



**Indian Health Service**  
Office of Information Technology

Standard Operating Procedure  
for  
**OIT Customer Support Handbook**

**DITO-SOP-13-13**

DRAFT 3.1

January 2013

## Record of Changes

Version	Date	Subject	Section
DRAFT 1.0	October 2008	Initial release of document.	ALL
DRAFT 1.1	March 2009	Added commitments for processing Help Self-Service (HSS) tickets and for issuing IHS-wide announcements.	5.2.4, 5.2.7
DRAFT 2.0	May 2011	Reformatted to new template and standard. Also added SLAs for: <ul style="list-style-type: none"> <li>• Headquarters-Albuquerque Training Room</li> <li>• NOSC</li> <li>• RPMS (Platform Support, Application Development, and Database Administration)</li> <li>• Email and Messaging Services</li> <li>• BlackBerry Support</li> </ul>	ALL
DRAFT 3.0	September 2012	Major revision, including title change, removal of non-enterprise commitments, and addition of SLAs for services previously not covered.	ALL
DRAFT 3.1	November 2012	Added input from RPMS, NPIRS, CES, Web Services, National IT Help Desk, NOSC, CSMT, RPMS	Sections 2, 5, 9,

## Approval

This Standard Operating Procedure (SOP) has been approved for distribution and implementation. These new procedures are effective immediately and will be enforced. Representatives of management will be authorized to conduct periodic quality checks and audits to assure compliance with these procedures.

Requests for corrections or changes to any procedures should be sent to the IHS Chief Information Officer (CIO). Exceptions or exemptions to any of these procedures must be submitted in writing to the IHS CIO for approval or disapproval.

Approved by:

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**Howard Hays, MD, MSPH**  
Chief Information Officer (Acting), IHS

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**Date Sent for Review**

**Date of last annual review:**

**Reviewed by:**

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## Message from the Chief Information Officer

Welcome to the *OIT Customer Support 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 (IHS) Office of Information Technology (OIT). The handbook provides an overview of services available from OIT.

The *OIT Customer Support 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 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. It is available online at:

[http://security.ihs.gov/SOP/SOP06-11a\\_User\\_Security\\_Handbook.pdf](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 the IHS network.

Please refrain from calling individual OIT staff. The National IT 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 National IT Help Desk at 1-888-830-7280.

Thank you,

Dr. Howard Hays  
IHS Chief Information Officer (acting)  
January 2013

# 1. Introduction

## 1.1 Purpose

The *OIT Customer Support Handbook* defines in writing the information technology (IT) support services and commitments provided by the Indian Health Service (IHS) Office of Information Technology (OIT). This is to establish a clear understanding between OIT 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 National IT 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 customers' convenience, this handbook is available on the National IT Help Desk Web site at:

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

## 1.2 Scope

The *OIT Customer Support Handbook* covers the operational-related services provided by the OIT. It is important to note that the handbook will not replace Service Level Agreements (SLAs) developed for major automated information systems 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 that they follow the tiered support process described in Section 4, [Tiered Service Support and the National IT 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 Support Handbook* are met. All of the commitments are measurable (such as “95% within one (1) business day” vs. “quickly”).

## 1.4 Customer Responsibilities

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

## 1.5 Updates and Changes

The *OIT Customer Support 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 OIT Management or customers. OIT Management must approve any handbook changes before they can be finalized. OIT Management will review the handbook at least annually for possible changes.

## 1.6 Contact Information

If you have any questions or comments regarding this document, please contact the National IT Help Desk at IHS:

**Phone:** 1-888-830-7280

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

**E-mail:** [support@ihs.gov](mailto:support@ihs.gov)

## 2. OIT Service Providers

This section describes the functions performed by each of the service providers within the OIT.

### 2.1 Division of Information Technology Operations (DITO)

- Installs and maintains enterprise computer systems and associated hardware and operating systems (OS).
- Installs and maintains enterprise application software.
- Delivers desktop and office automation support.
- Provides Tier 1 and Tier 2 Help Desk support for IHS Headquarters and Tier 3 support for IHS field units.
- Maintains LISTserv capabilities.
- Performs Web monitoring and filtering services; and 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 (DNS).
- Designs, implements, and maintains IHS's backbone network infrastructure.
- Designs, implements, and maintains IHS's messaging services, including the Central E-mail Service (CES).
- Monitors network infrastructure for anomalies.

#### 2.1.1 Network Operations Security Center (NOSC)

- Maintains a Help Desk service staffed with specialists capable of resolving technical problems related to the IHS Wide Area Network (WAN). The Help Desk is staffed 7 days per week, 24 hours per day.
- Monitors the IHS network for faults and starts any needed repair processes with either local sites or the POD, Inc., vendor. Escalates issues to ensure that POD prioritizes IHS service requests.
- Works with the IHS Department Agency Representative (DAR) to schedule a new circuit installation or a change to a circuit.
- Manages security controls, such as firewalls, and works with customers to plan changes and support applications that are currently blocked or limited.
- Changes or repairs router connectivity to the IHS WAN.
- Manages and maintains the IHS Local Area Network (LAN)-to-LAN Virtual Page Number (VPN).
- Follows the IHS OIT Change Management process for all changes to equipment for the IHS WAN.

- Develops and documents a set of Best Practices for the configuration of all network devices.
- Proactively reviews all network device configurations for conformance to the Best Practices guidelines.
- Manages Tribal Access Control Lists (ACLs) on each router that secures an interconnection with a Tribal site, as per the applicable Interconnection Site Agreement (ISA).
- Provides LAN and WAN technical consulting and design assistance to support the design and development of Area IT department expansions and redesigns.
- Supports Data Calls regarding network bandwidth and equipment.

## 2.2 Division of Information Technology (DIT)

- Develops clinical and business practice healthcare applications such as the Resource and Patient Management System (RPMS) and the Electronic Health Record (EHR).
- Develops healthcare statistical applications for the National Patient Information Reporting System (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 IT management initiatives in IHS; ensures IHS IT infrastructure resource consolidation and standardization efforts support IHS healthcare delivery and program administration.

## 2.3 NPIRS

- Manages and maintains the National Data Warehouse (NDW) and related data marts.
- Responds to customer requests for reports or data from the NDW.
- Hosts virtualized environments for internal and external customers.
- Maintains systems for the Health Information Exchange (HIE) and Master Patient Index (MPI).
- Maintains Extensible Markup Language (XML) and Meaningful Use (MU) data marts.
- Maintains the Standard Code Sets (SCS) database.
- Maintains the SCS audit tables for RPMS.

- Functions as manager for the SCS Web site.
- Maintains the Longitudinal Data Infrastructure (LDI) data marts.
- Provides C32 extract support for LDI data marts.
- Develops statistical and Business Intelligence (BI) reporting for healthcare managers.

## 2.4 Division of Security (DIS)

- 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's IT infrastructure.
- Coordinates activities with internal and external organizations reviewing the IHS's information resources for fraud, waste, and abuse.
- Develops and implements employee information security awareness training programs.
- Manages the IHS Information Security Incident Response Team (IRT).

## 2.5 Division of Program Management and Budget (DPMB)

- Develops information resource policies and procedures.
- Develops the IHS IT budget and related documents.
- Provides budget analyses and reports to the Chief Information Officer (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 (CPIC) activities.
- Manages the IHS portfolio management tool.
- Manages the activities of the IHS Information Technology Investment Review Board (ITIRB) 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.
- Submits claim forms for telecommunication circuits that are eligible, as determined by the Universal Services Administration Company (USAC); provides credit reports to participating IHS Areas; and assists other Areas with submission of their claims.

## 2.6 RPMS Hardware, Software, and Program Management Office.

- RPMS Platform Support
  - ✓ Provides support for site backups
  - ✓ Provides support for printers
  - ✓ Provides support for disk space issues
  - ✓ Provides support for user accounts
  - ✓ Provides support for Caché/Ensemble Journaling
  - ✓ Provides support for Caché Shadowing/Ensemble Mirroring
  - ✓ Support for General Caché/Ensemble RPMS issues
  - ✓ Support for RPMS data transmission
- RPMS Application Development
  - ✓ Initiates all RPMS software projects
  - ✓ Identifies RPMS software requirements
  - ✓ Prepares RPMS technical design
  - ✓ Completes RPMS software development
  - ✓ Maintains all RPMS software testing and release management
  - ✓ Provides support for RPMS software maintenance and user support
  - ✓ Provides RPMS software training
- RPMS Database Administration
  - ✓ Coordinates SCS Changes
  - ✓ Completes all software development for SCS changes on RPMS servers

- ✓ Maintains and enhances RPMS SCS software and data structures
- ✓ Manages Veterans Administration (VA)-originated SCS modifications in RPMS

### 3. Hours of Support

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

The table below provides details about hours of support. Note the following:

- Hours exclude Federal holidays unless such support is explicitly stated.
- Assistance outside of the documented hours of support will be Best Effort (i.e., limited by the ability of OIT personnel to respond to problems remotely or to return to OIT after-hours to work problems). This is dependent on staff availability and the criticality of the problem.

Service Provider	Hours of Support
NPIRS	Monday through Friday 8 a.m. to 5 p.m. Mountain Time (MT)
RPMS Hardware Support <ul style="list-style-type: none"> <li>• Critical problems (those that interrupt the delivery of healthcare [unresolvable by local and Area support] and require immediate support)</li> <li>• Problems and service requests (based according to Tiered support model)</li> </ul> Also includes support for Special Projects, National Programs Operational Businesses, and RPMS non-production hardware	Full support 24x7, 365 days per year  Monday through Friday 8 a.m. to 5 p.m. MT
RPMS Software Support	Monday through Friday 8 a.m. to 5 p.m. MT
NOSC	Monday through Friday 6 p.m. to 6 a.m. MT (On weekends and federal holidays, support is 24 hours)
Desktop Services	Monday through Friday <ul style="list-style-type: none"> <li>• Albuquerque: 8 a.m. to 5 p.m. MT</li> <li>• Rockville: 7 a.m. to 5 p.m. Eastern Time (ET)</li> </ul>
National IT Help Desk Services	Monday through Friday <ul style="list-style-type: none"> <li>• Albuquerque: 6 a.m. to 6 p.m. MT</li> <li>• Rockville: 7 a.m. to 5 p.m. ET</li> </ul>

Service Provider	Hours of Support
Enterprise Technology Services (ETS) (server administration)	Monday through Friday 8 a.m. to 5 p.m. MT
IT Security Staff	Monday through Friday 8 a.m. to 4:30 p.m. MT
CES	Monday through Friday 7 a.m. to 5 p.m. ET
Web Services	Monday through Friday 8 a.m. to 5 p.m. MT

## 4. Tiered Service Support and the OIT Help Desk

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

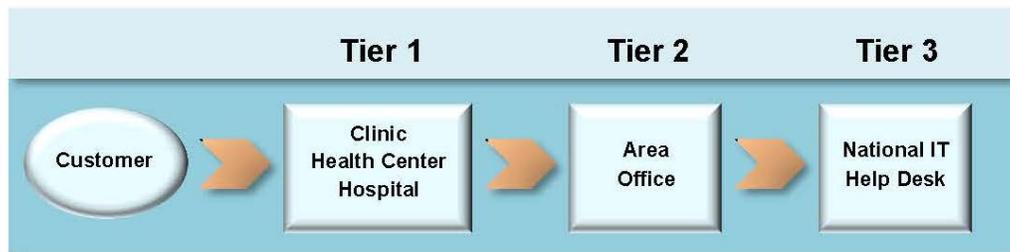


Figure 1: Flow of tiered service support



Figure 2: Flow of Tribal/638 Sites tiered service support

The levels of support provided at each tier are defined as follows:

- Tier 1 Support:** Tier 1 support is provided by the local site. 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. Support hours and response times are determined by the local site IT office management.
- Tier 1A Support:** If a business has a contract with a Tribal health program that has retained national IT shares for RPMS support with the IHS, and that program's use of RPMS is affected by an issue that is potentially attributable to our released product, the appropriate method of requesting support is to have the Tribe and/or Facility submit a support ticket to the National IT Help Desk. The customer (Tribe/Facility) should indicate in the ticket that the contractor is working for them and that they are the appropriate POC for its resolution. Please note, however, that OIT support extends only to IHS-related RPMS products. IHS OIT cannot troubleshoot or be responsible for issues caused by local modifications to IHS software.
- Tier 2 Support:** Tier 2 support is provided by the Area IT office. Tier 2 level of 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; and ordering of new circuits. Support hours and response times are determined by Area IT office management.

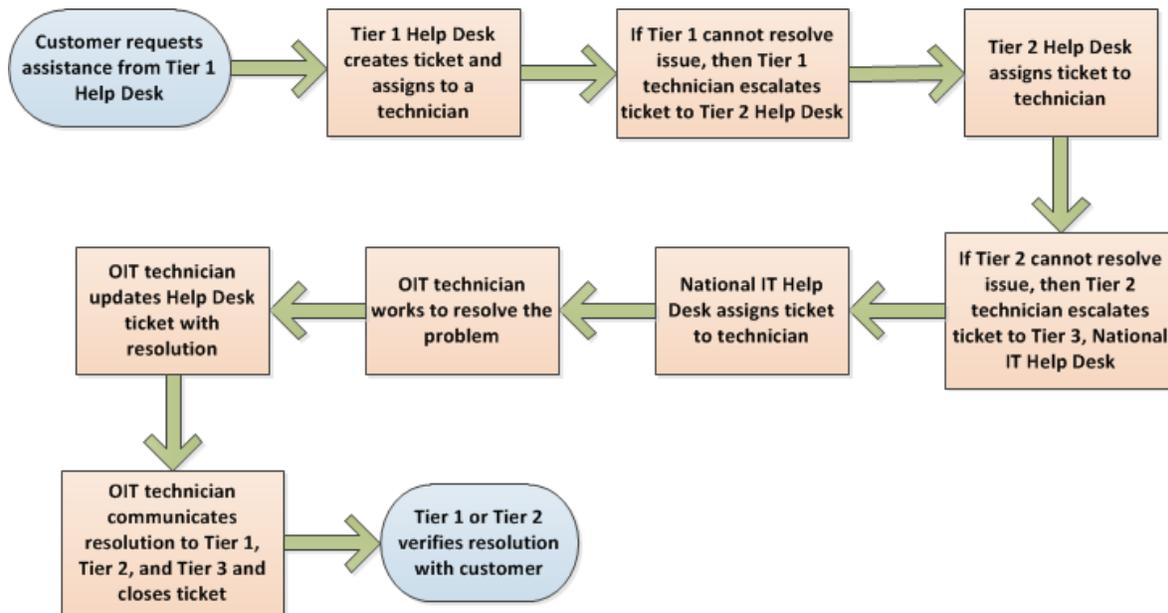
- **Tier 3 Support:** Tier 3 support is provided by IHS OIT. Examples would include troubleshooting errors in IHS-developed software and the maintenance of OIT-managed servers; e-mail and other messaging services; and WAN equipment and circuits.

## 4.1 Lifecycle of a Ticket

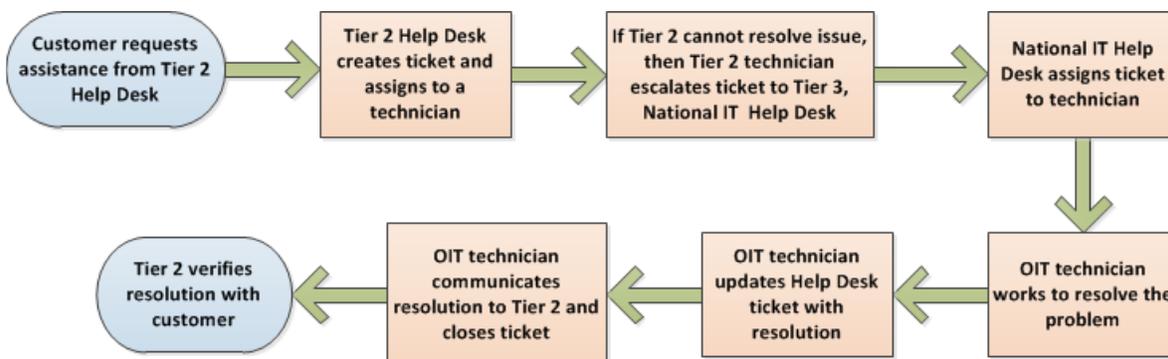
When a customer reports a problem or makes a service request, the local Tier 1 or Tier 1A Help Desk creates a ticket in a problem tracking system (such as the Helpdesk Expert Automation Tool [HEAT®]). If the local technician is unable to resolve the problem, he or she escalates it to the Tier 2 Help Desk at the Area office, which then can escalate it to Tier 3, if necessary.

The diagrams below depicts how a ticket for a problem or service request is processed and escalated to the National IT Help Desk.

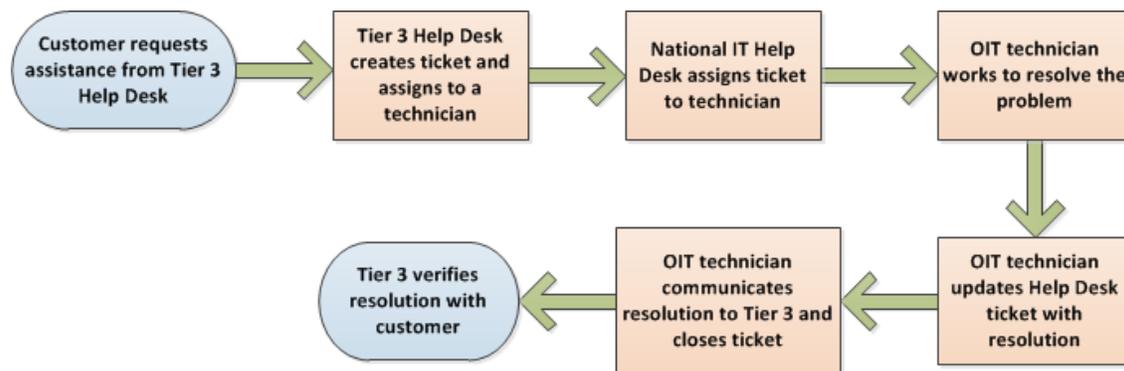
### 4.1.1 Tier 1 Requesting Tier 3 Support



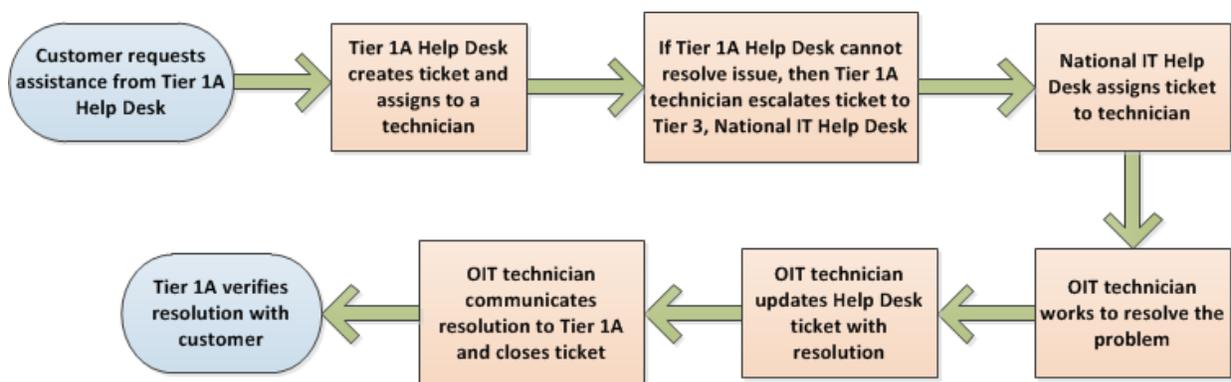
### 4.1.2 Tier 2 Requesting Tier 3 Support



### 4.1.3 Tier 3 Requesting Tier 3 Support



### 4.1.4 Tier 1A (Tribal/638 Sites) Requesting Tier 3 Support



## 4.2 Problems vs. Services

Calls to the Help Desk for assistance are categorized as follows:

- A **critical problem** is any unplanned outage or loss of major functionality to a production system affecting multiple customers. These issues require a more urgent response time from all tiered service levels.
- 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. The response times for Tier 3 support would be according to the current SLAs for each service commitment listed in this Standard Operating Procedure (SOP).
- **Service requests** usually involve obtaining access to certain IHS systems or enhancements/replacements for existing hardware, services, and/or software. Service requests may require immediate action or may not require action for several days or even weeks.

Examples of services include the following:

- ✓ Network drop installation and activation

- ✓ Installation of desktops
- ✓ Software, service, and/or hardware installation or configuration changes
- ✓ Creation or removal of network accounts, e-mail accounts, and Blackberry connectivity

DITO-SOP-08-01, *Help Desk Ticket Processing and Escalation* describes the process used by the National IT Help Desk in responding to critical, problem, service, and change tickets. It is located online at: [http://home.ihs.gov/ITSC-CIO/oit\\_tfs/documents/sops/IOAT-SOP-08-01-HDTicketProcessingEscalation.pdf](http://home.ihs.gov/ITSC-CIO/oit_tfs/documents/sops/IOAT-SOP-08-01-HDTicketProcessingEscalation.pdf)

## 4.3 Requesting Help

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

### 4.3.1 E-mail

Customers may contact the National IT Help Desk by sending an e-mail message to the Help Desk e-mail account at [support@ihs.gov](mailto:support@ihs.gov).

E-mail is the best method of contact for the following issues:

- Non-urgent problems
- General questions
- Submission of request forms
- Requests for services (e.g., account activations, equipment moves, configuration changes, software installations, etc.)

### 4.3.2 Phone

To contact the National IT Help Desk, customers may call the following number:

- 1-888-830-7280 (toll free)

If you call during core business hours (see Section 3), the National IT 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. The staff will monitor the voice-mail system and respond to your messages as quickly as possible.

If you place a call after the Help Desk's normal hours, the call is forwarded to the NOSC. The NOSC maintains staff support from 6 p.m. to 6 a.m. Monday through Friday (as well as 24 hours on weekends and federal holidays) and can escalate critical problems to appropriate OIT on-call staff. Non-critical issues will be forwarded to the National IT Help Desk to be addressed during core business hours.

### 4.3.3 Customer Support Services Web Site

Help is also available on line at the following Web site.

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

## 5. 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 National IT 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 to document the request or problem as described in Section 4.3, *Requesting Help*, of this SOP. Service requests or the reporting of problems by other means (e.g., e-mail or phone directly to the service provider) are not held to the commitments in this document. Therefore, it is important that customers contact the National IT Help Desk to have a ticket created.

### 5.1 Universal Commitments

#### 5.1.1 Customer Quality Rating

The IHS OIT as a whole is committed to providing timely and high-quality service to all of its customers.

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

#### 5.1.2 Change Management Notifications

For complete information about the OIT Change Management process and the Change Control Board (CCB), see DITO-SOP-09-02, *IT Change Management*.

Service: Change Management Notifications		Provider: IHS OIT
Provide timely notification to customers about changes to IT systems and networks that may affect their service.		
Commitment	Customer Responsibilities	Boundaries/Constraints
Notify customers of an upcoming change that involves an outage or change in functionality at least	Notify the National IT Help Desk within one (1) business day of a change notification if	Service available to all customers.

<b>Service: Change Management Notifications</b>		<b>Provider: IHS OIT</b>
two (2) business days in advance of the event occurrence, 95% of the time.	the change will cause serious problems for them.	

## 5.2 National IT Help Desk Commitments

The following commitments, which are available to all customers, are provided by the National IT Help Desk:

- Answer Incoming Calls
- Respond to Voice Messages
- Respond to E-mail Messages and Faxes
- Assign HSS Tickets
- Resolve or Assign Tickets
- Change Control System Administration
- Administer Help Desk Ticket System
- Provide ITAC Technical Support Services
- Provide Web Account Administration Support
- Provide First Call RPMS Support
- Provide Adobe Connect/Conference Call Setup
- Provide Citrix VPN/ITAC Troubleshooting
- Provide Blackberry Support for HQW Employees
- Provide Training Room Support (5300 Homestead)
- Provide AD Support
- Provide Basic PC Support
- Provide HEAT System Administrative Support for UFMS
- Provide Lync Support
- Provide NetIQ/DRA Support
- Provide Entrust Token and PhoneFactor Support

### 5.2.1 Answer Incoming Calls

<b>Service: Answer Incoming Calls</b>		<b>Provider: National IT Help Desk</b>
Answer incoming telephone calls to the National IT Help Desk.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Answer calls within two (2) minutes.	None.	Constrained by the availability of Help Desk staff.

### 5.2.2 Respond to Voice Messages

<b>Service: Respond to Voice Messages</b>		<b>Provider: National IT Help Desk</b>
Respond to customer voice messages left for the National IT Help Desk at 1-888-830-7280 by creating/updating a ticket and sending an acknowledgement to the customer. When customers call the National IT Help Desk and analysts are not available to answer calls, customers may leave a voice message.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
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.

### 5.2.3 Respond to E-mail Messages and Faxes

<b>Service: Respond to E-mail Messages and Faxes</b>		<b>Provider: National IT Help Desk</b>
Respond to customer e-mail messages and faxes sent to the National IT Help Desk ( <a href="mailto:support@ihs.gov">support@ihs.gov</a> ) that include creating or updating a ticket and sending the customer an acknowledgement. Faxes are typically received for service requests that require an approval signature from Administration.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to e-mails within two (2) hours of receiving the message.	Include all pertinent information in the e-mail message.	Service available to all customers.

### 5.2.4 Assign HSS Tickets

<b>Service: Assign Help Self-Service Tickets</b>		<b>Provider: National IT Help Desk</b>
Assign tickets submitted via the HSS function to an appropriate Help Desk Analyst or subject matter expert (SME) technician.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Process HSS tickets within two (2) hours, 95% of the time.	Include all pertinent information in the description of the problem or service request.	Service available to all customers.

### 5.2.5 Resolve or Assign Tickets

<b>Service: Resolve or Assign Tickets</b>		<b>Provider: National IT Help Desk</b>
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 IHS staff for resolution.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>When the ticket can be resolved by the National IT Help Desk, resolve within two (2) business days, 80% of the time.</li> <li>If the ticket cannot be resolved by the National IT Help Desk, appropriately assign the ticket within two (2) hours, 95% of the call-time.</li> </ul>	When submitting ticket, provide all pertinent information needed to resolve the ticket in a timely manner.	Service available to all customers.

### 5.2.6 Change Control System Administration

<b>Service: Change Control System Administration</b>		<b>Provider: National IT Help Desk</b>
There are a variety of change control service requests that can be resolved by the Help Desk without further assignments. The remaining tickets require assignment to other IHS staff for resolution.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>When the ticket can be resolved by the National IT Help Desk, resolve within two (2) business days, 80% of the time.</li> <li>If the ticket cannot be resolved by the National IT Help Desk, appropriately assign the ticket within two (2) hours, 95% of the call-time.</li> </ul>	When submitting ticket, provide all pertinent information needed to resolve the ticket in a timely manner.	Service available to all customers.

### 5.2.7 Administer Help Desk Ticket System

<b>Service: Administer Help Desk Ticket System</b>		<b>Provider: National IT Help Desk</b>
<ul style="list-style-type: none"> <li>Resolve problems and service requests related to HEAT.</li> <li>Implement approved system changes. The Help Desk Ticket System includes the call logging, call monitoring, and HEAT components.</li> </ul>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to problems and service	Provide name, phone	Because changes are project-

<b>Service: Administer Help Desk Ticket System</b>		<b>Provider: National IT Help Desk</b>
requests within one (1) business day, 95% of the time.	number, and a brief description of the problem or service request.	oriented and require Administrative approval, there is not a specified commitment for implementing changes.

### 5.2.8 Provide ITAC Technical Support Services

<b>Service: Provide ITAC Technical Support Services</b>		<b>Provider: National IT Help Desk, DIS</b>
Respond to reports from ITAC customer of problems related to ITAC Web sites, processes, or procedures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within one (1) business day, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved ITAC users.

### 5.2.9 Provide Web Account Administration Support

<b>Service: Provide Web Account Administration Support</b>		<b>Provider: National IT Help Desk, DIS</b>
Respond to reports from IHS customer of problems related to IHS Web account logins, processes, or procedures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within one (1) business day, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users (tribal/non-tribal).

### 5.2.10 Provide First Call RPMS Support

<b>Service: Provide First Call RPMS Support</b>		<b>Provider: National IT OIT Help Desk</b>
Respond to incidences from IHS customer of RPMS-related issues in regards to programming errors, patch installations, graphic user interface (GUI), and Ensemble setups.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within one (1) business day, 95% of the time.	Include all pertinent information within the e-mail message and HEAT ticket.	Service available to all approved IHS users (Tribal/non-Tribal).

### 5.2.11 Provide Adobe Connect/Conference Call Setup

<b>Service: Provide Adobe Connect/Conference Call Setup</b>		<b>Provider: National IT Help Desk</b>
Respond to requests from IHS customer for Adobe Connect and teleconference lines.		
<b>Commitment</b> Respond to support requests within two (2) hours, 95% of the time.	<b>Customer Responsibilities</b> Include all pertinent information within the e-mail message.	<b>Boundaries/Constraints</b> Service available to all approved IHS users (tribal/non-tribal).

### 5.2.12 Provide Citrix VPN/ITAC Troubleshooting

<b>Service: Provide Citrix VPN/ITAC Troubleshooting</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS customer of problems related to IHS Citrix VPN/ITAC logins, processes, or procedures.		
<b>Commitment</b> Respond to support requests within two (2) hours, 95% of the time.	<b>Customer Responsibilities</b> Include all pertinent information within the e-mail message.	<b>Boundaries/Constraints</b> Service available to all approved IHS users (tribal/non-tribal).

### 5.2.13 Provide Blackberry Support for HQW Employees

<b>Service: Provide Blackberry Support for HQW Employees</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS customer of problems related to IHS Blackberry logins, processes, or procedures.		
<b>Commitment</b> Respond to support requests within one (1) business day, 95% of the time.	<b>Customer Responsibilities</b> Include all pertinent information within the e-mail message.	<b>Boundaries/Constraints</b> Service available to all approved IHS users (tribal/non-tribal).

### 5.2.14 Provide Training Room Support (5300 Homestead)

<b>Service: Provide Training Room Support (5300 Homestead)</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS customer of problems related to IHS training room, equipment, setup, processes, and/or procedures. Computer Systems Management Team (CSMT) is responsible for database and RPMS configuration and support.		
<b>Commitment</b> Respond to support requests within one (1) business day,	<b>Customer Responsibilities</b> Include all pertinent information within the e-mail message.	<b>Boundaries/Constraints</b> Service available to all approved IHS users

<b>Service: Provide Training Room Support (5300 Homestead)</b>		<b>Provider: National IT Help Desk</b>
95% of the time.		(tribal/non-tribal).

### 5.2.15 Provide AD Support

<b>Service: Provide AD Support</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS customer of problems related to AD, passwords, group creation, accounts (add/delete), contacts, setup, processes, and/or procedures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within one (1) business day, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users.

### 5.2.16 Provide Basic PC Support

<b>Service: Provide Basic PC Support</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS customer of problems related to basic PC support including, but not limited to: passwords, accounts, peripherals, setup, processes, and/or procedures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within two (2) hours, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users.

### 5.2.17 Provide HEAT System Administrative Support for UFMS

<b>Service: Provide HEAT System Administrative Support for UFMS</b>		<b>Provider: National IT Help Desk</b>
Respond to reports from IHS Albuquerque Area office UFMS personnel of problems related to the UFMS HEAT system in regards to passwords, group creation, accounts (add/delete), contacts, setup, processes, and/or procedures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within one (1) business day, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS Albuquerque Area office UFMS users.

## 5.2.18 Provide Lync Support

<b>Service: Provide Lync Support</b>		<b>Provider: National IT Help Desk</b>
Respond to support requests for activating, modifying, and troubleshooting Lync accounts.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within two (2) hours, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users.

## 5.2.19 Provide NetIQ/DRA Support

<b>Service: Provide NetIQ/DRA Support</b>		<b>Provider: National IT Help Desk</b>
Respond to support requests for adding, modifying, disabling, D1 and Contact accounts as well as password resets and unlocking of accounts.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within two (2) hours, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users.

## 5.2.20 Provide Entrust Token and PhoneFactor Support

<b>Service: Provide Entrust Token and PhoneFactor Support</b>		<b>Provider: National IT Help Desk</b>
Respond to support requests for synching tokens and other token troubleshooting in the Entrust System and for requests for updating and troubleshooting problems in the PhoneFactor System.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to support requests within two (2) hours, 95% of the time.	Include all pertinent information within the e-mail message.	Service available to all approved IHS users.

### 5.3 IT Infrastructure Availability

The following infrastructure commitments are provided by the ETS team within the IHS DITO:

- Maintain AD DCs
- Support/Authorize Domain DHCP Servers
- Maintain AD Group Policies

**Note: Have ETS update and ensure information is accurate**

#### 5.3.1 Maintain AD DCs

Service: Maintain AD DCs		Provider: DITO/ETS
Promotion and support of IHS AD DC servers.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>• Complete the promotion to DC within one (1) business day, 99% of the time.</li> <li>• Perform quality assurance check after the DC has been promoted to verify that all steps in the IHS AD DC build sheet were followed correctly.</li> <li>• Support and troubleshoot IHS AD DCs within one (1) business day, 99% of the time</li> <li>• Schedule a maintenance window with customer.</li> <li>• Maintain security patches and anti-virus protection at all times.</li> <li>• Log all DC configuration changes in the ETS Change Management Database.</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain hardware for new DCs.</li> <li>• Install server image using OIT-supplied image DC and standard AD DC build sheet for IHS.</li> <li>• Ensure that a site IT staff member is available during server promotion to DC.</li> <li>• Provide secure, environmentally supported location for IHS AD DC.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers where D1 AD DCs physically reside.</li> <li>• Additional time may be required if customer has not followed specified server build steps in the DC build sheet.</li> </ul>

#### 5.3.2 Maintain DNS

Service: Maintain DNS		Provider: DITO/ETS
The IHS uses AD Dynamic DNS in its infrastructure. This infrastructure calls for consolidated maintenance of DNS at OIT, thus creating the need for an agency DNS change request process that flows through the OIT Help Desk.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>• Add/modify agency AD DNS records for the IHS D1 domain within two (2)</li> </ul>	<ul style="list-style-type: none"> <li>• Determine ahead of time if DNS modification is the proper technical solution</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all IHS D1 customers.</li> <li>• Additional time may be</li> </ul>

<b>Service: Maintain DNS</b>		<b>Provider: DITO/ETS</b>
business days, 95% of time. <ul style="list-style-type: none"> <li>• Research enterprise impact of the proposed DNS change before implementation.</li> <li>• Initiate ETS change process for approval before change is made, if required.</li> <li>• Schedule a maintenance window with customer.</li> </ul>	to solve customer request. <ul style="list-style-type: none"> <li>• Provide contact information for any entities involved with request, such as another Operational Division (OPDIV) or company.</li> </ul>	required if it is determined that the DNS change could adversely impact the agency computing environment.

### 5.3.3 Support/Authorize Domain DHCP Servers

<b>Service: Support/Authorize Domain DHCP Servers</b>		<b>Provider: DITO/ETS</b>
Authorize DHCP on member servers at IHS field sites. Respond to issues with DHCP on member servers at field sites		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Authorize DHCP within two (2) business days, 99% of the time.</li> <li>• Respond to requests for DHCP support within one (1) business day, 99% of the time.</li> </ul>	Provide all required information.	<ul style="list-style-type: none"> <li>• Service available to all IHS D1 customers.</li> <li>• IHS Area/facility network issues have the potential to affect DHCP services.</li> <li>• If network problems exist at a site, additional time may be required to trace the exact cause of the problem.</li> </ul>

### 5.3.4 Maintain AD Group Policies

<b>Service: Maintain AD Group Policies</b>		<b>Provider: DITO/ETS</b>
Maintenance of AD Group Policy Objects (GPOs) at specified IHS sites. This service includes creation of new GPOs along with modification of current GPOs already linked to IHS sites.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Complete the creation of new GPOs within two (2) business days, 99% of the time.</li> <li>• Complete providing support for modification of current GPOs within two (2) business days, 99% of the time</li> <li>• Link the GPO to requested sites and delegate administrative authority over the GPO to the respective site administrator's group.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide justification for new GPOs that fall outside the range of IHS's standard GPO structure. Specify to which OUs the GPO should be applied.</li> <li>• Site administrators are responsible for modifying local GPO settings once DITO has created the GPO and delegated proper authority.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all IHS D1 customers.</li> <li>• Additional time may be required if the customer has not assembled a Business Case for new GPOs that fall outside the standard IHS GPO structure.</li> </ul>

Service: Maintain AD Group Policies		Provider: DITO/ETS
<ul style="list-style-type: none"> <li>• Initiate ETS change management process for approval before change is made, if required.</li> <li>• Schedule a maintenance window with customer for linking the GPO.</li> </ul>		

## 5.4 Enterprise System Support Commitments

The following infrastructure support commitments, which are available to all customers unless otherwise noted, are provided by the ETS team within the IHS DITO:

- Provide Technical Support for Member Servers
- Assist with Patch Deployment and Reporting
- Support Enterprise Antivirus Software
- Provide Support for Asset Inventory Auditing and Reporting
- Provide Backup and Recovery Support

### 5.4.1 Provide Technical Support for Member Servers

<b>Service: Provide Tech Support for Member Servers</b>		<b>Provider: DITO/ETS</b>
Support IHS sites' member servers that reside in the D1 domain and meet IHS OIT-approved server configuration.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Respond to requests for member server support at IHS Areas/facilities within two (2) business days, 95% of the time.	<ul style="list-style-type: none"> <li>• Maintain D1 member servers' patches and anti-virus.</li> <li>• Administer member server site-specific applications.</li> </ul>	Service available to all IHS D1 customers.

### 5.4.2 Assist with Patch Deployment and Reporting

<b>Service: Assist with Patch Deployment and Reporting</b>		<b>Provider: DITO/ETS</b>
<p>Assist Area/facility sites having issues deploying critical patches 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 (e.g., Adobe Acrobat) as well.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Respond to Area/facility site request for patch deployment support within one (1) business day, 95% of the time.</li> <li>• Ensure that all systems at OIT HQW are patched to the most recent version.</li> <li>• Review enterprise patching reports on a regular basis.</li> <li>• Test patch installations in a standard test lab or staging environment prior to making them available for production installation.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all systems are up to date with current patches/hot fixes in a timely manner.</li> <li>• Utilize IHS standard patching tools (e.g., Microsoft Systems Management Server [MSMS], Symantec Client Management Suite [SCMS]) rather than depending upon Microsoft automatic updates.</li> <li>• Test patch installations in a standard test lab or staging environment prior to making them available for production installation.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers on the IHS D1 network.</li> <li>• Area support personnel must ensure that they are utilizing an IHS standard patching tool to distribute software updates.</li> </ul>

### 5.4.3 Support Enterprise Antivirus Software

<b>Service: Support Enterprise Antivirus Software</b>		<b>Provider: DITO/ETS</b>
The enterprise design, configuration, and management of Symantec Endpoint Protection (SEP) is maintained by OIT-Albuquerque to include up-to-date virus definitions, version control and deployment, and auditing/reporting to all Areas/facilities.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Respond to request for troubleshooting alerts or virus files within one (1) business day, 99% of the time.</li> <li>Deploy newest virus definition files to D1 workstations/servers within four (4) business days, 99% of the time.</li> <li>Respond to requests for troubleshooting of clients caused by installation of SEP within one (1) business day, 99% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Install the SEP client package and current virus definition files to all workstations/servers prior to adding them to the D1 domain.</li> <li>Respond to alerts and notifications from the central SEP console within three (3) business days of receipt.</li> <li>Maintain and support all identified Group Update Provider workstations and servers, and notify OIT when they become unavailable or are moved.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all IHS customers on the IHS D1 network.</li> </ul>

### 5.4.4 Provide Support for Asset Inventory Auditing and Reporting

<b>Service: Provide Support for Asset Inventory Auditing and Reporting</b>		<b>Provider: DITO/ETS</b>
When a request for an asset inventory report on an IT workstation or server is received from an Area/facility, run a fresh audit with SCMS, if necessary, and provide the report to the requestor.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Respond to Area/facility site request for audit or report within two (2) business days, 99% of the time.</li> </ul>	Provide Area/facility OUs information for the audit or report.	<ul style="list-style-type: none"> <li>Service available only for servers and workstations on the IHS D1 domain.</li> </ul>

### 5.4.5 Provide Backup and Recovery Support

<b>Service: Provide Backup and Recovery Support</b>		<b>Provider: DITO/ETS</b>
Support for IHS Area/facility sites conducting backups for IHS data stored on servers. This includes support for installing/configuring standard backup software and assisting with the restoration of files on an IHS production server.		

<b>Service: Provide Backup and Recovery Support</b>		<b>Provider: DITO/ETS</b>
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Respond to data restore support requests on a production server within four (4) hours, 95% of the time.</li> <li>• Respond to installation/configuration of IHS-supported backup software request within two (2) business days, 95% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a consistent backup schedule for IHS data that resides on site servers.</li> <li>• Periodically conduct data restores to ensure backup integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• IHS Area/facility sites must ensure that they are running IHS standard backup software (Symantec Back-up Exec).</li> </ul>

## 5.5 Enterprise User Support Commitments

The following Enterprise service commitments, which are available to all customers unless noted otherwise, are provided by the ETS team within the IHS DITO:

- Move Network Accounts between IHS Area Locations
- Manage User VPN Services
- Support Encryption Software
- Recover Encryption Keys
- Respond to Requests for New CA Certificates

### 5.5.1 Move Network Accounts between IHS Area Locations

<b>Service: Move Network Accounts between IHS Area Locations</b>		<b>Provider: DITO/ETS</b>
Maintain IHS user accounts and security groups. These services are conducted for Area/facility sites whose AD user accounts reside in the D1 domain.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Move IHS user accounts between IHS Area locations within two (2) hours, 99% of the time. This includes resetting user passwords and modifying security group membership.	Area IT Staff must: <ul style="list-style-type: none"> <li>• Notify OIT when users move between IHS Areas.</li> <li>• Notify OIT whether or not the user account modification is permanent or temporary.</li> <li>• Notify OIT regarding group memberships.</li> </ul>	Service available to all IHS D1 customers.

### 5.5.2 Manage User VPN Services

<b>Service: Manage User VPN Services</b>		<b>Provider: DITO/ETS</b>
<p>Review approved ITAC VPN access requests for completeness; assign VPN groups to a customer; provide access to required software applications (Citrix) and installation instructions. Maintain, monitor, and disable user VPN access as needed per IHS policy.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Enable VPN access within two (2) business days of receipt of the approval, 99% of the time.</li> <li>• Process user VPN support tickets within four (4) hours, 99% of the time.</li> <li>• Remove user from VPN groups after 60 days of inactivity and provide report to VPN Coordinators monthly.</li> <li>• Provide statistics on usage for security staff and VPN Coordinators when requested.</li> <li>• Provide multiple systems for redundancy—currently East and West VPN systems for access.</li> <li>• Ship Entrust token (if that is the user’s preferred authentication method) within two (2) business days of receipt of the request, 99% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>• Request VPN access for a user by filling out the online ITAC form.</li> <li>• Provide accurate and complete information to support two-factor authentication for the user on the online ITAC form.</li> <li>• Install and configure the connection as described in the instructions.</li> <li>• Request deactivation of a VPN account by editing the online ITAC form.</li> <li>• Provide local terminal server access for the user when needed.</li> <li>• Complete on-line security questions for the use of PhoneFactor authentication.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers.</li> </ul>

### 5.5.3 Support Encryption Software

<b>Service: Support Encryption Software</b>		<b>Provider: DITO/ETS</b>
Support for Full Disk encryption of mobile computers for all government-furnished equipment (GFE) systems on the IHS network. The service provides encryption software version upgrades, modifications to update profiles, and common error resolution to IHS Area/facility IT staff.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Complete encryption software upgrade package, profile modifications to designated Area within two (2) business days, 95% of the time. For National Programs, within one (1) business day, 99% of the time.</li> <li>Support software upgrades and profile modifications within two (2) business days, 99% of the time. For National Programs, within one (1) business day.</li> <li>Provide install package and support for Symantec Endpoint Encryption (SEE) (file level) within three (3) business days, 99% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Place encryption upgrade software and profile updates on a designated server at the IHS Area.</li> <li>Notify users and deploy the encryption software within their sites.</li> <li>Notify National IT Help Desk of the number of SEE licenses required and for which Tribal locations.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all IHS D1 customers and Tribal partners.</li> <li>Testing of upgrades and update profiles may require additional time.</li> <li>Only IHS standard encryption applications will be supported (e.g., Pointsec, Guardian Edge, MS Bitlocker, and Symantec).</li> </ul>

### 5.5.4 Recover Encryption Keys

<b>Service: Recover Encryption Keys</b>		<b>Provider: DITO/ETS</b>
Encryption recovery keys are stored on IHS Area-designated servers and the keys are backed up to an ETS server. The keys are used to un-encrypt mobile computers.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Complete backup of recovery keys within one (1) business day, 99% of time.</li> <li>Provide support for backup and restoration keys within one (1) business day, 99% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Daily backup of each Area's recovery key storage to ETS server.</li> <li>Each Area admin is responsible for providing network storage access to ETS for recovery key backup.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all IHS D1 customers and Tribal partners.</li> <li>IHS Area/facility sites must ensure they are running IHS standard encryption software.</li> </ul>

### 5.5.5 Respond to Requests for New CA Certificates

<b>Service: Respond to Requests for New CA Certificates</b>		<b>Provider: DITO/ETS</b>
<p>Provide a requestor with a certificate from either the IHS internal CA or a public certificate from the Department of Health and Human Services (HHS) Deloitte CA.</p>		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Respond to requests for internal certificates within one (1) business day, 99% of the time.</li> <li>Respond to requests for external public certificates within one (1) business day, 99% of the time.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Provide ETS with a Certificate Signing Request (CSR) and a contact name and e-mail address for the certificate.</li> <li>Specify whether the certificate is for a public-facing Web site or an IHS-internal Web site.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Service available to all customers on the IHS D1 network.</li> <li>For public certificates, ETS's response time is dependent on Deloitte. ETS can request the public certificate from Deloitte within one (1) business day, but is then dependent on Deloitte's response time in order to complete the request.</li> </ul>

## 5.6 Enterprise Internet Filtering and Reporting

The following commitments are provided by the ETS team:

- Maintain/Adjust URL Filtering Services
- Provide Custom Reports
- Unblock a Needed Web Site

### 5.6.1 Maintain/Adjust URL Filtering Services

<b>Service: Maintain/Adjust URL Filtering Services</b>		<b>Provider: DITO/ETS</b>
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. (Web site categorizations are controlled and defined by the software vendor.) Examples include Educational to Adult.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
99.95% availability during core business hours.	Utilize the National IT Help Desk to request site blocks/unblocks.	<ul style="list-style-type: none"> <li>• Service available to all customers on the IHS D1 network.</li> <li>• ETS will remove only site filters that have been approved by designated Area coordinators.</li> </ul>

### 5.6.2 Provide Custom Reports

<b>Service: Provide Custom Reports</b>		<b>Provider: DITO/ETS</b>
Run customized reports on individuals or groups based on criteria ranging from time to Web site <i>Risk Class</i> category hits.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Complete the processing of a Websense customized report request within five (5) business days, 95% of the time upon Information Systems Coordinator (ISC) and DIS approval.</li> <li>• Notify and deliver reports to appropriate management.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure proper procedures and necessary paperwork have been filled out and forwarded to DIS.</li> <li>• Respond to follow-up information requests in a timely manner.</li> <li>• Clearly indicate on request if the request is urgent and needs immediate attention.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers on the IHS D1 network.</li> <li>• Additional time may be required if all the pertinent information is not provided by the customer on the form.</li> <li>• Additional time may be required if the necessary information will be accessed on archived databases based on the time period.</li> </ul>

### 5.6.3 Unblock a Needed Web Site

<b>Service: Unblock a Needed Web Site</b>		<b>Provider: DITO/ETS</b>
<p>Enable access to a blocked Web site for users who can provide a legitimate business need for a site blocked by Websense.</p>		
<p style="text-align: center;"><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Upon ISC approval of a request for access to a blocked Websense site, complete the processing of the request and send an acknowledgement to the customer within two (2) business days, 99% of the time.</li> <li>• Research each site requested to verify the site does not pose a threat to IHS operations.</li> <li>• Notify the ISC that a requested site has been unblocked or that it requires additional research.</li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Review all user requests to ensure that the site is required for a legitimate business purpose.</li> <li>• Respond to follow-up information requests in a timely manner.</li> <li>• Clearly indicate on the request if the request is urgent and needs immediate attention.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers on the IHS network.</li> <li>• Additional time may be required if all the pertinent information is not provided by the customer on the form.</li> <li>• 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.</li> </ul>

## 5.7 E-mail and Messaging Services Support Commitments

The following messaging services commitments are provided by the CES team within the IHS DITO:

- Manage E-mail Accounts
- Troubleshoot E-mail Connectivity Issues
- Support and Maintain the BlackBerry Service
- Support and Maintain the Secure Data Transfer Service
- Support and Maintain the Instant Messaging and Collaboration Service
- Provide Usage and Billing Reports

**Note:** Update and ensure accuracy: Matt Parkinson/Steve Carnes

### 5.7.1 Manage E-mail Accounts

Service: Manage E-mail Accounts		Provider: DITO/CES
Manage e-mail accounts and associated attributes for mailboxes, groups, and contacts for all IHS users.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<p>Respond to requests for the following within one (1) business day, 95% of the time:</p> <ul style="list-style-type: none"> <li>• Enable/disable end-user mailboxes at customer request.</li> <li>• Change attributes for mailboxes, groups, and contacts, and/or e-mail enabling these as needed.</li> <li>• Reassign completed administrative task back to the Area help desk to complete any local configuration required.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide complete end-user information about the change or addition requested.</li> <li>• Follow up with user to ensure any local configuration is performed and/or the completion of the administrative task results in a satisfied customer.</li> <li>• Notify CES of any problems encountered during local configuration associated with completed administrative task.</li> </ul>	<p>Additional time may be required if customer is unable or delays providing local IT support for appropriate end-user issue resolution.</p>

### 5.7.2 Troubleshoot E-mail Connectivity Issues

<b>Service: Troubleshoot E-mail Connectivity Issues</b>		<b>Provider: DITO/CES</b>
Troubleshoot e-mail connectivity issues for the IHS CES.		
<p style="text-align: center;"><b>Commitment</b></p> <p>Respond to customer problem tickets escalated to the CES team within one (1) business day, 95% of the time:</p> <ul style="list-style-type: none"> <li>• Troubleshoot e-mail flow issues.</li> <li>• Assist Area IT staff with customer problem resolution of desktop client connectivity and configuration issues.</li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Perform basic troubleshooting to ensure that Outlook is properly installed and configured.</li> <li>• Provide a detailed problem description including all troubleshooting steps taken to resolve the issue.</li> <li>• Ensure that Area and/or site IT Support staff is available to work with CES to provide local end-user support.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to customers troubleshooting end-user issues.</li> <li>• Additional time may be required if customer is unable or delays providing local IT support for appropriate end-user issue resolution.</li> </ul>

### 5.7.3 Support and Maintain the BlackBerry Service

<b>Service: Support and Maintain the BlackBerry Service</b>		<b>Provider: DITO/CES</b>
Assist Tier 2 and Tier 3 support staff with end-user problem resolution of Blackberry provisioning and connectivity issues.		
<p style="text-align: center;"><b>Commitment</b></p> <p>Respond to problem tickets escalated to the CES team within one (1) business day, 95% of the time. .</p>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Perform all BlackBerry handheld device administration using the delegated BlackBerry administrative console. This includes device activation, deactivation, password resets, security wiping, and handheld software updates.</li> <li>• Perform basic troubleshooting to ensure that BlackBerry has carrier service and is properly installed and configured.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to customers troubleshooting end-user issue.</li> <li>• Additional time may be required if the customer is unable or delays providing local IT support for appropriate end-user issue resolution.</li> </ul>

## 5.7.4 Support and Maintain the Secure Data Transfer Service

<b>Service: Support and Maintain the Secure Data Transfer Service</b>		<b>Provider: DITO/CES</b>
Assist Tier 2 and Tier 3 support staff with end-user problem resolution regarding use of the IHS Secure Data Transfer Service.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Respond to problem tickets escalated to the CES team within one (1) business day, 95% of the time.</li> <li>Assist Area IT staff with customer problem resolution of desktop client connectivity and configuration issues.</li> </ul>	<ul style="list-style-type: none"> <li>Review and follow the quick user guides provided on the service homepage prior to attempting to use the service to get familiar with how the service works.</li> <li>Review the frequently asked questions on the service homepage for problem resolution prior to opening an OIT support ticket.</li> <li>Adhere to important notices provided on the service homepage.</li> <li>Perform basic troubleshooting to ensure that the problem is systemic and not a customer usability issue.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to customers troubleshooting end-user issues.</li> <li>Additional time may be required if the customer is unavailable or delays providing local IT support for appropriate end-user issue resolution.</li> <li>The CES team is not responsible for support of outside users or entities of the service, and will only be able to provide support on a "best effort" basis.</li> </ul>

### 5.7.5 Support and Maintain the Instant Messaging and Collaboration Service

<b>Service: Support and Maintain the Instant Messaging and Collaboration Service</b>		<b>Provider: DITO/CES</b>
Assist Tier 2 and Tier 3 support staff with end-user problem resolution of Lync account provisioning and connectivity issues.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Respond to problem tickets escalated to the CES team within one (1) business day, 95% of the time.</li> <li>• Assist Area IT staff with customer problem resolution of desktop client connectivity and configuration issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform all Lync user administration using the delegated Lync Server Control Panel. This includes enabling/disabling users and changing conference profiles.</li> <li>• Perform and troubleshoot Lync client installation and performance issues.</li> <li>• Review all information the service homepage prior to opening an OIT support ticket.</li> <li>• Adhere to important notices provided on the service homepage.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to customers troubleshooting end-user issues.</li> <li>• Additional time may be required if the customer is unable or delays providing local IT support for appropriate end-user issue resolution.</li> <li>• The CES team is not responsible for support of outside users or entities of the service, and will only be able to provide support on a “best effort” basis.</li> </ul>

### 5.7.6 Provide Usage and Billing Reports

<b>Service: Provide Usage and Billing Reports</b>		<b>Provider: DITO/CES</b>
Provide CES usage and billing reports to Areas and the Headquarter Office of Finance and Accounting.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<p>Provide monthly CES usage and billing reports to Area ISCs and CES points of contact according to the following, 95% of the time:</p> <ul style="list-style-type: none"> <li>• CES usage reports are extracted on the first Monday of each month except at the end of the Fiscal Year (the month of September).†</li> <li>• Usage and billing reports are distributed by the second Monday of each month except at the end of the Fiscal Year (the month of September).†</li> <li>• Quarterly billing reports are distributed to the Areas and sent to the HQ Office of Finance and Accounting by the third Monday of the last month of each fiscal quarter for processing with Area finance offices with the exception of the last quarter of each fiscal year.†</li> </ul>	<p>Review monthly usage and billing reports provided by CES team and communicate any questions/issues prior to the third Monday of each month.</p>	<p>Service available to IHS Area ISCs and other designated personnel.</p>

† **NOTE:** To accommodate the fiscal year-end closeout, the August billing report will also be used as the final report for September to accelerate the generation and distribution of the fourth-quarter billing report. Therefore, there will be no billing report distributed during the month of September. The fourth-quarter billing report will be distributed to the Areas and the Office of Finance and Accounting by the third Monday of August.

## 5.8 NOSC Commitments

The general responsibility of the NOSC is to manage and maintain the IHS WAN and external network connections to the Internet, healthcare partners, and other government departments.

Specific support commitments for the NOSC include the following:

- Monitor the WAN for Failure Conditions
- Open Circuit Maintenance Tickets with Telecommunication Providers
- Support New Data Circuit Orders and Circuit Changes
- Provide Custom Reports on Network Circuit Utilization
- Perform Software Updates on Network Routers and Switches
- Manage the IHS Internet Connectivity
- Manage Firewall Change Requests
- Maintain Routing Connectivity for the IHS WAN
- Maintain LAN-to-LAN VPN Tunnels
- Manage Network Equipment Configuration Changes
- Support Network Access Controls for Medical Devices

### 5.8.1 Support Internet Access for Guests Monitor the WAN for Failure Conditions

<b>Service: Monitor the WAN for Failure Conditions</b>		<b>Provider: NOSC</b>
Monitor the IHS WAN to quickly detect faults and initiate the necessary remediation process with either the local site contacts or the telecommunication vendors.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Monitor all IHS WAN devices and detect failures within 15 minutes, 90% of the time.</li> <li>• Maintain a network monitoring system with 99.9% or higher uptime.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide NOSC with all changes or new sites, and annually review the sites in the NOSC database for completeness and accuracy of all data.</li> <li>• Review the customer-facing NOSC Web page for the listing of all monitored sites.</li> </ul>	Sites not in the NOSC database are not monitored.

### 5.8.2 Open Circuit Maintenance Tickets with Telecommunication Providers

<b>Service: Open Circuit Maintenance Tickets with Telecommunication Providers</b>		<b>Provider: NOSC</b>
<p>On detection of a network fault, notify the Area office Network Administrators and verify issue with local contact, if available. Open service tickets with the responsible telecommunication provider.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Maintain a database of all circuit IDs and contact information.</li> <li>• Open a NOSC and circuit provider ticket to start the process for circuit maintenance within 15 minutes of fault detection, 95% of the time.</li> <li>• Notify the Area contact of the circuit issue and provide the NOSC ticket number within 30 minutes of fault detection 95% of the time,</li> <li>• Escalate the ticket as often as is allowed by the provider.</li> <li>• Give updates to the customer as information changes or is learned.</li> <li>• Ensure that the NOSC ticket accurately reflects the correct status and is easily understood by IHS staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide the NOSC with all the correct local and Area contact information. Update as personnel changes.</li> <li>• Notify the NOSC of any new circuit IDs or site information.</li> <li>• Verify that there is power to the site and the network equipment is powered on.</li> </ul>	<ul style="list-style-type: none"> <li>• The NOSC is limited by the telecommunication provider's SLAs in terms of how fast they will respond to a ticket or to schedule a repair.</li> </ul>

### 5.8.3 Support New Data Circuit Orders and Circuit Changes

<b>Service: Support New Circuit Orders and Circuit Changes</b>		<b>Provider: NOSC</b>
Work with each Area's Designated Agency Representative (DAR) on new circuit orders and circuit changes.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Respond to requests for historical circuit utilization information within four (4) hours, 95% of the time.</li> <li>Respond to requests for technical information required for circuit orders, within four (4) hours, 95% of the time.</li> <li>Schedule and staff circuit activations based on the telecommunication provider and customer requirements and availability.</li> </ul>	<ul style="list-style-type: none"> <li>Area DARs are responsible for placing circuit orders with the telecommunication providers.</li> <li>Area DARs are responsible for providing the telecommunication provider with the correct address and local contact information.</li> <li>Area DARs are responsible for notifying and coordinating the circuit installation with the local point of contact.</li> <li>Area DARs are responsible for monitoring the progress of the circuit installation and notifying the local POC about changes.</li> </ul>	<ul style="list-style-type: none"> <li>Area DARs are the lead for all aspects of the telecommunication circuit orders process.</li> <li>NOSC staff is available to provide technical input on requirements and to support circuit activations.</li> </ul>

### 5.8.4 Provide Custom Reports on Network Circuit Utilization

<b>Service: Provide Custom Reports on Network Circuit Utilization</b>		<b>Provider: NOSC</b>
Provide access to circuit utilization statistics and run custom reports to provide information on the specific applications using the network bandwidth.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Provide online access to circuit utilization statistics for locations connected to the IHS WAN.</li> <li>Provide reports with detailed information on the applications and devices using network bandwidth within eight (8) hours of receiving request, 95% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Provide the NOSC with access to the network equipment to add the configuration commands to remotely collect network statistics.</li> </ul>	<ul style="list-style-type: none"> <li>Online access available to customers on the IHS D1 domain.</li> </ul>

### 5.8.5 Perform Software Updates on Network Routers and Switches

<b>Service: Perform Software Updates on Network Routers and Switches</b>		<b>Provider: NOSC</b>
Perform software upgrades on network routers and switches that may be required to add support for new features or address security vulnerabilities.		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Respond to customer requests to upgrade the software on network routers and switches within eight (8) hours, 95% of the time.</li> <li>Review software release notes and recommend a software version based on feature requirements, licensing, and equipment memory.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Support testing after software is upgraded.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Service available for Cisco network devices only.</li> </ul>

### 5.8.6 Manage the IHS Internet Connectivity

<b>Service: Manage the IHS Internet Connectivity</b>		<b>Provider: NOSC</b>
Manage the IHS Internet connectivity and report usage and availability statistics.		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Manage the IHS Internet connectivity and provide 99.9% or higher availability during core business hours.</li> <li>Provide monthly and annual availability statistics.</li> <li>Provide Internet usage statistics within two (2) business days from receiving request.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Perform basic troubleshooting to identify Internet connectivity issues that may be caused by workstation configuration issues.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Available to IHS locations with a connection to the IHS WAN.</li> <li>The NOSC is limited by the telecommunication provider's SLAs in terms of how fast they will respond to a ticket and schedule a repair.</li> </ul>

### 5.8.7 Manage Firewall Change Requests

<b>Service: Manage Firewall Change Requests</b>		<b>Provider: NOSC</b>
Implement firewall change requests in accordance with IHS security policies that control access to external networks.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Submit firewall change requests to DIS within two (2) hours of receiving the request, 95% of the time.</li> <li>Implement firewall change requests within one (1) hour of receiving approval from DIS, 95% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Specify timeframe for limited use rules.</li> <li>Be ready to test the connection for verifying the right rules go into the ticket.</li> <li>Work with DIS to present any business case justification for necessary changes.</li> </ul>	<ul style="list-style-type: none"> <li>Depending upon the security risks associated with the firewall change requested, DIS may not approve the request or request additional information which would delay implementation.</li> </ul>

### 5.8.8 Maintain Routing Connectivity for the IHS WAN

<b>Service: Maintain Routing Connectivity for the IHS WAN</b>		<b>Provider: NOSC</b>
Change or repair network router connectivity between IHS locations and external networks.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Respond to routing connectivity issues within two (2) hours, 95% of the time.</li> <li>Work with customers, vendors, and partners to resolve routing connectivity issues.</li> </ul>	<ul style="list-style-type: none"> <li>Provide source Internet protocol (IP) and destination IP for a non-working, non-routing network connectivity issue.</li> </ul>	<ul style="list-style-type: none"> <li>If a change needs to be made on a device not managed by the NOSC, this work may take longer than if the NOSC can access the necessary device directly.</li> </ul>

### 5.8.9 Maintain LAN-to-LAN VPN Tunnels

<b>Service: Maintain LAN-to-LAN VPN Tunnels</b>		<b>Provider: NOSC</b>
Establish, maintain, and monitor LAN-to-LAN (L2L) VPN tunnels to vendor and tribal sites.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Submit L2L firewall change request to DIS within four (4) hours of receiving the request, 95% of the time.</li> <li>Implement firewall changes within four (4) hours of receiving approval from DIS, 95% of</li> </ul>	<ul style="list-style-type: none"> <li>Provide contact information for the stakeholders at the far end of the VPN tunnel.</li> <li>Fill out and coordinate any paperwork for approval of the VPN, including ISAs.</li> </ul>	<ul style="list-style-type: none"> <li>Depending upon the security risks associated with the firewall change requested, DIS may not approve the request or may request additional information which would delay implementation,</li> <li>Support required from the</li> </ul>

<b>Service: Maintain LAN-to-LAN VPN Tunnels</b>		<b>Provider: NOSC</b>
<p>the time.</p> <ul style="list-style-type: none"> <li>As per customer request, work with vendors and tribal sites to configure network devices used to create L2L tunnels.</li> </ul>		<p>vendor or tribal site's IT department to configure and test their side of the L2L tunnel.</p>

### 5.8.10 Manage Network Equipment Configuration Changes

<b>Service: Manage Network Equipment Configuration Changes</b>		<b>Provider: NOSC</b>
Provide Change Control for all Cisco routers, switches, and other network equipment.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Process network equipment setup and configuration requests within four (4) hours, 95% of the time.</li> <li>Provide a system that logs all user access to network equipment and what commands they type.</li> <li>Provide a change system that shows versions of the configurations based on time/date and can show changes between versions.</li> <li>Back up configurations as changes occur to allow rollback in the event of an issue.</li> <li>Store the configurations in a searchable system that can be used for data calls and management requests for information.</li> </ul>	<ul style="list-style-type: none"> <li>Provide the NOSC with access to local network devices to be added to this system.</li> </ul> <p>The NOSC database needs Secure Shell (SSH) level access to the device to run scripts on a regular basis—usually every hour on a rotating basis.</p>	<ul style="list-style-type: none"> <li>If the NOSC does not have access to a device, it cannot provide this service.</li> </ul>

### 5.8.11 Support Network Access Controls for Medical Devices

<b>Service: Support Network Access Controls for Medical Devices</b>		<b>Provider: NOSC</b>
Support the medical device network segmentation architecture by configuring network equipment with the required access controls.		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Respond to requests to set up or change medical device access controls within four (4) hours, 95% of the time,</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Verify medical device functionality and access after access control changes.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Service available on network equipment managed by the NOSC.</li> </ul>

### 5.8.12 Support Internet Access for Guests

<b>Service: Support Internet Access for Guests</b>		<b>Provider: NOSC</b>
Provide a centrally managed guest access solution. Support the network equipment in the Demilitarized Zone (DMZ) to allow IHS Areas to provide Internet access for guests.		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Respond to requests to establish or change guest Internet access controls within four (4) hours, 95% of the time,</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Verify guest devices can access the Internet after network configuration changes.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Service available for Areas with Cisco wireless equipment.</li> </ul>

## 5.9 Web Services Commitments

The following commitments are provided by the Web Services team:

- Manage Web Site Content Development and Updates
- Field Questions/Comments From [IHS.gov](http://IHS.gov) and Webmaster E-mails
- Manage Requests for New Web Sites and Web Applications
- Create New Web Sites and Web Applications
- Manage and Support IHS.gov Google Analytics
- Manage and Support LISTSERV Lists and Web Site
- Manage Requests and Support IHS Social Media Pages
- Test Sites and Applications to Assure They Are Free From Errors
- Provide Deliverables that Meet Customer Expectations

### 5.9.1 Manage Web Site Content Development and Updates

Service: Manage Web Site Content Development and Updates		Provider: Web Services
Respond to alerts of errors in IHS.gov content.		
<p><b>Commitment</b></p> <p>Acknowledge issue and repair or remove the problem within five (5) business days, 95% of the time.</p> <p>Issue notifications will be handled through the HEAT Help Desk system and assigned to the Web Services Account Manager as noted in the WAMS system.</p> <p>When a notification is sent to WebMaster, the Web Services Manager or the Assistant Web Services Manager will open a HEAT ticket and assign it to the Web Services Account Manager.</p> <p>This applies to functionality issues in an application as well as to content problems. This also includes broken links.</p>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide URL to the Web page with errors, the specific error, and what the change is.</li> <li>• The user should know what the change should be. This will be verified by Web Services.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• If the content issue is a link and points to an external Web site and the Content Manager is unavailable (e.g., out of office) for an extended period of time, the link cannot be changed without his/her permission and may require a longer timeframe.</li> <li>• This does <i>not</i> pertain to the Content Manager/ Account Manager relationship and the process of routine content maintenance.</li> <li>• This only applies to general users who find issues with <b>IHS.gov</b> content.</li> </ul>

### 5.9.2 Field Questions/Comments from IHS.gov Feedback and Webmaster E-mails

<b>Service: Field Questions/Comments from IHS.gov Feedback and Webmaster E-mails</b>		<b>Provider: Web Services</b>
Provide a response to or forward received e-mails appropriately.		
<p><b>Commitment</b></p> <p>Complete within three (3) business days of receiving the e-mail, 95% of the time.</p> <p>100% of the time-sensitive Newsroom related content will be updated within the same business day of receipt by the Web Services Manager or the Assistant Web Services Manager.</p>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide the site name and URL of the site for which they are requesting the information.</li> <li>• Provide enough information in the inquiry to be able to forward to an appropriate expert.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers.</li> </ul>

### 5.9.3 Manage Requests for New Web Sites and Web Applications

See DITO-SOP-08-06, *IHS Web Development*, for complete information about requesting a new Web site or Web application.

<b>Service: Field Questions/Comments from IHS.gov Feedback and Webmaster E-mails</b>		<b>Provider: Web Services</b>
Provide a response to or forward received e-mails appropriately.		
<p><b>Commitment</b></p> <p>Complete within three (3) business days of receiving the e-mail, 95% of the time.</p>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide the site name and URL of the site for which they are requesting the information.</li> <li>• Provide enough information in the inquiry to be able to forward to an appropriate expert.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers.</li> </ul>

### 5.9.4 Create New Web Sites and Web Applications

<b>Service: Develop New Web Sites and Web Applications</b>	<b>Provider: Web Services</b>
Design, code, test, and implement requested web sites and web applications.	

<b>Service: Develop New Web Sites and Web Applications</b>		<b>Provider: Web Services</b>
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<p>90% of all tracked projects and design work will be delivered on-time and on-budget based upon the most recent project schedule baseline or agreed upon delivery date.</p> <p>On-time will be defined as less than a 10% schedule variance.</p> <p>Cost variance will also be less than a 10% variance.</p>	<ul style="list-style-type: none"> <li>Review and approve prototypes and requirement documents.</li> <li>Provide approved content upon initiation of a site design assignment or no later than the end of the Design Phase of an application development project.</li> </ul>	<ul style="list-style-type: none"> <li>Project delays caused by the actions of federal staff or other contractors will not be counted against Phacil performance.</li> <li>Project schedules and site delivery dates are approved by the Web Services Manager.</li> </ul>

### 5.9.5 Manage and Support IHS.gov Google Analytics

<b>Service: Manage and Support IHS.gov Google Analytics</b>		<b>Provider: Web Services</b>
<p>Ensure that IHS.gov Google Analytic Services exist for all IHS.gov Web sites as well as add/remove Google Analytics profiles for users. Service also includes providing reports on usage.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<p>Complete or provide within three (3) business days of the request, 95% of the time.</p> <p>Requests will be created through HEAT and response time tracked.</p>	<ul style="list-style-type: none"> <li>Provide name, e-mail address, and the site for which they want metrics.</li> <li>Provide timeframe they want metrics for</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers.</li> <li>The request must come from the site content manager.</li> <li>Data is only available for the time period the service was implemented on the IHS.gov Web site to current. Data prior to this is not accessible.</li> </ul>

### 5.9.6 Manage and Support LISTSERV Lists and Web Site

<b>Service: Manage and Support LISTSERV Lists and Web Site</b>		<b>Provider: Web Services</b>
Create, delete, update, and add users to LISTSERV lists. Ensure that the LISTSERV Web site has all appropriate lists being displayed. Help resolve issues with the LISTSERV software, including mail not being delivered, admin interface glitches, and other malfunctions.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Complete review and respond within five (5) business days of the request, 95% of the time.	<ul style="list-style-type: none"> <li>For a new list, provide a completed LISTSERV List Request form.</li> <li>For modifications, provide the name of the list.</li> <li>Provide the most complete description of their issue, including the list they are trying to communicate with, time issue occurred, and screenshot.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers.</li> <li>If no LISTSERV List admin is available (e.g., out of office) during the commitment time period, it will take longer.</li> <li>If LISTSERV technical support is required, it may take longer.</li> </ul>

### 5.9.7 Manage Requests and Support IHS Social Media Pages

<b>Service: Manage Requests and Support IHS Social Media Pages</b>		<b>Provider: DITO/Web Services</b>
Receive, review, and manage requests for new IHS social media pages and respond to the requester. Provide support in how to manage IHS social media pages.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
Complete review and respond within 10 business days of the request, 95% of the time.	<ul style="list-style-type: none"> <li>Provide a filled-out social media request form.</li> <li>Have an IHS Federal employee submit the request.</li> <li>Obtain the sanction of the local Chief Executive Officer (CEO) if the request comes from a Service Unit. For HQ Units, approval comes from Office/Program Director. Could include the area Public Affairs, HQ Public Affairs, and Security.</li> <li>Review the associated Social Media SOP.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers.</li> <li>If the request is received when the Web Services Manager is out of the office for an extended period of time AND the Assistant Web Services Manager is not available, this timeframe will not be met.</li> </ul>

### 5.9.8 Test Sites and Applications to Assure They Are Free From Errors

<b>Service: Test Sites and Applications to Assure They Are Free From Errors</b>		<b>Provider: Web Services</b>
Provide error-free web-pages		
<p style="text-align: center;"><b>Commitment</b></p> <p>Web Services QA Analyst will verify all applications and static sites that are moved to the live environment:</p> <ul style="list-style-type: none"> <li>• Function properly</li> <li>• Display properly</li> <li>• Are linked to properly</li> </ul> <p>Statistics on errors reported with static sites and applications will be captured for the first month after go-live. This first month will be known as the “warranty period.” During this time, Web Services QA will remain involved, tracking and retesting reported bugs and fixes.</p> <p>Once out of warranty, the application should be 99% bug-free. Bug-free will be measured as having less than one bug reported annually not cause by some other application making a change.</p> <p>Once a static site is verified, it will be 99% issue-free. Issue-free will be measured as having less than one issue reported annually not caused by an external change.</p>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Report problems through the proper channels when encountered. Either directly to Web Services Management or the Help Desk or directly to the developer/account manager. All of these problem reports should result in a Help Desk ticket.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• If a system not managed by Web Services causes a problem, these errors should not count against Web Team performance.</li> <li>• Measurements are reset if a new version/release goes live.</li> <li>• If there is a shared database or some other shared service that has a problem that impacts the system, these issues will not be included in the application error count.</li> </ul>

### 5.9.9 Provide Deliverables that Meet Customer Expectations

<b>Service: Provide Deliverables that Meet Customer Expectations</b>		<b>Provider: Web Services</b>
Provide deliverables that meet customer expectations		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<p>The documented, approved requirements will be 100% satisfied at go-live.</p> <p>The documented, approved requirements will be 90% satisfied going into UAT. This will be measured by how many items in the Test Report are marked passed versus issue identified from the UAT testers.</p>	<ul style="list-style-type: none"> <li>• Actively participate in UAT.</li> <li>• Identify a representative group of testers.</li> <li>• Each identified tester will submit a test report documenting either that the application passed or a problem was found while following the test plan.</li> <li>• Review and signoff on the SRS.</li> <li>• Review and signoff on the application prototype.</li> </ul>	<ul style="list-style-type: none"> <li>• This should be counted against the team only if the requirement was known (documented in the SRS) but did not make it into the UAT Test Plan.</li> </ul>

## 5.10 RPMS Platform Support Commitments

The following support commitments for the RPMS platform—server hardware, operating systems (AIX and Windows), and Caché/Ensemble databases—are provided by the CSMT:

- Provide Support for Site Backups
- Provide Support for Printers
- Provide Support for Disk Space Issues
- Provide Support for User Accounts
- Provide Support for Ensemble/Caché Journaling
- Provide Support for Ensemble Mirroring and Caché Shadowing
- Provide Support for Ensemble/Caché and RPMS Issues
- Provide Support for RPMS Data Transmission
- Provide Support In the Event of a System Failure
- Provide Support for Analysis of System Performance to Monitor Usage Volume and Operational Requirements
- Provide Support for Analysis of Systems to Determine Projected Upgrade Needs

**Note: Send to Dyron for updates**

Note the following:

- These commitments are available to all RPMS customers and sites.
- These commitments apply only to RPMS Servers (AIX or Windows) that are configured in compliance with the standard security settings for RPMS Servers, as documented in the published RPMS installation instructions (for AIX and Windows respectively).
- The commitment for non-standard RPMS installations is “Best Effort” support.

### 5.10.1 Provide Support for Site Backups

<b>Service: Provide Support for Site Backups</b>	<b>Provider: CSMT</b>
Provide support for site backup issues relating to AIX or Windows, Caché/Ensemble, and RPMS servers. This includes setting up, scheduling, and troubleshooting the RPMS backup routines for AIX and Windows servers.	

<b>Service: Provide Support for Site Backups</b>		<b>Provider: CSMT</b>
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Resolve the backup issue within three (3) business days, 95% of the time.</li> <li>Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>After hours: No response until business hours or Monday through Friday, 8 a.m. to 5 p.m. MT.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Provide personnel to assist with troubleshooting.</li> <li>Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>Provide any requested log files or data within a reasonable time.</li> <li>Must be able to access system with Administrator privileges.</li> <li>Access to Ensemble System Manager Portal.</li> <li>Person on site with Administrator privileges.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>Must be running Ensemble 2012.</li> </ul>

### 5.10.2 Provide Support for Printers

<b>Service: Provide Support for Printers</b>	<b>Provider: CSMT</b>
<p>The scope of printer support provided by the RPMS-HQW group is defined as follows:</p> <ul style="list-style-type: none"> <li>The RPMS-HQW group supports only AIX print queue configuration assistance and Windows 2003/2008/2008R2 queue configuration assistance.</li> <li>It is recommended that all printer configurations be IP-based, AIX/Unix print queue compatible, and Windows spooler compatible. Printers not compatible with these three items will not be supported.</li> <li>Printers that require additional printer control programming outside of that passed through the standard RPMS application formatting control will not be supported.</li> </ul>	

<b>Service: Provide Support for Printers</b>		<b>Provider: CSMT</b>
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Resolve the printer issue within three (3) business days, 95% of the time.</li> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>• After hours: No response until business hours or Monday through Friday, 8 a.m. to 5 p.m. MT.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide personnel to assist with troubleshooting.</li> <li>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>• Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>• Provide any requested log files or data within a reasonable time.</li> <li>• Site/facility must be able to provide IP designation prior to installing and troubleshooting.</li> <li>• Printer Command Language (PCL) manual.</li> <li>• Must have software installed locally and accessible to the user.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>• Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>• The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>• "Zebra" printers are no longer supported due to the OS compiler being end-of-life and the printers' requiring site-specific custom programs to function.</li> <li>• Network connectivity only. All installation issues must be handled by the site/facility resources.</li> <li>• Recommended PCL5 driver.</li> <li>• Printer must be supported by OS.</li> </ul>

### 5.10.3 Provide Support for Disk Space Issues

<b>Service: Provide Support for Disk Space Issues</b>		<b>Provider: CSMT</b>
<p>Provide support for disk space issues relating to the OS (AIX or Windows), Ensemble Caché, and RPMS. This includes troubleshooting, increasing AIX disk space, assisting sites with disk cleanup, and coordinating disk replacement.</p>		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Resolve the printer issue within three (3) business days, 95% of the time.</li> <li>Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>After hours: Respond within four (4) hours.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Provide personnel with Administrator privileges to assist with troubleshooting.</li> <li>Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>Provide any requested log files or data within a reasonable time.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> </ul>

### 5.10.4 Provide Support for User Accounts

<b>Service: Provide Support for User Accounts</b>		<b>Provider: CSMT</b>
<p>Provide support for ITAC AIX user account requests for the following extract servers:</p> <ul style="list-style-type: none"> <li>DPSSYG</li> <li>CMBSYB</li> <li>CMBCACHE</li> <li>OITCACHE</li> <li>CLOVERLEAF</li> </ul>		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Resolve/complete the account issue or request within one (1) business day, 95% of the time.</li> <li>After hours: All issues to be handled during business hours.</li> </ul>	<p><b>Customer Responsibilities</b></p> <p>Provide a completed ITAC form with as much information as possible within a reasonable time.</p>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>The RPMS-HQW Team's response can also be constrained by insufficient information on the ITAC form provided by the customer.</li> </ul>

### 5.10.5 Provide Support for Ensemble/Caché Journaling

<b>Service: Provide Support for Ensemble/Caché Journaling</b>		<b>Provider: CSMT</b>
Provide support for Ensemble/Caché journaling errors on RPMS servers (AIX and Windows). This includes troubleshooting, setup, and configuration.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Resolve the journaling issue within five (5) business days, 95% of the time.</li> <li>Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>After hours: All issues to be handled during business hours.</li> </ul>	<ul style="list-style-type: none"> <li>Provide personnel to assist with troubleshooting.</li> <li>Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3.</li> <li>Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>Provide any requested log files or data within a reasonable time.</li> <li>Must be able to access system with Administrator privileges.</li> <li>Access to Ensemble System Manager Portal.</li> <li>Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>Must be running Ensemble 2012</li> </ul>

### 5.10.6 Provide Support for Ensemble Mirroring and Caché Shadowing

<b>Service: Provide Support for Ensemble Mirroring and Caché Shadowing</b>	<b>Provider: CSMT</b>
Provide support for Ensemble Mirroring and Caché Shadowing errors on RPMS servers (AIX and Windows). This includes setup, configuration, and troubleshooting.	

<b>Service: Provide Support for Ensemble Mirroring and Caché Shadowing</b>		<b>Provider: CSMT</b>
<p style="text-align: center;"><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Resolve the shadowing issue within five (5) business days, 95% of the time.</li> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>• After hours: Respond within four (4) hours.</li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>• Provide any requested log files or data within a reasonable time.</li> <li>• Must be able to access system with Administrator privileges.</li> <li>• Access to Ensemble System Manager Portal.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>• The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>• Must be running Ensemble 2012.</li> </ul>

### 5.10.7 Provide Support for Ensemble/Caché and RPMS Issues

<b>Service: Provide Support for Ensemble/Caché and RPMS Issues</b>	<b>Provider: CSMT</b>
<p>Provide support for Ensemble/Caché and RPMS issues on RPMS servers (AIX and Windows). Support includes the following:</p> <ul style="list-style-type: none"> <li>• System patching and upgrades</li> <li>• Ensemble/Caché performance issues</li> <li>• Ensemble/Caché database configuration, backup, and troubleshooting</li> <li>• Facilitating work with external vendors, other IHS groups, and IHS Agency sites.</li> <li>• RPMS Server Configuration – installation and consulting</li> <li>• Support for AIX/Windows OS and server administration issues</li> </ul>	

<b>Service: Provide Support for Ensemble/Caché and RPMS Issues</b>		<b>Provider: CSMT</b>
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Resolve the Caché or RPMS issue within three (3) business days, 95% of the time.</li> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>• After hours: No response until business hours or Monday through Friday, 8 a.m. to 5 p.m. MT.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide personnel to assist with troubleshooting.</li> <li>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>• Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>• Provide any requested log files or data within a reasonable time.</li> <li>• Must be able to access system with Administrator privileges.</li> <li>• Access to Ensemble System Manager Portal.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>• Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>• The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>• Must be running Ensemble 2012.</li> </ul>

## 5.10.8 Provide Support for RPMS Data Transmission

<b>Service: Provide Support for RPMS Data Transmission</b>		<b>Provider: CSMT</b>
Provide support for RPMS data transmission issues on RPMS servers (AIX and Windows). This covers items such as the <b>sendto</b> script, <b>ftp</b> , and troubleshooting of routines.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Resolve the data transmission issue within five (5) business days, 95% of the time.</li> <li>Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>After hours: No response until business hours or Monday through Friday, 8 a.m. to 5 p.m. MT.</li> </ul>	<ul style="list-style-type: none"> <li>Provide personnel to assist with troubleshooting.</li> <li>Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>Provide RPMS-HQW Team with the requisite system access to resolve issues and re-establish the system's operational state.</li> <li>Provide any requested log files or data within a reasonable time.</li> </ul>	<ul style="list-style-type: none"> <li>Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> </ul>

## 5.10.9 Provide Support In the Event of a System Failure

<b>Service: Provide Support in the Event of a System Failure</b>		<b>Provider: CSMT</b>
Provide support in the event of an RPMS/Cache/Ensemble system failure.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>After hours: Respond within four (4) hours.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that all basic troubleshooting steps have been fully completed by Tier 2 before escalating to Tier 3.</li> <li>Must be able to access system with Administrator privileges.</li> <li>Access to Ensemble System Manager Portal.</li> <li>Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>Must be running Ensemble 2012.</li> <li>No third-party Laboratory Information Management Systems (LIMs).</li> </ul>

### 5.10.10 Provide Support for Analysis of System Performance to Monitor Usage Volume and Operational Requirements

<b>Service: Provide Support for Analysis of System Performance to Monitor Usage Volume and Operational Requirements</b>		<b>Provider: CSMT</b>
Provide support for analysis of system performance to monitor usage volume and optional requirements.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>• After hours: No response until business hours of Monday through Friday 8 a.m. to 5 p.m. MT</li> </ul>	<ul style="list-style-type: none"> <li>• Notification of all changes to environment that include, but not limited to hardware failure and upgrades (software, hardware)</li> <li>• Must provide updated inventory information quarterly to CSMT in a timely manner</li> <li>• Must be able to access system with Administrator privileges.</li> <li>• Access to Ensemble System Manager Portal.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>• Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>• The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>• Must be running Ensemble 2012.</li> <li>• No third-party Laboratory Information Management Systems (LIMs).</li> </ul>

### 5.10.11 Provide Support for Analysis of Systems to Determine Projected Upgrade Needs

<b>Service: Provide Support for Analysis of Systems to Determine Projected Upgrade Needs</b>		<b>Provider: CSMT</b>
Provide support for analysis of systems to determine the projected upgrades each would need.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours.</li> <li>• After hours: No response until business hours of Monday through Friday 8 a.m. to 5 p.m. MT</li> </ul>	<ul style="list-style-type: none"> <li>• Notification of all changes to environment which include but not limited to: hardware failure, upgrades (software, hardware)</li> <li>• Must provide updated inventory information quarterly to CSMT in a timely manner</li> <li>• Must be able to access system with Administrator privileges.</li> <li>• Access to Ensemble System Manager Portal.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<ul style="list-style-type: none"> <li>• Constrained by the customer not providing data, such as log files and copies of databases.</li> <li>• The recommended resolutions are bound within the adopted standard configuration or industry best practice.</li> <li>• Must be running Ensemble 2012.</li> <li>• No third-party Laboratory Information Management Systems (LIMs).</li> </ul>

## 5.11 RPMS Federal Health IT Initiative Management

The following support activities for RPMS Federal Health IT Initiative Management are provided by the RPMS Program Management Office (PMO) Investment Manager, Federal Leads, Project Managers, Analyst staff, and on-site coordinators.

**Note:** Update and ensure accuracy: Todd Romero

### 5.11.1 Provide RPMS Federal Health IT Initiative Management

Service: Provide RPMS Federal Health IT Initiative Management		Provider: RPMS Program Office
Provide Federal Health IT Initiative Management for RPMS.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Establish appropriate steering committee and sub-groups when needed that are representative of all business owners and stakeholders.</li> <li>Establish coordination and solution sharing activities with other government agencies impacted by health IT initiatives.</li> <li>Perform and support analysis of business processes and workflows (administrative/clinical) impacted by health IT initiatives.</li> <li>Perform and support analysis of system functionality and identify necessary modifications to meet mandated health IT functionality criteria.</li> <li>Collaborate with Area and facility staff to perform and support analysis of individual site software configurations and hardware capabilities and identify necessary upgrades to meet health IT initiative goals.</li> <li>Develop presentations and hold forums available to all IHS staff to</li> </ul>	<ul style="list-style-type: none"> <li>Business owners and stakeholders will make every effort to be available and participate in initiative meetings and activities.</li> <li>Business owners and stakeholders will provide appropriate and timely information and feedback to all related requests for information and participation related to the coordination of efforts.</li> <li>Business owners and stakeholders will provide appropriate and timely information and feedback to all related requests for information and participation related to the business process analysis.</li> <li>Area and facility site staff will provide appropriate and timely information and feedback to all related requests for information and participation related to the software and hardware analysis.</li> <li>Business owners and stakeholders are responsible for advocating attendance and participation in all initiative activities at Area and facility levels.</li> </ul>	<ul style="list-style-type: none"> <li>Initiative success is dependent on coordination and support from all members.</li> <li>Other government agencies are at different stages in the status of work and have different implementation considerations and may not provide timely or relevant collaboration support.</li> <li>Individual sites may have different business processes to meet the same goal depending on size and system configuration.</li> <li>Software functionality constraints and architecture considerations may identify broader system deficiencies that require resolution prior to the programming and implementation of functionality.</li> <li>Size, scope, and IT capabilities of individual sites vary widely across the healthcare network, making it necessary to develop scalable solutions to meet the needs of the initiative without undue financial and resource burden to sites.</li> <li>Reaching all of IHS' clinical, administrative, and support staff adequately with</li> </ul>

<b>Service: Provide RPMS Federal Health IT Initiative Management</b>		<b>Provider: RPMS Program Office</b>
communicate and discuss progress and impacts of health IT initiatives.		relevant information is dependent on distribution of materials at the Area and facility level.
<ul style="list-style-type: none"> <li>Coordinate with business process stakeholders to develop education materials and training programs in support of mandated health IT initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Business process stakeholders are responsible for providing appropriate and timely information and feedback throughout coordination effort.</li> </ul>	<ul style="list-style-type: none"> <li>Business processes at individual sites may vary widely depending on size and scope of site. Education and training programs will have to take all possible scenarios into consideration as well as promote standardization across the healthcare network.</li> </ul>

## 5.12 RPMS Application Development Commitments

The responsibility of the RPMS Application Development is to maintain and enhance the RPMS software applications.

Specific commitments for the RPMS Application Development include the following:

- RPMS Project Initiation
- RPMS Software Requirements
- RPMS Technical Design
- RPMS Software Development
- RPMS Software Testing and Release Management
- RPMS Software Maintenance and User Support
- RPMS Software Training

**Note:** Send to Dyron for updates

### 5.12.1 RPMS Project Initiation

<b>Service: RPMS Project Initiation</b>		<b>Provider: DIT/RPMS Program Office</b>
RPMS development projects are considered part of the RPMS investment, are subject to CPIC, and must follow the Enterprise Performance Life Cycle (EPLC).		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• RPMS Program and project staff will assist business owners with creating a Business Needs Statement (BNS) and Business Case (BC).</li> <li>• Management Analyst support to assist business owners will be assigned within five (5) business days of the request for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Business owners will engage with OIT in creating the BNS and BC.</li> <li>• Business owners will provide appropriate information and feedback during the process of preparing the BNS.</li> <li>• Business owners will provide appropriate information and feedback during the process of preparing the BC.</li> </ul>	<ul style="list-style-type: none"> <li>• Development requests unaccompanied by specific funding will be prioritized against other requests and obligations in the OIT spend plan.</li> <li>• BNS and BC documents will be processed according to CPIC and EPLC requirements, including review and approval by Investment Manager, Enterprise Architect, and CIO.</li> <li>• Depending on the cost of a proposed project, EPLC may require approval by ITIRB.</li> <li>• CPIC/EPLC processes are designed to improve the overall cost-effectiveness of development and quality of final product; some phases may introduce delays, however.</li> </ul>

### 5.12.2 RPMS Software Requirements

Service: RPMS Software Requirements		Provider: DIT/RPMS Program Office
<p>Describes the commitment between the RPMS Program and customers (business owners and SMEs) concerning the processes around the documentation of software requirements and development of software.</p>		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Project team will create a Work Breakdown Structure (WBS) and schedule with timelines and milestones for the software development project.</li> <li>Project team will develop project artifacts as required by the EPLC.</li> <li>Requirements will be documented in a manner that is accessible, transparent, and traceable.</li> <li>Business owners will be given the opportunity to review and comment on final requirements and design.</li> </ul>	<ul style="list-style-type: none"> <li>Business owners will provide SMEs to work closely with project teams in developing detailed functional requirements.</li> <li>SMEs will provide timely review of requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Schedules, milestones, and deliverables will vary between projects.</li> <li>Change management during development and testing will be governed by CCBs that include business owner representation.</li> <li>Changes in scope during development will adversely affect project schedule and cost.</li> </ul>

### 5.12.3 RPMS Technical Design

Service: RPMS Technical Design		Provider: DIT/RPMS Software Development
<p>Develop detailed specifications that emphasize the physical solution to the user's information technology needs. The system requirements and logical description of the entities, relationships, and attributes of the data that were documented during the EPLC Requirements Specification Phase are further refined and allocated into system and database design specifications that are organized in a way suitable for implementation within the constraints of a physical environment (e.g., computer, database, facilities). Design documentation is used to achieve confidence that the design satisfies the system requirements, is in conformance with the enterprise architecture and prescribed design standards, to raise and resolve any critical technical and/or project-related issues, and to identify and mitigate project, technical, security, and/or business risks affecting continued detailed design and subsequent lifecycle activities.</p>		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Define the general system characteristics.</li> <li>Define the data storage and access for the database layer.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate SMEs must be available to provide additional information as needed by the design team.</li> <li>Appropriate SMEs must be available to provide</li> </ul>	<ul style="list-style-type: none"> <li>A formal inspection of the high-level architectural design of an automated system, its software and external interfaces, is conducted to achieve</li> </ul>

Service: RPMS Technical Design		Provider: DIT/RPMS Software Development
<ul style="list-style-type: none"> <li>Define the user interface at the desktop layer.</li> <li>Define the business rules layer or the application logic.</li> <li>Define the interfaces from application to application and application to database.</li> <li>Prepare final draft of the Test Plan, which describes the test cases and test environment specifications, and includes a Requirements Traceability Matrix that maps requirements to the specific tests to be conducted in the Test Phase.</li> </ul>	<p>information that will be used to create the Test Plan and test scenarios.</p>	<p>agreement and confidence that the design satisfies the functional and non-functional requirements and is in conformance with the enterprise architecture.</p> <ul style="list-style-type: none"> <li>Design is adequately documented to allow effective and efficient development.</li> </ul>

### 5.12.4 RPMS Software Development

Service: RPMS Software Development		Provider: DIT/RPMS Software Development
<p>The information recorded in the requirements and design documents is transformed into machine-executable form. This includes ensuring that all of the individual components of the automated system/application function correctly and interface properly with other components within the system/application.</p>		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Developers will follow the standards, methods, tools, and programming languages that are documented, appropriate, and established by OIT.</li> <li>Developers will utilize configuration control to manage and track the various versions and patches of applications.</li> <li>Developers will follow official change control processes when making modifications to applications.</li> <li>Functionality of applications will meet the</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Appropriate SMEs must be available to provide additional information as needed by the development team.</li> <li>Appropriate SMEs must be available to provide information that will be used to create the Test Plan and test scenarios.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Requirements oversight becomes most visible. This can impact software functionality. Care must be taken to mitigate overall impact.</li> <li>Development environments are properly configured to represent the organizational enterprise standard.</li> </ul>

<b>Service: RPMS Software Development</b>		<b>Provider: DIT/RPMS Software Development</b>
<p>performance measures as described in the requirements and design documents.</p> <ul style="list-style-type: none"> <li>Develop the software product covering the documented and baseline requirements in a sufficient state of readiness for integration and formal testing by an assigned test group (i.e., other than development personnel).</li> <li>Prepare the final Test Plan, which describes the test cases and test environment specifications, and includes a Requirements Traceability Matrix that maps requirements to the specific tests to be conducted in the Test Phase.</li> <li>The WBS shall detail the period for this work discipline.</li> </ul>		

### 5.12.5 RPMS Software Testing and Release Management

<b>Service: RPMS Software Testing and Release Management</b>		<b>Provider: DIT/RPMS Program Office/SQA</b>
<p>Describes the commitments between the RPMS Program and customers (beta test sites and testers) concerning the testing and release process for RPMS software.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Ensure concurrence of Area ISC and facility CEO for all beta testing.</li> <li>Ensure that sufficient internal testing has been conducted to minimize the risk of significant software or hardware failures at beta sites during testing.</li> <li>Test software on a representative variety of</li> </ul>	<ul style="list-style-type: none"> <li>Customers must ensure that RPMS infrastructure is compliant with published RPMS standard configuration requirements and minimum hardware and software requirements.</li> <li>Test facilities complete and return all assigned test scripts and checklists as scheduled.</li> </ul>	<ul style="list-style-type: none"> <li>Software testing carries inherent risks that cannot be completely predicted or prevented.</li> <li>Software testers in the field typically have patient care responsibilities that may take precedence over other activities, including testing.</li> <li>Local variations in</li> </ul>

<b>Service: RPMS Software Testing and Release Management</b>		<b>Provider: DIT/RPMS Program Office/SQA</b>
<p>systems to ensure compatibility.</p> <ul style="list-style-type: none"> <li>• Provide testers with appropriate documentation, orientation, and training.</li> <li>• Ensure timely, responsive support to testers and facilities during the test process to minimize impact on operations if issues occur.</li> <li>• Provide comprehensive installation, technical, and user documentation for all software releases.</li> <li>• Communicate software releases to ISCs and all other interested parties.</li> <li>• Distribute software by secure means to Areas for further distribution.</li> <li>• Ensure high availability of developer support within the first week after release.</li> <li>• Business hours 8 a.m. to 5 p.m. MT: Respond within two (2) hours</li> <li>• After hours: Respond within four (4) hours only if it affects patient care.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that adequate hardware, software prerequisites, and IT support are provided for testers and that they have appropriate access and privileges to meet their testing responsibilities.</li> <li>• Follow the Test Plan for installing and configuring test software (i.e., using test databases when required and installing to production system on schedule).</li> <li>• Allow access for OIT developers to provide timely support during testing.</li> <li>• Must be able to access system with Administrator privileges.</li> <li>• Access to Ensemble System Manager Portal.</li> <li>• Person on site with Administrator privileges.</li> </ul>	<p>hardware or software configuration, or local RPMS customizations, may unpredictably affect or be affected by new software releases.</p> <ul style="list-style-type: none"> <li>• OIT does not support or troubleshoot third-party vendor interfaces that may be affected by new software releases.</li> <li>• Must be running Ensemble 2012.</li> <li>• Must be an RPMS package.</li> <li>• No third-party LIMS systems.</li> </ul>

### 5.12.6 RPMS Software Maintenance and User Support

<b>Service: RPMS Software Maintenance and User Support</b>		<b>Provider: DIT/RPMS Program Office</b>
<p>Describes commitments between RPMS Program and customers (facilities and end-users) concerning RPMS software maintenance and support.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Develop and release patches regularly to correct identified software defects, at least every six (6) months for most</li> </ul>	<ul style="list-style-type: none"> <li>• Customers will observe tiered support structure and report issues through local and Area support resources before contacting OIT.</li> </ul>	<ul style="list-style-type: none"> <li>• Low urgency defect corrections may be delayed if other development priorities take precedence.</li> </ul>

<b>Service: RPMS Software Maintenance and User Support</b>		<b>Provider: DIT/RPMS Program Office</b>
<p>packages.</p> <ul style="list-style-type: none"> <li>• Create fixes on local databases in urgent situations in order to allow sites to continue operations.</li> <li>• RPMS support resources will observe National IT Help Desk policies and SOPs in responding to and resolving HEAT tickets.</li> <li>• Resolve 90% of urgent support tickets within one (1) business day.</li> <li>• Resolve 90% of routine support tickets within three (3) business days.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate support tickets through National IT Help Desk as opposed to direct communication with support staff or developers.</li> <li>• Provide complete information to National IT Help Desk in order to allow correct classification of problem and identify the appropriate support person or team.</li> <li>• Provide adequate access to local RPMS system to permit troubleshooting and problem resolution.</li> <li>• Be responsive in communicating with support team, testing and reporting resolution, or persistence of problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Contracting issues may affect availability of contracted support resources.</li> <li>• Support tickets will be closed and problem will be assumed to be resolved if the customer does not respond within three (3) business days to requests for confirmation that the problem has been addressed.</li> </ul>

### 5.12.7 RPMS Software Training

<b>Service: RPMS Software Training</b>		<b>Provider: DIT/RPMS Program Office</b>
<p>Describes commitments between RPMS Program and customers (Areas, facilities, training attendees) regarding the provision of training on RPMS applications.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Survey Area Training Coordinators and ISCs to identify training needs, at least three (3) months before beginning of training year.</li> <li>• All Areas will get at least their top three (3) priorities for training topics and schedule, and as many more as possible within resource constraints.</li> <li>• Provide competent and courteous trainers for all events.</li> <li>• Provide helpful and informative training materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Area Training Coordinators and ISCs will ensure that all Area sites and programs are contacted to solicit training requests.</li> <li>• Survey responses will be timely and clearly identify Area priorities for training and scheduling requests.</li> <li>• Areas will provide adequate facilities and technical support for training events held at Area/facilities.</li> <li>• Ensure registration of at least eight (8) attendees, at least three (3) weeks before events, to prevent cancellation.</li> </ul>	<ul style="list-style-type: none"> <li>• OIT does not have resources or staff to meet all Area training requests.</li> <li>• Contracting issues may interfere with availability of contracted training resources.</li> <li>• OIT does not have the depth to duplicate training events at multiple locations in an Area; local travel within an Area will be required.</li> <li>• OIT may choose to offer training remotely (i.e., via Adobe Connect or other online means) if appropriate for content, in order to save on</li> </ul>

<b>Service: RPMS Software Training</b>		<b>Provider: DIT/RPMS Program Office</b>
	<ul style="list-style-type: none"> <li>Attendees will attend all sessions, participate, and complete training evaluations.</li> </ul>	<p>contractor and travel costs and to reach more people with training.</p> <ul style="list-style-type: none"> <li>Training materials in most cases will be provided electronically to save costs and paper.</li> </ul>

## 5.13 RPMS Database Administration Commitments

The responsibility of the RPMS Database Administrator (DBA) is to manage and maintain the structure and contents of the portion of the RPMS database management system responsive to queries for IHS SCS information.

Specific commitments for the RPMS DBA include the following:

- Coordinate SCS Changes
- Software Development for SCS Changes on RPMS Servers
- Maintain and Enhance RPMS SCS Software and Data Structures
- Manage VA-Originated SCS Modifications in RPMS

**Note: Send to Dyron for updates (Glenn Janzen)**

### 5.13.1 Coordinate SCS Changes

<b>Service: Coordinate SCS Changes</b>		<b>Provider: DIT/RPMS DBA</b>
<p>Coordinate with the IHS Division of Program Statistics (DPS) and other content providers on the necessity for and/or implementation of additions, modifications, and deletions to the contents of IHS-defined SCSs.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Work in partnership with DPS and other content providers to efficiently resolve issues in a timely manner.</li> <li>• Acknowledge change requests (or issues relating to and requiring the implementation of SCS additions, modifications, or deletions) within four (4) hours.</li> <li>• If acknowledgement requires additional research for resolution, provide the requestor with a schedule outlining estimated delivery dates.</li> <li>• Maintain accurate tables of RPMS DBA-managed standard codes.</li> <li>• Maintain timely records of SCS change activity in OIT-designated activity tracking systems.</li> <li>• Release SCS updates each quarter of the fiscal year in the months of October, January, April, and July.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide RPMS DBA with requests and any information that supports the necessity of the SCS.</li> <li>• Requests should be made via the IHS-OIT Help Desk or directly to the DBA.</li> <li>• Request shall, at minimum, include information on the desired change, its intended use, and identification of the RPMS application to which it has the immediate impact.</li> </ul>	<ul style="list-style-type: none"> <li>• Requests for SCS modifications should be initiated by the Area Statistical Officer or the Area ISC and routed through the content provider designated responsible for the Code Set(s) in question.</li> <li>• SCSs are subject to CCB review to assure that NPIRS is not adversely impacted.</li> <li>• Response to DPS can vary from two (2) to four (4) weeks depending on the nature of the request and turn-around time by DPS.</li> </ul>

### 5.13.2 Software Development for SCS Changes on RPMS Servers

<b>Service: Software Development for SCS Changes on RPMS Servers</b>		<b>Provider: DIT/RPMS DBA</b>
Develop software tools for implementation of SCS changes on RPMS servers at test and production facilities.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Develop software modules on a regular basis to integrate SCS changes into operational RPMS systems.</li> <li>Coordinate and support testing of developed software modules at designated testing facilities.</li> <li>Maintain timely records of technical support activity in OIT-designated activity tracking systems.</li> <li>The project WBS and schedule shall detail the period for this work discipline.</li> </ul>	<ul style="list-style-type: none"> <li>Designated testing facility support: provide developer with timely feedback on problem issues and resolution.</li> <li>Distributed software support:                             <ul style="list-style-type: none"> <li>✓ Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary.</li> <li>✓ Designate local contact staff to respond to designated support provider requests for information in a timely and accurate manner.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Support requests for distributed SCS update software modules should be generated by appropriate Area office RPMS support staff and routed in accordance with OIT-defined technical support request protocol.</li> <li>Development will include only request items authorized and endorsed by DPS and respective CCBs.</li> </ul>

### 5.13.3 Maintain and Enhance RPMS SCS Software and Data Structures

<b>Service: Maintain and Enhance RPMS SCS Software and Data Structures</b>		<b>Provider: DIT/RPMS DBA</b>
Provide maintenance and enhancement support for RPMS SCS software and database structures.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Evaluate all requests for modification to RPMS SCS tables and/or software.</li> <li>Develop software modules to incorporate approved changes into operational RPMS SCS tables and/or software.</li> <li>Coordinate and support testing of modifications at designated testing facilities.</li> <li>Maintain timely records of technical support activity</li> </ul>	<ul style="list-style-type: none"> <li>Designated testing facility support: provide developer with timely feedback on problem issues and resolution.</li> <li>Distributed software support:                             <ul style="list-style-type: none"> <li>✓ Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary.</li> <li>✓ Designate local contact staff to respond to support provider</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Requests for modification to RPMS SCS tables and/or software should be made by the Area ISC and routed in accordance with OIT-defined technical support request protocol.</li> <li>Requests for modification to RPMS SCS tables and/or software will be subject to conferral with other RPMS developers prior to determination of approval/rejection.</li> </ul>

<b>Service: Maintain and Enhance RPMS SCS Software and Data Structures</b>		<b>Provider: DIT/RPMS DBA</b>
<p>in OIT-designated activity tracking systems.</p> <ul style="list-style-type: none"> <li>Release SCS updates each quarter of the fiscal year in the months of October, January, March, and June.</li> </ul>	<p>requests for information in a timely and accurate manner.</p>	<ul style="list-style-type: none"> <li>Support requests for distributed RPMS SCS tables and software modifications should be generated by appropriate Area Office RPMS support staff, and routed in accordance with OIT-defined technical support request protocol.</li> </ul>

### 5.13.4 Manage VA-Originated SCS Modifications in RPMS

<b>Service: Manage VA-Originated SCS Modifications in RPMS</b>		<b>Provider: DIT/RPMS DBA</b>
<p>Manage adoption and implementation of VA-originated SCS modifications within operational RPMS frameworks.</p>		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>Evaluate VA-originated modifications to RPMS SCS tables and/or software.</li> <li>Determine best method to incorporate approved modifications into operational RPMS SCS tables and/or software.</li> <li>Coordinate and support testing of modifications at designated testing facilities.</li> <li>Maintain timely records of technical support activity in OIT-designated activity tracking systems.</li> <li>Adoptions and implementation of SCS modifications and framework will be implemented with the OIT quarterly fiscal year release (October, January, April, and July). The project WBS and schedule shall detail the specific period for this work discipline.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>Designated testing facility support – provide developer with timely feedback on problem issues and resolution.</li> <li>Distributed software support:                             <ul style="list-style-type: none"> <li>✓ Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary.</li> <li>✓ Designate local contact staff to respond to support provider requests for information in a timely and accurate manner.</li> </ul> </li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>Support requests should be generated by appropriate Area office RPMS support staff and routed in accordance with OIT-defined technical support request protocol.</li> <li>VA-originated software is compatible with IHS RPMS frameworks.</li> </ul>

## 5.14 NPIRS Commitments

Service level agreements (SLAs) for the following IHS NPIRS commitments may also exist that are at least as restrictive.

Specific commitments for IHS NPIRS include the following:

- Respond to Customer Data Requests
- Respond to Customer Information Requests
- Respond to Customer Operational Issues
- Respond to Server Hosting Issues
- Provide Backup and Recovery Support

### 5.14.1 Respond to Customer Data Requests

Service: Respond to Customer Data Requests		Provider: NPIRS
Respond to NPIRS customer requests for approved special/ad hoc reporting, data pulls, or other requests for data.		
<p style="text-align: center;"><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Acknowledge the customer’s request within one (1) business day of receipt, 95% of the time, at the National IT Help Desk or directly from the customer.</li> <li>• Determine customer’s needs and requirements and provide the requested report or data.</li> <li>• For more complex reporting/data requests, negotiate a delivery date with the customer.</li> <li>• Verify the customer’s needs have been satisfied.</li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Receive approval for the data through the IHS data owner or his/her designee.</li> <li>• Contact NPIRS through the National IT Help Desk e-mail address.</li> <li>• Participate in customer interview with service provider to:                             <ul style="list-style-type: none"> <li>✓ Define the specific assistance requested and approve the requirements</li> <li>✓ Agree on response delivery date</li> <li>✓ Review and accept service provider’s solution or deliverable within five (5) business days of receipt.</li> </ul> </li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers as outlined in IHS policies.</li> <li>• Some NDW data is protected and so will only be provided to customers with the approval of the IHS data owner or his/her designee.</li> <li>• NPIRS is not responsible for providing skills training to customers (e.g., programming skills).</li> </ul>

### 5.14.2 Respond to Customer Information Requests

<b>Service: Respond to Customer Information Requests</b>		<b>Provider: NPIRS</b>
<p>Respond to NPIRS customer requests for general information or more specific information such as how to export data to the NDW.</p>		
<p style="text-align: center;"><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Acknowledge the customer's request within one (1) business day of receipt, 95% of the time, at the National IT Help Desk or directly from the customer.</li> <li>• Determine the customer's need for information and provide the requested information by the agreed upon delivery date. For more complex information requests, negotiate a delivery date with the customer.</li> <li>• Verify the customer's needs have been satisfied.</li> <li>• Test and verify the customer's export for compliance and production readiness. <b>Provide constructive feedback to aid in compliance.</b></li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Contact NPIRS through the National IT Help Desk e-mail address.</li> <li>• Participate in customer interview with service provider to:                             <ul style="list-style-type: none"> <li>✓ Define specific questions.</li> <li>✓ Agree on response delivery date.</li> <li>✓ Review and accept service provider's information deliverable within five (5) business days of receipt.</li> </ul> </li> <li>• Comply with the export format standards and follow the annual Office of Public Health and Science (OPHS) <i>Timeline for Transmittal of Fiscal Year Workload Data Production of User Population Estimates</i> schedule.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• NPIRS is not responsible for providing skills training to customers (e.g., programming skills).</li> <li>• Integration/mapping of customer's commercial-off-the-shelf (COTS) data to the IHS coding and exporting standards is the customer's responsibility.</li> </ul>

## 5.14.3 Respond to Customer Operational Issues

<b>Service: Respond to Customer Operational Issues</b>		<b>Provider: NPIRS</b>
Respond to NPIRS customer reporting of problems related to accessing NPIRS Web sites and data marts or the delivery of data exports.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Acknowledge the customer's request within one (1) business day of receipt, 95% of the time, at the National IT Help Desk or directly from the customer.</li> <li>Determine/research the customer's problem and respond to the request.</li> <li>Provide appropriate information/ solution(s) to the issue by the agreed upon delivery date.</li> <li>Verify the customer's needs have been satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>Contact NPIRS through the National IT Help Desk e-mail address.</li> <li>Participate in customer interview with service provider to:               <ul style="list-style-type: none"> <li>✓ Define specific issues or problems.</li> <li>✓ Agree on solution and delivery date.</li> <li>✓ Review and accept service provider's solution within two (2) business days of receipt.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers.</li> <li>NPIRS is not responsible for providing skills training to customers (e.g., programming skills).</li> </ul>

## 5.14.4 Respond to Server Hosting Issues

<b>Service: Respond to Server Hosting Issues</b>		<b>Provider: NPIRS</b>
Respond to NPIRS customer reporting of problems related to accessing NPIRS Hosting.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>Acknowledge the customer's request within one (1) business day of receipt, 95% of the time, at the National IT Help Desk or directly from the customer.</li> <li>Determine/research the customer's problem and respond to the request.</li> <li>Provide appropriate information/ solution(s) to the issue by the agreed upon delivery date.</li> <li>Verify the customer's needs have been satisfied.</li> </ul>	<ul style="list-style-type: none"> <li>Contact NPIRS through the National IT Help Desk e-mail address.</li> <li>Participate in customer interview with service provider to:               <ul style="list-style-type: none"> <li>✓ Define specific issues or problems</li> <li>✓ Agree on solution and delivery date</li> <li>✓ Review and accept service provider's solution within two (2) business days of receipt.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers having applications (Start of Authority [SOA]) or servers (Software as a Service [SaaS]) hosted by NPIRS-managed servers</li> <li>NPIRS is not responsible for providing skills training to customers (e.g., server administration or operating system skills).</li> </ul>

### 5.14.5 Provide Backup and Recovery Support

<b>Service: Provide Backup and Recovery Support</b>		<b>Provider: NPIRS</b>
<p>Support for data mart and hosted applications or servers with backup services. This includes support for installing/configuring Tivoli Storage Manager (TSM) software and assisting with the restoration of files on an IHS production server.</p>		
<p style="text-align: center;"><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Respond to data restore support requests on a production server within four (4) hours, 95% of the time.</li> <li>• Respond to installation/configuration of IHS supported back-up software request within two (2) business days, 95% of the time.</li> </ul>	<p style="text-align: center;"><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Maintain or approve a consistent back-up schedule for hosted data that resides on site servers that includes retention parameters.</li> <li>• Periodically conduct or participate in data restores to ensure back-up integrity.</li> </ul>	<p style="text-align: center;"><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers with hosted servers.</li> <li>• Does not include customers that utilize TSM on servers not hosted by NPIRS.</li> </ul>

## 5.15 DIS Commitments

Service level agreements for the IHS DIS follow in this section.

Specific commitments include the following:

- Review and Approve VPN Access Requests
- Respond to Security Incident Reports
- Respond to Security-Related Questions
- Support ISSA Training
- Fulfill User Data Requests

**Send to Dyron for updates**

### 5.15.1 Review and Approve VPN Access Requests

<b>Service: Review and Approve VPN Access Requests</b>		<b>Provider: DIS</b>
Review submitted online ITAC requests for VPN access to ensure that the justification is adequate and the information provided is complete. Approve or disapprove, as appropriate.		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Approve or reject ITAC requests for VPN access within two (2) business days of receipt of the request form, 95% of the time.</li> <li>• Ship Entrust token (if that is the user's preferred authentication method) within two (2) business days of receipt of the request, 95% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit a complete online ITAC request form with all required information and satisfy all prerequisites as described on the form.</li> <li>• Obtain connection information for any other Remote Desktop Protocol (RDP) connections required outside of the OIT Citrix desktop.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• Additional time may be required if all the required information is not provided by the customer on the ITAC form or the customer has not satisfied the prerequisites.</li> <li>• Access to sensitive systems may require additional time in order to obtain approval from the system owner (e.g., RPMS).</li> <li>• Access rights may be revoked if a customer repeatedly fails to follow security procedures that protect the integrity of IHSnet.</li> </ul>

### 5.15.2 Respond to Security Incident Reports

<b>Service: Respond to Security Incident Reports</b>	<b>Provider: Incident Response Team (IRT)</b>
Upon receipt of an Incident Reporting Form ( <a href="https://disirf.ihs.gov">https://disirf.ihs.gov</a> ), the IRT will coordinate and conduct a tailored response to the reported concern.	

<b>Service: Respond to Security Incident Reports</b>		<b>Provider: Incident Response Team (IRT)</b>
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Immediate e-mail acknowledgement of successful form submission will be sent to appropriate personnel (Area Information System Security Officer [ISSO] or others) and submitter, 95% of the time.</li> <li>• IRT will conduct investigation of the reported incident.</li> <li>• IRT will register any incident with HHS.</li> <li>• IRT will escalate and forward any personally identifiable information/protected health information (PII/PHI) incident to the IHS Privacy Office.</li> <li>• IRT will notify IHS Chief Information Security Officer (CISO) and IHS ISSO of all incidents.</li> <li>• Submitter will receive an e-mail indicating when the incident has been closed, 95% of the time.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Initiate the process by submitting an incident notification using the on-line Incident Reporting Form (<a href="https://disirf.ihs.gov">https://disirf.ihs.gov</a>).</li> <li>• Must complete the online form within 15 minutes.</li> <li>• Complete and submit required sections of the Incident Reporting Form.</li> <li>• Further participation in investigation may be required as determined by the IRT.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all personnel with access to the IHS intranet.</li> <li>• Circumstances of event/incident may require additional time or personnel as IRT determines appropriate.</li> <li>• IRT is authority determining validity of reported incident.</li> <li>• IHS Privacy Office is authority for investigating and managing incidents involving PII/PHI.</li> </ul>

### 5.15.3 Respond to Security-Related Questions

<b>Service: Respond to Security-Related Questions</b>		<b>Provider: DIS</b>
Respond to security-related questions and inquiries submitted to the HQ/OIT Security mailbox ( <a href="mailto:HQ_OITSecurity@ihs.gov">HQ_OITSecurity@ihs.gov</a> ).		
<p><b>Commitment</b></p> <ul style="list-style-type: none"> <li>• Research and respond to questions or inquiries to the HQ/OIT Security Mailbox within two (2) business days of receipt of the e-mail, 95% of the time.</li> </ul>	<p><b>Customer Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide sufficient information and background in order for the question to be answered.</li> <li>• Respond to follow-up questions or clarifications.</li> <li>• Provide accurate contact information.</li> </ul>	<p><b>Boundaries/Constraints</b></p> <ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• Additional time may be required if the question is incomplete or involves a complex subject matter.</li> <li>• The question should be related to information security.</li> </ul>

### 5.15.4 Support ISSA Training

Service: Support ISSA Training		Provider: DIS
Respond to support and questions sent to the ISSA Support e-mail address <a href="mailto:ISASupport@ihs.gov">ISASupport@ihs.gov</a> .		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Assist users and respond to questions regarding the ISSA Training Course within one (1) business day of receipt of the e-mail, 95% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Provide sufficient information and background in order for the question to be answered.</li> <li>Respond to follow-up questions or clarifications.</li> <li>Provide accurate contact information.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all customers.</li> <li>Additional time may be required if the question is incomplete or involves multiple questions.</li> <li>The question should be related to the online ISSA Training Course.</li> </ul>

### 5.15.5 Fulfill User Data Requests

Service: Fulfill Approved User Data Requests		Provider: DIS
Upon approval of a User Data Request Form, the User Data Request Team will fulfill a request for electronic data files or online activity.		
Commitment	Customer Responsibilities	Boundaries/Constraints
<ul style="list-style-type: none"> <li>Deliver mailbox copies or mailbox contents to the appropriate personnel within two (2) business days of the User Data Request Form being approved, 95% of the time.</li> <li>Forward the approved request for Web Activity Reports to the Websense Administrators within two (2) business days of the User Data Request Form being approved, 98% of the time.</li> <li>Forward the approved request for local files or network files to the Area ISSO or local IT support within two (2) business days of the User Data Request Form being approved, 98% of the time.</li> </ul>	<ul style="list-style-type: none"> <li>Initiate the process of requesting access to information in electronic format.</li> <li>Consult with the facility CEO, Area Director, or HQ Office Director.</li> <li>Clearly identify a demonstrated business need in the Justification for Request Section.</li> <li>Complete all sections of the User Data Request Form.</li> </ul>	<ul style="list-style-type: none"> <li>Service available to all Supervisors.</li> <li>Additional time may be required if the request involves multiple employees.</li> <li>Before data is delivered the User Data Request Form must be approved by the IHS CIO or IHS Deputy CIO.</li> <li>The IHS CES Team, Websense Administrators, and local IT personnel must be available to assist.</li> </ul>

## 5.16 Division of Program Management and Budget

Service level agreements for the IHS DPMB follow in this section. Specific commitments include the following:

### 5.16.1 Process Reimbursable Service Charges

<b>Service: Process Reimbursable Service Charges</b>		<b>Provider: DPMB</b>
<p>File for FCC Universal Service Fee (USF) program funds for IHS and Tribal sites on telecommunication services that are eligible as determined by the Universal Service Administrative Company (USAC) Rural Healthcare (RHC) Primary Program and Healthcare Connect Fund (HCF); submit applications, funding requests, support documentation; provide funding reports to participating IHS Areas; assist other Areas with submission of their claims and forms processing; reconcile accounts and audit trial documentation.</p>		
<b>Commitment</b>	<b>Customer Responsibilities</b>	<b>Boundaries/Constraints</b>
<ul style="list-style-type: none"> <li>• Process applications, forms, funding requests, letters of agency, third party authorizations, for eligible sites and services by the suspense dates established by the USAC.</li> <li>• Provide claim-submission support to non-participating Areas within three (3) business days of their request, 95% of the time.</li> <li>• Courtesy notification of ISCs and Financial Management Officers (FMOs) of new report availability and annual funds report; provide telecom budget input on estimated funds to off-set expense.</li> <li>• Reconcile funds posted to Networx e-MORRIS; verify non-GSA provider checks or credits to approved amounts</li> <li>• Submit claims for all eligible sites and services as they are identified; provide support documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain payment and credit information down to the facility level for response to USAC auditors.</li> <li>• Provide notification of site or services changes: connects, disconnects, upgrades, change of service location.</li> <li>• Provide letters or authorizations that permit OIT to process on the Customer's behalf.</li> <li>• Respond to OIT or USAC requests for audit documents; additional site and circuit information, confirm services and support documentation; or any other requests needed to process forms or respond to any USAC inquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Service available to all customers.</li> <li>• 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.</li> <li>• Lack of participation from sites.</li> </ul>

## 6. List of Acronyms

Term	Definition
ACL	Tribal Access List
AD	Active Directory
BC	Business Case
BI	Business Intelligence
BNS	Business Needs Statement
CA	Certificate Authority
CCB	Change Control Board
CEO	Chief Executive Officer
CES	Central Email Services
CIO	Chief Information Officer
CISO	Chief Information Security Officer
COTS	Commercial-Off-The-Shelf
CPIC	Capital Planning and Investment Control
CSMT	Computer Systems Management Team
CSR	Certificate Signing Request
DAR	Department Agency Representative
DBA	Database Administrator
DC	Domain Controller
DHCP	Dynamic Host Configuration Protocol
DIS	Division of Information Security
DIT	Division of Information Technology
DITO	Division of Information Technology Operations
DNS	Domain Name System
DPMB	Division of Program Management and Budget
DPS	Division of Program Statistics
EHR	Electronic Health Record
EPLC	Enterprise Performance Life Cycle
ET	Eastern Time

Term	Definition
ETS	Enterprise Technology Services
FMO	Financial Management Officer
GFE	Government Furnished Equipment
GPO	Group Policy Objects
GUI	Graphic User Interface
HEAT	Helpdesk Expert Automation Tool
HHS	Health and Human Services
HIE	Health Information Exchange
HQW	Headquarters West
HSS	Help Self-Service
IHS	Indian Health Service
ID	Identification
IP	Internet Protocol
IRT	Incident Response Team
ISA	Information Security Agreement
ISC	Information Systems Coordinator
ISSA	Information Systems Security Awareness
ISSO	Information System Security Officer
IT	Information Technology
ITAC	Information Technology Access Control form
ITIRB	Information Technology Investment Review Board
L2L	LAN-to-LAN
LAN	Local Area Network
LDI	Longitudinal Data Infrastructure
LIMS	Laboratory Information Management System
MPI	Master Patient Index
MSMS	Microsoft Systems Management Server
MT	Mountain Time
MU	Meaningful Use
NDW	National Data Warehouse

Term	Definition
NPIRS	National Patient Information Reporting System
NOSC	Network Operations Security Center
OIT	Office of Information Technology
OpDiv	Operating Division
OPHS	Office of Public Health and Science
OS	Operating System
PC	Personal Computer
PCL	Printer Command Language
PHI	Protected Health Information
PII	Personally Identifiable Information
PMO	Program Management Office
RDP	Remote Desktop Protocol
RHC	Rural Health Care
RPMS	Resource and Patient Management System
SaaS	Software as a Service
SCMS	Symantec Client Management Suite
SCS	Standard Code Set
SEE	Software Engineering Environment
SEP	Symantec Endpoint Protection
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	Systems Management Server
SOA	Start of Authority
SOP	Standard Operating Procedure (or also, Statement of Procedures)
SQA	Software Quality Assurance
SSH	Secure Shell
TSM	Tivoli Storage Manager
UFMS	Unified Financial Management System
USAC	Universal Services Administration Company

<b>Term</b>	<b>Definition</b>
VA	Veterans Administration
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
XML	Extensible Markup Language