

POC, EPTS & HELP DESK UPDATE: JEMBI SUMMARIZED MONTHLY REPORT JANUARY 2019

MANAGEMENT/COORDINATION/PLANNING

- Regular Jembi meetings with:
 - CDC (weekly coordination)
 - MISAU: POC Work Plan.
 - FGH /CDC (weekly for EPTS)
 - Health facilities: POC requirements gathering.
- Recruitment: 2 drivers, 1 implementation technical team leader, 1 electro-technical engineer.
- Staff Performance Evaluation of 61 workers and complete contract renewal and review.
- High level concept note for EPTS centralization elaborated.
- Preparations for the 1st February HIS PEPFAR meeting: elaboration of the EPTS centralization presentation.

READINESS ASSESSMENTS AND IMPLEMENTATION

- POC software deployment plan coordination with MOH and CDC.
- Installation of infrastructure in CS Romão: **Completed.**
- IT equipment installation at CS Romão: **started**
- Installation in Habel Jafar: **70% done**
- Training materials for POC system installation **70% done**
- Asset management tool in use controlling all the equipment procured and acquired, controlling equipment entering and leaving the warehouses and the maintenance support schedule;

POC SOFTWARE:

- Meeting with HIV Program to present POC plan and discuss requirements gathering process.
- POC Technical Assessment Report in Portuguese approved by CDC.
- Ongoing Workflow analysis revision according to the requirements updates.
- Ongoing elaboration of the requirements documents for Registration, Appointments and Patients Enrollment.
- Ongoing elaboration of the business process for Registration and Appointments
- Ongoing Cosmetics requirements elaboration for POC DEMO
- First Bahmni DEMO presented to the Tech and BA team for Package 1 and under revision to be finalized after validation of MOH before the workshop.

EPTS

- January-March 2019 EPTS Work plan elaborated by Jembi, FGH and CDC.
- Requirements gathering for MER Indicators changes requested by SI Leads and PCO.. for TX_CURR and TX_PVLS.
- Development of the required changes on TX_CURR and TX_PVLS and testing against FGH expected results.
- EPTS 2.0.2 released on January 18th with changes on TX_CURR and TX_PVLS.
 - running tests against FGH scripts using partners de-identified databases.
- Data entry testing in OpenMRS MasterCard and User Acceptance Testing with MISAU HIV Programme staff, end users and CCS staff done in MISAU.
- Requirements gathering session with HIV program staff for the Mastercard monthly report: ongoing elaboration of Requirement document and user stories.
- Release of the updated Requirements documents for TX_CURR V2.6, TX_PVLS V2.7 and TX_NEW V1.5.
- Release of the updated User Story for TX_CURR V2.1 (Release EPTS V2.0.2), User Story TX_PVLS V1.1 (Release EPTS V2.0.2) and User Story TX_PVLS V2 (to be released in March).
- Ongoing discussion and elaboration of the Requirements documents for IM-ER2 and IM-ER4
- Ongoing elaboration of the User Story IM-ER2 and IM-ER4
- Ongoing elaboration of the Requirements documentation for TX-TB, TB-PREV and TX-ML.
- EPTS Staging Server setup for CDC and MoH staff to test.
- Ongoing discussion and analysis of the unifying architecture and centralization.

HELP DESK

- Helpdesk has received a total of 27 tickets since it was implemented More then 20 after the MER report releases in January 2019..
 - 93% of the tickets responded
 - The 7% not responded was because we were waiting for PEPFAR orientation.
 - Average time to respond – approx. 7 calendar days.
 - 100% out of 21 partners feedback were rate as GOOD
 - Partners feedback have been that they are getting responses, even if problems are not solved immediately they have some feedback
- Updated ToRs for PEPFAR and USERS according to the CDC inputs.
- ongoing logistics for an intensive Helpdesk training for Jembi and MoH staff.
- Production of monthly and quarterly Help Desk reports and shared with CDC.

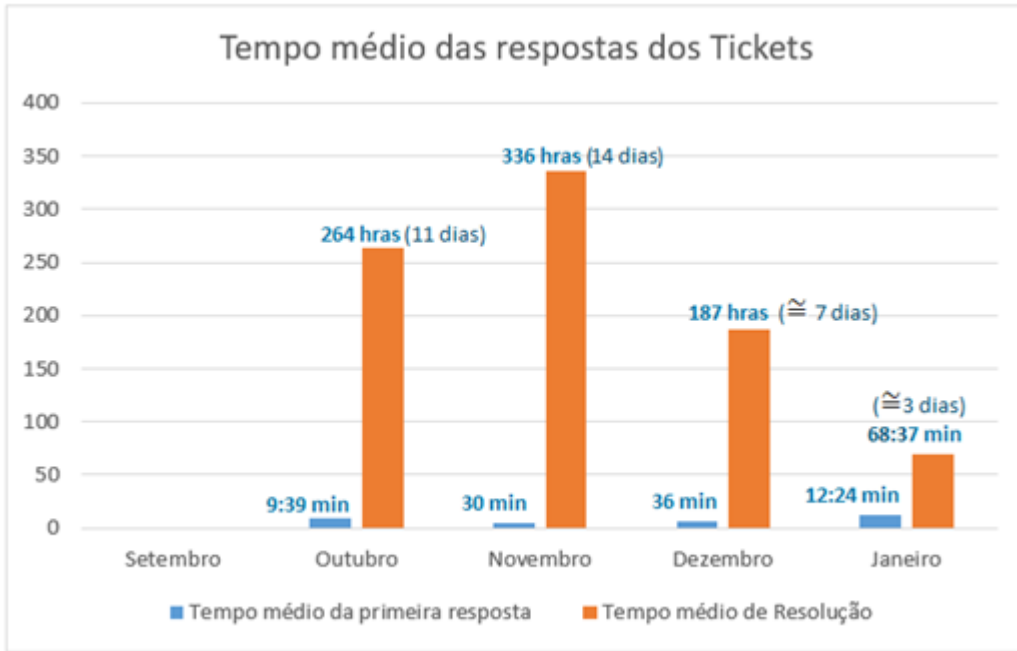


Fig 1: Average time to respond to help desk tickets

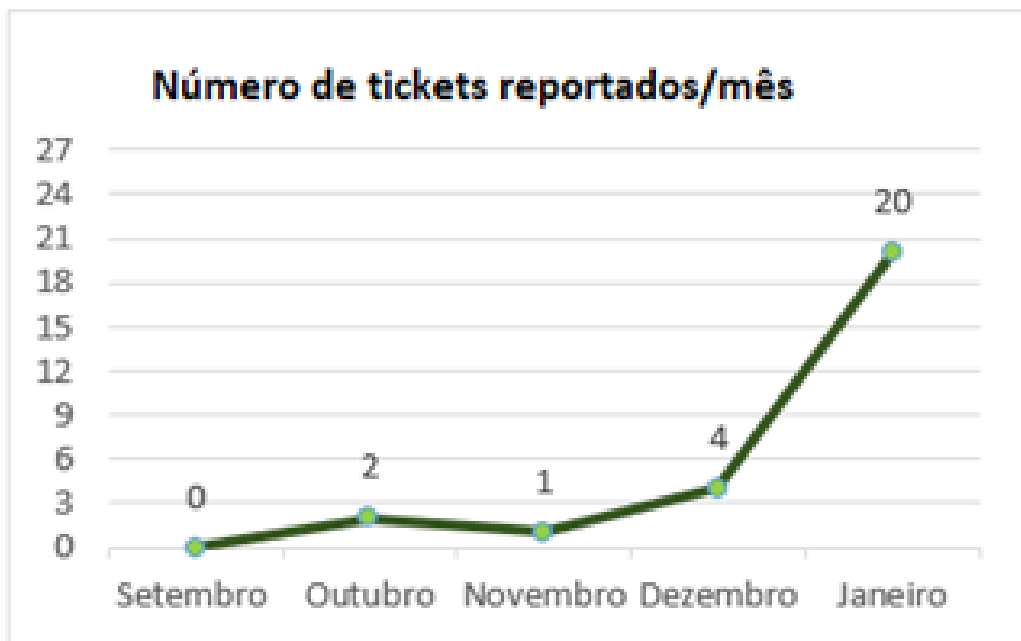


Fig 2: Number of help desk tickets resolved

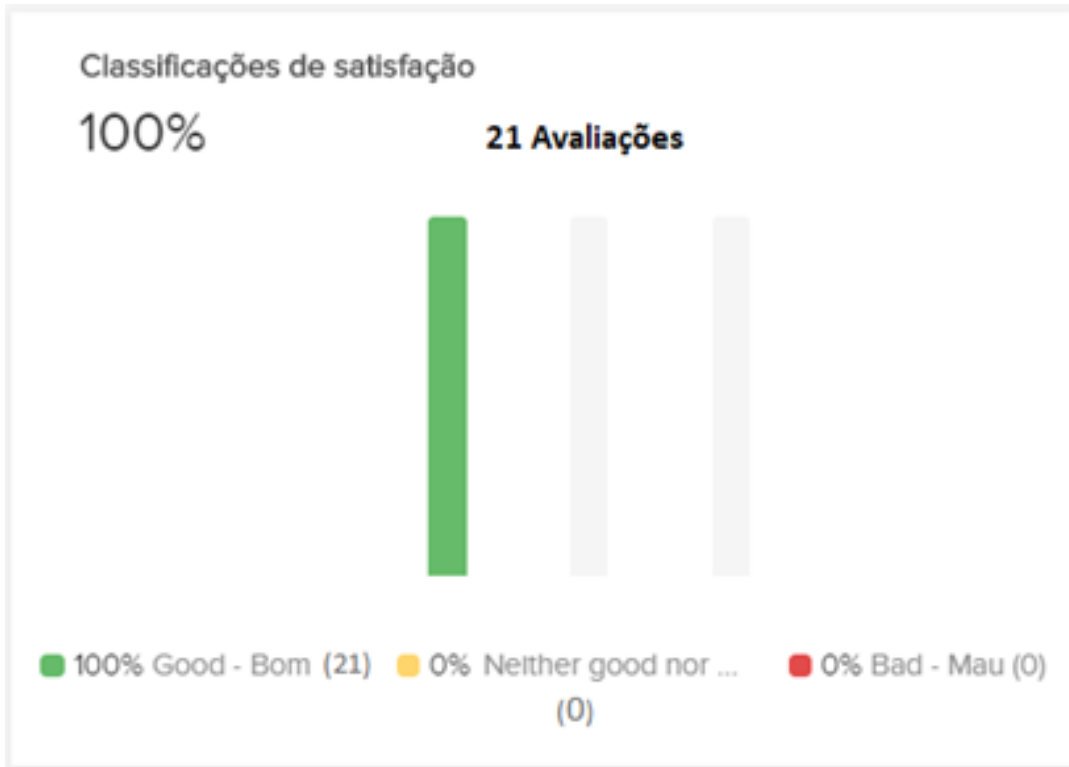


Fig 3: Satisfaction feedback from partners seeking support from Help desk team

"This project is possible thanks to a partnership between Mozambique and the American people through funding from PEPFAR - CDC".

