

PAT CAT Responsibilities and Requirements



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Responsibilities

Server Maintenance and Availability

- The server hosting PAT CAT is under your control and as such needs to be monitored and maintained
- Should the server be unavailable during a scheduled upload time PENCS can assist in the resending of data from practices as V3 of scheduler allows for remote triggering of a data upload. This functionality will be made available to PHNs shortly as well.
- Server disk space – PAT CAT will need sufficient disk space at all times to ensure that scheduled uploads can be imported. The server host needs to monitor and allocate the required disk space before scheduled collects.
 - Web Server – at least 50GB free disk space.
 - If extract files are stored in another disk, the 50GB free disk space also applies there.
 - SQL Server – at least 150GB free disk space.
- PAT CAT updates are managed and pushed out by PENCS but need to be applied by the PHN. This will allow the PHN to choose the best time for an update (over the weekend or in the evening is recommended).



Updating PAT CAT to the latest version is responsibility of the PHN and failing to update can result in reports/data missing as well as wrong figures being displayed if an update contained an algorithm change. Please make sure that you update when new updates are available!

- Server operating system and security updates are responsibility of the host.
- Access to the Server by PEN CS for PAT CAT trouble shooting and maintenance needs to be provided either ongoing or in a timely manner so that any issues can be addressed without delay. A clear escalation pathway should be provided by the ACCHO/PHN.
- Server certificates such as SSL and other server specific maintenance are the responsibility of the host.

IT Contact Details to be provided

The PHN should provide the best contact details for their IT support to allow PEN CS staff to access the PAT CAT server(s) if needed. Access might be required for error checking, updates or other software maintenance issues. If access details or IT providers change PEN CS should be notified by contacting the relevant account manager.

Practices and licence maintenance

With the alignment of PAT CAT and the licensing portal, the ACHOs/PHNs are responsible for maintaining an up to date list of practices in the licensing portal. This will ensure that only licensed practices are active in PAT CAT.

Practices that are using CAT Plus but are not submitting data to PAT CAT **have** to be configured in PAT CAT accordingly as this is an agreement between the practice and the ACCHO/PHN.

As an additional safe guard we are implementing a configuration setting in the licensing portal to indicate which practices are uploading automatically, manually or not at all. This status needs to be confirmed with PEN CS so we can update the licensing portal accordingly to avoid any accidental uploads /collections via remote trigger.

Requirements

| Web Server | Minimum Requirements | Recommended Requirements |
|--------------------------|---|--|
| Operating System | Microsoft Windows Server 2008 (Standard/R2) X64 | Microsoft Windows Server 2012 (Standard /R2) X64 or higher |
| Processor | 8 Logical Cores | 24+ Logical Cores |
| RAM | 16 GB | 32+ GB |
| Hard Disk | 250 GB | 500+ GB |
| Microsoft .NET Framework | <ul style="list-style-type: none">• .NET 3.5, 4.5 and 4.6.1• IIS 7+• IIS Web components(ASP.NET 4.5, Static & Dynamic Content Compression, IIS Manager) | |

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| Other Requirements | <ul style="list-style-type: none"> • Broadband internet connection (minimum 5 Mbs up + 5 Mbs down) • SSL Certificate (Single root or Wildcard dependent on IT infrastructure, Wildcard recommended) • Dedicated PAT CAT Subdomain (e.g. https://patcat.yourphnurl.org.au) • Port forwarding from port 80 to port 443 for all PAT CAT traffic • Remote access facilities for installation and maintenance by Pen CS (e.g. Remote Desktop, Teamviewer...etc.) with local Admin privileges • Firewall exception for connectivity to database server (standard SQL Server ports are TCP 1433 and UDP 1434) • Internet Explorer 11+ or Google Chrome v42+ | |
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Note: "+" refers to "more is better"

| Database Server | Minimum Requirements | Recommended Requirements |
|--------------------------|--|--|
| Operating System | Microsoft Windows Server 2008 (Standard/R2) X64 | Microsoft Windows Server 2012 (Standard /R2) X64 or higher |
| Processor | 16 Logical Cores | 32+ Logical Cores |
| RAM | 32 GB | 64+ GB |
| Hard Disk | 1TB | 1+TB |
| Microsoft .NET Framework | <ul style="list-style-type: none"> • .NET 3.5, 4.5 and 4.6.1 | |
| Database | <ul style="list-style-type: none"> • Microsoft SQL Server 2008r2 Standard Edition (2014 Standard Edition or higher recommended) <p>SQL Server Options installed:</p> <ul style="list-style-type: none"> ◦ SQL Server Management Studio ◦ Mixed Mode Authentication ◦ SQL Server Agent | |
| Other Requirements | <ul style="list-style-type: none"> • Firewall exception for connectivity to web server (standard SQL Server ports are TCP 1433 and UDP 1434) • Remote access facilities for installation and maintenance by Pen CS (e.g. Remote Desktop, Teamviewer...etc.) with local Admin privileges, and database owner privileges | |

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