**MODEL OPERATING PROCEDURES AND SAMPLE FORMS FOR HELPLINES:**

**H.A-10 Quality Assurance: Systems Monitoring**

**Monitoring Checklist**

Performance Metrics:

* System uptime
* Response times
* Error rates
* Capacity usage
* User activity

Security Monitoring:

* Access attempts
* Security breaches
* System alerts
* Policy violations
* Unusual activity

Quality Checks:

* Call quality
* Data accuracy
* System efficiency
* User feedback
* Service levels