



OIT SERVICE PACKAGES

**New Proposals
for consideration during
2010 Negotiations**



PURPOSE

- ✿ No proposed changes for FY 2008/2009
 - ✿ To understand proposed service packages
- 
-

AGENDA

- ✿ Explain why changes are proposed
- ✿ Describe current and new service packages
- ✿ Explain the differences





Why Modernize OIT Service Packages

Interdependence

- New packaging contains a natural grouping of interdependent technology and functions that work together

Equity

- Packaging permits equitable sharing of costs and benefits

Efficiency

- New packaging allows efficient resource management and realistically align support options with OIT capabilities



A Rapidly Changing Technology Climate

Rapid Technology Evolution

- ✱ Both technology and OIT customer practices have evolved rapidly in the last 10 years.

Variety of Customer Needs

- ✱ We recognize that variations exist among customers for technology support and their means to support it .

Adapting Packages to Change

- ✱ OIT will ensure customers understand the new packages and show how support has adapted to changes.



Existing Support Packages

Levels of
Support

**National Database Service
Telecommunications**

3

Management Service

3

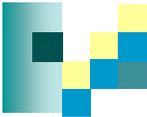
**Software Development and
Maintenance Service**

3

**System Support and Training
Service**

2





3 New Packages



**National Data Warehouse
Services (NDWS)**



**Infrastructure, Office Automation, and
Telecommunications (IOAT) Services**



**Resource and Patient Management
Services (RPMS)**





Why 3 New Packages?



Adapted to IHS' 3 strategic IT investments



Adapted to technology advances and variations in customer needs



Adapted for realistic combinations of interconnected technology and functions





NDWS

FY 2010 Negotiations

National Data Warehouse				
	Pkg3 Current	Pkg2 Current	Pkg1 Current	2010 Revision
Maintain DB				
Data Integrity				
Process National Applications				
Web Posting				
Special Request				
Provide Statistical Info				



IOAT

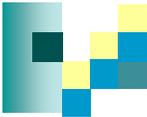
FY 2010 Negotiations

IOAT	✗	✗	✗	✓
	Pkg 3 Current	Pkg 2 Current	Pkg 1 Current	2010 Revision
Provide Network-Data Transport	●	●	●	✓
RPMS Download	●	●	●	✓
Security Consultation and Services				✓
Area Level Firewalls		●	●	Covered by NOSC ¹
Intranet (VPN/Direct)	●	●	●	✓
FTS Support		●	●	✓
Internet (VPN/Direct)		●	●	✓
Level 2 & 3 (Microsoft/Cisco)			●	Covered by NOSC ¹
E-Mail Gateway Services			●	✓
RPMS OS Server			●	Moved to RPMS
WAN/LAN Technical			●	✓



Note on IOAT Investment

- ☀ **IOAT Investment will be eventually replaced with a new investment :**
 - ☀ **Enterprise Security and Technical Support (ESTS).**
- ☀ **Services are not expected to change.**
- ☀ **The percentage of Tribal Shares for the new investment are not expected to change.**



IOAT



ESTS

Retirement of Infrastructure, Office Automation and Telecommunications (IOAT)

- ✿ **IHS must comply with the Government-wide approach in the consolidation of IT infrastructure investments. This includes IHS IOAT. There will be a single *HHS* infrastructure investment.**
- ✿ **Project cost and schedules will be reported to HHS monthly.**
- ✿ **New Investment: Enterprise Security & Technical Support (ESTS)**
 - ✿ **Security**
 - ✿ **Web**
 - ✿ **Any LAN/WAN not covered by the HHS 300**





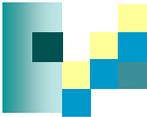
RPMS

FY 2010 Negotiations

RPMS Services				
	Pkg 3 Current	Pkg 2 Current	Pkg 1 Current	2010 Revision
Software License Coordination				
Technical Support/Training (Web only)				
Software Patches/Upgrades (RPMS)				
Participation in Alpha/Beta				
OIT Sponsored Training				
Technical Development (COTS)				
RPMS Software Support				
RPMS Application Support				

System Support Training

System Support/Training	Pkg 2 Current 	Pkg 1 Current 	Moved to: 
Distribution of MSM/Cache/AIX Utilities			RPMS Package 
First Level System Maintenance			RPMS Package 
Technical Support/Training (Web based)			RPMS Package 
Conversion to Cache			RPMS Package 
Participation in Alpha/Beta			RPMS Package 
COTS Interface			RPMS Package 
System Support			RPMS Package 
System Training			RPMS Package 



Cost of Existing Support Packages

% of Shares



National Database Services

16%



Telecom Management Services

32%



Software Dev/Maintenance Services

37%



System Support Services

15%



Cost of New Support Packages

% of Shares



National Data Warehouse Services

8%



IOAT Services

20%



RPMS Services

72%



The percentage of shares is now designed to reflect OMB 300 submissions for each investment's percent of the IT budget.



Options . . .

- ✱ **A Tribe may retain with OIT: one, two, or all three packages. OIT will perform the service package with the retained shares.**
- ✱ **A Tribe may perform the functions and not retain a service package(s) with OIT -- the Tribe assumes those PFSA's associated with a service package.**
- ✱ **A Tribe must follow government security standards to connect to IHS, even if a package is not retained with IHS. These requirements are mandated by law and federal regulations applicable to all computer systems that connect to a government computer network.**



HSPD-12 Overview

Homeland Security Presidential Directive 12

- ✿ Issued in August 2004
- ✿ Mandates a Government-wide standard for identification
 - ✿ Purpose – enhance security through establishment of standard process to verify personnel identification

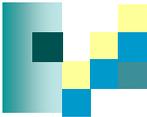


PIV Cards

HSPD-12 Implementation

- ✿ HSPD-12 is implemented primarily through the issuance of the personal identity verification (PIV) card.
- ✿ A PIV card will be issued to all Federal employees and contractors for use to:
 - ✿ Gain physical access to Federally controlled facilities.
 - ✿ Gain logical access to federally-controlled information systems.





Logical Access

- ✿ **Logical access is defined as logging onto a Federally-controlled system.**
 - ✿ **Typically consists of entering a user name and password to gain access to a federally controlled system.**
 - ✿ **Examples include HHS mail, UFMS.**
 - ✿ **Tribal members with logical access have to complete the IHS ITAC and Rules of Behavior forms and complete annual security awareness training.**





Logical Access *Continued*

 Tribal employees operating a Tribally-operated RPMS system who submit data to the National Data Warehouse do not log onto IHS systems.

They are not considered to have access.



Tribal Impact of HSPD-12

Tribal Members Issued PIV Cards

- ✿ **PIV cards will be issued to:**
 - ✿ **Tribal employees working in Federal facilities.**
 - ✿ **Tribal employees working in Tribal facilities who require “prolonged access” to Federally-controlled information systems.**
 - ✿ **Prolonged access is defined as daily logical access to Federally-controlled information systems or routine access on at least a weekly basis.**





PIV Card Background Investigation

-  **A background investigation is required as part of the PIV card issuing process.**
-  **The type of investigation will depend on the role and responsibility the employee has with an IHS-controlled information system.**
-  **In most cases, this will be a basic NACI (National Agency Check and Inquiry) investigation.**



Status of Implementation

-  **IHS has begun the process to issue PIV cards to federal employees.**
-  **The goal is to have cards issued to all IHS employees by the end of Fiscal Year 2008.**



Update on Interconnect Security Agreements (ISAs)

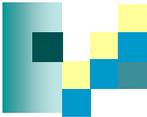
- ✿ Federal policy requires federal agencies to establish interconnection agreements.
 - ✿ OMB Circular A-130 Appendix III.
- ✿ A system interconnection is the direct connection of two or more IT systems for the purpose of sharing data.
- ✿ Major issue for IHS has been the interpretation of Federal Information Security Management Act (FISMA) requirements and applicability to tribal and urban sites.





FISMA Interpretation

- ✿ **Once a site has been contracted or compacted, the tribe owns the data and the data is no longer federal.**
- ✿ **Tribes and Urban sites are not operating on behalf of the federal government for purposes of meeting FISMA requirements.**
- ✿ **If bullets 1 & 2 apply, C&A (certification and accreditation) requirements do not apply to tribal and urban operated sites.**
 - ✿ **The exception to this would be a federally-controlled RPMS server located on a Tribal/Urban site – in this case a site would be subject to C&A requirements.**



ISA Policy Implementation

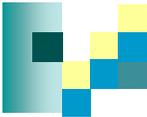
-  All Tribal/Urban sites with a direct connection to IHS will be required to comply with the ISA policy.
-  ISAs must be implemented within 12 months of the effective date of the ISA policy (currently anticipated to be fall 2008)
-  Implementation will consist of a Memorandum of Understanding (MOU) and ISA per NIST (National Institute of Standards and Technology) guidance (NIST 800-47).
-  On-line policy will contain links to MOU and ISA templates.





Implementation cont...

- ☀ **The MOU is a management agreement.**
 - ✿ **Defines roles and responsibilities for operating the interconnection.**
- ☀ **The ISA documents the technical requirements of the interconnection including:**
 - ✿ **Security considerations.**
 - ✿ **Topological (technical) drawing.**



ISA Templates

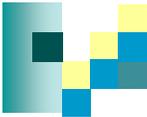
- ✿ **The policy also contains templates for the MOU and ISA.**
 - ✿ **Templates will ensure agreements are consistent in format and content.**
 - ✿ **Three ISA templates have been developed to address the most common IHS-Tribal/Urban interconnections.**
 - ✿ **Templates can be modified as necessary to address unique aspects of an interconnection.**





ISA Policy Status

- ✿ **A *Dear Tribal Leader* letter (containing the draft ISA policy as an attachment) was sent out in November 2007.**
- ✿ **Comments were reviewed and addressed in Jan/Feb 2008.**
- ✿ **Policy is undergoing final IHS review.**
 - ✿ **The final IHS policy on ISA Policy will be posted as *Indian Health Manual, Part 8, Chapter 15.***



Glossary of Terms and Acronyms

- ✿ C & A: Certification & Accreditation
- ✿ ESTS: Enterprise Security and Technical Support
- ✿ FISMA: Federal Information Security Management Act
- ✿ HSPD-12: Homeland Security Presidential Directive 12
- ✿ IOAT: Infrastructure, Office automation, and Telecommunications Support
- ✿ Logical Access: Logging into a Federally controlled system.
- ✿ ITI LoB: IT Infrastructure Line of Business
- ✿ MOU: Memorandum of Understanding
- ✿ NDWS: National Data Warehouse Services
- ✿ PIV (Cards): Personal identity verification
- ✿ Prolonged Access: Daily logical access to Federally controlled information systems or routine access on at least a weekly basis.
- ✿ RPMS: Resource and Patient Management Services



Questions?



***Thank you for your
continued support!***

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