

Technical Bulletin

MedPlus Support Center - Peregrine

Issued: June 26, 2007

Summary: The MedPlus Level 2 Support Center is pleased to announce that we are now live on Peregrine. MedPlus Level 2 Support staff made the full transition to Peregrine on June 18, 2007. This transition only includes the Support Center; all Tier 3 MedPlus group will not be transitioning to Peregrine.

There has been a lot of hard work put into our transition from our previous issue tracking system from both Quest and MedPlus employees. Special Thanks to Andy Martinez and the Peregrine team for helping us overcome the firewall issues, for introducing us to the web version of Peregrine, and working through this 90 day project.

We are excited about this transition, and it will be of great benefit to Quest, MedPlus, and our Customers.

Benefits of the Peregrine transition:

- RHD's can now assign incident tickets to MedPlus Support Center directly.
- Both Quest and MedPlus are able to be on one universal ticketing system.
- BU's can now look up status on MedPlus tickets and see all notes and updates.
- The RHD will be working to have the MedPlus tickets appear on the BU daily report.
- Analysis of Client issues will be more comprehensive.

Process

- The MedPlus Support Center will still be available via phone, as always. If there is a non urgent issue, you can use our new assignment group "MedPlus Second Level Support".
- We ask that when calling in an issue, you provide the incident number.
****All Support issues, outside of ePrescribing, should originate with the Regional Helpdesks. BU's should call the RHD as the first tier support group.**
- The MedPlus Support Center Management will be working to establish SLA's