
National Patient Information Reporting System: National Data Warehouse

Service Level Agreement

Data Quality Mart

Version 1.0

June 2009



Department of Health and
Human Services

Indian Health Service

Office of Information
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Version Control

Version	Date	Notes
1.0	June 2009	Initial version. COTR acceptance June 22, 2009

1.0 General Overview

This is a Service Level Agreement (SLA) between the NPIRS primary contractor (NPIRS) and the NPIRS Investment Manager and Business Owner (Clients) to provide the Data Quality Mart to customers utilizing these services.

- This document describes the general levels of response, availability, and maintenance associated with these services
- The responsibilities of NPIRS as a provider of these services and of clients/customers receiving services
- Processes for requesting services

This SLA is effective on June 12, 2009 and shall remain valid until revised or terminated.

2.0 Service Description

2.1 Service Scope

NPIRS will provide the Data Quality Mart customers with access to information about problems with their data stored in the NDW. This information will be available on the IHS National Data Warehouse Reporting web site (ROHAN) as a set of standard reports refreshed per published schedule.

The scope of services covered by this agreement is the following:

- Data Quality Reports
- Refresh schedule
- Mart availability
- User documentation
- Help Desk support
- Status reporting
- Security
- Hardware/Software maintenance

2.2 Services Provided

Services provided by NPIRS are:

- Data Quality reports and user documentation will be available through the web site Monday through Friday, between the hours of 7 a.m. to 6 p.m. MST, except for federal holidays and periods required for maintenance or update purposes.
- Every effort will be made to make the web site available for periods beyond the 7 a.m. to 6 p.m. window.
- Access the IHS National Data Warehouse Reporting website (ROHAN) will be limited to authorized users with logon account provided and maintained by NPIRS.
- Customer support will be provided via the NPIRS Help Desk, Monday through Friday, except for federal holidays.
- User access will be controlled and monitored, as restricted by National and Area level data access.
- Hardware and software maintenance upgrades will be performed on an as needed basis during the maintenance window (Monday through Friday at 3 p.m. MST) to ensure system integrity, system performance, and data availability.

2.3 Services Not Provided

Services not provided by NPIRS are:

- Training
- Storage of reports older than 7 weeks

2.4 Assumptions

- Services provided by NPIRS are clearly documented.
- Major upgrades will be treated as tasks outside the scope of this Agreement.
- Funding for major updates will be negotiated on a service-by-service basis.
- Changes to services will be communicated and documented to the IHS NPIRS Program Manager via e-mail.

- Service will be provided in adherence to any related policies, processes, and procedures.
- Scheduling of all service related requests will be conducted in accordance with service descriptions.

3.0 Roles and Responsibilities

3.1 Parties

The client will approve this SLA on behalf of the customer.

Clients: IHS NPIRS Investment Manager (i.e., NPIRS Program Manager) and Business Owner

Customer(s):

- IHS Area Statistical Officers
- IHS Division of Program Statistics

This SLA will apply to new customers until the next revision.

3.2 NPIRS Responsibilities

NPIRS' responsibilities and/or requirements in support of this Agreement include:

- Ensuring availability of the Data Quality Mart as specified in the Quality Assurance Plan (QAP) and in section 5.0 of this SLA.
- Ensure Data Quality Mart reports accurately reflect data stored in NDW.
- Ensure Data Quality Mart reports are timely refreshed per published schedule. In the case of any technical delays, the reports will be provided within 2 days of the agreed schedule.
- Ensure uninterrupted access to Data Quality Mart through the IHS National Data Warehouse Reporting web site (ROHAN) Monday through Friday, 7 a.m. to 6 p.m. MST.
- Assist customers with resolving issues related to Data Quality Mart accessibility, understanding information presented on reports, and researching any abnormalities related to these reports.
- Provide up to date user documentation:

- Data Quality Mart User Guide
- Reports Refresh Schedule
- Meet NPIRS Help Desk response times associated with the priority assigned to the type of customer requests.
- Provide appropriate notification to the client and customers for all scheduled maintenance.

3.3 Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Availability of customer representative(s) when resolving a service-related incident or request.
- Provide feedback on services provided to allow improvement in services.

4.0 Requesting Service

4.1 NPIRS Help Desk Request

Requests for service should be submitted via e-mail to NPIRSHD@ihs.gov or IHS – OITHELP-NPIRS (IHS) from the IHS Global Address List.

4.2 Coverage

The NPIRS Help Desk is manned Monday through Friday excluding federal holidays and emergency closures.

4.3 Response Times

An initial acknowledgement, assigning a point of contact, will be provided no later than the following business day.

4.4 Prioritization

NPIRS will put emphasis on Help Desk requests reflecting interruptions in the normal functioning of service, in order to ensure the availability of data and/or service to our customers.

5.0 Maintenance and Service Changes

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction.

Monday through Friday at 3 p.m. MST the Data Quality Mart may be unavailable for routine maintenance service if necessary. If this need arises, NPIRS will notify customers both when the mart is offline and when it becomes available again. If the window is not needed, the mart will be available for customer use.

5.1 General Statement on Change Management Process

Continuous process improvements occur as new technology emerges and customer needs are better understood. This agreement between NPIRS and the authorized Data Quality Mart users ensures that any enhancements or corrective activity implemented to processing within NPIRS will be applied to the data mart structure/processing when available and appropriate, along with appropriate documentation and release notes in accordance with NPIRS Change Control procedures and notifications.

5.2 Communication to Customers around Planned Outages

NPIRS will communicate via e-mail to the IHS NPIRS Program Manager and area site officers when the web site must be unavailable due to planned outages that are outside the normal maintenance windows. This notification will occur at least five business days prior to web site downtime.

If the planned outage conflicts with business needs, the customer may notify the NPIRS Help Desk to request that the outage be rescheduled.

5.3 Communication about Emergency Maintenance

NPIRS will communicate via e-mail to the IHS NPIRS Program Manager and area site officers when the site must be unavailable due to emergency maintenance. Due to the nature of emergency maintenance, this notification may not occur prior to web site downtime, but will occur within 4 hours after the start of such downtime.

6.0 Security

This mart is governed by IHS and HHS SOPs including NIST800-53.

HIPAA and PII restrictions do not apply since this type of data is not displayed or available in the mart.

Customer access to the data mart will be through an IHS National Data Warehouse intranet web site.

Only authorized users will be allowed access to the official IHS/NDW intranet reporting web site, as directed by the Director, Division of Program Statistics, Office of Public Health Support (OPHS), Indian Health Service, or the appropriate Area Statistical Officer.

The Data Quality Mart sub-folders are organized in a way where

- There is a separate folder for each IHS Administrative Area, and
- Each IHS Administrative Area is allowed to view only reports in their folder.
- Designated DPS personnel can view reports in each Area folder.

Additionally, all logon accounts include access to the User Documentation folder, which is also available via a Guest logon.

7.0 Reporting, Reviewing, and Auditing

The IHS NPIRS Program Manager will be provided with various reports to confirm that service level agreements were met, in addition to having access to internal documentation to confirm that service performance methodologies were utilized.

7.1 Reporting

7.1.1 Performance Measure Reporting

NPIRS will include Data Quality Mart availability in the “System Operational Performance” performance measure, reported monthly to the IHS NPIRS Program Manager and the General Services Administration Contracting Officer and Program Manager. This is required by the NPIRS contract as documented in the current Quality Assurance Plan (QAP).

7.1.2 Status Reporting

Additional status reporting is included in the monthly NPIRS System Performance Report. For services stated within this Service Level Agreement, reporting will include:

- Issues/problems
- Exceptions to monthly refresh
- Any system maintenance to optimize performance or prevent potential problems

7.2 Review

This Agreement is valid upon approval of the IHS NPIRS Program Manager and is valid until revised or terminated. The Agreement should be reviewed at a minimum once per calendar year; however, in lieu of a review during any period specified, the current Agreement will remain in effect. NPIRS is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the IHS NPIRS Program Manager. NPIRS will incorporate all subsequent revisions by date of implementation of any significant changes to the environment.

Designated Review Owner: NPIRS

Review Period: Annually

Previous Review Date: June 11, 2009

Next Review Date: Annually or by date of implementation of any significant changes to the environment.

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

Document Location: P:\NPIRS\7. NPIRS Documents\6. Service Level Agreements

7.3 Audit

NPIRS will maintain all Data Quality Mart related program activity on a public directory for access by NPIRS Program Management. This directory will include all System Development Life Cycle (SDLC) documentation to assure adherence to IHS and industry-wide technology standards.

8.0 Emergency Services/EMP/COOP

In the event of a hardware failure, NPIRS will attempt to recover from the event as quickly as possible to maintain operations associated with the Data Quality Mart. Notice will be sent to users during normal coverage hours, or as soon as practical, advising them of the event. Recovery will be in accordance with SOP EMP 09-01i or its successor.

In the event of a COOP implementation, the Data Quality Mart will be recovered within the timeframes and procedures identified in SOP EMP 09-01i or its successor.

9.0 Appendix A: Associated Policies, Processes, and Procedures

The following processes are documented as stated. Other processes will be added as they are developed.

9.1 Incident Management Process

Please refer to section 4.0 for more information regarding the incident management process.

9.2 Change Management Process

Documentation may be found in the “NPIRS Change Management Plan” on the IHS Data Warehouse internet web site:

www.ihs.gov/CIO/DataQuality/warehouse/what-if-I-have-other-questions.asp