

Customer Contact and Authorization Policy

This document outlines the processes for authorization and communication with HealthTech Solutions (HTS) and the administrative user (Admin) - the person utilizing the services purchased from HTS by the Admin's organization.

1. The purchasing organization will appoint an administrative user (Admin) and register the Admin with HTS.
 - a. The Admin will be authorized to create, modify, and delete user accounts.
 - b. The Admin will be registered using first name, last name, title, email, phone number, mail address, and a time-sensitive security code sent via SMS or email.
2. Communications with HTS must originate from the Admin's verified email or phone number.
3. HTS will fulfil requests in a timely manner dependent on incident priority (severity and impact).
 - a. Severity
 - 3 - Low - Issue prevents the user from performing a portion of their duties.
 - 2 - Medium - Issue prevents the user from performing critical time sensitive functions
 - 1 - High - Service or major portion of a service is unavailable
 - b. Impact
 - 3 - Low - One or two users affected but still able to complete tasks
 - 2 - Medium - Multiple users affected and multiple functions disabled
 - 1 - High - All users affected with public facing disability
 - c. Response and Resolution
 - 3 - Low, 90% - 24 hours, 90% - 7 days
 - 2 - Medium, 90% - 4 hours, 90% - 12 hours
 - 1 - High, 95% - 30 minutes, 90% - 4 hours
4. All authorized and unauthorized attempts and requests will be reported to Admin via Admin's verified email.
5. If the Admin's email or phone number was compromised, the other method will be used to update the Admin account information.
6. If the Admin has been compromised entirely, an on-site visit at customer location with HTS staff is needed to authorize another Admin.