

# The CareSight Analytics as a Service Model

## Pre-Implementation

### ANALYSIS / DISCOVERY

Technical Requirements  
Gathering/Analysis

### PROJECT MANAGEMENT

Multi-Vendor Coordination

### SOFTWARE

### ADAPTATION TO ENVIRONMENT

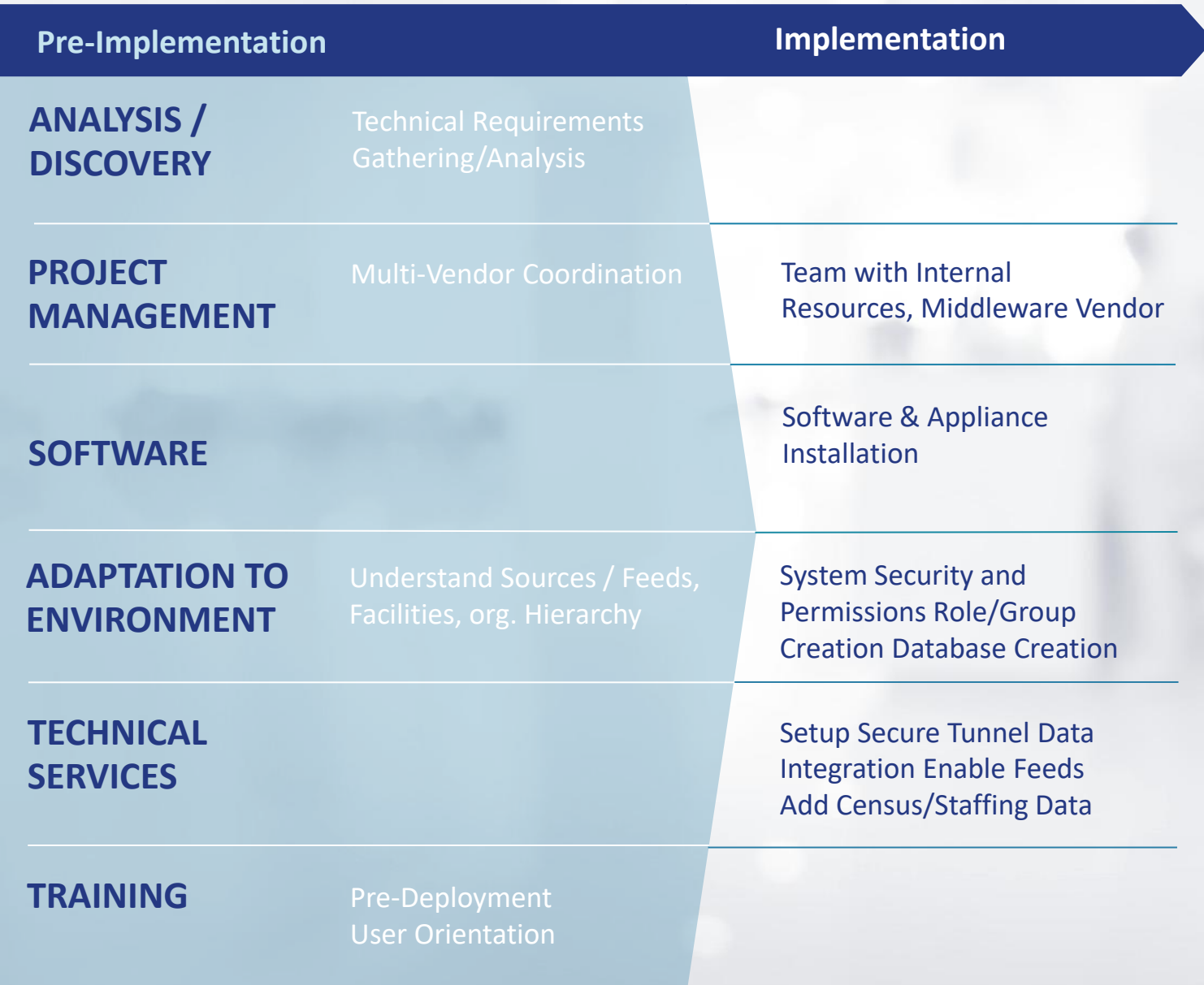
Understand Sources / Feeds,  
Facilities, org. Hierarchy

### TECHNICAL SERVICES


### TRAINING

Pre-Deployment  
User Orientation

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Pre-Implementation		Implementation	Ongoing	
<b>ANALYSIS / DISCOVERY</b>	Technical Requirements Gathering/Analysis		Quarterly, Semi-Annual, Annual Alarm Reviews Scorecard Updates and KPI Consultation	
<b>PROJECT MANAGEMENT</b>	Multi-Vendor Coordination	Team with Internal Resources, Middleware Vendor	Technical Project Management Services	
<b>SOFTWARE</b>		Software & Appliance Installation	Service Pack / Firmware Updates & Patches	Minor & Major Updates New Releases of Dashboard/Reports
<b>ADAPTATION TO ENVIRONMENT</b>	Understand Sources / Feeds, Facilities, org. Hierarchy	System Security and Permissions Role/Group Creation Database Creation	Email bundle Creation For Roles (ongoing)	Change/Adapt to New Areas Under Analysis
<b>TECHNICAL SERVICES</b>		Setup Secure Tunnel Data Integration Enable Feeds Add Census/Staffing Data	24 x 7 Monitoring End User Support hotline Tech Support For Partners	Review Dashboards & Report Gallery with Analyst Create New Reports
<b>TRAINING</b>	Pre-Deployment User Orientation		Small Group User Training Basic Training for All Users	

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