development and implementation. An implementation services provider will generally guide you through several considerations such as:

- **Where should the software be deployed?** Software can be deployed from a virtual server, the cloud, or on-site at a national data center or ministry of health server. This decision may be influenced by legislation and policy, capital and recurrent costs, and connectivity. Review legislation or policies that may limit choices, weigh the capital costs (e.g., server hardware) versus the recurrent costs (e.g., monthly cloud service hosting charges) to determine which model is most cost-effective, and consider whether there is sufficient electricity or network connectivity to deploy centrally or if locally-deployed servers are needed.

- **What size computer servers are needed?** You can determine the size based on the expected load of the deployment, including the estimated number of concurrent users, system-managed data, and network traffic.

- **How will software users obtain technical support?** Open source tools (and some proprietary ones) may not have a dedicated help desk team providing technical support; therefore, consider how to provide technical support in your intervention design. One approach is to deploy a help desk. This is often a two-tiered model with the first tier consisting of help desk representatives who serve as the primary points of contact for users. These representatives generally handle bug reports, identify appropriate training materials, and help with administrative tasks such as password resets. They will elevate higher-level technical support concerns to the second tier of representatives at the implementer or developer's office.

- **What adaptations does the software need?** Digital health software tools should be adapted to meet the needs of a particular context. The implementation service provider can assist with a requirements gathering process to understand the users' needs and necessary customizations.

- **Are software developers needed?** A global good may require additional software development depending on the complexity of local requirements and requested modifications. More established global goods have a marketplace of regional developers and consulting firms. They can be hired to provide these types of services. For less established global goods, consider filling this role internally or sourcing a local information and communications technology (ICT) partner.

How do I use this guide?

The following pages describe how this guidebook can be used by people with varying levels of experience and roles.

- **Novice:** A person who is new to digital health and is interested in learning more about digital health tools planning or supporting a digital health intervention.

- **Designer:** A person who is working on a national health information system and wants to learn about digital health tools before strategies and priorities.