



OIT SERVICE PACKAGES

New Proposals for
Consideration during 2009
Negotiations



PURPOSE

- No proposed changes for FY 2008
- To understand proposed service packages

AGENDA

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



Why Modernize OIT Service Packages?

Interdependence

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

Equity

- Packaging permits equitable sharing of costs and benefits

Efficiency

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



A Fast Changing Technology Climate ...

Rapid Technology Evolution

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

Variety of Customer Needs

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

Adapting packages to change

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



Existing Support Packages

Levels of Support

 **National Database Service
Telecommunications**



 **Management Service**



 **Software Development and
Maintenance Service**



 **System Support and
Training Service**





3 New Packages



**National Data Warehouse
Services (NDWS)**



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



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



Why 3 New Packages



Adapted to IHS' 3 strategic IT investments



Adapted to technology advances and variations in customer needs



Adapted for realistic combinations of interconnected technology and functions

NDWS

National Data Warehouse	✗	✗	✗	✓
	Pkg3 Current	Pkg2 Current	Pkg1 Current	2009 Revision
Maintain DB	●	●	●	✓
Data Integrity		●	●	✓
Process National Applications		●	●	✓
Web Posting			●	✓
Special Request			●	✓
Provide Statistical Info			●	✓

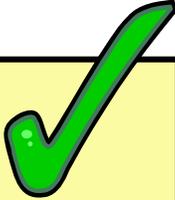
IOAT

IOAT				
	Pkg 3 Current	Pkg 2 Current	Pkg 1 Current	2009 Revision
Provide Network-Data Transport				
RPMS Download				
Security Consultation and Services				
Area Level Firewalls				Covered by NOSC ¹
Intranet (VPN/Direct)				
FTS Support				
Internet (VPN/Direct)				
Level 2 & 3 (Microsoft/Cisco)				Covered by NOSC ¹
E-Mail Gateway Services				
RPMS OS Server				Moved to RPMS
WAN/LAN Technical				

RPMS

RPMS Services				
	Pkg 3 Current	Pkg 2 Current	Pkg 1 Current	2009 Revision
Software License Coordination				
Technical Support/Training (Web only)				
Software Patches/Upgrades (RPMS)				
Participation in Alpha/Beta				
OIT Sponsored Training				
Technical Development (COTS)				
RPMS Software Support				
RPMS Application Support				

System Support Training

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



Options . . .

- **A Tribe may retain with OIT one, two, or all three packages. OIT will perform the service package with the retained shares.**
- **A Tribe may perform the functions and not retain a service package(s) with OIT -- the tribe is responsible for their own support and development.**
- **A Tribe must follow government security standards to connect to IHS, even if a package is not retained with IHS. These requirements are mandated by law and federal regulations applicable to all agencies.**



Cost of Existing Support Packages

% of Shares



National Database Services

16%



Telecom Management Services

32%



Software Dev /Maintenance Services

37%



System Support Services

15%





Cost of New Support Packages

% of Shares



National Data Warehouse Services

8%



IOAT Services

20%



RPMS Services

72%



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



**Thank you for your
continued support!**