



Indian Health Service
Office of Information Technology

Standard Operating Procedures

OIT Customer Service Handbook

Version 1.0

October 2008

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This information is intended for IHS use only. Disclosure is not expected to cause serious harm to IHS, and access is provided freely to all internal users via the organization's Intranet.

MESSAGE FROM THE CHIEF INFORMATION OFFICER

Welcome to the OIT Customer Service Handbook. This handbook is designed to provide customers with the information needed to effectively use information technology (IT) services provided by the Indian Health Service Office of Information Technology (OIT). The handbook provides an overview of services available from OIT.

The OIT Customer Service Handbook identifies IT services available to all IHS units and eligible tribal and urban program sites along with our commitment in providing each service. While OIT has service commitments, customers using these IT resources and services have obligations to the Indian Health Service (IHS) as defined in *The Indian Health Manual, Part 8, Chapter 6, Limited Personal Use of IT Resources* (available online at <http://www.ihs.gov/PublicInfo/Publications/IHSManual/TOC.cfm>). Please refer to the Rules of Behavior in the *IHS General User Security Handbook* to understand user responsibilities when using IHS IT resources (available online at http://security.ihs.gov/SOP/SOP06-11a_User_Security_Handbook.pdf).

As IHS continues to experience a demand in the use of networked computers, databases, and automated information systems, it is imperative that IT services are error-free and of the highest possible quality. To this end, we will strive to offer our customers services where:

- You will be treated with professional courtesy every time you contact us.
- Service provided will be complete, accurate, and of the highest quality with a minimum of inconvenience to your productivity.
- We will keep you informed of planned changes and projects concerning IT services and IHSnet.

Please refrain from calling individual OIT staff. The OIT Help Desk staff serves as your single point of contact to OIT.

If you have any problems, requests or questions regarding OIT services, please call the OIT Help Desk at 1-888-830-7280.

Thank you,

Dr. Terry Cullen

DOCUMENT APPROVAL

This user guide has been approved for distribution and implementation. These new procedures are effective immediately and will be enforced. Requests for corrections or changes to this document should be sent to the IHS OIT.

Approved by:

Dr. Theresa Cullen
CIO, IHS

Date

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DOCUMENT INFORMATION

Change History

Version	Date	Modified By	Comments
1.0	01-Oct-08	Teagan Geneviene	Initial release of document
1.0	14-Oct-08	Teagan Geneviene	Revisions for Section 508 Compliance

1.0 Introduction

1.1 Purpose

The *OIT Customer Service Handbook* defines in writing the services provided by the Indian Health Service (IHS) and its service commitments. This is to establish a clear understanding between the IHS customers and service providers when addressing customer IT requirements, especially the following:

- Section 3, Hours of Support, describes the hours of support provided by the OIT staff for IT systems.
- Section 4, Tiered Service Support and the OIT Help Desk, describes the tiered support process used for problem and service ticket resolution.
- Section 5, Customer Service Commitments, describes the services available to our customers including commitment goals, boundaries/constraints, and customer responsibilities.

For our customer's convenience, this handbook is available on the Office of Information Technology (OIT) Help Desk website at:

<http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>.

1.2 Scope

The OIT Customer Service Handbook covers the operational-related services provided by the OIT. It is important to note that the handbook will not replace Service Level Agreements (SLA) developed for major automated information systems (AISs) and for OIT commitments tailored to a specific program area.

IHS Area offices and most IHS sites have their own IT support staff. Customers are encouraged to become familiar with the IT services provided by their own units and ensure they follow the tier support process described in Section 4, *Tiered Service Support and the OIT Help Desk* of this handbook before contacting IHS OIT for IT support.

1.3 Performance Measurement

The IHS will strive to ensure that commitments listed in the OIT Customer Service Handbook are met. All of the commitments are measurable (such as "95% within one day" vs. "quickly") and IHS intends to develop and implement processes for automating measurements and customer surveys.

1.4 Customer Responsibilities

The service commitments (Section 5, *Customer Service Commitment*) clearly define customer responsibilities that are required for the OIT to meet its specified commitments. If customers fail to fulfill these responsibilities, it may adversely impact IHS's performance (e.g. failing to follow recommended practices on the amount of e-mails stored on the server) and ultimately the customers' experiences.

1.5 Updates and Changes

The OIT Customer Service Handbook is a joint effort between IHS and its customers, as represented by the OIT Management. Handbook changes may be requested at any time by the OIT Administrators, or customers. The OIT Administration must approve any handbook changes before they may be finalized. OIT Administration will review the handbook at least annually for possible changes.

2.0 OIT Service Providers

This section describes the functions performed by each of the service providers within the Office of Information Technology.

2.1 Division of Program Management and Budget

- Develops information resource policies and procedures
- Develops the IHS IT budget and related documents
- Provides budget analyses and reports to the CIO
- Develops strategies for presenting the IHS IT budget to IHS, Tribal, and Urban Indian health programs
- Provides technical analyses, guidance, and support for IHS capital planning and investment control activities
- Manages the IHS portfolio management tool
- Manages the activities of the IHS ITIRB (Information Technology Investment Review Board) in assessing, implementing and reviewing the Agency's information systems
- Identifies alternatives among internal and external sources and recommends the best sources to supply information resource and technology products and services to IHS
- Develops information resource and technology project governance structures to support effective project management
- Provides project management and related support for IHS developed and acquired information resources and technology products and services
- Provides contract management support for IT initiatives
- Provides contract liaison services to appropriate acquisition authorities
- Submit claim forms for telecommunication circuits that are eligible as determined by the Universal Services Administration Company (USAC), provide credit reports to participating IHS Areas, and assist other Areas with submission of their claims

2.2 Division of Information Technology

- Develops clinical and business practice healthcare applications such as RPMS and the Electronic Health Record
- Develops healthcare statistical applications for NPIRS
- Obtains system and business requirements from stakeholders for system design
- Provides quality assurance and risk management for software development
- Develops, implements, and maintains policies, procedures and standards for system development and technology products and services in the IHS
- Develops and maintains IT strategic planning documents
- Develops and maintains the IHS enterprise architecture
- Develops and implements information technology management initiatives in IHS; ensures IHS IT infrastructure resource consolidation and standardization efforts support IHS healthcare delivery and program administration

2.3 Division of Information Technology Operations

- Installs and maintains enterprise computer systems and associated hardware and operating systems
- Installs and maintains enterprise application software
- Delivers desktop and office automation support
- Provides Tier 1 and 2 helpdesk support for IHS Headquarters and Tier 3 support for IHS field units
- Maintains LISTserv capabilities
- Performs Web monitoring and filtering services; designs, codes, and implements Web sites and web applications
- Operates and maintains data centers
- Installs and supports file and print services and provides Domain Name Services
- Designs, implements, and maintains IHS' backbone network infrastructure
- Monitors network infrastructure for anomalies

2.4 Division of Security

- Develops, implements, and monitors the IHS Information Security program to ensure adequate protection of information
- Develops and maintains information security policies, procedures, and guidelines to safeguard information and IT systems
- Develops and reviews IHS IT security plans
- Assesses the risk and magnitude of harm that could result from unauthorized access, use, disclosure, disruption, modification, or destruction of information and information systems that support the operations and assets of IHS
- Ensures that security and privacy have been incorporated in information system lifecycle plans
- Conducts vulnerability assessment of IHS' IT infrastructure
- Coordinates activities with internal and external organizations reviewing the IHS' information resources for fraud, waste, and abuse
- Develops and implements employee information security awareness training programs
- Manages the IHS Information Security Incident Response Team

3.0 Hours of Support

3.1 Introduction

This section defines the hours that customers can access OIT supported IT and telecommunication systems.

3.2 Core Business Hours

Core business hours for the OIT in Albuquerque and Rockville are 8:00 AM to 5:00 PM (respective local time zones), Monday through Friday, excluding holidays. During the core business hours, the OIT will avoid performing any changes or maintenance that may impact system availability.

3.2.1 Hours of Support Table

The following table provides details about hours of support.

- Hours exclude Federal holidays unless such support is explicitly stated.
- “Onsite Support” refers to the facilities occupied by Indian Health Service Office of Information Technology.
- Except where indicated, all times are shown in Mountain Time (MT).

Service Provider	Hours of Support	
	Onsite	Other
NPIRS	8:00 AM to 5:00 PM MT Monday - Friday	Best Effort Support*
RPMS Software Support	8:00 AM to 5:00 PM MT Monday - Friday	Best Effort Support
RPMS Hardware Support	8:00 AM to 5:00 PM MT Monday - Friday	Best Effort Support
Network Operations and Security Center	Full Support 24x7, 365 days a year	NA
Desktop Services	Albuquerque: 8:00 AM to 5:00 PM Rockville: 7:00 AM to 5:00 PM ET Monday - Friday	Best Effort Support
Help Desk Services (OIT Help Desk)	Albuquerque: 6:00 AM to 6:00 PM MT Rockville: : 7:00 AM to 5:00 PM ET Monday - Friday	Best Effort Support
Enterprise Technology Services (server administration)	8:00 AM to 5:00 MT Monday - Friday	Best Effort Support
IT Security Staff	8:00 AM to 4:30 PM MT Monday - Friday	Best Effort Support
Web Services	8:00 AM to 5:00 PM MT Monday - Friday	Best Effort Support

Figure 3-1: Table of service information

* “Best effort” refers to the limited ability of OIT personnel to respond to problems remotely or to return to OIT after-hours to work problems – based on staff availability and the criticality of the problem.

4.0 Tiered Service Support and the OIT Help Desk

IHS IT support is based on the principal of tiered support as illustrated below.



Figure 4-1: Flow of tiered service support

- **Tier 1 Support:** Tier 1 support is provided by the site level. Tier 1 is the basic level of customer support related to IT hardware, software, and telecommunications. Examples would include reset of passwords, desktop support, and installation of new telephones.
- **Tier 2 Support:** Tier 2 support is provided by the Area IT office. Tier 2 support provides an intermediate level of customer support related to IT hardware, software, and telecommunications. Examples would include assistance in the installation of software, updates, and patches; installation of LAN equipment, ordering of new circuits.
- **Tier 3 Support:** Tier 3 support is provided by IHS OIT. Tier 3 support provides an advanced level of customer support related to IT hardware, software, and telecommunications. Examples would include troubleshooting of IHS-developed software bugs, maintenance of OIT-managed servers and WAN equipment and circuits

The OIT Help Desk is the Tier 3 single point of contact for the logging, assigning, tracking, reporting and resolution/completion of IT problems and service requests for all IHS customers. In addition, the OIT Help Desk provides Tiers 1 and 2 support for IHS Headquarters in Rockville and Albuquerque OIT staff.

IHS Area Offices and many IHS sites maintain an IT help desk. If you are part of such a unit, you should contact your local help desk staff for assistance. If a problem is determined to require Tier 3 support, the associated Area IT office is responsible for escalating to OIT for resolution.

4.1 Hours of Operation and Support Type

The OIT Help Desk is staffed during the workday hours as noted in the following table excluding Federal holidays and liberal leave days. Limited after hours support is provided by the Network Operations and Security Center

All levels of support are accessed by calling the OIT Help Desk.

Support Type	Support Hours	Call OIT Help Desk
OIT Help Desk Staff	Albuquerque: 6:00 AM to 6:00 PM MT Rockville: 7:00 AM to 5:00 PM ET Monday - Friday	Toll Free: 1-888 830 7280
After hours support provided by Network Operations and Security Center	Full Support 24x7, 365 days a year	702 562 8201

Figure 4-2: Table of Help Desk support information

4.2 Problems vs. Services

Calls to the help desk for assistance are categorized as either a critical problem, non-critical problem, or a service request.

- A critical problem is any unplanned outage or loss of major functionality to a production system affecting multiple customers.
- A problem is an unplanned outage, loss of functionality, or malfunction in the software or hardware of an existing system that impacts one customer or has a minor impact on multiple customers.
- Service requests usually involve obtaining access to certain IHS systems or enhancements/replacements for existing hardware or software. Service requests may require immediate action or may not require action for several days or even weeks.
- Examples of services include:
 - Network drop installation and activation
 - Installation of desktops
 - Software and hardware installation
 - Creation of network and e-mail accounts, or removal of e-mail accounts

The *Standard Operating Procedure, Help Desk Ticket Escalation Procedures* manual, describes the process used by the OIT Help Desk in responding to critical, problem, service, and change ticket requests.

4.3 Lifecycle of a Ticket

When a customer reports a problem or makes a service request, the Help Desk (HD) creates a ticket.

The following example depicts what happens when a ticket is created for a problem or service request.

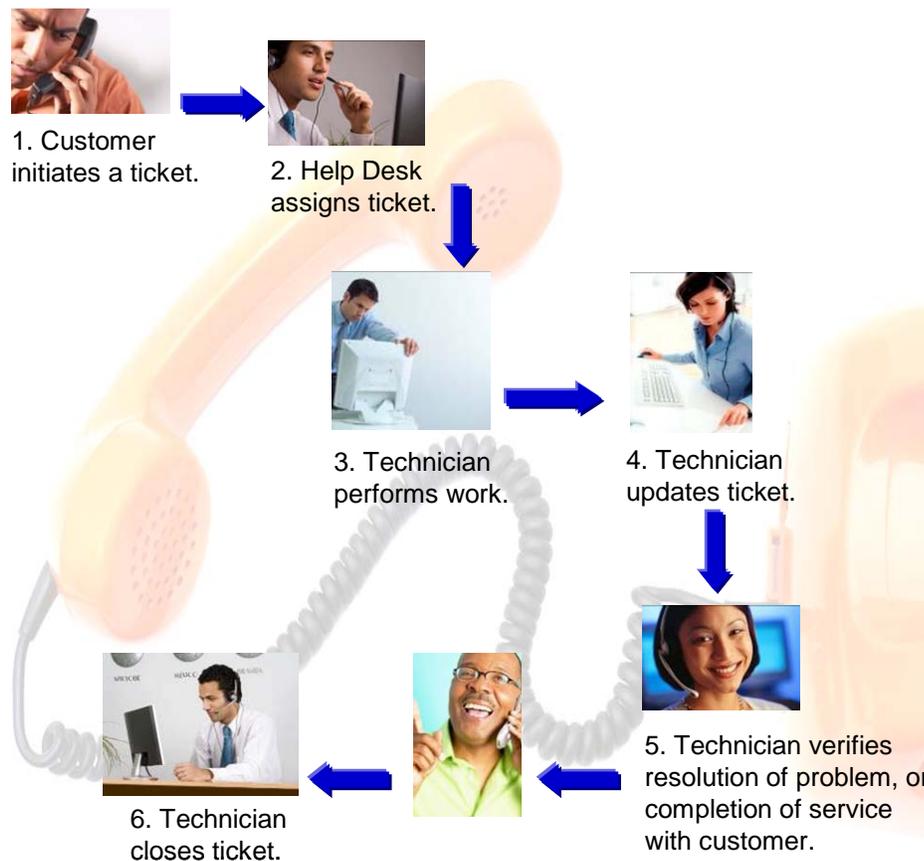


Figure 4-3: Flowchart showing ticket lifecycle

4.4 Contacting the Help Desk

Customers are expected to use the Tier 1, Tier 2 and Tier 3 process for IT support. Field support requests for non-critical problems and services should originate from the associated Area IHS office. Requests for Tier 3 support from field units will be directed to back to the associated Area office for initial support.

4.4.1 E-mail

Customers may contact the OIT Help Desk by phone and by e-mail by sending a message to the Help Desk e-mail account, at support@ihs.gov.

If you use e-mail to contact the Help Desk, it is best used for the following issues:

- Non-urgent problems
- Ask general questions
- Submit request forms
- Request services (e.g., such as account activations, equipment moves, software installations, etc)

4.4.2 Phone

To contact the OIT Help Desk customers may call (505) 248-4371 or toll free at (888) 830-7280. If you place a call after the Help Desk's normal hours, you will be required to leave a message so that the problem can be routed to the appropriate individual during normal working hours.

The OIT Help Desk staff will make every effort to answer your call quickly; however, your call may be routed to voice mail during a high call volume period. When this happens, state your name, phone number, location (building and room number), and a brief description of the problem in your message. Staff will monitor the voice mail system and respond to your messages as quickly as possible.

4.4.3 Fax

Customers may fax items (e.g., signed request forms) to the Help Desk at (505) 248-4363.

4.4.4 Customer Support Services Website

Help is also available online at the following web site.

<http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

5.0 Customer Service Commitments

Customer service commitments are stated in the form of performance measures. The service commitments establish valuable communication between the user and the service provider, and help provide a means for measuring success and failure. The OIT Help Desk will track progress toward meeting the service commitments through the analysis of Help Desk ticket aging reports and customer survey responses.

Commitments are expressed in terms of workdays instead of calendar days unless otherwise noted, and only apply to services when there is a business need.

Service commitments begin at the time a help desk ticket is created, documenting the request or problem as described in the *Contacting the Help Desk* section of this document. Service requests or the reporting of problems by other means (e.g., e-mail or phone call directly to the service provider) are not held to the commitments in this document. Therefore, it is very important that customers contact the OIT Help Desk to have a ticket created.

5.1 Universal Commitments

5.1.1 Customer Quality Rating

Service		Service Provider
Customer Quality Rating		Indian Health Service - OIT
Description		
Provide timely high quality service to our customers in resolving problems and providing services.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Achieve a 90% or higher rating for satisfactory performance of service Achieve a 90% or higher rating for satisfactory timeliness of service. 	Respond to customer service quality survey requests.	Service available to all customers.

5.1.2 Change Management Notifications

Service		Service Provider
Change Management Notifications		Indian Health Service - OIT
Description		
Schedule changes to IT		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Create a change request for Administration review at least one week prior to implementation of changes, 95% of the time. • Notify customers of an upcoming change that involves an outage or change in functionality at least two (2) days in advance 95% of the time the event is to occur. 	<p>Within one day of change notification message being sent, notify the OIT Help Desk should they feel there is a reason why the change should not be done.</p>	<p>Service available to all customers.</p>

5.2 Help Desk Commitments

5.2.1 Answer Incoming Calls

Service		Service Provider
Answer Incoming Calls		OIT Help Desk
Description		
Answer incoming telephone calls to the OIT Help Desk		
Commitment	Customer Responsibilities	Boundaries or Constraints
Answer calls within two (2) minutes, 95% of the call-time.	None	Constrained by the availability of HD staff.

5.2.2 Respond to E-mail Messages and Faxes

Service		Service Provider
Respond to E-mail Messages and Faxes		OIT Help Desk
Description		
Respond to customer e-mail messages and faxes sent to the OIT Help Desk (support@ihs.gov) which includes creating or updating a ticket, and sending the customer an acknowledgement. Faxes are typically received for service requests which require approval signature from Administration.		
Commitment	Customer Responsibilities	Boundaries or Constraints
Respond to e-mails within two (2) hours of the call-time.	Include all the pertinent information in the e-mail message.	Service available to all customers.

5.2.3 Help Self Service (HSS) Ticket Assignment

Service		Service Provider
HSS Ticket Assignment		OIT Help Desk
Description		
Assigns tickets submitted via HSS		
Commitment	Customer Responsibilities	Boundaries or Constraints
Process HSS Tickets within two (2) hours, 95% of the call-time.	Include all the pertinent information in the description of the problem or service request.	Service available to all customers.

5.2.4 Respond to Voice Messages

Service		Service Provider
Respond to Voice Messages		OIT Help Desk
Description		
Respond to customer voice messages left for the IHS OIT Help Desk at (505) 248-4371 by creating/updating a ticket, and sending an acknowledgement to the customer. When customers call the OIT Help Desk and analysts are not available to answer calls, customers may leave a voice message.		
Commitment	Customer Responsibilities	Boundaries or Constraints
Respond to messages within two (2) hours, 100% of the call-time.	Voice message must include the customer's name, phone number, and a brief description of the problem.	Service available to all customers.

5.2.5 Resolve or Assign Ticket

Service		Service Provider
Resolve or Assign Ticket		OIT Help Desk
Description		
There are a variety of problems or service requests that can be resolved by the Help Desk without further assignments. The remaining tickets require assignment to other members of IHS for resolution.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> When the ticket can be resolved by the OIT Help Desk, resolve within two (2) days, 80% of the time. If the ticket cannot be resolved by the OIT Help Desk, appropriately assign the ticket within two (2) hours, 95% of the call-time. 	When submitting ticket, provide all pertinent information needed to resolve the ticket in a timely manner.	Service available to all customers.

5.2.6 Administer Help Desk Ticket System

Service		Service Provider
Administer Help Desk Ticket System		OIT Help Desk
Description		
Resolve problems and service requests related to the Help Desk Ticket System (service center). Implemented approved system changes. The Help Desk Ticket System includes the call logging, call monitoring, and service center components.		
Commitment	Customer Responsibilities	Boundaries or Constraints
Respond to problems and service requests within one (1) day, 95% of the call-time.	Provide their name, phone number, and a brief description of the problem or service request.	Because changes are project oriented and require Administration approval, there is not a specified commitment for implementing changes.

5.2.7 Issuing IHS-Wide Announcements

Service		Service Provider
Issue of IHS-Wide Announcements		OIT Help Desk
Description		
Electronically post IHS wide e-mail announcements of general interest.		
Commitment	Customer Responsibilities	Boundaries or Constraints
Issue announcements within one (1) day, 95% of the call-time.	Submit requests via e-mail to support@ihs.gov .	Constrained by the availability of HD staff.

5.3 IT Infrastructure Availability

5.3.1 Maintain File and Print Servers

Service		Service Provider
Maintain File & Print Servers		Division of IT Operations(DITO)/Enterprise Technology Services (ETS)
Description		
Servers provide network attached personal and shared disk space availability for file and print services of office automation systems, and access to a variety of authorized printers for staff use.		
Commitment	Customer Responsibilities	Boundaries or Constraints
99% availability during core business hours	<ul style="list-style-type: none"> Delete old or unnecessary files. Limit file storage to office automation application files (e.g., Word, Excel). Negotiate additional space requirements with OIT-based on needs and usage. 	<ul style="list-style-type: none"> Applies only to servers under the operational control of the OIT.

5.3.2 Maintain Active Directory Domain Controllers

Service		Service Provider
Maintain Active Directory Domain Controllers		Division of IT Operations (DITO)/ETS
Description		
Promote servers at specified IHS sites to Active Directory domain controllers. This service includes support for current domain controllers that have failed in addition to requests for new domain controllers at approved sites.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete the promotion to a domain controller within three (3) days, 95% of the time. <ul style="list-style-type: none"> ○ Perform quality assurance check after the DC has been promoted to verify that all steps in the IHS Active Directory domain controller build sheet were followed correctly. ○ Initiate ETS change management process for approval before change is made. ○ Schedule a maintenance window with customer. 	<ul style="list-style-type: none"> • Obtain hardware for new domain controller. <ul style="list-style-type: none"> ○ Set-up RAID configuration and install Windows Server 2003 according the standard Active Directory domain controller build sheet for IHS. ○ Ensure server's terminal services are configured. ○ Ensure site IT staff member is available during server promotion to a DC. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if customer has not followed specified server build steps in the domain controller build sheet.

5.3.3 Maintain Member Servers

Service		Service Provider
Maintain Member Servers		Division of IT Operations (DITO)/ETS
Description		
Support IHS sites' member servers that reside in the D1 domain and meet IHS OIT approved server configuration.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to requests for member server support at field sites within two (2) days, 95% of the time. 	<ul style="list-style-type: none"> Maintain D1 member servers' patches and anti-virus. <ul style="list-style-type: none"> Administer member server site-specific applications. 	<ul style="list-style-type: none"> Applies only to servers under the operational control of the OIT.

5.3.4 Maintain Web Servers

Service		Service Provider
Maintain Web Servers		Division of IT Operations (DITO)/ETS and Web Services
Description		
Web servers provide public and internal access to the Agency's online resources. ETS: Maintains the web server hardware and operating system. Web Team: Maintains web infrastructure applications such as IIS and Cold Fusion.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> 99.98% availability during core business hours. 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Limited to web servers under the control of the OIT.

5.3.5 Maintain/Adjust URL Filtering Services

Service		Service Provider
Maintain/Adjust URL Filtering Services		Division of IT Operations (DITO)/ETS
Description		
Provide for screening of web site requests to Internet sites. Filtering is based on categorizations of web sites. Custom filters are added and removed at the discretion of IHS Management. (Website categorizations are controlled and defined by the software vendor.) Examples include Educational to Adult.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> 99.95% availability during core business hours. 	<ul style="list-style-type: none"> Utilize the OIT National Helpdesk to request site blocks/unblocks. 	<ul style="list-style-type: none"> Service available to all customers. ETS will only remove site filters that have been approved by designated Area coordinators.

5.3.6 Maintain OIT Network Switches

Service		Service Provider
Maintain OIT Network Switches		Division of IT Operations (DITO)/ETS
Description		
Maintain floor/access and distribution switches for IHS Headquarters and backbone network switches. Floor/access switches are the user’s connection device to the network; distribution switches are primary connections to the IHS backbone, and core switches provide backbone network connectivity across the LAN / WAN to all IHS OIT staff and systems.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> 99.98% availability during core business hours. 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Applies only to switches under operational control of OIT.

5.4 Desktop Commitments

5.4.1 Install Desktop Hardware

Service		Service Provider
Install Desktop Hardware		Division of IT Operations (DITO)/ETS
Description		
Install desktop workstation (CPU, monitor, and printer), peripherals, and/or other desktop hardware (e.g., network printers, shared scanner), as scheduled. This service also includes the surplus of any hardware being replaced.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete the installation within three (3) days, 95% of the time • Retain the customer’s old PC for ten (10) workdays to ensure that data was properly transferred to the new PC, unless the customer specifically requests otherwise. Old system data is then removed for security purposes. • Perform quality assurance check with the customer the next day to verify that all required software was installed, and all the data was transferred. 	<ul style="list-style-type: none"> • Participate in customer interview with service provider to: <ul style="list-style-type: none"> ○ Identify any approved non-standard software needed. ○ Provide proof of IHS licenses and software media (when required) for use during the installation for all approved nonstandard software. • Ensure network drop is installed and active at new location. Otherwise submit a separate request to the OIT Help Desk. • Ensure network drop and power outlet are accessible. • Ensure workstation location is accessible at scheduled time. 	<ul style="list-style-type: none"> • Service provided only to OIT NPA and HQ.

5.4.2 Move Desktop Workstations

Service		Service Provider
Move Desktop Workstations		Division of IT Operations (DITO)/ETS
Description		
Move desktop workstations and peripherals. Lead time: Submit all requests at least three (3) workdays in advance.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete the move on the date requested by the customer 95% of the time. 	<ul style="list-style-type: none"> Submit all requests at least three (3) workdays in advance. Ensure network drop is installed and active at new location. Otherwise submit a separate request to the OIT Help Desk. Ensure network drop and power outlet are accessible. Provide secured storage in a 2-stage move (when a request requires hardware to be moved out of the current space on a different date than when it will be moved into the new space). Ensure workstation location is accessible at scheduled time. 	<ul style="list-style-type: none"> Service provided only to OIT NPA and HQ. Moves which involve more than ten (10) workstations are likely to require additional customer lead time.

5.4.3 Upgrade Desktop Workstation

Service		Service Provider
Upgrade Desktop Workstation		Division of IT Operations (DITO)/ETS
Description		
<p>Upgrade or reconfigure desktop workstation hardware as requested. Examples of hardware upgrades or reconfiguration include converting an existing printer to a network printer, installing memory in existing CPU, or installing a larger hard drive. Lead time: Submit all requests at least three (3) workdays in advance.</p>		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete the upgrades on the date requested by the customer 95% of the time 	<ul style="list-style-type: none"> Submit all requests at least three (3) workdays in advance. Ensure workstation is accessible, and all data has been saved in any open applications. Provide desktop workstation hardware to be installed or reconfigured. Provide necessary information for the upgrade, as requested (e.g., name and location of recipients). 	<ul style="list-style-type: none"> Service provided only to OIT NPA and HQ. If requesting upgrades to more than ten (10) workstations, additional lead time and resources may be required.

5.4.4 Install Software

Service		Service Provider
Install Software		Division of IT Operations (DITO)/ETS
Description		
<p>Install software on desktop workstations and laptops as requested. This excludes software installations required to solve problems.</p> <p>Lead time: Submit all requests at least three (3) workdays in advance.</p>		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete the installation no later than the date requested by the customer, 95% of the time 	<ul style="list-style-type: none"> • Submit all requests at least three (3) workdays in advance. • Must provide proof of IHS license for approved non-standard software (personal software can not be installed on IHS workstations). • When required, provide software media for use during the installation for approved non-standard software. • Ensure workstation location is accessible. 	<ul style="list-style-type: none"> • Service provided only to OIT NPA and HQ. • For commercial software, there must be sufficient licenses. • If requesting software to be installed on more than ten (10) workstations, additional lead time and resources may be required.

5.4.5 Resolve Desktop Workstation Hardware and Software Problems

Service		Service Provider
Resolve Desktop Workstation Hardware & Software Problems		Division of IT Operations (DITO)/ETS
Description		
<p>Repair desktop workstation (CPU, monitor, keyboard, and mouse) including the acquisition of any parts needed for the repair.</p> <p>Solve desktop software problems including the identification and removal of viruses, installation of drives for external desktop peripherals (e.g., printers and scanners), and network connectivity configurations associated with desktop workstations and external peripherals (e.g., printers and scanners).</p> <p>Printer problem are limited to restoring network connectivity, updating drivers, and basic troubleshooting.</p>		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Resolve problems within two (2) days, 80% of the time 	<ul style="list-style-type: none"> Ensure workstation location is accessible at specified time. Arrange the repair or replacement of external desktop peripherals such as printers and scanners. 	<ul style="list-style-type: none"> Service provided only to OIT NPA and HQ. Customer availability may affect responsiveness (e.g., if you are unavailable for any reason or ask the OIT Help Desk to contact you at a later time). Hardware failures under warranty may take at least one day for the vendor to provide the replacement part. If parts need to be ordered, than there may be delays (typically 1 or 2 days) until their arrival. Repairs are limited to a workstation’s CPU, monitor, keyboard, and mouse.

5.5 Network Operations Commitments

5.5.1 Activate Existing Network Drops

Service		Service Provider
Activate Existing Network Drops		Division of IT Operations (DITO)/ETS
Description		
<p>Activate/reactivate existing network drops. Network drops not accessed for more than three (3) months may be deactivated. If you suspect a drop has been deactivated in error, please contact the OIT Help Desk.</p>		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete activations of existing network drops within eight (8) days, 95% of the time 	<ul style="list-style-type: none"> Make sure location of network drop is accessible. 	<ul style="list-style-type: none"> Service provided only to OIT NPA and HQ. If ports are not available on a switch, then an additional/larger switch will need to be ordered creating a delay of up to ten (10) weeks.

5.5.2 Maintain DNS

Service		Service Provider
Maintain DNS		Division of IT Operations (DITO)/ETS
Description		
<p>The Indian Health Service recently introduced Active Directory Dynamic DNS into the infrastructure. This new infrastructure calls for consolidated maintenance of DNS at OIT, thus creating the need for an agency DNS change request process which flows through the OIT helpdesk.</p>		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Add/modify agency DNS records within two (2) days, 95% of time. <ul style="list-style-type: none"> ○ Research residual effects of the proposed DNS change before implementation. ○ Initiate ETS change management process for approval before change is made. ○ Schedule a maintenance window with customer. 	<ul style="list-style-type: none"> • Determine ahead of time if DNS modification is proper technical solution to solve customer request. <ul style="list-style-type: none"> ○ Provide contact information for any entities involved with request such as another OPDIV or company. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if it is determined that the DNS change could adversely impact the agency computing environment.

5.5.3 Support/Authorize Domain DHCP Servers

Service		Service Provider
Support/Authorize Domain DHCP Servers		Division of IT Operations (DITO)/ETS
Description		
Authorize DHCP on member servers at IHS field sites. Respond to issues with DHCP on member servers at field sites		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Authorize DHCP within one (1) day, 95% of the time. • Respond to requests for DHCP support within one (1) day, 95% of the time. 	<ul style="list-style-type: none"> • Provide all required information. 	<ul style="list-style-type: none"> • Service available to all customers. • IHS field site network issues have the potential to affect DHCP services. • If network problems exist at a site, additional time may be required to trace the exact cause of the problem.

5.5.4 Group Policy

Service		Service Provider	
Group Policy		Division of IT Operations (DITO)/ETS	
Description			
Maintenance of Active Directory Group Policy Objects (GPO) at specified IHS sites. This service includes creation of new GPO's along with modification of current GPO's already linked to IHS sites.			
Commitment	Customer Responsibilities	Boundaries or Constraints	
<ul style="list-style-type: none"> • Complete the creation of new GPO's within two (2) days, 95% of the time. <ul style="list-style-type: none"> ○ Complete providing support for modification of current GPO's within two (2), days, 95% of the time ○ Link the GPO to requested sites and delegate administrative authority over the GPO to the respective site admins' group. ○ Initiate ETS change management process for approval before change is made. ○ Schedule a maintenance window with customer. 	<ul style="list-style-type: none"> • Assemble business case for new GPO's that fall outside the range of IHS's standard GPO structure. <ul style="list-style-type: none"> ○ Specify which organizational units the GPO should be applied to. ○ Site admins are responsible for modifying local GPO settings once DITO has created the GPO and delegated proper authority. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if customer has not assembled business case for new GPO's that fall outside the standard IHS GPO structure. 	

5.5.5 Deployment Issue

Service		Service Provider	
Deployment Issue		Division of IT Operations (DITO)/ETS	
Description			
Field site having issues deploying critical patch to computers/servers. Though these patches primarily pertain to Microsoft software, it is important to note that support will be provided for IHS standard software (i.e. Adobe Acrobat).			
Commitment	Customer Responsibilities	Boundaries or Constraints	
<ul style="list-style-type: none"> • Respond to field site request for patch deployment support within one (1) day, 95% of the time. <ul style="list-style-type: none"> ○ Ensure that all systems at OIT/NPA are patched to most recent version. 	<ul style="list-style-type: none"> • Ensure that all systems are up to date with current patches/hot fixes, in a timely manner. <ul style="list-style-type: none"> ○ Utilize IHS standard patching tools (i.e. SMS, HF NetChekPro) rather than depending upon Microsoft automatic updates. 	<ul style="list-style-type: none"> • Service available to all customers. • Area support personnel must ensure that they are utilizing an IHS standard patching tool to distribute software updates. 	

5.6 Network Accounts Commitments

5.6.1 Grant VPN Access Rights

Service		Service Provider
Grant VPN Access Rights		Division of Information Security; NOSC
Description		
Review National Programs/OIT VPN access request for completeness; assign VPN groups to a customer; create additional VPN groups as required; provide required software applications and installation instructions.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Approve or disapprove requests within five (5) days of receipt of the request form, 95% of the time. 	<ul style="list-style-type: none"> • Submit a complete request form with all required information and satisfy all the prerequisites as described on the form. • Customer is responsible for installing and configuring the connection as described in the instructions. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if all the required information is not provided by the customer on the form, or the customer has not satisfied the prerequisites. • Access to sensitive systems may require additional time in order to obtain approval from the system owner (e.g. RPMS). • Access rights may be revoked if a customer repeatedly fails to follow security procedures that protect the integrity of IHSnet.

5.6.2 Create/Maintain Network and E-mail Accounts

Service		Service Provider
Create/Maintain Network & E-mail Accounts		Division of IT Operations (DITO)/ETS
Description		
Maintenance of IHS user accounts, mailboxes distribution lists and security groups. These services are conducted for both OIT and field sites whose user accounts reside in the D1 domain.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Create, move, disable and delete IHS user and e-mail accounts with two (2) hours, 95% of the time. This includes resetting user passwords and modifying security group membership. 	<ul style="list-style-type: none"> • Notify OIT when NPA user’s employment has been terminated at the IHS. <ul style="list-style-type: none"> ○ Notify OIT when new NPA employee begins employment with IHS. ○ Field staff notifies OIT when users move between IHS sites. ○ Field staff notifies OIT whether or not user account modification is permanent or temporary. 	<ul style="list-style-type: none"> • Service available to all customers. • Timeliness of mailbox creation and maintenance will be dependent upon availability and performance of HHS EES Exchange servers.

5.7 Server Commitments

5.7.1 Tech Support for Member Servers

Service		Service Provider
Tech Support for Member Servers		Division of IT Operations (DITO)/ETS
Description		
Support IHS sites' member servers that reside in the D1 domain and meet IHS OIT approved server configuration.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to requests for member server support at field sites within two (2) days, 95% of the time. 	<ul style="list-style-type: none"> Maintain D1 member servers' patches and anti-virus. Administer member server site-specific applications. 	<ul style="list-style-type: none"> Service available to all customers. Applies only to servers under the operational control of the OIT.

5.7.2 Provide Backup and Recovery Services

Service		Service Provider
Provide Backup & Recovery Services		Division of IT Operations (DITO)/ETS
Description		
Support for IHS field sites conducting back-ups for IHS data stored on servers. This includes support for both installing/configuring standard back-up software and assisting with the restoration of a production server.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Respond to data restore support requests on a production server within four (4) hours, 95% of the time. <ul style="list-style-type: none"> ○ Respond to installation/configuration of IHS supported back-up software request within two (2) days, 95% of the time. ○ Ensure consistent successful server back-ups on OIT/NPA servers. 	<ul style="list-style-type: none"> • Maintain a consistent back-up schedule for IHS data that resides on site servers. <ul style="list-style-type: none"> ○ Periodically conduct data restores to ensure back-up integrity. 	<ul style="list-style-type: none"> • Service available to all customers. • IHS fields sites must ensure they are running IHS standard back-up software (Symantec Back-up Exec).

5.7.3 Provide Off-site Storage of OIT Backup Tapes

Service		Service Provider
Provide Off-site Storage of OIT Backup Tapes		Division of IT Operations (DITO)/ETS
Description		
Supply OIT tapes to Iron Mountain who picks them up three (3) times per week and delivers them to their secured offsite storage facility. Backups retained include daily, weekly, and monthly tapes.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Tapes are transported by Iron Mountain to an off-site storage facility three (3) times per week, 95% of the time. • Tapes are returned by Iron Mountain from off-site storage facility three (3) times per week, 95% of the time. 	<ul style="list-style-type: none"> • Must deliver back-up tapes to designated pick-up area in NPA first-floor server room. 	<ul style="list-style-type: none"> • Service provided only to OIT, NPA, and Headquarters. • Daily backups are retained for one (1) week. • Weekly backups are retained for one (1) month.

5.8 Security Commitments

5.8.1 Antivirus Version Upgrade

Service		Service Provider
Antivirus Version Upgrade		Division of IT Operations (DITO)/ETS
Description		
IHS classifies upgrades to Symantec Anti-virus (SAV) Corporate Edition into two categories, functional upgrades and vulnerability patches. The DITO anti-virus commitments are based on these two categories which have different severity levels.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Respond to request for SAV functional upgrade support within two (2) days, 95% of the time. <ul style="list-style-type: none"> ○ Respond to request for SAV vulnerability patch support within four (4) hours, 95% of the time. 	<ul style="list-style-type: none"> • Complete deployment of SAV vulnerability patches within one (1) week of distribution from OIT. <ul style="list-style-type: none"> ○ Complete deployment of SAV functional updates within 1 month of distribution from OIT. ○ Upon completion of successful upgrade, notify OIT DITO that vulnerability patches have been distributed. 	<ul style="list-style-type: none"> • Service available to all customers. • Field sites must make every effort to upgrade to the latest version of SAV, especially when they are deploying a software vulnerability patch. • Field sites must also be sure to keep SAV virus definitions up to date. <ul style="list-style-type: none"> ○ IHS field sites must ensure they are running IHS standard anti-virus software.

5.8.2 Encryption Software Support

Service		Service Provider
Encryption Software Support		Division of IT Operations (DITO)/ETS
Description		
Maintenance of Pointsec encrypted mobile computers at IHS sites. The service provides Pointsec software version upgrades, modifications to update profiles, and common error resolution to IHS Area Offices and National Programs.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete Pointsec software upgrade package, profile modifications to designated Area within two (2) days, 95% of the time. For National Programs within one (1) day, 95% of the time. <ul style="list-style-type: none"> ○ Support software upgrades and profile modifications within two (2) days, 95% of the time. National Programs within one (1) day. 	<ul style="list-style-type: none"> • Pointsec upgrade software and profile updates are placed in each IHS Area designated server. • IHS Area admins are notified and responsible for deployment within their sites. 	<ul style="list-style-type: none"> • Service available to all customers. • Testing of upgrades and update profiles may require additional time.

5.8.3 Encryption Key Recovery

Service		Service Provider
Encryption Key Recovery		Division of IT Operations (DITO)/ETS
Description		
Pointsec Encryption Recovery Keys are stored on IHS Area designated servers and the Keys are backed up to ETS server. The keys are used to un-encrypt mobile computer.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete backup of recovery keys within one (1) day, 95% of time. • Support for backup and restoring keys within one (1) day, 95% of the time. 	<ul style="list-style-type: none"> • Daily backup of each Area’s recovery key storage to ETS server. • Each Area admin is responsible for providing network storage access to ETS for recovery key backup. 	<ul style="list-style-type: none"> • Service available to all customers. • IHS field sites must ensure they are running IHS standard encryption software.

5.9 Websense Reporting

Service		Service Provider
Websense Custom Report Request		Division of IT Operations
Description		
Run customized reports on individuals or groups based on criteria ranging from time to website <i>Risk Class</i> category hits.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete the processing of a Websense customized report request within five (5) business days, 95% of the time upon ISC and DIS approval. • Notify and deliver reports to appropriate management. 	<ul style="list-style-type: none"> • Ensure proper procedures and necessary paperwork has been filled out and forwarded to DIS. • Respond to follow-up information requests in a timely manner. • Clearly indicate on request, if the request is urgent and needs immediate attention. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if all the pertinent information is not provided by the customer on the form. • Additional time may be required if the necessary information will be accessed on archived databases based on the time period.

5.10 Websense URL Blocking

Service		Service Provider
Websense Block Site Access Request		Division of IT Operations
Description		
Unblock websites for users who can provide a legitimate business need for viewing a site blocked by Websense.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete the processing of a Websense block site access request within 48 hours, 95% of the time, upon ISC approval. • Research each site requests to verify the site does not pose a threat to IHS operations. • Notify the ISC when site has been unblocked. 	<ul style="list-style-type: none"> • Review all field requests to ensure that the site has a legitimate business. • Respond to follow-up information requests in a timely manner. • Clearly indicate on request, if the request is urgent and needs immediate attention. 	<ul style="list-style-type: none"> • Service available to all customers. • Additional time may be required if all the pertinent information is not provided by the customer on the form. • Additional time may be required if the request could pose a security threat to IHS operations, such as a site that is flagged for containing malware.

5.11 Sensitive Media Disposal

Service		Service Provider
Sensitive Media Disposal		Division of IT Operations (DITO)/ETS
Description		
Destroy and/or overwrite electronic media to include—but not be limited to— magnetic tapes, CDs, DVDs, floppy disks, ZIP disks, audio tapes, video tapes, and hard drives.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Upon receipt of the media and original signed request form, complete requests within three (3) days, 95% of the time. 	<ul style="list-style-type: none"> Submit requests to OIT Help Desk and deliver physical media to Room 2020 in the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. 	<ul style="list-style-type: none"> Service provided only to OIT NAP and HQ.

5.12 Allocate Data Center and Test Lab Space

Service		Service Provider
Allocate Data Center & Test Lab Space		Division of IT Operations (DITO)/ETS
Description		
For network servers and other network hardware, provide physical rack space, power, cooling, and network cables in the OIT Data Centers, as well as, in the OIT Test Labs.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Once the change ticket is approved, complete requests within seven (7) days, 95% of the time 	<ul style="list-style-type: none"> Create a change ticket. Provide all requested information in a timely manner. 	<ul style="list-style-type: none"> Service provided only to OIT NPA and HQE.

5.13 Web Commitments

5.13.1 Broken Links

Service		Service Provider
Broken Links		Web Services / Help Desk
Description		
Respond to alerts of broken links and fix the issue.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Acknowledge issue and repair or remove within five (5) days, 95% of the time. 	<ul style="list-style-type: none"> Provide URL of the broken link and what page the user found the broken link on. If the user knows what the link should be changed to they should provide it. This will be verified on our end. 	<ul style="list-style-type: none"> Service available to all customers. If the federal content manager is not available (i.e. on leave or out of office) this timeframe may not be achievable.

5.13.2 Minor Content Issues

Service		Service Provider
Minor Content Issues		Web Services / Help Desk
Description		
Respond to alerts of bad content.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Acknowledge issue and repair or remove within five (5) days, 95% of the time. 	<ul style="list-style-type: none"> Provide URL where the content issue occurs and accurately describe what on the page needs to be updated or modified. If the user knows what the content should be changed to it should be included. 	<ul style="list-style-type: none"> Service available to all customers. If the link was to an external site and the content manager (FED) is unavailable (i.e. Out of office) for an extended period of time, the link cannot be changed without his/her permission so may require a longer time frame. This does <i>not</i> pertain to the content manager account manager relationship in terms of updating content. This only applies to general users who find issues with IHS.gov content.

5.13.3 Internet Domain Name Registration/Removal

Service		Service Provider
Internet Domain Name Registration/Removal		Web Services / LAN-WAN
Description		
Add/Remove/Modify a Vanity URL for requesting site.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete updates/repairs within five (5) days, 95% of the time. 	<ul style="list-style-type: none"> Provide URL of the site they are requesting a vanity URL for along with reason it is being requested. There must be a business need for the vanity to be created. (i.e. the URL will be distributed on pamphlets) 	<ul style="list-style-type: none"> Service available to all customers. If the request does not meet the requirements and the user persists it may take longer than five (5) days to resolve the issue.

5.13.4 Find the Owner of or Contact for a Website

Service		Service Provider
Internet Domain Name Registration/Removal		Web Services / Help Desk
Description		
Provide the contact information to an ihs.gov website.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete within three (3) days, 95% of the time. 	<ul style="list-style-type: none"> Provide the site name and URL of the site for which they are requesting the information. 	<ul style="list-style-type: none"> Service available to all customers. If the site is not contained in the account management system, providing the information may take longer than the committed time.

5.13.5 New Web Site Requests

Service		Service Provider
New Web Site Requests		Web Services / Help Desk
Description		
Evaluate web site request forms and respond to requester.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete review and respond within 14 days, 95% of the time. 	<ul style="list-style-type: none"> • Provide a completely filled out website request form with a very complete description of the work being requested. • The request must be submitted by an IHS federal employee. 	<ul style="list-style-type: none"> • Service available to all customers. • If the web manager is out of the office for an extended period of time when the request comes through, it cannot be approved by anyone else, and therefore will be delayed.

5.13.6 Create WebTrends Profiles

Service		Service Provider
Create WebTrends Profiles		Web Services / LAN-WAN
Description		
Add/Remove a WebTrends Profile for a user.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Complete within three (3) days, 95% of the time. 	<ul style="list-style-type: none"> • Provide their name/email and site for which they want metrics. 	<ul style="list-style-type: none"> • Service available to all customers. • The request must come from the site content manager.

5.13.7 LISTserv Modifications

Service		Service Provider
LISTserv Modifications		Web Services
Description		
Create, delete, update and adding users to LISTservs.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete review and respond within five (5) days, 95% of the time. 	<ul style="list-style-type: none"> If it's a new list they must provide a completed website request form. For modifications they must give the name of the list. 	<ul style="list-style-type: none"> Service available to all customers. If no LISTserv admin is available (i.e. out of office) during the committed time period it will take longer.

5.13.8 LISTserv Issues

Service		Service Provider
LISTserv Issues		Web Services
Description		
Issues using the listserv - includes mail not being delivered, admin interface glitches/not working, etc.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Complete review and respond within five (5) days, 95% of the time. 	<ul style="list-style-type: none"> Provide the most complete description of their issue including: list they are trying to communicate with, time issue occurred and screenshot. 	<ul style="list-style-type: none"> Service available to all customers. If no listserv admin is available (i.e. out of office) during the committed time period it will take longer. If listserv technical support is required it may take longer.

5.14 Telecommunication Commitments

5.14.1 Facilitate Vendor Repair of Telephones

Service		Service Provider
Facilitate Vendor Repair of Telephones		OIT/Division of Program Management and Budget
Description		
Provide repair services of non-functioning telephone equipment.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to request within three work days. Follow-up with customer within three work days after repair is complete to ensure the requested repair was accomplished. 	<ul style="list-style-type: none"> Submit complete and accurate request information. 	<ul style="list-style-type: none"> This service is only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110.

5.14.2 Provide Telephone Services

Service		Service Provider
Provide Telephone Services		OIT/Division of Program Management and Budget
Description		
Process requests for additions or changes to telephone services.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Process requests within four work days of receipt. 	<ul style="list-style-type: none"> Submit request form with complete and accurate information. 	<ul style="list-style-type: none"> This service is only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110.

5.14.3 Administer Voice Mail

Service		Service Provider
Administer Voice Mail		OIT/Division of Program Management and Budget
Description		
Provide voice mail services including add or change requests.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Process the request within three work days of request. 	<ul style="list-style-type: none"> Submit complete and accurate information in the request. 	<ul style="list-style-type: none"> This service is only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110.

5.14.4 Issue and Support Cellular Phones

Service		Service Provider
Issue & Support Cellular Phones		OIT/Division of Program Management and Budget
Description		
Manage the issuance and support of authorized mobile voice-only communication devices.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to requests within seven (7) work days. 	<ul style="list-style-type: none"> Obtain supervisor approval prior to request. 	<ul style="list-style-type: none"> This service is only to OIT employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110.

5.14.5 Server Set-Up for BlackBerry Users

Service		Service Provider
Provide Server level Setup for all new and existing IHS users. Provide Tier 2 and Tier 3 technical handheld support		OIT Help Desk
Description		
Add or modify the Device User on the BlackBerry Server. Provide the local IT staff the activation password.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to requests within two (2) work days, 95% of the time. 	<ul style="list-style-type: none"> Obtain supervisor approval prior to request. Submit a complete and accurate request form. 	<p>This service is provided to all IHS BlackBerry users.</p> <ul style="list-style-type: none"> <i>Note: Tier 1 technical handheld troubleshooting and support is provided by local IT support staff.</i>

5.14.6 Issue and Support BlackBerrys

Service		Service Provider
Issue and Support BlackBerrys		OIT/DPMB and Rockville Helpdesk
Description		
Manage the issuance and technical support of authorized mobile communication devices, usually a BlackBerry for OIT staff.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to requests within two (2) work days, 95% of the time. 	<ul style="list-style-type: none"> Obtain supervisor approval prior to request. Submit a complete and accurate request form. Observe and abide by laws, policies, and guidelines regarding use of the device. 	<ul style="list-style-type: none"> This service is only to OIT employees and contractors of OIT working within the IHS buildings at: <ul style="list-style-type: none"> 5300 Homestead Road NE, Albuquerque, NM 87110 801 Thompson Ave, Rockville, MD 20852.

5.14.7 Provide Miscellaneous Telecommunication Services

Service		Service Provider
Provide Miscellaneous Telecommunication Services		OIT/Division of Program Management and Budget
Description		
Interface with service providers; provide existing reports, request new reports, escalate service requests.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Respond to request within three (3) work days, 90% of the time. 	<ul style="list-style-type: none"> Provide complete and accurate information regarding the circuit or problem. 	<ul style="list-style-type: none"> Service provided only to OIT, NPA, and Headquarters. Where the activity requires commitment of government resources, there must be a contractual relationship with the service provider.

5.14.8 Provide Leased Telecommunication Circuits

Service		Service Provider
Provide Leased Telecommunication Circuits		OIT/Division of Program Management and Budget
Description		
Request and manage telecommunication circuits via GSA contracts, i.e., the FTS 2001 contract, or the follow-on Networx contract.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Submit request to service provider within three (3) work days of receipt of a complete request, 90% of the time. 	<ul style="list-style-type: none"> Submit request using form, with complete and accurate information regarding the requested circuit and the site requiring the circuit. 	<ul style="list-style-type: none"> Service provided only to OIT, NPA, and Headquarters. Request must be submitted by an IHS Designated Agency Representative (DAR).

5.14.9 Provide Toll Free Telephone Service Requests

Service		Service Provider
Provide Toll Free Telephone Service Requests		OIT/Division of Program Management and Budget
Description		
Process requests for continuous or temporary toll free telephone service.		
Commitment	Customer Responsibilities	Boundaries or Constraints
Process request within three (3) work days of receipt of request, 90% of the time.	<ul style="list-style-type: none"> • Provide complete and accurate contact information and justification for request of the service. 	<ul style="list-style-type: none"> • Service provided only to OIT, NPA, and Headquarters. • Where the activity requires commitment of government resources, there must be a contractual relationship with the service provider.

5.14.10 Process Reimbursable Service Charges

Service		Service Provider
Process Reimbursable Service Charges		OIT/Division of Program Management and Budget
Description		
Submit claim forms for telecommunication circuits that are eligible as determined by the Universal Services Administration Company (USAC), provide credit reports to participating IHS Areas, assist other Areas with submission of their claims.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Process claims by the suspense dates as established and published by the USAC. • Provide claim-submission support to non-participating Areas within three (3) work days of their request, 95% of the time. • Maintain the intranet report site, as credit information is made available by service providers. • Courtesy notification of ISCs and FMOs of new reports availability. • Request access to MORRIS. • Submit claims on additional circuits as they are identified. 	<ul style="list-style-type: none"> • Maintain payment and credit information down to the facility level for response to FCC auditors. • Provide notification of the removal of an eligible circuit. 	<ul style="list-style-type: none"> • Service available to all customers. • Provision of audit information for payments and credits is constrained by OIT’s ability to influence the many organizations that process, manage, and transmit information for payment of circuits, and information for credits received from the service providers.

5.14.11 Provide Telephone Directory Updates to the Local Service Providers

Service		Service Provider
Provide Telephone Directory Updates to the Local Service Providers		OIT/Division of Program Management and Budget
Description		
Additions and changes to desk and mobile phones will be communicated to local service providers.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> Completed within five (5) work days of the addition or change of number. 	<ul style="list-style-type: none"> None. These notifications will occur after addition and change requests have been accomplished. 	<ul style="list-style-type: none"> Service provided only to NPA Albuquerque and Albuquerque Area Office.

5.15 NPIRS Commitments

Service level agreements for the IHS National Patient Information Reporting System (NPIRS) follow in this section.

5.15.1 NPIRS: Reporting

Service		Service Provider
NPIRS Reporting		NPIRS
Description		
Respond to NPIRS customer requests to run an ad hoc report, develop a special report or data pull, or provide technical assistance for data concerns.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Acknowledge the customer’s request within one (1) working day of receipt at the NPIRS Help Desk e-mail address. (Requests either from the OIT Help Desk or directly from the customer). • Determine customer’s needs and requirements and provide the requested report or data. <ul style="list-style-type: none"> ○ For more complex reporting/data requests, negotiate a delivery date with the customer. • Verify the customer’s needs have been satisfied. 	<ul style="list-style-type: none"> • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. • Participate in customer interview with service provider to: <ul style="list-style-type: none"> ○ Define the specific assistance requested and the requirements ○ Agree on response delivery date • Review and accept service provider’s solution or deliverable within five (5) working days of receipt. 	<ul style="list-style-type: none"> • Service available to all customers. • Some NDW Data Warehouse data is protected and so will only be provided to customers with the approval of the NPIRS Investment Owner or his/her designee. • NPIRS is not responsible for providing skills training to customers (i.e. programming skills).

5.15.2 NPIRS: Information Requests

Service		Service Provider
NPIRS: Information Requests		NPIRS
Description		
Respond to NPIRS customer requests for general information or more specific information such as how to export data to the NDW.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Acknowledge the customer’s request within one (1) working day of receipt at the NPIRS Help Desk e-mail address. (Requests either from the OIT Help Desk or directly from the customer). • Determine the customer’s need for information and provide the requested information by the agreed upon delivery date. <ul style="list-style-type: none"> ○ For more complex information requests, negotiate a delivery date with the customer. • Verify the customer’s needs have been satisfied. 	<ul style="list-style-type: none"> • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. • Participate in customer interview with service provider to: <ul style="list-style-type: none"> ○ Define specific questions ○ Agree on response delivery date • Review and accept service provider’s information deliverable within five (5) working days of receipt. 	<ul style="list-style-type: none"> • Service available to all customers. • Some NDW Data Warehouse data is protected and so will only be provided to customers with the approval of the NPIRS Investment Owner or his/her designee. • NPIRS is not responsible for providing skills training to customers (i.e. programming skills).

5.15.3 NPIRS: Operational Issues

Service		Service Provider
NPIRS: Operational Issues		NPIRS
Description		
Respond to NPIRS customer reports of problems related to NPIRS web sites, data exports, or data marts.		
Commitment	Customer Responsibilities	Boundaries or Constraints
<ul style="list-style-type: none"> • Acknowledge the customer’s request within one (1) working day of receipt at the NPIRS Help Desk e-mail address. (Requests either from the OIT Help Desk or directly from the customer). • Determine/research the customer’s problem and respond to the request. • Provide any agreed upon solution(s) to the issue by its agreed upon delivery date. • Verify the customer’s needs have been satisfied. 	<ul style="list-style-type: none"> • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. • Participate in customer interview with service provider to: <ul style="list-style-type: none"> ○ Define specific issues or problems ○ Agree on solution and delivery date • Review and accept service provider’s solution within five (5) working days of receipt. 	<ul style="list-style-type: none"> • Service available to all customers. • NPIRS is not responsible for providing skills training to customers (i.e. programming skills).

6.0 Glossary of Selected Acronyms and Terms

Term	Definition
AIS	Automated information system
BAA	Business Associate Agreement
BPAM	Business Process Automation Module
DIS	Division of Information Security
DPMB	Division of Program Management and Budget
ETS	Enterprise Technology Services
FISMA	Federal Information Security Act
HHS	Health and Human Services
HIDS	Host Intrusion Detection System
IHS	Indian Health Service
IOAT	Infrastructure, Office Automation, and Telecommunications
ISA	Information Security Agreement
ISSO	Information Systems Security Officers
ITAC	Information Technology Access Control form
NPIRS	National Patient Information Reporting System
ITIRB	Information Technology Investment Review Board
OIT	Office of Information Technology
RoBs	Rules of Behavior
RPMS	Resource and Patient Management System
SLA	Service Level Agreement
SME	Subject-matter expert
SOP	Statement of Procedures
VPN	Virtual Private Network

7.0 Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS OIT Help Desk by:

Phone: (505) 248-4371 or (888) 830-7280

Fax: (505) 248-4297

Web: <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

E-mail: support@ihs.gov