IT After Hours Support

After Hours is defined as 4:30 PM - 7AM daily and all-day Saturdays, Sundays and State Holidays

Situation	Resolution	Expected Response Time	Escalation
Locked out of Cerner account	Notify supervisor to assist until password is reset, then open an IT helpdesk ticket using the link on the Hub website.	8AM-9PM, 1 hour Otherwise, next day	If not resolved in 24 hours, call 317-941-4479
Locked out of State Computer account	1. Contact the IOT Helpdesk (317)234-4357 to get a password reset. 2. If you enrolled in the IOT Password Recovery Tool, you may use your smartphone or a computer someone else is logged into and go to http://www.in.gov/password to self-reset.	Dependent upon IOT's availability	None
Locked out of Voice Mail	Contact the IOT Helpdesk and they will reset your passcode.	Dependent upon IOT's availability	None
Locked out of State issued iPhone	Contact the IOT Helpdesk and they will assist with unlocking the device.	Dependent upon IOT's availability	None
Vocera, desk phone or computer not working properly for an individual	Open an IT helpdesk ticket using the link on the Hub website.	IT will respond by the next business day. Resolution depends on the issue	None
Vocera, desk phones or computers not working properly unit-wide or hospital-wide	Open an IT helpdesk ticket using the link on the Hub website and indicate it is affecting the entire unit or the entire hospital.	IT will respond within 30 minutes to assess the situation	If no response in 60 minutes call the on-call number below, if no response after an additional 30 minutes, call the IT Director
MedSelect outage	Page Pharmacy	If needed, Pharmacy will initiate an IT Helpdesk ticket and call the on-call number below	If no response within 30 minutes, Pharmacy will call the IT Director

IT On-Call Phone (317) 941-4479
IT Director Cell Phone (317) 760-3707