Date: December 7, 2015

Subject: Test Criteria: 170.314(g)(3) – User-Centered Design Process

Re: ClinicalAid V3.0
         Independent Software Solutions, Inc.

I, Bryan Johnson, am an authorized company representative and hereby attest Independent Software Solutions, Inc. (ISS) uses a non-industry standard process for user-centered design.

ClinicalAid is a mature product that has been in production for 18 years. ClinicalAid V3.0 is custom software and the production of the software has been based directly on design and requests by the users.

The process follows this outline:

I.   New development or change in existing development is discovered and passed from the user to ISS.
II.   ISS meets with the users for initial design.
    a. Database schema is designed.
    b. User interface is designed.
    c. Logic needed for support is designed.
III.   ISS develops the new/changed component.
IV.   Testing
    a. ISS tests the development to meet the design standards.
    b. User(s) test the implementation for design standards and usability.
V.   Revisions are made based on test results.
VI.   Software is released to users in the next software release.

Since ClinicalAid V3.0 is custom software based on the user we have always used this process for design. The user is included from the beginning on any changes that are made and sign off on the change before release.

Sincerely,

Bryan Johnson, President