Support Paradigm

| User has a question | → | User contacts the Agency Administrator | → | Agency Administrator researches issue in documentation / MSHMIS Issues Bulletin Board. |

BOS

Agency Administrator documents issues as part of their routine internal User Meeting.

Agency Administrator contacts Lead Agency for unresolved issues. → Lead Agency researches & contacts MSHMIS for unresolved issues.

System Administrator documents issues as part of routine CoC User Meetings.

MSHMIS researches & contacts Bowman Internet Systems for unresolved issues.

System Administrator reviews unresolved issues and Meeting Minutes as part of routine Performance Improvement Meeting. → MSHMIS tests potential strategies for change or improvement ----→ MSHMIS revises Policies and Procedures to reflect successful problem solving. MSHMIS communicates changes.