Plan / template · DIG-PLN-001 · Version 1.1 · Approved by the ASF Expert Committee

**Supports: 2D.3**

### At a glance

- Name the technical support route for each digital system, with a response time.
- Test each new system before full use, and after each major change.
- Record each test on DIG-FRM-004.
- Review the support arrangement each year.
- Stop and get help straight away if: a live system has no named support route, or a new system went live with no test record.

## 1. Purpose

To make sure each digital care system has accessible technical expertise and is tested before and after full use [EC].

## 2. Scope

| | |
|---|---|
| Applies to | IT lead, clinical leads, vendors and contracted support |
| Locations | All digital systems at the facility |
| When | Before go-live, after each major change, and yearly review |
| Does not apply to | Medical device maintenance, covered by EQP-SOP-001 |

## 3. Definitions

| Term | Meaning |
|---|---|
| Named support route | The person, team or vendor helpdesk to contact, with a stated response time |
| Test record | The dated record of tests, results and actions |

## 4. Background

A system without support becomes a risk, and staff left to solve faults alone work around them. Criterion 2D.3 asks for expertise in place and tests before full use.

## 5. Responsibilities

| Role | Responsibility | Competence |
|---|---|---|
| IT lead | Owns the arrangement; keeps the list of support routes | Health informatics (EC) |
| Vendors and contractors | Provide support and testing as contracted | Contract |
| Clinical leads | Report faults and take part in testing | Clinical |

## 6. Materials and equipment

| Item | Requirement | Condition |
|---|---|---|
| Support list per system (name, route, response time) | Current | Published on the intranet |
| Test record (DIG-FRM-004) | Current | Held by IT |

## 7. Safety

- Do not run a system in clinical use after a failed test until the fault is fixed or a fall-back is used.

## 8. Before you start

- Check the support route for the system is current.

## 9. Procedure

**Step 1. Set the support route.**

- For each system, record the support route, the response time for urgent and routine faults, and the escalation contact.

**Key point:** Staff must know who to call before a fault happens.

**Step 2. Test before full use.**

- Test the system with a pilot group, the interfaces, and the fall-back plan before full use.
- Record each test and its result on DIG-FRM-004.

**Key point:** A pilot finds the faults that a demonstration hides.

**Step 3. Test after change.**

- Repeat the key tests after each software update or major change.

**Key point:** Updates change behaviour. Tests catch that.

**Step 4. Manage faults.**

- Log each fault with the response time achieved.
- Review repeated faults each quarter.

**Key point:** Repeated faults show a system or a training need.

**Step 5. Review yearly.**

- Review the support arrangement each year, including the contract and the named people.

**Key point:** Staff move on and contracts end.

## 10. Decision points

- If a response time is missed twice in a quarter, the IT lead escalates to the vendor and to the chief executive.

## 11. Special situations

| Situation | Action |
|---|---|
| Vendor support unavailable | Use the fall-back plan and the in-house support contact. |

## 12. Escalation

- Faults affecting patient care are reported to the clinical lead and INC-POL-001 at once.

## 13. Monitoring

| Measure | Target | Frequency | Owner | If not met |
|---|---|---|---|---|
| Systems with named support route and response time | 100% | Yearly | IT lead | Add within 14 days |
| Tests recorded before full use | 100% | Each launch | IT lead | Stop launch |
| Response time met (urgent faults) | Set by committee (EC) | Quarterly | IT lead | Escalate to vendor |

## 14. Records

| Record | Kept in | Retention |
|---|---|---|
| DIG-FRM-004 Digital System Test and Support Record | IT file | the period set by the facility’s records policy years |

## 15. Training

- Staff are shown the support route at induction (EC).

## 16. Related documents

| ID | Title | Use |
|---|---|---|
| **DIG-FRM-004** | Digital System Test and Support Record | Used in steps 2 and 3 |
| **DIG-SOP-002** | Digital Care System Assessment | Assessment before use |
| SOP-074 | System Downtime Procedure (generic) | Downtime |

## 17. Evidence

| Reference | Note |
|---|---|
| E-006 | ASF Policy Framework v1.2. Adapted. |

| | |
|---|---|
| E-009 | ASF Expert Committee consensus. Response times to be set. |

## 18. Change history

| Version | Date | What changed | Approval |
|---|---|---|---|
| 1.0 | the date of approval | First version | Approved by the ASF Expert Committee |
| 1.1 | the date of approval | Internal quality review: corrected cross-references, status wording and document control | Approved by the ASF Expert Committee |

## E-learning for this document

No e-learning course is linked to this document yet.

**Planned course:** Technical expertise for digital care systems. New course planned.

## References


- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)
- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)


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