



**Riverside/San Bernardino, CA TGA
Policy and Procedure
ARIES Policy # 2**

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Subject – ARIES Technical Lead Responsibilities

- PURPOSE** To clarify the responsibilities of the ARIES Technical Lead.
- POLICY** In order to effectively use ARIES at a provider or agency site, there must be a designated individual (Technical Lead) at each agency who is responsible for carrying out various tasks at the site-level.
- SCOPE** This policy applies to all contractors (providers) serving eligible clients under the Ryan White Programs within the Riverside/San Bernardino, CA TGA.
- PROCEDURE**
1. **Technical Lead (TL):** Each agency must designate an individual to act as the ARIES Technical Lead for the agency. Please see *Duty Statement/Skill Set for the Agency ARIES Technical Lead (Coordinator)* for a detailed description of the skill set that the TL should possess.
 2. **Contact Information:** Each agency must submit the TL’s contact information to the Ryan White Programs Grantee (Grantee). If there is a change in contact information or if another individual replaces the TL, the revised contact information must be submitted to the Grantee within 5 business days.
 3. **Agency Policy:** Each agency must develop a written policy and procedure concerning the designation and role of the TL as it applies to the specific circumstances of the agency. This policy and procedure must be submitted to the Grantee for review and approval.
 4. **Ongoing Activities:** Each TL will be expected to conduct/coordinate any and all tasks required to ensure the agency is able to effectively utilize ARIES on a day-to-day basis. These activities include, but are not limited to:
 - Submitting ARIES user request forms to the Ryan White Programs Grantee office via email for processing. tbrennan@dph.sbcounty.gov or faxing @ 909-388-0401.
 - Updating user accounts and resetting passwords
 - Troubleshooting IT issues and contacting the ARIES Help Desk if issues cannot be solved at the local level

- Ensuring that ARIES users adhere to agency Policies & Procedures (as approved by the Grantee)
 - Mentoring/Training agency staff
 - Participate on ARIES Collaborative
5. **Security:** Each TL is responsible for preventing unauthorized use of and access to ARIES system resources. This duty includes complying with all stated policy requirements (including the County's HIPAA Policy & Procedure as referenced in Attachment F, "Business Associate Agreement" of the contract with the County), taking due care and reasonable precautions when handling system data or using system resources, and in the management and protection of system authentication controls (passwords, certificates, etc.). When in doubt, TLs are strongly encouraged to contact the Grantee and/or the ARIES Help Desk for assistance.
6. **Trainings:** TLs are expected to attend all Grantee-provided trainings concerning ARIES. TLs are then expected to disseminate the information and knowledge gained at the trainings to the rest of their agency. TLs are also expected to help new users access the State Office of AIDS on-line WebEx trainings available to familiarize the user to ARIES.
7. **ARIES Collaborative:** The ARIES Collaborative will be held periodically as a forum for Technical Leads to collectively communicate their concerns and solutions to issues concerning ARIES. It will also facilitate continuous training of TLs, so that TLs can train incoming staff and update current staff at their agencies. The collaborative, through the TLs, will also help to keep agencies apprised of current ARIES information and allow agencies to be involved in the development of ARIES policy. Each TL is expected to attend ARIES Collaborative meetings and disseminate the information and knowledge gained at the meetings to the rest of their agency.
8. **Quality Assurance:** The Grantee will conduct periodic Quality Assurance checks in the ARIES system with respect to this policy. Ryan White Program-funded providers found to be in violation of this policy, or any part thereof, will be contacted and required to submit a plan to correct any deficiencies. If the identified deficiencies are not addressed in a timely manner, this may result in the revocation of the digital certificates (access to ARIES).



Duty Statement/Skill Set for the Agency ARIES Technical Lead (Coordinator)

In order to effectively use ARIES at a provider or agency site, there are some tasks and responsibilities that need to be completed at the local site. The California Department of Health Services, Office of AIDS (OA) and the Office of the Ryan White Programs Grantee (Grantee), have identified three general areas of tasks:

1. Contract setup coordination with Grantee (for funding sources other than Ryan White Programs);
2. Technical activities;
3. Mentoring/training activities; and
4. Participation on the EMA/TGA ARIES Collaborative

In order to assist providers in identifying one or more staff who can accomplish these local ARIES tasks, OA and the Grantee have described the major functions in each of these three areas, and identified the ideal skill set that will allow a staff person to successfully complete the tasks.

1. Contract Setup Tasks (will be performed by Grantee staff in collaboration with agency staff)

One of the main objectives and features of ARIES is the ability to track and monitor the provision of services to clients across the continuum of care. The setup of provider information, their contracts and services is critical to ensure that information in ARIES is accurate. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing and maintaining this information, the following should be considered:

- Familiarity with Internet Explorer
- Data entry skills with high accuracy
- Must have an in-depth knowledge of:
 - Sites
 - Staff
 - Funding sources
 - Contracts
 - Services provided by each contract
 - Services billing

2. Technical Activities (user setup, certificates, passwords, etc.)

When evaluating which staff person has the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:



Duty Statement/Skill Set for the Agency ARIES Technical Lead (Coordinator)

- Updating user accounts and resetting passwords
- Installing software (home experience is ok following setup wizards)
- Familiar with Internet Explorer
- Maintaining and processing a variety of authorization forms
- Communication skills (both face-to-face and telephone)
- Prior contact with the site's Internet Service Provider or Information Technology Department.
- Data entry skills, high accuracy
- Troubleshooting/problem solving skills
- Basic e-mail skills and access to e-mail
- Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens.
- Experience with safeguarding confidential data (electronic and paper records)
- Prior experience being the main contact person for issues/concerns in similar data collection projects
- Service oriented attitude

3. Mentoring/Training Activities

When evaluating which staff person has the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:

- Familiar with Internet Explorer
- Communication skills
- Training/Mentoring skills
- Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens.
- Experience with safeguarding confidential data (electronic and paper records)
- Troubleshooting/Problem Solving skills

ARIES has a help desk available for user support (1-866-411-ARIES); however, if a provider is large enough or has a staff person with the interest and skill set, it can be advantageous to the provider to have a local ARIES expert to assist their colleagues in using ARIES to its fullest potential.

Additionally, Agency ARIES Technical Leads (TLs) will be responsible for:

- Local triage of IT issues (prior to accessing ARIES Help Desk)
- Ensure that ARIES users are adhering to agency Policies & Procedures (as approved by the Grantee)



Duty Statement/Skill Set for the Agency ARIES Technical Lead (Coordinator)

- Initiation of digital certificate requests for users [*as outlined in the Grantee's Requests for Digital Certificates from the Grantee and OA*] P&P.
- Assistance with certificate downloads as necessary (this process to be conducted directly with OA staff only after clearance has been given by Grantee).

Each Agency ARIES TL is responsible for preventing unauthorized use of and access to ARIES system resources. This duty includes complying with all stated policy requirements (including the County's HIPPA Policy & Procedure as referenced in attachment F, "Business Associate Agreement" of the contract with the County), taking due care and reasonable precautions when handling system data or using system resources, and in the management and protection of system authentication controls (passwords, certificates, etc.). When in doubt, TLs are strongly encouraged to contact the Grantee and/or the ARIES Help Desk for assistance.