

CAS2 FAQs for IT Departments

Background

- Software development of the Cogent Audit System commenced in July 2000, with CAS1 available for clients from May 2001.
- The Cogent Audit System was used in the audits of cleaning standards conducted in sixty hospitals for the Department of Human Services (Vic) in early 2001.
- By 2006, CAS1 was used in over 100 health facilities.
- The Cogent Audit System was re-written for the Windows Mobile platform during 2007, with CAS2 launched in November 2007.
- The system provides a simple and user-friendly means to collect data on cleaning performance and score the data against the Cleaning Standards for Victorian Public Hospitals.¹

FAQs

Q: *Are there any security risks with the technical architecture using port 3389?*

A: Cogent Audit Systems recommends the use of the standard port for Windows Remote Desktop (port 3389) to allow communication with the CAS server to access your audit data. We have found this to be a secure and reliable solution in a variety of applications because:

- As the standard convention used in Windows, it is encrypted for this use;
- Actual CAS data is not transferred – just a series of bitmaps (pictures) and screen instructions;
- No data is transmitted to or stored on the hospital server – the communication port is used to access data on the CAS2 server

¹ The Cleaning Standards for Victorian Public Hospitals – 2000 Revised February 2005 is available at: <http://infectioncontrol.health.vic.gov.au/cleaning/index.htm>

- The CAS2 server is protected by a firewall and stored in a secure data centre – it cannot be accessed by unauthorised users;
- Users can choose to strengthen their own firewall rules so this port is only used for CAS2 requirements.

Cogent Audit Systems can arrange for you to test the software for a limited trial period if you wish to verify the security of our system.

Q: *What other ways can I access CAS2?*

A: If you have a laptop computer running Windows Remote Desktop with wireless broadband access, you can access CAS2 from your laptop – any time, anywhere.

If you have other requirements for accessing CAS2, call Help Desk and discuss your requirements.

Q: *Is CAS2 supported on Windows Vista?*

A: Yes.

CAS2 Details

Overall Product Related Requirements:	
1. Proposed Acquisition method – outright purchase or licence only	Pay annually in advance for packages of estimated ‘rooms audited’. Packages include training places, registered users licences and helpdesk hours.
2. Capital costs	N/A
3. Maintenance costs	Refer to proposal
4. Application Licensing basis & costs	Refer to proposal
5. Payment schedule	Payment upon signing service agreement.

Overall Product Related Requirements:	
6. Underlying Database requirements (if applicable) and associated licensing costs	None.
7. Any further additional 3 rd party licence requirements & associated costs	No
8. Hardware requirements including server, memory, server processing, server hard disk space, network bandwidth, etc	None required.
9. Client hardware and software requirements	<p>Hardware: PC with minimum 200 Mhz Processor; 64 MB RAM; 100 MB Free Disk Space; 1 free USB port</p> <p>Software: Windows 98, 2000, XP, Vista operating system.</p> <p>Windows Remote Desktop must be loaded and operational (comes as standard with Windows 2000, XP and Vista)</p> <p>Internet access on port 3389.</p> <p>PDA: Windows Mobile (eg ActiveSync 4.2 recommended)</p>

Overall Product Related Requirements:	
10. Vendor support arrangements	<p>Training is by attendance at regular CAS2 training sessions.</p> <p>Helpdesk Hours are Mon-Fri 9am-4pm.</p> <p>Additional Support: by arrangement and separate fees at hourly rate.</p>
11. Vendor Service levels, incl response times, error resolution targets, etc	<p>Initial phone contact to Cogent Audit Systems will be answered immediately.</p> <p>Technical assistance will be provided by phone within the next hour.</p> <p>Systems assistance/advice will be provided within 4 hours.</p>
12. Acknowledgement of business required service levels	User to define required levels.
13. Sample of proposed contract	See Service Agreement
14. Functional warranty	Limited to rectification of faults, during the period covered by the annual fee.

System Documentation & Technical Requirements:	
15. Technical Manuals	Handbook will be supplied via server, website or hard copy.

System Documentation & Technical Requirements:	
16. System Description & Specifications	Auditing undertaken using a Windows Mobile PDA. Collected data is periodically synchronized with CAS server running SQL Server 2005 database. Database is accessed via a Remote Desktop Session.
17. Technical Architecture	Remote Desktop connection via port 3389 to CAS server to access user's unique database.
18. Clients System Software requirements	Remote Desktop PDA using Windows Mobile
19. Functional Description	See System Description above.
20. Installation Instructions & Installation Error resolution instructions	Supplied via email.
21. Initial Data Load scripts	<p>CAS1 users will have database buildings, levels, functional areas and rooms converted and installed in their CAS2 database.</p> <p>New users find CAS2 easy to populate by keying in names of own buildings, levels, functional areas and rooms. CAS2 includes a reminder to assign risk weighting for each functional area.</p>
22. Systems Admin functional description	No particular administration required

System Documentation & Technical Requirements:

23. Tuning and monitoring requirements & associated tools & instructions	Nothing extra required
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Support Requirements:

24. Trouble shooting techniques steps	Any indication of trouble should be reported to the Help Desk for prompt attention 03 9499 4449
25. Trouble indicators	
26. Recovering from the many trouble scenarios procedures.	Any indication of trouble should be reported to the Help Desk for prompt attention 03 9499 4449
27. How often do we need to check various parameters disk, CPU, dB size, etc.	Not necessary.
28. Back-up regime, contingency, method, etc.	Cogent provides backup to second server.
29. Support training	See 10. Vendor support arrangements.
30. Vendor's availability as a third line of support	Vendor provides all support.

Support Requirements:	
31. Escalation procedure for problems reported	If response times are exceeded, contact Cogent Canberra Office 02 6231 1144

User Related Manuals:	
32. Operational Description	CAS has inbuilt help prompts at every step.
33. User Admin descriptions	
34. Training Manuals & Examples	
35. Data Update & Maintenance instructions	

Implementation:	
36. Proposed Implementation plan	<p>Commissioning is via password and login to CAS2 server, plus registration of user's PDA</p> <p>Existing CAS1 users will have hospital geography data converted for CAS2 as a preliminary step.</p>
37. Staffing & resource requirements	Nil

Implementation:	
38. User, super user, systems admin & technical training plans	Training is provided via regular half-day sessions at central metro and regional locations.
39. Testing & User Acceptance Plan incl test data creation	Testing and test data creation is undertaken at time of installation.
40. Functional Warranty signoff plan	Functional Warranty commences upon completion of testing and test data creation.
41. Data conversion & cutover programs & plans	Refer to 36. Proposed Implementation Plan above.
42. Go live dependencies & requirements	Go live after successful completion of test audit.