



# CUSTOMER READINESS APPENDIX B

## SOLUTIONS WORKSHEET

This tool will help you identify required workflows, verify infrastructure to support your Spok® solution, provide the organizational structure (system owners, support processes, and policies), and collect all business requirements for solution configurations.

**Please complete each of the sections below. Once all sections are complete, you can email this worksheet to [spokservices@spok.com](mailto:spokservices@spok.com).**

PROJECT AND SUPPORT FTES		
Project Resources	Prepare to supply all project resources mentioned in the Statement of Work.	
Support Resources	Prepare to supply one to three FTEs (full-time equivalents) to support the Spok solution implementation, depending on the size and depth of the deployment. Also, ensure three to five clinical stakeholders remain in a decision-making/consulting capacity after go-live.	

USE CASES AND WORKFLOWS		
Workflow Mapping	Identify workflows that will help achieve each solution/project goal, including analysis and design of current and future workflows that are within the functionality of the Spok solution being implemented.	
Workflow Ownership	Identify key roles involved in workflows and the stakeholder/owner of each workflow.	
Process Improvement	Provide resources who identify process waste (non-value adding steps or actions) and/or consider variations in clinical workflows that can be improved with Spok solutions or services.	

## POLICIES AND PROCEDURES

Mobile/Bring Your Own Device (BYOD) Policy	If your project includes deployment of Spok Mobile® to personally owned devices, you should include language regarding secure messaging in your BYOD policy, and you should provide training to employees. If Spok Mobile is being deployed to hospital-issued/corporate-liable devices, your documented general mobile policy should include secure messaging language, and you should provide training to employees.	
On-call and Communication Policy	If you are deploying on-call scheduling, Spok recommends you put in place a policy to regulate compliance and usage of on-call services.	
Policy Programs	Be prepared to implement educational programs to ensure employees are knowledgeable of each policy.	
Data Sources	Identify valid source systems for employee and credentialed physician identity and contact data.	
Data Cleanup	Identify inaccurate data (out of date, orphan records, duplicates, etc.) and pursue data cleanup, if needed. Spok does not provide resources for manual data entry/updates. Identify resources and design a plan for cleanup of inaccurate data.	
Data Mapping/ Business Rules	We will provide database resources to assist with data mapping, but we will rely on you to develop, document, and define the business rules.	
Naming Conventions	Define the naming conventions for departments, on call, directory, etc. We will provide guidance, but you must own these decisions and sign off before data is imported into the Spok database.	

## PROJECT DOCUMENTATION

Project Charter	Provide an internal Project Charter to Spok for review. If a Project Charter cannot be supplied, we will work with you to develop one.	
Project Plan	Provide an internal Project Plan to Spok for review. If a Project Plan cannot be supplied, we will work with you to develop one.	
Risk Assessment	Provide an internal Risk Assessment to Spok for review. If a Risk Assessment cannot be supplied, we will work with you to develop one.	

If you are deploying Spok Mobile®, please complete the Wireless and Enterprise Mobility Management sections below. You can skip these sections and continue to the System Management section if you are not deploying Spok Mobile.

WIRELESS		
Wireless Networking	Supply a network SSID for Spok Mobile users that is considered a secure, clinical-grade network. Spok Mobile should not be deployed on hospital guest networks (even for BYOD users).	
Wireless Assessments	Provide a formal wireless assessment completed by an authorized vendor for Spok to review. Spok requires that an assessment be completed within the last six months before deploying Spok Mobile. You may choose to conduct a Spok Wireless Site Assessment, which is part of our service offerings and would fulfill this requirement. You would be asked to provide floor plans, access, and resources for walk-throughs.	
Wireless Remediation	If the above-mentioned wireless assessment indicates recommendations that include remediation, you will be asked to remedy these deficiencies. You may use internal resources or a third party, but you must be able to prove remediation. If issues are not addressed, you will be asked to sign a liability/risk clause.	
Mobile Distributed Antenna System (DAS)	Ensure good mobile/cellular coverage in all hospital facilities and nearby areas to the best of your ability. An internal distributed antenna system is highly recommended. You should not rely on Wi-Fi alone.	

ENTERPRISE MOBILITY MANAGEMENT		
Enterprise Mobility Management (EMM) Tool	If you are deploying Spok Mobile remotely via an enterprise app store and/or bypass public app stores for downloads, we ask that you provide an EMM tool. Spok remains neutral about which tool should be supported.	
Mobility Resource	If you are deploying Spok Mobile via EMM, we ask that you supply the resources, skills, and knowledge to manage the deployment. Spok does not manage EMM tools as part of our service offerings.	
Supported Deployment Model	If you are deploying Spok Mobile via EMM, we ask that you ensure that the chosen EMM tool supports app store deployment models (Apple Volume Purchase Program, Android for Work). Spok does not support app wrapping.	

**SYSTEM MANAGEMENT**

Third-party Monitoring	Identify third-party monitoring software to monitor Spok servers and services. Spok will provide documentation of what is recommended for monitoring, but Spok does not include provisioning of any monitoring as part of our service offerings.	
Patching and Reboots	Notify Spok before any Spok server is patched or rebooted. These actions can cause unplanned outages if not carefully managed. Spok will provide Standard Operating Procedures (SOP) for patches and reboots, and it is important to follow these guidelines.	
Network and Firewall Changes	Notify Spok before any changes are made to a network component that is involved in Spok traffic flow (load balancers/proxies, firewalls, PBX components/call control, routers, etc.)	
Device Matrix	Identify and report all devices that are used for communication across the entire end-user population, by device type and/or role. (e.g., nursing uses Spectralink® devices, facilities staff use pagers, physicians use personally owned iPhone® (90%) and Android™ devices (10%), etc.)	

**IT SERVICE MANAGEMENT**

Request Fulfillment and Incident Management	Put a process in place to manage user requests for Spok services. This may include online request templates, tiered support, escalation procedures, etc.	
Change Management	Put a process in place to manage changes to Spok applications, architecture, and/or any environmental components that impact the service. Spok should be included in/made aware of all changes before they are made.	

**SYSTEM CONFIGURATION**

Review and Acceptance	Spok Solutions Consultants, Technical Consultants and Trainers will educate your support staff and stakeholders on configuration options throughout the project. We ask that you decide how the applications will be configured and sign off on configurations before the project is closed.	
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## ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, is proud to be the global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. When seconds count, count on Spok.

[spok.com](http://spok.com)

