required functionality and configuration options for the solution. On-going product enhancements have a formal process where during development and testing phases; they are presented to `Lead Personnel` in each community utilizing the solution for input and direction. Once deemed ready for production, each client has the opportunity to accept or decline the enhancement as most are configurable options by Service Manager Territory. Communication for this process takes place in the form of email, telephone and web presentations.

TRAINING - CHILD CARE AGENCIES

Child care agencies will each receive classroom instruction face to face utilizing their live data. Implementation executes back loading of current paper-based waitlists, parent and child information so that each provider is working with live, verified data. These classroom sessions last 90 minutes and not only include learning the functionality of the product but also how the product is a marketing and business management tool that can help grow their business.

Support and Service Levels

RBB strives to provide the best possible technical and product support to customers, service providers and citizens using our software. Usability at all levels remains a core value in RBB's commitment to delivering solutions that work. RBB's enhanced support extends beyond solution implementation to ensure that all users have the resources available to them on-going to maximize the solution capabilities and to ensure that the software is being used in a manner to best support the business goals.

SYSTEM MANAGEMENT SUPPORT

RBB recognizes the unique nature of service system management where the positive user experience associated with the technology is critical for success and that municipalities need to use limited staff resources in the most effective and efficient manner possible. RBB's innovative shared support resource approach across all customers of OneHSN offers a cost-effective service that frees up the limited staff resources for value-added work. Through reports and statistics that keep service managers informed every step of the way, RBB Support helps to service managers achieve the business priorities without having to dedicate time and resources to each and every support call. For a fraction of the cost, administrators, service providers and citizens have access to RBB's support team that are experts in both technical and product knowledge to provide an unparalleled level of support.

In support of a citizen-centric approach to solution design, RBB has placed a priority on providing timely technical and functional support through our online, email and telephone options. Even when citizens do not initiate a support call, RBB is able to identify when a difficulty may have arisen and are able to reach out to them to ensure their experience is top-notch. Through advanced reporting and monitoring, RBB Support can assure system data integrity by ensuring applications are current, resolve duplicate applications created in error, notify parents with dormant accounts through auto-email options to engage them prior to removal consistent with policy, and restore accounts as required. The RBB Support team will also monitor provider activity to ensure the system is being used and engage those providers that may need additional support, identify issues and solutions before having to engage the service manager.

ONEHSN SUPPORT PORTAL

The OneHSN Support Portal is an online support and knowledge acquisition and repository for service system administrators, and service providers. This portal is accessed with a secure login where users are able to submit requests to technical and product support experts and to track progress through to resolution for each ticket created. With this approach, RBB is able to provide service managers with statistical information related to users in the jurisdiction, monitor activity and inform on system improvement opportunities as they occur.

The OneHSN Community section of the portal provides users with knowledge on key product features, enhancements, frequently asked questions, downloadable user guides and other resources. By design, the portal is intended to encourage collaboration and facilitate knowledge transfer within the provider network while providing enhanced support functionality and user experience. By directing service providers to the portal as the preferred method of contact, RBB is better able to identify user-related trends that may be impacting update and compliance with the use of the solution, ensure compliance with the business rules and reduce the number of calls to municipal staff.

TECHNICAL SUPPORT

Technical support will be available for Children’s Services, child care providers, parents and the public. Technical support relates to issues or problems that are technical in nature, I.e. broken links, login or access problems etc. and will be available 8:30am to 5:00pm, Monday to Friday, with the exception of statutory holidays unless the issue is escalated as per the Priorities & Severity scale listed below.

FUNCTIONAL SUPPORT

Functional support is support or assistance as it pertains to how to use or configure the system and its’ capabilities. Functional Support will be provided to the public, child care providers and Grey County Children’s Services staff and will commence upon the completion of training. Functional Support will be available 8:30am to 4:30pm, Monday to Friday, with the exception of statutory holidays. All support inquiries will be logged and reported on a yet to be determined frequency to Grey County Children’s Services.

Call Priorities, Severity Definitions & Service Escalation Protocol

A system of service call priorities is used by RBB Innovations. Any of the call priorities defined below can be set by the Customer when reporting a fault. However, the default used is as follows:

When placing the service call, the Customer will be asked if there is a major system impact. If the answer is YES, a P1 will be allocated. If the answer is NO, a default P2 will be allocated, or if more appropriate, a P3 or P4 as defined below:

PRIORITY P1 (CRITICAL)	PRIORITY P2 (URGENT)	PRIORITY P3 (STANDARD)	PRIORITY P4 (ENHANCEMENT REQUESTS)
<ul style="list-style-type: none"> A Priority ONE call is used for system faults where there is a major impact on normal operation of the system. RBB will immediately begin work on a P1 call, with the immediate goal of restoring normal operation to the system via a fault correction or a satisfactory work-around. Misuse of this priority affects the ability of RBB to respond to genuine P1 calls. 	<ul style="list-style-type: none"> Priority TWO calls are used for system faults where normal system operation is affected to some degree and a satisfactory work-around is not available. RBB will use best endeavors to respond to the call in the times stated in Response Times section of this document. In most cases, it is normal for RBB to respond in faster times than those stated. 	<ul style="list-style-type: none"> Priority THREE calls are used for system faults where a fault was detected, but normal operation is not affected. This priority of call is the default for all service calls which do not involve a hardware related fault. For software related issues, this priority allows for work to be scheduled as part of a planned maintenance update. 	<ul style="list-style-type: none"> Priority FOUR calls are used when an enhancement request is made for potential modifications to System Software.

RESPONSE TIMES

The priority of the call will, to some degree, dictate the most appropriate action for any given fault call, ensuring the minimum of disruption to the user and providing the early involvement of RBB’s management where problems are of a more serious nature.

RESPONSE DEFINITIONS

RBB will use its best endeavors to achieve the target resolution times shown in the table below. Note that resolutions may involve a “workaround” to an issue that will allow continued use of the affected component.

The software responses are for the Support Services group to return a call to the Customer’s support contact to start diagnosis of the problem.

RESPONSE TARGETS

SOFTWARE		
Priority	Response	Resolution
P1	½ hour	2 hours
P2	4 hours	8 hours
P3	8 hours	Issue dependent
P4	72 hours	Issue dependent

Marketing and Communications

Marketing and Communications support provided with the OneHSN implementation includes:

- Planning Support (marketing plan/social media configuration)
- Package of Template Designs (brochure, template letters, Poster, newspaper ad, web ad banners, social media configuration etc)

Security, Privacy and Technical Information

RBB Innovations solutions have been assessed by one of the leading national experts in the field of data security and privacy, David H. Flaherty and have received the highest grades and commendations. Also, Privacy Impact Assessments (PIA’s) developed on their solutions have been shared and supported by the provincial Privacy Commissioners office. Over the years RBB has consistently demonstrated its management, organizational, IT skills, experience and knowledge are able to meet the highest standards of data security required for its clients.

RBB’s security measures can provide “defense in depth” solutions where applicable and state of the art server hardware, parameter security devices, protocols for central and agency auditing and incident detection. RBB also utilizes the highest threat risk standards and tools available.

RBB Innovations primary data and application servers are hosted within the data centre of a large regional hospital offering 99.9% physical and power reliability. Secondary servers are hosted in a separate data centre of the hospital in another city. Data is encrypted and backed up daily to both local and remote locations via secure VLANs.

RBB utilizes server virtualization, border routers, firewalls, reverse proxies, SSL technologies in addition to security certificates from Entrust so that all information is encrypted to at least 128-bit level.

On-going privacy impact assessments, threat risk assessments and penetration testing measures ensure vulnerabilities are identified and RBB performs due diligence towards managing them.

Included services in our hosted solutions are:

- Daily backup on-site and off-site
- Regular hardware patch and service pack updates
- 3-year hardware ever-greening program
- Redundant infrastructure and multiple ISPs
- Comprehensive logging and audit features available from the network to the application level
- Regular threat risk assessments (internal and 3rd party)
- Regular privacy impact assessments (internal and 3rd party)



- Regular penetration testing (internal and 3rd party)
- Real time extensive alert monitoring with 24/7/365 notification mechanism

Accessibility

OneHSN Child Care solution utilizes a product NVDA which provides feedback via synthetic speech and braille allowing blind and vision impaired people to access and interact with the Windows operating system and OneHSN Solutions.

Major highlights include:

- Built in speech synthesizer supporting over 20 languages
- Announcement of textual formatting where available such as font name and size, style and spelling errors
- Automatic announcement of text under the mouse and optional audible indication of the mouse position
- Support for many refreshable braille displays
- Translated into many languages
- Support for modern Windows Operating Systems including both 32 and 64 bit variants



Application Customization Capabilities

RBB Innovations offers customization services for each of its' hosted products. Each client's requirements are assessed as to whether the customization is a requirement of the sector as a whole or not. Depending on the outcome of this assessment, the added functionality would be deemed customization (fee charged) or enhancement (included in annual fee maintenance fee).

User Authentication, Application Security Scheme and Controls

The application utilizes role based application security measures.

Custom Reporting / Inquiry Development Capabilities

OneHSN offers standard reporting and export of data to Excel and PDF formats. As an add-on option, OneHSN Adhoc Reporting provides web-based query design, export and custom reporting.

Integration Capabilities

RBB Innovations is a leader in community integration. In order for this to successfully occur, technologies must be able to integrate information. OneHSN solutions support a number of secure architectural approaches to these opportunities however our preference for security and privacy requirements is via HL7 protocols over secure hardware server to server connectivity.

Implementation Example

Available upon request.

Sample Reports

Available upon request.