

Support Expectations of Software Vendors

Introduction

Support material for APIs consists of:

1. Context:
 - a. Design Primitives - Provides framework for how ACC has developed its APIs;
 - b. Provider API User Interface - Provides overall context for the service the specific API supports; and
 - c. Support Material – This document which sets expectations of the software vendor regards support of their user base.
2. The specific API:
 - a. Swagger file;
 - b. Specification;
 - c. Mapping Document; and
 - d. User Interface.

This document contains information regards:

1. Communication mechanisms;
2. Software vendor role as first level support;
3. Scenarios to assist understand the role;
4. Triage actions expected of the software vendor before contacting ACC;
5. Examples of error messaging; and
6. ACC support expectations.

We intend on adding a Resolution Guide in due course.

Communication Mechanisms

You are to contact us using the ACC Developer Portal:

1. Private or commercial-in-confidence matters:
Use Contact <https://developer.acc.co.nz/content/contact>; or
2. Other matters:
Use Forums <https://developer.acc.co.nz/forum>.

We will notify you regards:

1. Private or commercial-in-confidence matters: Email; or
2. Issue / Change Management using the ACC Developer Portal:
 - a. Twitter - @ACCNZDeveloper
 - b. News Items <http://developer.acc.co.nz/news-and-updates>
3. Other matters, including responses, using the ACC Developer Portal:
Forums <https://developer.acc.co.nz/forum>

The Software Vendor is the First Level of Support for the User

We ask that you convey to your users that you:

1. Are the initial point of contact regards user service desk requests;
2. Will escalate to ACC, if appropriate; and
3. Will keep the user regularly informed.

For a major incident ACC may elect to also update users through other mechanisms such as its website or an email list. This would be an additional, but equivalent, supporting message to what the software vendor will have been provided.

Some Scenarios

Scenario	Who	Action
Receive a problem from a user	You	Undertake triage
Identify an ACC-related issue	You	Advise ACC using Portal “contact”
ACC triage	ACC	Advise & update using email &/or Twitter depending on the issue & number of users affected
Standard maintenance window	ACC	Advise & update using Twitter and Portal “forums”
Advise your users	You	Your standard mechanism
Non-standard outage	ACC	Advise & update using Twitter and Portal “forums”
Advise your users	You	Your standard mechanism
Deprecation	ACC	Advise & update using Twitter and Portal “forums”
Move to updated version	You	Your standard mechanism
Feedback	You	Advise using Portal “Contact” or “Forum”

Triage actions the Software Vendor is to undertake before escalating to ACC

The following is recommended to provide a quicker resolution for your users:

1. Identify and review error message and attempt to resolve issue
2. Has the user been set up to use API services with ACC?
3. Has the authentication for this particular API product been set up correctly? (Digital Certificate / RealMe etc)
4. Check local user environment – not an internet issue or network issue
5. User has been configured correctly to use API products? (Switched on with ACC and IDs/numbers provided?)
6. Is this a user training issue rather than technical problem? - Has the user been trained to use their system, the API, and knows what they are doing?

Error Messaging

We recommend that software vendors set up their APIs to pass on the ACC generated error messages through to their user.

The following is a summary of response codes that a user may see, with suggested resulting action:

Code	Indicates	Interpretation	Action Required of Software Vendor
201	created	Content created but not received by ACC	Advise user to send content to ACC if still required
202	accepted	Submission received by ACC	No action required
400	invalid data	Content being submitted is incorrect	Confirm this is a genuine user error and not a coding issue
401	authentication error	Senders Digital Certificate is not valid so transaction can't take place	Software vendor needs to check Digital Certificate is installed correctly via https://secure.healthlink.net/certinfo If no issue then, contact ACC Digital Operations on 0800 222 994 option 1.
403	authorisation error	Sender is not authorised by ACC to make the submission	User is to contact ACC Digital Operations on 0800 222 994 option 1 to arrange permission.
500	internal server error	ACC system issue	Advise ACC Digital Operations on 0800 222 994 option 1. User needs to resubmit content to ACC later.

Support from ACC

ACC will start off with NZ standard business hours support, Monday – Friday 8am – 5pm; this will mature processes from there.

ACC representatives can be contacted through the Developer Portal:

- Contact <https://developer.acc.co.nz/content/contact> or
- Forum <https://developer.acc.co.nz/forum>

Priority	Impact	Scenarios	Timeframe ACC (response time to vendors)	Examples	What you can expect from ACC
One	Critical	No identified scenarios	One business hour, or two hours if outside business hours	No identified examples	-
Two	Major	External: Third party support vendor has done something incorrectly. Vendor to perform an action to resolve	Two business hours, or four hours if outside business hours	SNOMED translation service unavailable	Maintenance page put up on Gateway, email sent to all users. Software vendors contacted through standard mechanisms
		Internal (within ACC): System down in a part of the ACC technology stack		Unscheduled incident	
Three	Medium	External: Software vendor has done something incorrectly. Vendor to perform an action to resolve	One business day	App using incorrect version of proxy or a broken business rule	Will assist to fix any issue within its ability to assist E.g. supports testing.
		Internal (within ACC): Latency issues		API Management platform performance issues	Maintenance page put up on Gateway, email sent to all users. Software vendors contacted through standard mechanisms
Four		External: User does something incorrectly. User to perform action to resolve	Three business days	User inputs data that is invalid, and error message doesn't clearly state what / where the error is; such as date of service is outside of accepted date range for contract	Will assist to fix any issue within its ability to assist
		Internal (within ACC): Something not right within ACC service impacting a user		Compliance (sand box) issue Lookup error – particular claim not appearing in searches	Keep impacted user informed