

**Project: A-038 Accounts Receivable (A/R) Debt Collection Package** Outsourced **Contact:** Pike, Michael  
(Transworld)

**Date Begun:** 01-Mar-00 **Est. Duration?** 4 Mos. **% Complete?** 95% **Est Cost:** 403 Hours

The purpose of this project is to develop new functionality for the Accounts Receivable package that will export outstanding accounts receivables to Transworld debt collection agency for collection. After successful collection, Transworld will transfer the monies to IHS who then closes the respective claims. This new functionality will allow sites to set up the automatic export process.

**Status**

---

- 2/22/2001 Installed at Telequah. Added some new functions to allow bad transactions to be resubmitted. Now completing the technical documents and will send the final version to Vince in the morning.
- 2/15/2001 Transport software installed in WW Hastings. Unix level and M level programs are now in place.
- 2/1/2001 We are still awaiting correct access to the Tahlequah system. They have provided Fileman Access, then MSM Access, and now we have shell access, but do not have the appropriate permissions. To speed things up, I am submitting the software to the site with instructions on how to install it. Once this software is installed, it will be cleaned up, documented, and ready for beta.
- 1/26/2001 Recap 1/25/01 Conference call: Attendees: Carl Gervais, Mike Pike, Shirley Lujan, Vince Lanza, Mike Buske
- In the past two weeks, Vince has made some enhancements to the software and loaded this version at both Gallup and Tahlequah. New Features include: 1- Maximum Transmissions which sets a maximum number of claims to refer to Transworld. 2- Restrict Payer allows individual sites to deselect certain insurance companies from being referred to TSI. 3- Automated background job - this can be scheduled to run on a daily basis which means less work and human error.
- Vince is using the BDM namespace which is the same space as the new A/R package is located. Vince is going to email his package to Mike Pike where Anne Fugat can marry Vince's package to Mike's Unix package. She has current experience. Vince is emailing his first draft of the users manual to Carl. Vince, Mike Pike, and Carl will continue to work on the documentation and then the certification.
- Tahlequah - Mike Pike is waiting for Raymond Rhode to get him the "correct" Unix access so he can load his piece of the package. When that happens Vince and Mike Buske will walk Tahlequah thru the first time transmission.
- Gallup - Bernie is supposed to run the software on Friday 1/26. He has been informed there has been new features added, and that he needs to get in contact with Vince Lanza before he runs the software. Mike Buske would like to be involved with the call to automate the software.
- Next Call- Feb 8th at 1pm PST
- 1/19/2001 No status update submitted.
- 1/11/2001 Installing additional Alpha at Telequah. Reviewing Code to bring into compliancy with SAC. Will begin beta testing when application is passed by Verification.

---

**Project: A-052 Accounts Receivable (A/R) V.1.5 Reports** In House **Contact:** Lujan, Shirley  
**Generation**

**Date Begun:** 02-Oct-00 **Est. Duration?** 3 Mos. **% Complete?** 99% **Est Cost:** 509 Hours

This project consists of developing additional, necessary reports for the A/R package including the following:

1. Aging Management Report aging outstanding claims by generation date.

2. Transaction Report tracking previous postings, with multiple sorting options and detail or summary form.
3. Adjustment Detail Report listing all adjustments, with multiple sorting options and totals.
4. Period Summary Report listing all transactions during the last 30 days, with amounts opened and closed and sorting options.
5. Large Balance Report listing all amounts received that were greater than a designated amount.

This version will also include itemized and/or summarized patient statements.

**Status**

---

2/22/2001	All sites installed alpha files sent to them by 2/16/01. Santa Fe sent back list of problems on Summary Report. Linda working on this. Conference call scheduled with test sites on 2/26.
2/15/2001	Files sent to alpha sites on 2/14/01. Lake County installed on 2/15 and found error. AAO not install yet.
2/8/2001	Version changed from v1.4 to v1.5. New completion date moved to 2/12/0. V. 1.4 has been added as # A-105.
2/1/2001	Coding will be completed today by cob. In house testing will begin 2/2/01.
1/25/2001	New specs from A/R Finance group to modify Period Summary Data File. Coding start 1/29, completion date 2/1/01. Group agreed no more changes will be made to the reports
1/19/2001	Completion date: 1/18/01. In-house and alpha test 1 week
1/11/2001	Specifications received from BO/Finance group. Programming completed by 1/18/01. Inhouse and alpha testing for one week before going to Beta

---

**Project: A-031 Contract Health System (CHS) V. 3.1 Completion and Deployment**      In House      **Contact:** Friedland, Paul

**Date Begun:** 01-Aug-00    **Est. Duration?** 8 Mos.    **% Complete?** 51%    **Est Cost:** 3,344 Hours

This project effort will enhance the Contract Health Management Information System software component that automates recording and reporting of denied and deferred services. The deferral component is ready and now must be incorporated into a version 3.1 of the package. Project staff also need to define all the areas in the software that need to be modified to make the package more robust, consistent, and maintainable. At the same time, developers will create detailed technical documentation for both the software and the enhancements made to it.

**Status**

---

2/22/2001	Second alpha test site is running the new version, and it's about 80% smoother than last week. All problems encountered so far have been quickly and easily fixed, and will not be seen in the future.
2/15/2001	Second alpha test site loaded. Most problems found due to bad data from old software. Looking to incorporate clean up into install process and day to day operations.
2/8/2001	Alpha test site delayed again. Testing will continue elsewhere soon.
2/1/2001	Testing install on NT systems, looking good. Alpha test site delayed, but expected to start testing again soon.
1/25/2001	SAC accommodations nearly complete. Alpha test site had to delay, looking for new testers.
1/18/2001	Many new changes made to create features, fix bugs, and accommodate SAC
1/11/2001	We found a way to move the denial features forward, implementing it now. Second Alpha install rescheduled for 1/21/01.

---

**Project: A-074 Customizable Encounter Form and Health Summary**

Outsourced    **Contact:** Lujan, Shirley

**Date Begun:** 03-Jul-00 **Est. Duration?** 12 Mos. **% Complete?** 90% **Est Cost:** 182 Hours and \$739,356

Interface Commercial-Off-The-Shelf (COTS) software developed by Full Circle Software. This software prints out a Primary Care Component (PCC) form that is customized for clinic and provider. This form has the demographics, provider information, and date and time printed at the bottom. Since the form can include elements of the Health Summary and Action Profile (Drug History), the PCC becomes more of a to-do list rather than a blank slate. The form can be completely rearranged by the site. Additionally, the top 60 ICD-9 codes for that provider, the top 10 for that clinic, and the Problem List are on the form. This allows the provider to use the PCC as a Chargemaster/ Superbill. On the second page is a listing of the active medications so that the provider can renew a script just by circling the active medication and signing.

There are four main objectives for this project:

1. Implement one encounter form for each site, one standard form. Additional forms will be developed after the first form has been successfully tested and implemented.
2. Implement a new version of the Health Summary to be printed with encounter forms.
3. Train superusers how to customize forms and how to develop additional forms. The superusers will train appropriate other local staff regarding maintenance and changes to the Encounter Form.
4. Initiate necessary process/workflow changes to achieve maximum value from this new technology.

#### **Status**

---

2/22/2001	Beta list sent to Verification on 2/12. Beta sites are: United Indian Health Svcs, Puyallup Tribal Health, Cherokee Indian Hospital. Since training in March is for specific sites, Joan will not put class on training web.
2/16/2001	Received project overview from Full Circle 2/14. Training for this application is scheduled in late March and will be added to the RPMS web training calendar.
2/8/2001	Adrian attending class in Salt Lake this week. Another class scheduled in Albuquerque the last week in March. Joan will put this class on training web site along with Full Circle's project status.
2/1/2001	Class scheduled in Salt Lake for alpha site users. Adrian Lujan will attend class to get familiar with installation procedures.
1/25/2001	Close out report for alpha test received from Carolyn Johnson on 1/18/01
1/19/2001	No status on testing at GIMC.
1/11/2001	No new status to report.

---

#### **Project: A-055 ENVOY Electronic Data Interchange (EDI) Deployment**

Both

**Contact:** McCain, Jim

**Date Begun:** 22-Aug-00 **Est. Duration?** 12 Mos. **% Complete?** 50% **Est Cost:** 1,892 Hours and \$22,500

IHS intends to use a Contractor as needed to electronically route and translate healthcare claims and related documents such as carrier remittance advice documents to and from both billing and payment entities. It is the Agency's intent to use the UB92, HCFA 1500 Print Image, and the National Council for Prescription Drug Programs (NCPDP) format standards for accomplishing electronic data interchange of healthcare transactions with ENVOY.

The project will interface RPMS to the Envoy Veriquest and DSS products. Also to interface with PNC bank to allow automated posting of A/R EOBRS. Veriquest product allows for verification of insurance eligibility. DSS product allows for transmission of electronic claims through the Envoy clearinghouse and onto various payors. Pyxis will provide detailed monthly reports of billing information and collected revenue. PNC Bank (a lockbox service) can push electronic Remittance Advice (RA) data to RPMS for automated posting to the A/R package.

#### **Status**

---

- 2/22/2001 Automated Eligibility Verification: The major milestone that was reached was the award of the X12 270 and 271 task order to CMI. It is anticipated the software will be ready to test by the end of April 2001.
- Med-Surg Claim Submissions: Testing continues at Warm Springs, the other test sites will be brought on line as soon as Warm Springs has been in production without problems for a week or two. A Med-Surg Implementation Check List was developed and sent to all of the test sites for use and return of status information. An initial Test Group conference call was held between the test sites, and test area representatives and the Envoy - POSI Workgroup.
- Pharmacy POS: Software continues to be in test and on target for integrated testing by the beginning of March. Issue: How are we going to address version 5.0 of the NCDPC specifications that will be used by some of the payors in August of 2001.
- Telecommunications: Currently Pharmacy POS is the only service that is submitting claims via the dedicated line between EnvoyWAN and IHSWAN. The number of sites now utilizing the line now includes, Warm Springs, Wewoka, Pahuska, and Taos. Issue: IHS has been notified by Envoy (WebMD) that they are having to integrate the scheduling of some of the other claim services for IHS with the schedule for the same services with other clients. At this point in time we have no schedule released or negotiated with Envoy for adding these other services.
- 2/15/2001 Full Circle Software has submitted their software to the Verification Group and ITSC is hoping to be ready to submit the other RPMS Outpatient Pharmacy modifications (PSO\*6.0\*patch3) by the end of the month. The Pharmacy Group is in the process of identifying additional Beta-Test sites to begin Beta-Testing as soon as possible. The patch to Patient Registration to allow for the capture of a Person ID for 3rd Party Pharmacy claims has been verified and released to the field.
- Automated Eligibility Verification: Tucson continues to have issues that need to be resolved prior to going into production. White Earth, Minnesota is in the process of implementing automated eligibility verification. The task order response for the contracted development of the X12 270 and 271 was submitted to contracting by CMI 2/14/01. Contracting has targeted early next week for authorizing start of the task order.
- Med-Surg Claims Submission: Warm Springs and Envoy have successfully processed Med-Surg claims and the testing of the 3rd Party Billing Patch which includes the Envoy HCFA 1500 and the Envoy processing will be expanded to Cherokee Indian Hospital, Navajo Area, and Sells Service Unit (Tucson Area). Initial conference call with new test sites to begin as soon as possible.
- Transmission of Claims and Responses utilizing IHSWAN-EnvoyWAN: Pharmacy claims continue to be transmitted utilizing the ITSC-Envoy line at Wewoka. Santa Fe and Warm Springs will be the next sites brought up to submit Pharmacy claims over the line. IHS continues to wait upon WebMD (Envoy) to identify appropriate personnel to continue the Eligibility Verification discussions for transmitting requests and monitoring software and hardware utilizing the line between ITSC and Envoy(WebMD). IHS continues to wait upon Envoy(WebMD) to identify appropriate personnel to initiate discussions about having Med-Surg claims submitted over the line between ITSC and Envoy.
- Issues:  
The initial facilities that are trying to utilize various Envoy services have expressed frustration with Envoy regarding service, contract issues, and technical architecture.
- A new series of discussions and emails have been initiated with Ms. Donna Maggiotto, Vice President, Government Division, WebMD to try and address the frustrations and issues. It is felt some of the frustration will be reduced as the Med-Surg Claim Submission roll out continues
- 2/8/2001 The IHS CIO, ITSC Director, Project Officer and the Project Leader met with their counterparts from the Envoy (WebMD) corporation for their quarterly meeting. Envoy has hired an additional person to help lead there Government Division. Testing continues at the various sites.
- 2/1/2001 Electronic Claims Submission: Envoy is continuing to do testing of the Envoy specific HCFA 1500 claims submitted by Warm Springs; expect to finish next week.
- Automated Eligibility Verification: Contractor is preparing response to the Task Order for the generation of a X12 270 processing of a X12 271; award is anticipated to occur next week.

The production testing of eligibility verification messages have not resumed in the Tucson Area. Issues continue to be investigated.

#### Pharmacy Claims Submission

Wewoka is now in test submitting pharmacy claims to Envoy. The software modifications made by Oklahoma will be submitted to verification by the end of February and is still on schedule. The software produced by Full Circle Software will be submitted to verification next week. A Patient Registration patch to allow the collection and transmission of a Person ID for pharmacy claims is in test at Warm Springs.

Transmission of claims via the IHSWAN and Envoy WAN line.

Pharmacy claims submitted by the RPMS Pharmacy Point of Sale Software is now being successfully being submitted at Wewoka over the dedicated line.

Planning conference calls for moving other Envoy services to use of the dedicated line have been scheduled for the next couple of weeks.

#### Administrative

The quarterly meeting between the IHS CIO and ITSC with Envoy (WebMd) is scheduled for next week.

1/25/2001 Electronic Claims Submissions: The electronic HCFA 1500 continues to be tested in Warm Springs with anticipated live testing next week. Mr. Joe Romans from WebMD has now been assigned as the IHS Claims Submission account manager replacing Mr. Torrey Randolph.

Automated Eligibility Verification: Task orders for the contract programming of the RPMS X.12 270 and 271 remain to be awarded. The delay in the award of the task orders are due to contract negotiations. While some of the sites are operational the Tucson Service Unit remains non-operational due to implementation and contractual issues.

Pharmacy Point of Service: Additional test sites have gone operational. Full Circle Software and ITSC ASDS are in the process of preparing the RPMS software modifications and add ons for submission to verification. The issue of the collection of a Person Code for each payor is being addressed with a possible solution identified by Cimmaron which is being used for the Viking Pharmacy installations. The software is now undergoing review by ASDS.

Pharmacy Claims Transmission Transport: Test Pharmacy claims have been successfully exchanged between an RPMS site and WebMD(Envoy) utilizing the dedicated fractional T1 line between ITSC and WebMD. Testing to occur within the next week of the introduction of the Cloverleaf Interface Engine between the RPMS facilities and WebMd(Envoy). Wewoka will be submitting production data sometime after next week.

1/18/2001 Automated Eligibility Verification: Issues with Tucson areas testing continues to be open; Envoy and test site are working together to resolve the issue. Task order for contracting X.12 270 and 271 is being prepared.

Automated Claims Submission: Test of electronic Envoy HCFA 1500 continues with Warm Springs. New Envoy account manager for claims submission is Mr. Joe Romans; contacted him to provide background, points of contact, and current status.

Pharmacy Claims Submission: Review of modifications to Outpatient Pharmacy Package by Oklahoma Area continues. Addon software being provided by Full Circle Software being installed at additional test sites and being prepared for submission for verification.

Telecommunications: Fractional T1 line between Envoy and ITSC has been reconfigured to allow all facilities on IHS WAN to send information to and from Envoy. Initial testing of using the line for transmitting Pharmacy Claims being tested between Full Circle Software developer and Envoy at Parker, Arizona. Operational testing will occur at Wewoka, OK.

1/12/2001 1. Electronic Claims Submission: The electronic HCFA 1500 continues to be tested in Warm Springs.

2. Automated Eligibility Verification: A decision was made to contract programming of the RPMS X.12 270 export and the X.12 271 import. The task order should be awarded by the end of next week. The issues with the implementation at Sells Service Unit is being investigated but no further progress can be made until Sells generates and validates some more eligibility requests.

3. Pharmacy Claims Transmission Transport: A conference call with the project team was conducted, resources and tasks identified. Testing should occur within the next few weeks.

---

**Project: A-001 Patient Chart IHS Evaluation, Deployment and Training** Both **Contact:** Cullen, Theresa

**Date Begun:** 01-Nov-00 **Est. Duration?** 12 Mos. **% Complete?** 12% **Est Cost:** 722 Hours

This project will deploy the Graphical User Interface (GUI)-based RPMS Patient Chart Application to use as a benchmark for the full use of GUI based applications in RPMS and to allow non-RPMS traditional users to assist with the order entry process. The project includes preparation of standards and modifications to SAC to support the GUI and providing a standard deployment, support, and enhancements as an RPMS application.

**Status**

---

2/22/2001	Project team held kickoff meeting on February 21 to review and finalize the schedule and project plan. Confirmed staffing assignments. Initiated draft statement of work for programming support. Identified those sites who had received the alpha version and selected those active sites that would be considered official alpha sites. Reviewed existing user and system documentation and began planning necessary additions. Distributed project WBS and plan to management.
2/8/2001	Draft project WBS prepared and circulated to project team. Initial team planning meeting to be held February 21. Staffing assignments were made.
2/1/2001	Project plan for beta and deployment was developed. Patient Chart was demonstrated to group of clinicians at the Combined Councils meeting, and two facilities volunteered to beta test the application. The ScreenCam demo will be made available to interested users.
1/25/2001	ScreenCam demo of Patient Chart has been created to show at Combined Councils meeting on January 31. Clinical evaluation criteria are being developed for evaluating any RPMS GUI. Clinical volunteers for alpha evaluation will be requested.
1/19/2001	No status update submitted.

---

**Project: A-103 Pharmacy Point of Sale (POS) Project** Outsourced **Contact:** Moore, Edgar

**Date Begun:** 01-Aug-00 **Est. Duration?** 12 Mos. **% Complete?** 80% **Est Cost:** 182 Hours and \$289,425

The intent of this project is to increase revenue generation from pharmacy sales using an electronic interface to payor organizations via the ENVOY clearinghouse, with real time, online response from payors about patient claims. It includes training and assistance with process/workflow changes as necessary. The contractor will develop the required NCPDP format for electronic claims submission. When the format is complete, the site can send to vendor directly or use Envoy.

**Status**

---

2/22/2001	The Pharmacy Point of Sale (POS) has been installed in our training system. A POS training session for six southern Areas was conducted on 2/22/01. Developer currently working on the POS Installation Note File and planning on forwarding the POS enhancements to Verification before the end of this month.
2/15/2001	All POS enhancement programs (PGMs) received from Oklahoma included all PSO* and APS* programs (816 total). Working on identifying only the programs with POS enhancements. 10 programs had to be manually compared to previous patched programs in our production UCI because the Oklahoma programs were missing patch 1 & 2 info. When all POS programs are identified, they will be included in the final KIDS Build File for release.

2/1/2001	The Pharmacy Point Of Sales (POS) Software testing is on hold until the Full Circle POS Software is received. The Pharmacy POS enhancements contain several calls to the "ABSP" Full Circle namespace that must be tested before releasing to the field.
1/25/2001	Multiple modifications have been made the IHS POS enhancement routines. Several changes are still pending. The POS Software needs the Full Circle Software in our development system so that a complete test can be performed.
1/18/2001	All POS routines are being reviewed and modified to meet RPMS Standards
1/12/2001	No change in status; contact person on leave.

---

**Project: A-075 Pyxis Implementation**Outsourced **Contact:** Gervais, Carl**Date Begun:** 01-Sep-00 **Est. Duration?** 6 Mos. **% Complete?** 40% **Est Cost:** 182 Hours and \$45,000

This project consists of the development and implementation of an automated interface between the Resource and Patient Management System (RPMS) of the Indian Health Service (IHS) and the Pyxis Supply System. There are four objectives of the interface:

1. To pass patient identification, demographic, and service location data from RPMS to Pyxis as patients are hospitalized or receive outpatient services.
2. To pass medication and other supply information from Pyxis to RPMS as supplies are dispensed through the Pyxis System.
3. To make the supply information received from Pyxis by RPMS available in the RPMS Billing System.
4. To be easily implementable and configurable for local sites.

**Status**

---

2/22/2001	Task Order written and in the process of approval.
2/15/2001	Task order to be written next week.
2/8/2001	Contract Specialist out of the office all week. Will let task order by 2/16.
2/1/2001	Finalized proposal sent to ITSC on 2/1/01. Task Order to be written next week.
1/25/2001	CMI is unavailable this week. Will submit proposal next week
1/18/2001	Awaiting proposal from CMI on finalized specifications.
1/11/2001	Meeting scheduled with CMI on 1/11/01. Will finalize tasks and milestones.

---

**Project: A-054 Third Party Billing V. 3.0 Redesign**Outsourced **Contact:** Lujan, Shirley**Date Begun:** 02-Oct-00 **Est. Duration?** 10 Mos. **% Complete?** 50% **Est Cost:** 410 Hours and \$155,000

This project is the creation of a combination Third Party Billing and Accounts Receivable package, using code wherever possible from the previous separate packages. The development effort is to be completed under contract to Full Circle (formerly Informatix (ILC)).

**Status**

---

2/22/2001	Received project plan on 2/15 from Full circle. No conference call this week.
2/15/2001	PAC and Charge Master file documentation provided by Full Circle. Discussed these files at conference call on 2/13/0
2/8/2001	Project plans will be submitted by Full Circle next week. BO Team worked on file design with Full Circle on 2/6
2/1/2001	BO Team will meet with Full Circle on 2/6/01 for technical discussion on 3.0.

1/25/2001 Full Circle still working on project. Vince from Full Circle said they were behind schedule.  
1/19/2001 Conference calls continue. Will try to get Full Circle to give technical review on 2/16/01. Linda sent edit checks to Full Circle on 01/16/01.  
1/11/2001 No new status. No conference call this week.

---

**Project: I-006 Cache' conversion from MSM: Project Plan and Pilot Site** Both **Contact:** Pullen, Rick

**Date Begun:** 01-Aug-00 **Est. Duration?** 14 Mos. **% Complete?** 30% **Est Cost:** 7,296 Hours and \$565,000

The purpose of this project is to identify and plan a conversion of IHS RPMS sites from Intersystems "M" to Cache'. This is required to maintain the RPMS growth path since MSM is not supported for Windows 2000 servers. Additionally, the Cache software provides an object oriented programming approach, GUI interfaces, and convergence with the Department of Veterans Affairs software development path. Specific areas of effort include developing an Architecture Design Document; defining and documenting a process for converting the RPMS database; examining the ability to have a smaller, more manageable active database; and defining and documenting a process for converting an RPMS database from an MSM environment to that of Cache'. The Cache' environment is expected to operate in such a manner as to emulate how RPMS currently operates in an MSM environment.

**Status**

---

2/23/2001 Crow database fully ported to Caché and successful testing of basic Kernel and FileMan functionality. Extensive changes remain to routines such as ZISH, ZIB\* and other RPMS apps for full functioning though. Also, the KiNetworks' DNA LAT software was successfully tested with an LSI at the basic communication level. Plans were put in place for full testing of the DI lab interface in Albuquerque.  
2/14/2001 Met w/Intersystems on 2/13 to discuss license conversions/procedures and unresolved technical issues. Testing of actual MSM database conversion to Cache and LAB package connectivity using LAT product to take place week of 2/19 in Billings.  
2/2/2001 No change in status.  
1/19/2001 Kernel/FM/HL7 patches successfully test installed in Billings; KiNetworks' DNA LAT product for AIX partially tested. LAT terminal and printer capabilities confirmed. LAB interface connectivity still not confirmed.  
1/11/2001 Kernel/FM/HL7 etc. patches received, test database upgrade.

---

**Project: I-060 Executive Information Support System (EISS)** In House **Contact:** Gervais, Carl

**Date Begun:** 18-Sep-00 **Est. Duration?** 12 Mos. **% Complete?** 85% **Est Cost:** 4,514 Hours

This project will provide an integrated series of applications for information delivery, which will enable customers to display critical management-level information about the enterprise with graphs or reports (e.g., anticipated revenue from TPB claims for a specific month).

**Status**

---

2/22/2001 Found several errors during Pilot test; will fix this week and continue Pilot test next week. Have notified all Pilots to wait for new test version. Rewriting routine that gets Insurance information, so that it uses Accounts Receivable instead of Third Party Billing. Adding ability to run Mumps routines from Taskman.  
2/15/2001 Sent new test version to Yakima. Will start testing next week.  
2/8/2001 Added request for export path to the Mumps software, and corrected a bug in one of the older Mumps routines. Awaiting corrections to the GUI. Yakima installed the software and is working with the Site Manager on using the sw.

2/1/2001	VB error fixed and patch sent to each alpha site.
2/1/2001	Updated EISS software was delivered to Santa Fe, Yakima, and the cmbsyb.
1/25/2001	Debugging VB error found at all Alpha sites
1/18/2001	Portland Area offered to alpha test package at Yakama; software was sent to their site computer. Still in test at Santa Fe. Helping Dr. Stan Griffith and Rus Pittman prepare an EISS presentation for an upcoming Area Council meeting.
1/11/2001	Installation continues at Santa Fe. Four errors found during installation - all were addressed. Warm Springs was unable to participate due to lack of resources. Portland will select another Alpha test site.

---

**Project: I-037 Network Security Planning and Implementation** In House **Contact:** Federico, Cathy  
**(Firewall, Virtual Private Network (VPN), Intrusion Detection)**

**Date Begun:** 01-Nov-00 **Est. Duration?** 2 Mos. **% Complete?** 53% **Est Cost:** 2,736 Hours

An overall IHS security plan includes firewalls, VPNs, intrusion detection, gateway monitoring (#I-048), etc. This project involves several activities. 1) Installation of a main firewall at ITSC to cover the Internet Service Provider (ISP), Internet, and Albuquerque Area. Also includes implementation to all Areas. 2) Installation of Virtual Private Network (VPN) hardware/software and setup of clients across the IHS sites. VPN installation at National Programs - Albuquerque will allow tribal programs, business partners and mobile users to security access IHSnet. 3) Install intrusion detection and vulnerability assessment software to complete a layered defense. This effort will establish a plan for intrusion detection, including the installation of hardware and software to accomplish the objectives outlined in the plan. The plan will include maintenance and training as well as a password checker (such as Crack5.0 - for NT systems and AntiCrack - for Unix systems). Project staff will consider having an external contractor conduct remote scans with our toolkit on a regular basis and provide reports of their findings. (see #I-066 Intrusion Monitoring)

Additional security activities include 4) Provide mechanism to purchase, upgrade, and maintain end user PC antivirus software. (see I-049) 5) Upgrade, monitor, and segment Internet gateway traffic at NPABQ in order to provide acceptable Level of Service for HQE and Tucson Area (with the eventual goal of removing these gateways). (See I-048)

Firewalls will protect each Area (as a whole) from external intrusions. The service needs to filter IP addresses, block DOS attacks, provide reporting capability, page/email staff when certain conditions are met, and allow remote monitoring. ITSC will attempt to obtain all products from same vendor to make maintenance and support easier.

The VPN must be a scalable solution(s) that supports business to business connections with BCBS, Tribal, other government agencies, and business to SOHO with small tribal and urban sites. The solution must support access to the network for telecommuters and laptops. For larger solutions, it is preferable to use known vendors - perhaps Cisco or Cabletron. Laptops require easy distribution of clients (similar to the Intel Cheva solution). ITSC initially expects most Alaska sites to hit by VPN. Vendors (BCBS, ENVOY, etc) are expected to connect within one year and 5-10 urban clinics are expected to connect in the first year.

---

**Status**

2/23/2001	Team still working with TAC to resolve FW problems. Concentrator will be ordered to provide secure VPN with remote clients.
2/15/2001	VPN testing going well. Studying ways to implement IHS wide.
2/8/2001	Problems still being encountered periodically with PIX. Team working with Cisco TAC to resolve.
2/1/2001	Firewall problems with IHS.GOV have stabilized for now. Keep watching to assure solution is adequate.
1/26/2001	Cisco Tech on site to study PIX problem no failure after 24 hours after routing change made.

1/18/2001 Firewall problems still being worked on. No change in % complete  
1/11/2001 VPN testing in progress. Documenting outside users requesting access to IHS network.

---

**Project: I-048 Norton Anti Virus Gateway Implementation** In House **Contact:** Federico, Cathy

**Date Begun:** 02-Oct-00 **Est. Duration?** 4 Mos. **% Complete?** 88% **Est Cost:** 1,429 Hours

This project involves installation of an Agency antivirus SMTP (email & mail) gateway for filtering all email into and out of the Agency. Provide mechanism to purchase, upgrade, and maintain end user PC antivirus software. Upgrade, monitor, and segment Internet gateway traffic at NPABQ in order to provide acceptable Level of Service for HQE and Tucson Area (with the eventual goal of removing these gateways).

#### **Status**

---

2/23/2001 Two sites converted, 9 left to convert.  
2/15/2001 No significant progress this week due to staff focus on virus outbreaks.  
2/8/2001 Continue work on intermittent issues. No new servers added this week.  
2/1/2001 8 servers remain to be routed through the gateway (4 Aberdeen, 2 Navajo, 1 California, 1 Billings (newly discovered server))  
1/26/2001 Of the 63 Exchange servers, 55 have been completed (87%-Complete).  
1/18/2001 Of the 63 Exchange servers, 53 have been completed. Areas completely done: Alaska, Albuquerque, Bemidji, Billings, Nashville, Oklahoma, Phoenix, Portland, Tucson. Aberdeen (12 of 17 servers done); California (3 of 4 servers done); Navajo ( 6 of 10 servers done); HQE is done - But they switched back due to network route issues.  
1/11/2001 The Exchange portion is 86% complete. No progress on Areas. Unix is in research stage, no progress.