



IHS Office of Information Technology

IT Service Catalog

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Introduction - Office of Information Technology (OIT)

The Indian Health Service (IHS), OIT, aims to provide secure and reliable IT in innovative ways to improve health care delivery and quality, enhance access to care, reduce medical errors, and modernize administrative functions. The IHS OIT provides critical support for the IHS, Tribal, and Urban (I/T/U) health care facilities that care for more than two million American Indian and Alaska Native (AI/AN) people across the Indian Health system. The IHS provides the technology infrastructure for a nationwide health care system, including a secure wide area network, email and unified communication services, two national data centers, and regional and National IT Service Desk support for approximately 20,000 users. The IHS OIT further supports the mission-critical health care operations of the I/T/U with a comprehensive health information solution that includes Certified Electronic Health Record Technology (CEHRT), including new health data sharing and patient engagement capabilities.

The IHS OIT is dedicated to providing the most innovative, effective, and cost-efficient Health IT (HIT) system in the Federal government. The IHS OIT is comprised of three major IT strategic investments: 1) the Resource and Patient Management System (RPMS); 2) Infrastructure, Office Automation, and Telecommunications (IOAT); and 3) the National Patient Information Reporting System (NPIRS). These investments are fully integrated with the Agency's programs and are critical to carrying out the IHS mission and priorities.

In addition, the IHS OIT includes mature programs for Information Security, Capital Planning and Investment Control (CPIC), and Enterprise Architecture (EA) that support the three major strategic IT investments. These programs serve to ensure IT spending aligns with agency priorities, promotes compliance with Federal laws and mandates, and improves the efficiency and security of the IHS HIT investments.

Service Overview

OIT created this Service Catalog to describe the overall services offered by OIT. Services offered by OIT are supported by the three major IHS OIT investments which are:

- Infrastructure, Office Automation, and Telecommunications (I/OA/T)
- National Patient Information Reporting System (NPIRS)
- Resource Patient Management System (RPMS)

This Service Catalog does not contain project level, federal mandate, or initiative level services.

The Service Catalog is structured as follows:

IT Service Desk: This section provides a detailed overview of OIT support.

Service Descriptions: This section provides the description of each service organized by Functional Service Category. Each Service description includes the following:

- Service Name
- Service Description
- What is Included
- Service Hours / Availability
 - All service availability does not include federal holidays except where noted.
- Service Conditions
 - Prerequisites
 - What is Excluded
 - Customer Responsibility

Appendix: Three appendixes have been created to further support and expand on RPMS application services:

- Appendix A: Provides the application name list by RPMS service description (inpatient, ambulatory, purchased and referred care, and behavioral health).
- Appendix B: Provides the application name list with application description.
- Appendix C: Provides expanded details for the “What is Included” tasks and activities for RPMS application services:
 - Software Development, Enhancement and Upgrade
 - Patch Management
 - Installation & Software Deployment Support
 - Training
 - RPMS Feedback
 - LISTSERV Email Groups
 - RPMS Platform Support

IT Service Desk

IT Support begins at local site level (Tier 1) and Area level (Tier 2). Tier 3 IT Service Desk support is a common standard service included with all OIT services listed in this catalog. If a problem is determined to require Tier 3 support, the associated Area IT office is responsible for escalating to OIT for resolution. Please see individual service hour's support by service. Below is an overview of OIT Tier 3 support. The services, the support for those services, and the SLAs for Tier 1 and Tier 2 need to be defined by the sites and Areas responsible for those support levels.

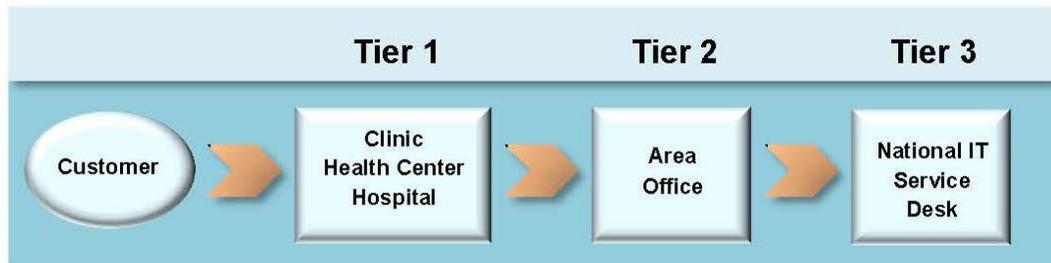


Figure 1: Flow of tiered service support

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

- **Tier 1 Support:** Tier 1 support is provided by the local site (Tribal/Urban/Contractor/Federal). 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 2 Support:** Tier 2 support is provided by the Area IT office. Tier 2 support provides an intermediate level of customer support related to IT hardware, software, and telecommunications. Examples would include assistance in the installation of software, updates, and patches; installation of LAN equipment; 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.

How to Request Services

Questions, new requests, or service modification requests should be submitted to the IT Service Desk via phone or email at:

Email: support@ihs.gov

(888) 830- 7270 6: 00 am to 6:00 pm (MDT)

Network Services:

Managed Circuit Connectivity to IHS

Service Description

This service manages network connectivity to the IHS Wide Area Network through telecommunication circuits procured from government contracts and local telecommunication providers.

How it is Used: The service is used to access applications and services hosted at the OIT Data Centers, Area Offices and other IHS sites.

Service Hours and Availability

24 hours per day, 7 days a week (including holidays)

Service Conditions

Prerequisites:

- An approved Interconnection Security Agreement (ISA).

What is Excluded:

- OIT does not provide funding for circuit cost.

Customer Responsibility:

- The customer must provide the network router for circuit connections and fund monthly circuit costs.

What is Included

- Provides analysis and recommendations on circuit options based on requirements and location.
- Obtains costs estimates for different circuit options.
- Places orders for service with telecommunication providers.
- Coordinates circuit installation and supports telecommunication providers during activation.
- Configures network routers for connectivity between the telecommunication provider's equipment and the site's the Local Area Network.
- Implements Quality of Service to prioritize voice and video traffic.
- Applies access control to block traffic for select IP addresses.
- Monitors circuit operational status and initiate repairs with telecommunication providers when required.
- Monitors network routers for failure conditions and initiates vendor support if required.
- Performs software upgrades on routers to address security vulnerabilities and to support new functionality.
- Measures and provides access to circuit utilization statistics.
- Investigates and resolves connectivity and performance issues with network access to applications and services.
- Coordinates the disconnection of circuits no longer required.
- Initiates billing disputes with the telecommunication providers for incorrect service charges and when service delivery does not meet the SLA.

Network Services:

LAN-to-LAN Tunnel Connectivity to the IHS Network

Service Description

This service manages network connectivity to the IHS network using LAN-to-LAN tunnel connections. With a LAN-to-LAN tunnel connection, the Internet is used to provide the network transport.

How it is Used: The service is used to access applications and services hosted at OIT Data Centers, Area Offices, and other IHS sites.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- An approved Interconnection Security Agreement (ISA).

What is Excluded:

- OIT does not fund Internet circuit costs.

Customer Responsibility:

- The customer must provide a router or firewall to terminate the LAN-to-LAN tunnel connection at their site and fund monthly Internet costs.

What is Included

- Maintains equipment in the OIT Data Centers in Rockville and Albuquerque to have LAN-to-LAN tunnels as a connection option to access to the IHS network.
- Implements configuration changes on the Data Center and site network equipment to establish LAN-to-LAN tunnel connections.
- Maintains a change control system to track access and record all configuration changes.
- Maintains onsite and offsite backup configurations, of the network equipment configuration supporting the connections.
- Provides day-to-day support to troubleshoot performance and connectivity issues with connectivity over the LAN-to-LAN tunnel connections.
- Measures and provides access to bandwidth utilization statistics over the LAN-to-LAN tunnel connections.

Network Services:

Network Switch Management and Support

Service Description

This service manages the network switches used to form the Local Area Network (LAN) at IHS sites. The network switches are configured to meet security requirements and to provide network connectivity between network-attached devices within the site.

How it is Used: The service is used to receive technical support for the site's network switches.

Service Hours and Availability

24 hours per day, 7 days a week (including holidays)

Service Conditions

Prerequisites:

- The site must have connectivity to the IHS network.

What is Excluded:

- OIT does not fund the costs to procure the network switches.

Customer Responsibility:

- The customer must procure the network switches and install the required network cabling.

What is Included

- Provides recommendations on network switch selection and cost estimates based on requirements for device count, performance and the site's cabling infrastructure.
- Configures network switches with the required parameters for connectivity between devices within the site and to the router providing external connectivity for the site.
- Monitor network switches for reliability and initiates hardware support with vendors when required.
- Perform software upgrades on network switches to address security vulnerabilities or to enable new features.
- Provides day-to-day support to troubleshoot performance and connectivity issues related to network connectivity.
- Maintains onsite and offsite backup configurations for all network switches under management.
- Maintains a change control system to track access and record all configuration changes made to the switch configuration.
- Provides reports on network switches reaching end-of-life/end-of-support status from the vendor.

Network Services:

Connections to Healthcare Partners

Service Description

This service establishes and manages secure connections between the IHS network and healthcare partners providing services to IHS.

How it is Used: The service is used to exchange information with healthcare partners such as radiology practices, benefit managers, medical device vendors, laboratories, and tele-health providers.

Service Hours and Availability

24 hours per day, 7 days a week

Service Conditions

Prerequisites:

- The site must have connectivity to the IHS network.

What is Excluded:

- None currently identified.

Customer Responsibility:

- The customer must have a security agreement to authorize the connection to the partner's network.

What is Included

- Consults with healthcare partners on equipment compatibility and security parameters to establish secure connections with the IHS network.
- Coordinates the approval for firewall changes to open the required access to and from the IHS network.
- Maintains firewalls in the OIT Data Centers in Rockville and Albuquerque to support connections to healthcare partners.
- Implements configuration parameters to provide the required access.
- Supports application/service owners to test access over the connections.
- Provides day-to-day support to troubleshoot performance or connectivity issues.
- Maintain a change control system to track and record configuration changes.

Network Services

Guest Internet Wireless Access

Service Description

This service provides Internet access for visitors and patients visiting IHS sites.

How it is Used: The service is used by visitors and patients to access the Internet when visiting IHS clinics and hospitals.

Service Hours and Availability

24 hours per day, 7 days a week

Service Conditions

Prerequisites:

- The site must have connectivity to the IHS network.

What is Excluded:

- OIT does not fund the costs to procure wireless equipment at the IHS site.

Customer Responsibility:

- The customer must procure the wireless network equipment for the site and install the wireless Access Points.

What is Included

- Maintains wireless network equipment in the OIT Data Centers to support the Guest Internet service.
- Configures the connection between the wireless network equipment in the OIT Data Centers and the site's wireless network equipment.
- Provides day-to-day support to troubleshoot performance and connectivity issues related to the service.

Network Management Services:

Active Directory (AD) Infrastructure Management

Service Description

The IHS AD Service is a centralized standard Microsoft service that provides automation and support of all internal communication, collaboration, security and technical compliance as required for all Federal Networks. This includes support for computers, servers, users, peripheral devices, and network devices. It allows for centralized management of large enterprise-distributed environments while allowing for local administrative IT management delegation.

How it is Used: This service is used to logon to a network of services, to allow for access to internal applications and resources. Such as network printing, networks file storage, EHR, and other RPMS applications.

Service Hours and Availability

24 hours per day, 7 days a week (including holidays)

Service Conditions

Prerequisites:

- Managed Circuit Connectivity and a secure Data Center environment meeting IHS standards for security and logical access controls.

What is Excluded:

- Non-AD joined systems.

Customer Responsibility:

- Local IT staff with sufficient skills to provide hands-on support in collaboration with OIT. Responsiveness to questions and resolution attempts from the National Service Desk. See the Customer Service Handbook (CSH) for additional responsibilities relating to each Area of AD support.

What is Included

- OIT has collaborated closely with Microsoft and the OIT Division of Security to architect the IHS AD according to industry best practices for the collection, processing, storage, and transmission of object information and in compliance with federal mandates and security policies. This includes:
 - Management and monitoring of all Agency domain controllers
 - Domain naming system (DNS), Decentralized Hospital Computer program(DHCP) services, AD Group Policies
 - AD Backup/Restore, Lightweight Directory Access Protocol (LDAP) connectivity
 - Computer and User account provisioning and de-provisioning and Sites and Services replication management

Network Management Systems:

Tier 3 Member Server Support

Service Description

Provides general support for all Windows domain member servers that are part of the IHS AD.

How it is Used: The service is used to provide guidance, best practices, recommendations, and trouble shooting for various server roles and their required configuration to support user access.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Non-AD joined systems.

Customer Responsibility:

- Configuration of member servers according to IHS approved server configurations.
- Ensure that member servers are maintained with up-to-date antivirus definitions, critical security patches, and support of existing applications.

What is Included

- Support for the various Windows server roles (application, file/print, etc.).
- Tier 3 technical support is provided for Patch management and reporting, Antivirus protection, DHCP Authorization, backup and recovery support, and general consultation.

Network Management Systems:

Patch Management

Service Description

Assist Area/facility sites having issues deploying critical Operating system patches and non-Health IT application patches to Windows computers/servers. Assess critical patch compliance and provide routine reporting.

How it is Used: The service is used to protect the loss of critical data due to security vulnerabilities and ensures usability of the systems supporting the data.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Non-AD joined systems.

Customer Responsibility:

- Ensure that all systems are up to date with current patches/hot fixes per IHS policy and timeframes.
- Test patch installations in a standard test environment prior to making them available for productions installation.
- Notify and coordinate any local changes to the local site servers supporting patch management.

What is Included

- Patch Management support for all AD Windows member servers and computers.

Network Management Services:

Antivirus Protection

Service Description

This service provides enterprise design, configuration, and management of endpoint (Windows work stations/servers) Antivirus protection to include up-to-date virus definitions, version control and deployment, and auditing/reporting to all Areas/facilities.

How it is Used: The service is used to protect against computer viruses and to prevent the loss of critical data, due to security vulnerabilities. It ensures usability of the systems supporting the data.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Non-AD joined systems.

Customer Responsibility:

- Install the client agents and definition files on all workstations and servers prior to adding them to the IHS domain.
- Respond to alerts and notifications from the central management console.
- Maintain local group update server/workstation for availability to service all local windows systems.

What is Included

- Antivirus application management, local agent installation, virus definition management, and agency reporting for compliance.

Network Management Systems:

Multi-Factor Authentication (MFA)

Service Description

Multi-factor authentication solution for multiple user groups in the domain, which enforces Multi-Factor Authentication for Windows logon.

How it is Used: The service is used to safe guard healthcare information by providing for identity validation for each user accessing the data, using a second method of authentication beyond user name and password.

Service Hours and Availability

24 hours per day, 7 days a week (including holidays)

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Use of MFA on Non-AD joined systems.
- Users without a domain user account.

Customer Responsibility:

- Ensure that each user has a functioning token, associated hardware (e.g., Personal Identity Verification (PIV) Reader), and any required client software installed. Distribute physical tokens on a timely manner to new staff and obtain all physical tokens from exiting staff members on their last day of employment. Report any lost or stolen token to the National IT Service Desk. Manage temporary user MFA exemptions for lost/broken physical tokens, to ensure MFA is enforced back on the account after the exemption reason has been resolved.

What is Included

- Physical and logical token provisioning, client middleware utilization.
- Area and Agency reporting on utilization and compliance.
- IT Service Desk technical support and policy updates.

Network Management Services:

Global Address Directory Synchronization

Service Description

Synchronizes Global Address List information from external entities such as HHS and Tribal Entities, with the IHS Global Address List.

How it is Used: The service is used for the sharing of email addresses and contact information between multiple organizations.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

Managed Circuit Connectivity,
LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Business Partner systems that operate without an AD domain Environment.

Customer Responsibility:

- Ensure that Service Account Privileges are maintained in the Target domain and all changes to the Target domain structure where synchronized objects reside are coordinated with OIT.

What is Included

- Automated Synchronization of contact objects to and from Tribal domains and the HHS Border Directory.

Network Management Services:

Identity and Access Management (ITAC)

Service Description

Web-based application that provides workflow access to federal information resources, facilitates administrator approval for user access requests, and maintains records for audit purposes.

How it is Used: The service is used by Information Systems Security Officers (ISSOs) who manage access requests and approvals from Area facilities and personnel, approve and track the access requests, and configure ITAC system settings for facilities and staff under their responsibility.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.
- IHS network administrator account.
- Target authentication system (OS, database, application) where accounts are to be provisioned.

What is Excluded:

- Non-federal computing systems (i.e., External Business Partner and Tribal domains).

Customer Responsibility:

- Manage access requests to respective systems and assign various ITAC roles to qualified staff, including but not limited to Grantors, Reviewers, Approvers, and Administrators.
- Collaborate with ITAC Service Owners and Business Analysts to develop and optimize the ITAC requirements, use cases, and workflows.

What is Included

- ITAC is an Identity Access Management Solution (IAMS) that provides an automated process to manage user identities across all platforms and will provide the ability to thoroughly track account approvals, access requests and deactivation requests.
- In the long-term, the IAMS will need to actually provision accounts on various target platforms in compliance with NIST 800-53 security controls.

Network Services Management:

Internet Access with URL Filtering/Reporting

Service Description

Managed configuration, reporting and block/unblock of websites per federal policy and defined waiver process.

How it is Used: The service is used to provide access to work-related websites, while restricting access to non-work related websites.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Managed Circuit Connectivity, LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Systems outside the IHS Network.

Customer Responsibility:

- Respond in a timely manner to requests for approval to open a blocked site and communicate back to OIT.

What is Included

- Provide for screening of web site requests to Internet sites. Filtering is based on categorizations of web sites. Custom filters are added and removed at the discretion of IHS Management. (Website categorizations are controlled and defined by the software vendor.) Examples include Educational to Adult. This service includes standard reports (individual or groups) and enabling access to blocked sites based on approved business need justifications.

Network Services Management:

Endpoint Encryption Management

Service Description

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.

How it is Used: The service is used to encrypt mobile devices or workstations used to access and/or modify PHI/PII and to ensure security of the data.

Service Hours and Availability

Monday through Friday, 6:00 am to 6:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Domain Membership and Standard Supported Enterprise Encryption Solution.

What is Excluded:

- Non-AD joined systems.

Customer Responsibility:

- Ensure that computer objects are placed in their respective AD Organizational Unit (OU) where the IHS Enterprise Encryption Solution Group Policy is linked and applied.

What is Included

- Support for Recovery of Encryption keys and implementation of Enterprise Encryption standard on endpoints.

Network Management Services:

Device Certificate Management

Service Description

Support for IHS Public Key Infrastructure (PKI) environment, which contains a Federally Certified Certificate Authority (CA). This allows IHS to internally support solutions that require a PKI environment and distribute device certificates at a much lower cost than obtaining all of them from a public provider.

How it is Used: The service is used to provide secure communications between internal devices, such as web services or wireless networks, to ensure compliance with federal security requirements.

Service Hours and Availability

Monday through Friday, 6:00 am to 6:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Managed Circuit Connectivity or LAN-to-LAN Tunnel Connectivity.

What is Excluded:

- Systems outside the IHS Network.

Customer Responsibility:

- Provide a Certificate Signing Request (CSR) and a contact name and e-mail address for the certificate. Specify whether the certificate is for a public-facing Web site or an IHS-internal Web site. Monitor the application and or device certificate expiration and submit a new Certificate Signing Request (CSR) at least 45-days prior to certificate expiration.

What is Included

- Provide a requestor with a certificate from either the IHS internal CA or a public certificate from the HHS Deloitte CA.

Network Management Services:

Virtual Private Network (VPN) Remote Access

Service Description

The VPN Remote Access provides subscribing customers with the ability to remotely and securely access the IHS network and the internal resources residing on the IHS AD domain. Through the use of an IHS approved VPN web interface, subscribing users may access the IHS network from a home Internet connection or any public Internet connected access point or hotspot. Using these applications, users can access a remote IHS Windows desktop through the IHS Citrix XenApp platform or use a local desktop to access remote network resources.

How it is Used: The service is used to provide remote access to internal IHS IT resources using multi-factor authentication.

Service Hours and Availability

24 hours per day, 7 days a week

Service Conditions

Prerequisites:

- Approved management request, an AD domain account with multi-factor authentication enforced.

What is Excluded:

- Non-AD user accounts.

Customer Responsibility:

- Request VPN access for a user by filling out the online Information Technology Access Control (ITAC) form and provide accurate and complete information to support two-factor authentication for the user using the online ITAC form.
- Install and configure the connection as described in the instructions.
- Request deactivation of a VPN account by editing the online ITAC form.
- Provide local terminal server access for the user when required.
- Complete on-line security questions for the use of Phone Factor authentication.

- Use VPN at a minimum of every 30 days in order to prevent automatic disablement of VPN access, which occurs every 60 days.

What is Included

The VPN Remote Access provides customers with the following:

- A FIPS 140-2 certified solution for remote access to internal IHS resources and applications.
- VPN access using strong two-factor authentication methods such as:
 - a token,
 - a phone (landline or mobile) registered with Phone Factor, or
 - a government issued personal identity verification (PIV) card.

Data Center Services:

Backup and Recovery Support

Service Description

IHS provides a Backup and Recovery Support Service for customers that subscribe to the IHS Network Management Service. IHS Area and Facility sites that conduct backups for IHS data stored on IHS remote-site servers will receive OIT assistance in the installation and configuration of IHS's standard backup software and assistance with the restoration of files on an IHS production server.

How it is Used: The service is used to provide technical consultation and support for server data backups and data recovery.

Service Hours and Availability

Monday through Friday, 6:00 am to 6:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- AD domain Network Management Service.

What is Excluded:

- Unsupported Operating systems and applications.

Customer Responsibility:

- Maintain a consistent backup schedule for IHS data that resides on site servers, periodically conduct data restores to ensure backup integrity.
- Configuration Requirements: OIT customers must have prepared for or prearranged implementation of the following services and/or capabilities in order to subscribe to the Backup & Recovery Support Service:
 1. Physical application or file servers used to hold IHS related data.
 2. IHS Area/facility sites must ensure they are running IHS standard, supported backup software.

What is Included

- Backup and Recovery of underlying Windows Operating Systems, Data files, etc. Includes the configuration, troubleshooting and general support for standard IHS Data Backup solutions.

Messaging and Collaboration Services:

Centralized Email

Service Description

The Central Email Service (CES) is a fully-featured email service which uses Microsoft Exchange as the back-end server software and provides rich email, calendaring, contact management and disaster recovery capabilities. In addition, there are other value-added services included with subscription to the IHS CES such as Microsoft Lync and the IHS Secure Data Transfer System (SDTS). The IHS CES is utilized by numerous other IHS services to provide email integration with various applications.

How it is Used: The service is used for the exchange of information using electronic mail to other email users through Microsoft Outlook, Outlook Web Access, or a mobile client.

Service Hours and Availability

Monday through Friday, 7:00 am to 5:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- An IHS domain user account in the AD domain.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Provide complete end-user information about the change or addition requested.
- Follow up with user to ensure any local configuration is performed and/or the completion of the administrative task results in a satisfied customer.
- Notify CES of any problems encountered during local configuration associated with completed administrative task.
- Perform basic troubleshooting to ensure that client software is properly installed and configured and working properly.
- Provide a detailed problem description including all trouble-shooting steps taken to resolve the issue.

- Ensure that Area and/or site IT Support staff is available to work with CES to provide local end-user support.

What is Included

- Full-featured secure and highly-available email services.
- Simple Mail Transfer Protocol (SMTP) message hygiene - Cisco Email Security appliances are used in conjunction with Microsoft Exchange built in Antivirus to perform Antivirus and Antispam capability for IHS CES mailboxes.
- An SMTP relay is provided to allow integration with third party applications in order to send email. This service is restricted by source IP address.
- Tier3 support for the IHS CES service is provided to troubleshoot issues regarding availability and access to the service itself. This support excludes client application and environment troubleshooting and problem resolution such as issues with the Microsoft Outlook application during normal business hours.
- 24/7/365 service monitoring and backend service support.

Messaging and Collaboration Services:

Blackberry

Service Description

The Blackberry Service is the service that supports Blackberry OS10 or later devices for the IHS. This service uses Blackberry Enterprise Service as back-end server software.

How it is Used: The service is used to allow Blackberry devices to be utilized securely for mobile access to IHS system resources.

Service Hours and Availability

Monday through Friday, 7:00 am to 5:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- An IHS domain user account in the AD domain with mailbox.

What is Excluded:

- Support for legacy Blackberry OS7 or earlier devices.

Customer Responsibility:

- Perform all BlackBerry handheld device administration using the delegated BlackBerry administrative console. This includes:
 - Device activation
 - Deactivation
 - Password resets
 - Security wiping
 - Handheld software updates
- Perform basic trouble-shooting to ensure that BlackBerry has carrier service and is properly installed and configured.

What is Included

- * Secure mobile platform for accessing email, calendaring, Internet access and IHS Intranet access.
- * Delegated administration console allowing the Areas to administrate the devices for their users.
- * 7x24 service monitoring and backend service support.
- IT Service Desk support.

Messaging and Collaboration Services:

Mobile Device Management Service

Service Description

The Mobile Device Management (MDM) Service is the service that supports Apple iOS devices for the IHS. This service uses Blackberry Enterprise Service as the back-end server software.

How it is Used: The service is used to allow Apple devices to be utilized securely for mobile access to IHS system resources.

Service Hours and Availability

Monday through Friday, 7:00 am to 5:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- An IHS domain user account in the AD domain with mailbox.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Perform basic troubleshooting to ensure that the device has carrier service and is properly installed and configured.
- Review all information the service homepage prior to opening a support ticket.
- Adhere to important notices provided on the service homepage.

What is Included

- Secure mobile platform for accessing email, calendaring, Internet access, and IHS Intranet access for Apple iOS devices.
- Secure Workspace to segregate work data securely and allows for selectively wiping work data without affecting personal data.
- Platform to securely deploy and manage IHS apps to mobile devices.
- 7x24 service monitoring and backend service support.
- IT Service Desk Support.

Messaging and Collaboration Services:

Instant Messaging & Collaboration

Service Description

The IHS Instant Messaging and Collaboration Service (IMCS) is the centralized unified communications (UC) service for the IHS. This fully-featured UC service uses Skype for Business as the back-end server software and provides rich instant messaging, presence, voice, video, teleconference, white boarding, file transfer, and desktop sharing capabilities.

How it is Used: The service is used to instant message, host meetings, white board, and screen share with other users and select partners.

Service Hours and Availability

Monday through Friday, 7:00 am to 5:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- An IHS domain user account in the AD domain with mailbox.

What is Excluded:

- Purchase of required Microsoft client access licenses.
- Currently voice capability is not available.

Customer Responsibility:

- Perform all Lync user administration using the delegated Lync Server Control Panel. This includes enabling/ disabling users and changing conference profiles.
- Perform and troubleshoot Skype for Business client installation and performance issues.
- Review all information on the service homepage prior to opening a support ticket.
- Adhere to important notices provided on the service homepage.

What is Included

- Standard Client Access license is - instant messaging, presence, conferencing and PC-to-PC calls. A Standard CAL user cannot start a conference, but can attend them. This license is included with Area participation in the IHS Microsoft Enterprise Agreement.
 - Enterprise Client Access license (*Optional*) - Multi-party video conference, application sharing and support for joining a conference with a PBX or PSTN phone. This is an optional license that customers can purchase to extend the IMCS capabilities and not provided.
 - Plus Client Access license (*Optional*) - The Plus CAL licenses much of the voice capabilities in Lync like receiving calls from a PSTN line, call forwarding, and initiating a multi-person audio conference (Lync and PSTN lines). This is an optional license that customers can purchase to extend the IMCS capabilities and not provided.
- Highly available system with redundancy built-in at every layer of the system to ensure uptime.
- Disaster recovery capability in the event of a catastrophic event affecting the primary system.
- 7x24 service monitoring and backend service support.
- Tier3 customer service support.

Messaging and Collaboration Services:

Secure Data Transfer

Service Description

The IHS Secure Data Transfer System (SDTS) is the highly available secure data/large file transfer system for the IHS. This service uses Biscom Secure File Transfer as the back-end server software and provides FIPS 140-2 certified secure data transfer capability for sending the most sensitive types of data.

How it is Used: The service is used for the exchange of sensitive data securely with the need for a PIV card.

Service Hours and Availability

Monday through Friday, 7:00 am to 5:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- An IHS domain user account in the AD domain with mailbox.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Perform and troubleshoot client-related issues and performance issues.
- Review all information on the service homepage prior to opening a support ticket.
- Adhere to important notices provided on the service homepage.

What is Included

- FIPS 140-2 certified solution for data in transit and at rest.
- Integrated Antivirus scanning to ensure that any data sent is safe.
- Automatic notifications when recipient downloads data from the SDTS.
- Ability to send data securely to users outside the IHS that do not have encryption certificates.
- 7x24 service monitoring and backend service support.
- Tier3 customer service support.

Messaging and Collaboration Services:

LISTSERV Lists

Service Description

IHS sets up LISTSERV email groups for internal or external users to communicate and collaborate.

How it is Used: The service is used for email newsletters, announcement lists, discussion groups, and email communities.

Service Hours and Availability

Monday through Friday, 9:00am to 6:00 pm EST
(excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Customer must submit a request.
- Provide a spreadsheet of participants if they wish the list populated.
- Designate a list administrator.

What is Included

- Technical support when the customer has questions or experiences errors.
- Set up the list per the request.
- Populate the list when asked.

Web Services:

Website Creation

Service Description

Web Services creates websites that aid in providing information to the appropriate audience(s) that live on the <https://www.ihs.gov/> or <http://home.ihs.gov/>.

How it is Used: The service is used for digital communications on the internet (world wide web) or intranet (private network).

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Web Services does not create site content.

Customer Responsibility:

- Content must be provided by the Content Manager / Subject Matter Experts and is not developed by the Web Services team. However, Web Services can supply images.
- Submit formal documentation requesting the new website or significant change to existing site.
- Be available to interact with technical staff.
- Ensure a primary point of contact is available after the site goes into production.
- Have a basic understanding of Accessibility and Plain Writing requirements.
- Provide Web Services with content.
- Establish a content lifecycle.

What is Included

- Design, Images, Video, Interactive Maps, Documentation (PDF, PPT, DOC, etc.), Hyperlinks, HTML Forms, Social Media Integration, Usability/User Experience, Accessibility, Plain Writing, Formatting for Mobile Devices
- Documentation is evaluated for Section 508-compliance and remediated as needed.
- Prior to Website going live, Web Services provides Usability, Accessibility, User Experience and Plain Writing review.
- www.ihs.gov websites will be placed into the MURA Content Management System (CMS).

Web Services:

Social Media

Service Description

Web Services assists with communications planning and ensures that the new communication methods with the intended audience(s) meet all IHS requirements.

How it is Used: The service is used for sharing content on third party web applications, for example, Facebook, Twitter, Flickr, and YouTube.

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Web Services does not serve as the primary administrator of accounts.

Customer Responsibility:

- Customer must submit a request.
- Be available to interact with the Web Services Manager.
- Establish a communication plan.

What is Included

- Facilitate approval process.
- Set up accounts.
- Make sure policies and procedures are in place for social media use.
- Conduct privacy impact assessments.
- Provide technical support for social media.

Web Services:

Graphics and Image Editing

Service Description

Web Services can create and manipulate photos and graphics.

How it is Used: The service is used for digital and print communications, for example, posters, cards, documents, or large campaigns.

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST
(excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Web Services does not acquire photo releases.
- Web Services does not offer printing.

Customer Responsibility:

- Customer must make sure that there are proper releases for any photos used.
- Customer must be available to work with the designer.
- Customer is responsible for obtaining approval for the use of certain images from their chain of command.

What is Included

- Creation, editing, or acquiring of graphics, images, and print materials.

Web Services:

Web Application Development

Service Description

Web Services develops user interfaces that run in web browsers to meet current business needs. A web application is something that users can enter data into or manipulate data in. A few examples include Find Healthcare or IHS Jobs.

How it is Used: The service is used for people to enter or manipulate data and generate reports, for example, a communications tracking platform, or an inventory system.

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Web Services does not create site content.

Customer Responsibility:

- Customer must submit a request, Business Needs Statement, and Business Case as appropriate.
- Customer must be available to work with the Web Services Staff.
- Customer is responsible for signing off on development project scope, application functional requirements, change requests, and all deliverables.
- Customer must provide a team for Acceptance Testing.
- Customer is responsible for identifying data as PII or PHI and working with Web Services staff and DIS to develop an appropriate System Security Plan.

What is Included

- Work with customer staff to clarify functionality needed.
- Create web pages, application code, and databases as needed.
- Assure application quality by conducting Usability, Standards, and Compliance Reviews and guiding customer staff through acceptance testing to verify that all functional requirements have been met.

Web Services:

Accessibility and Section 508

Service Description

Web Services provides website accessibility assistance, as well as document remediation and training for a variety of file formats.

How it is Used: The service is used to make electronic and information technology (EIT) accessible to people with disabilities, for example, websites and web-facing documents that include but are not limited to Adobe PDF, Microsoft Word, PowerPoint, and Excel.

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST
(excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Remediating non-IHS materials.

Customer Responsibility:

- Customer must provide the materials they want remediated.
- Customer must submit a request.

What is Included

- Review and remediate documents for 508-compliance.
- Train customer staff to confidently remediate their own documents.

Web Services:

Web Content

Service Description

Web Services reviews and edits web content to meet accessibility, plain language, and usability guidelines for IHS.gov.

How it is Used: The service is used for digital communications that will be published on a website.

Service Hours and Availability

Monday through Friday, 9:00 am to 6:00 pm EST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Federal Site only.

What is Excluded:

- Web content creation.

Customer Responsibility:

- Customer must submit a request.
- Customer must be available to work with staff.
- Customer must provide content.
- Customer is responsible for obtaining approval for content from their chain of command.

What is Included

- Edit web content to meet Plain Language standards.
- Reorganize web content for usability.
- Find images. Recommend additional content or topics that would add value to the web site.

Software-Procurement, Licensing, and Distribution: Standard Enterprise License Management

Service Description

Standard enterprise license management service is a comprehensive group of support activities to help assess, compare, procure, and maintain a large variety of software, services, and licenses.

How it is Used: The services is used to provide users the access to office automation software and licenses at a discount, through utilizing large volume purchases.

Service Hours and Availability

Monday through Friday, 6:00 am to 6:00 pm MST (excluding Federal Holidays)

Service Conditions

Prerequisites:

- Microsoft - Enrolled on or planning to enroll on the IHS Microsoft ELA, AD domain Network Management Service.
- First complete Tier 2 consultation regarding facilitation and agreements.

What is Excluded:

- None currently identified

Customer Responsibility:

- Funding for License.
- Microsoft Licenses - Completion of 7600 Inter-Agency Agency Agreement IAA and provide prompt payment after purchases and after the annual Microsoft True-Up, abide by all IHS network policies, adherence to all End-User License Agreement (EULA) terms and conditions, and follow all Microsoft ELA contract guidelines set forth by Microsoft, IHS Division of Acquisition and Policy and IHS OIT Management.

What is Included

The services included are as follows:

- Consultation on Original Equipment Manufacturer (OEM) licensing,
- Cost comparisons for competitor's software,
- Cost estimates and projections of future costs, and compliance advise.

Also included is:

- Vendor management services
- Contract benefits utilization assistance
- Software research consultation support
- Application training

Support includes but not limited to the following product or vendors:

- Microsoft
- Adobe
- Symantec
- Sudaan

Software-Procurement, Licensing, and Distribution:

IBM AIX

Service Description

OIT provides consultation on IBM AIX licensing, cost comparisons, and compliance advice.

The software procurement, distribution, and licensing service provides for IBM AIX software procurement needs for OIT. IHS is responsible for securing the products and keeping the maintenance agreements current over the useful life of the products. Work closely with the Division of Acquisitions and Procurement to negotiate and execute software contracts for use by OIT and business partners and stakeholders.

IBM AIX software is procured at an enterprise level. RPMS provides all of the software updates and support to the IBM/AIX platform. OIT provides support for software updates under warranty.

RPMS provides all of the software updates and hardware support to the IBM/AIX platform. Either IBM or contractors provide support for software updates and hardware repair/replacement directly.

How it is Used: The service is used to acquire the necessary licenses to run the IBM AIX server operating system which may be required to host the RPMS suite of applications and to receive on-call customer support for the product.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Funding
- First complete Tier 2 consultation regarding facilitation and agreements.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Funding for License

- RPMS can run on either Windows or AIX operating systems. Areas and facilities running RPMS on Windows operating systems will be required to pay for those licenses through an enterprise contract with a Microsoft reseller.

What is Included

- AIX Licenses
- Support & Maintenance of license
- Administration of Service Contract
- IT Service Desk
- Coordination of escalated support

Consultation prior to license purchase includes:

- Cost comparisons (including competitors)
- Cost estimates and projections of future costs compliance advice
- Liaison between vendor and site to best evaluate licensing needs prior to purchase
- Support for AIX systems is provided through a national contract managed by the OIT

Software-Procurement, Licensing, and Distribution: Intersystem's Ensemble

Service Description

License provides database engine and communications middleware to operate the RPMS system (EHR).

How it is Used: The service is used to acquire the necessary licenses to run the Intersystem's database management system which is required to host the RPMS suite of applications and to receive on-call customer support for the product.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- None currently identified.

What is Excluded:

- None currently identified.

Customer Responsibility:

- Work with Area office to stand up initial system.

What is Included

Ensemble Software (Database and communication platform that enables the EHR/RPMS system to function). This includes:

- Ensemble License
- Database Management System
- Middleware communication engine which enables the RPMS system to interact and communicate with external machines

Software-Procurement, Licensing, and Distribution:

HP Vista Imaging

Service Description

The VistA Imaging system integrates clinical images, scanned documents, and other non-textual data into the patient's electronic medical record. VistA Imaging can capture and manage many different kinds of images including:

- Clinical images such as those from endoscopy, pathology, dermatology, and cardiology
- Radiology and nuclear medicine images
- Scanned clinical and administrative documents
- EKG waveforms

How it is Used: The service is used to acquire the necessary licenses to run the VistA Imaging system and to receive on call customer support for the product.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Hardware purchased.
- Must have EHR installed.
- RPMS Radiology Package.
- Vista Imaging site agreement.
- Implementation Checklist.
- Storage and capacity planning doc.

What is Excluded:

- Purchase of work stations, servers, radiology equipment.

Customer Responsibility:

- Hardware must be purchased and ready to be configured.
- Must sign an agreement with VA that the software will not be customized.
- Workstations must be available and functioning.

What is Included

- Vista license

The VistA Imaging system integrates clinical images, scanned documents, and other non-textual data into the patient's electronic medical record. VistA Imaging can capture and manage many different kinds of images including:

- Clinical images such as those from endoscopy, pathology, dermatology, and cardiology
- Radiology and nuclear medicine images
- Scanned clinical and administrative documents
- EKG waveforms

National Data Warehouse (NDW):

Data Mart Support

Service Description

The Data Mart Support Service provides the creation, maintenance and/or enhancement of a 'specialized' or functional view of data that is oriented to support a selected IHS program or business areas. Data Mart development and maintenance entails selective retrieval of data from IHS's centralized National Data Warehouse (NDW) based on the specific business requirements of the requestor, and development of adaptive, customized reporting capabilities specifically tailored to the business objective. The results are highly organized data sets able to support data dependent business functions in the form of canned or ad-hoc reports, in-depth data analysis for managerial decision support, trend reports, and presentations reinforced by hard data analytics.

How it is Used: The service is used to provide internal IHS users the ability to view and/or report on mission-critical EHR data.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Data for the DataMart must reside within the NDW or GAP elements must be made available to the NPIRS/NDW if the support is for an existing data mart. If the request is to meet a new requirement, data elements must be identified in source applications.

What is Excluded:

- Technical assistance in Non-RPMS COTS packages development to integrate site data into the IHS approved export formats.
- Network setup for exporting files to the Integration Engine (i.e., Hub).
- Data cleansing on exported data.

Customer Responsibility:

- An approved IHS work order for designated specialized data marts or special requests

- OPHS and/or NPIRS investment manager approval on data requests.
- Provide a POC for the development and approval of requirements, System Development Life Cycle (SDLC), schedule and UAT.
- Request for service must be approved by NPIRS Business Owner and IM.
- An approved SLA.

What is Included

- Data/Reporting Requirement Analysis
- Identification of creation of new data mart, or extension of existing data mart
- Identification whether new reports should be created or existing reports need modification
- Gap analysis of data currently in NDW compared to the new data requirement
- Data Mart and Report Design & Development
- Design structures to support reporting (or refine existing structures)
- Business Intelligence Universe to support reporting, as applicable
- Extract, Transform and Load (ETL) or Extract, Load and Transform (ELT) processes to support data migration and accommodate business/data quality rules
- Testing
- Solution Deployment to Production
- Develop documentation,
- Conduct training
- Enable/configure access
- Reporting will enabled by any of following Technologies.

National Data Warehouse: Data Mart Support (cont.)

What is Included (cont.)

- Business Objects Web Intelligence offers an intuitive interface that enables analysts and non-technical personnel to ask spontaneous and iterative business questions about their data. Users can use simple drag-and-drop techniques to access data sources and create interactive reports to answer their business questions. Data visualization functionality allows users to view two- and three-dimensional charts and hone in on specific areas of focus for more powerful, revealing analysis
- Crystal Dashboard Design is established dashboard functionality. Users can drill-down on the charts and maps provided to see the report-level details. This environment uses visual modeling with “sliders” on the screen permitting users to quickly evaluate multiple business scenarios by altering the underlying assumptions, with immediate display of impact results.
- Business Objects Explorer combines the simplicity and speed of “Google-like” search with analytical power to provide immediate answers to business questions. Users may use familiar keyword searches to search relevant information and explore data directly without the need for a predefined report or query structure. Business Objects Explorer provides intuitive visualization functionality for first-time users with minimal training or data modeling knowledge.
- SAS, Toad, RazorSQL, Microsoft Access, Excel, etc. are other options to accessing the data marts. Technology solutions will be tailored to meet specific business functions, as applicable.
- Helpdesk Support: As a feature of the Data Mart Support Service, IHS provides the ability to request Data Mart support through IT Service Desk.

National Data Warehouse:

Data Access Requests

Service Description

The Data Access Request Service satisfies requests to grant access to reporting and/or specific NDW data as needed in accordance with appropriate governmental security regulations, as well of in the case of routine security and disaster recovery incidents, and in order to comply with federal laws and regulations such as the Health Insurance Portability and Accountability Act (HIPAA), Federal Information Security Management Act (FISMA) and Federal Information Processing Standards (FIPS). In order to protect sensitive medical records, the same rigorous security measures that protect the IHS infrastructure also protect NPIRS' NDW data and NPIRS' Data Marts. OIT has implemented and maintains a thorough disaster recovery plan to mitigate risks. Only authorized users can view data appropriate to their role as defined by data owners and/or appropriate regulation or policy.

How it is Used: The service is used to provide the administration of access to data marts and/or reports.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- ITAC request submitted and approved. Data must exist in the NDW. Direct access to data requires an AD account.

What is Excluded:

- Data access that is not approved.

Customer Responsibility:

- Approved IHS ITAC for data access.
- Protect data in accordance with IHS policies, HIPAA and FISMA requirements.

What is Included

- The Data Access Request Service provides approved authorized NDW data users secure access to NDW data through reporting or data marts.
- Provides technical assistance to ensure system performance, data storage and availability of infrastructure applications to IT customers.
- Enables access to data via configuration parameters (i.e., drivers, JDBC, ODBC, TCPIP, Host information, etc.).
- Provides software licensing as applicable.
- IT Service Desk Support.

National Data Warehouse: Database Infrastructure Support

Service Description

The Database Infrastructure Support Service provides database infrastructure support including initial set up as well as operational maintenance support to approved customers including support for technical issues, database administration, performance tuning and optimization. The service provides support for the databases that reside within the NPIRS environment (DB2 and SQL Server Relational Database Management Systems (RDBMS) and use of development and database management tools to ensure maximum database performance. In addition, aged data is archived and made available for future reporting in Historical Data Archives. The service also provides technical support, performance tuning and database administration activities for SQL Server, DB2 and MySQL RDBMS's for specialized uses and/or data marts that may be part or ancillary to data stored in the NDW, PHR, MPI, EHR and HIE. Support includes tuning support and administration.

How it is Used: The service is used to provide database administration support for IHS internal users.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- None currently identified.

What is Excluded:

- Technical assistance in Non-RPMS COTS packages development to integrate site data into the IHS approved export formats.
- Network setup for exporting files to the Integration Engine (i.e., Hub).
- Exported data cleansing

Customer Responsibility:

- Approved SLA
- Business Case

What is Included

- Support for DB2, SQL Server, and MySQL Relational Database Management Systems.
- Secure access to end user's data along with technical assistance to ensure system performance, data storage and availability in infrastructure applications to IT customers.
- Technical support in database infrastructure applications to IHS customers to help manage their programs.
- Performance tuning, optimization and recommendation of SQL/code efficiencies in support of adhoc query development by end user.
- Use of industry standards and best practices to ensure optimum data storage, retrieval and security including routine monitoring, administration and tuning of databases.
- Retention, backup, archive and security of data.
- IT Service Desk.

National Data Warehouse:

Data Submission

Service Description

The Data Submission Support Service provides guidance and assistance to sites in order to send data to the NDW, accepting files in predefined formats supported by the national data warehouse. This includes the provision of transmission guides, assistance on how to transmit to the NDW, and testing and troubleshooting any anomalies with the data extract under development. This service provides the best method for delivering accurate and responsive informational data from a single data repository, ensuring a single source of truth for IHS legislative and regulatory reporting and data monitoring and management to IHS programs and Area Administrative Offices.

How it is Used: The service is used to facilitate data transmissions between internal and external organizations to the IHS.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Access to submit data/files must be routed through the IT Service Desk initially.

What is Excluded:

- Technical assistance in Non-RPMS COTS packages development to integrate site data into the IHS approved export formats.
- Network setup for exporting files to the Integration Engine (i.e., Hub).
- Exported data cleansing.
- Explicit exclusions from eligibility for this service are determined through the data owner, by the IHS Office of Public Health Support (OPHS), Office of Clinical and Preventive Services (OCPS), Office of Resource Access and Partnership (ORAP), or the NPIRS investment manager.

Customer Responsibility:

- Comply with OPHS/DPS timeline schedule for development, submission, and DPS/NPIRS notification.

- Submit request initial request through the OIT's National Helpdesk.

What is Included

- Detailed Formatting Advice (HL7 or simplified non-HL7 format)
- Guidance on how to export data to the NDW in the proper format for Tribal and Urban health programs using commercial information systems.
- Aid in the understanding of the IHS Standard Code Sets.
- Testing and production certification of the site's exports.
- Export Tracking Reports.
- OIT's NPIRS/NDW Team manages the movement and processing of export files for Area and Tribal health program sites using RPMS or non-RPMS applications.
- Confirmation/Acknowledgement of export files with details statistics regarding the number of records received and breakdown of total records by facility.
- Confirmation/status of export processing into the NDW through Post Load reporting with general reject and/or transformation information.
- Confirmation and acknowledgement are available directly to the site's designated personnel as well as to the site's Administrative Area Statistical Officer.
- Technical Assistance.
- Non-RPMS applications users – Provides information to sites to assist in meeting formatting standards for data transmission.
- IT Service Desk.

National Data Warehouse:

Special Data Requests

Service Description

The Special Data Request Service provides expedient informational retrieval and clinical data access for end users and IT customers relating to overall American Indians/Alaska Natives on clinical healthcare activities. Ad hoc reports data inquiries, and data ‘pull’s’ are examples of Special Data Request Support Service requests and are usually requested through OPHS/DPS, OCPS, or ORAP to satisfy IHS management, Area Offices, or an IHS program’s specific business need, typically with specific time constraints. Special Data Request Support Services can also include special data or information requests to satisfy a more formal reporting business need from external entities through IHS approval processes.

How it is Used: The service is used to provide additional custom reports to meet specific reporting needs for internal and external users.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- The user be authorized or receive authorization for the data by the data owner. Data must exist in the NDW.

What is Excluded:

- Technical assistance in Non-RPMS COTS packages development to integrate site data into the IHS approved export formats.
- Network setup for exporting files to the Integration Engine (i.e., Hub).
- Exported data cleansing.

Customer Responsibility:

- Acquire approval for data release through OPHS or NPIRS Investment manager (IM).
- Submit request through the IT Service Desk.

- Eligibility: All IHS program offices and divisions, Area Offices, and I/T/U healthcare facility sites are eligible for this service. Explicit exclusions from eligibility for this service are determined through the data owner, by the IHS Office of Public Health Support (OPHS), Office of Clinical and Preventive Services (OCPS), Office of Resource Access and Partnership (ORAP), or the NPIRS investment manager.

What is Included

Satisfying data request for use by outside agencies and organizations for various purposes, including:

- User Population (Census Bureau).
- Performance Reports for IHS Leadership budget reporting.
- Special Reports to IHS Program Staff (sites, Areas, IHS management, Congress, or the Executive Branch.)
- Provision of administrative and clinical informational data to all levels of IHS management to help improve patient care, facilities and clinical healthcare activities support.
- Provision of special data requests and ad-hoc queries to support IHS Administrative Area and IHS Programs in support of their business needs or reporting requirements, as well as the Government Accounting Office (GAO) and Congressional committees.
- Provision of NDW data to other approved agencies and entities
- IT Service Desk.

RPMS Application Services:

Ambulatory Outpatient Clinic

Service Description

The RPMS Ambulatory Support Service is designed to combine all of the requisite RPMS clinical, administrative, and infrastructure applications with the additional value-added support necessary for I/T/U ambulatory care clinics and other out-patient care facilities to run the RPMS successfully based on facility size and complexity. OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

*A detailed list of the RPMS ambulatory applications can be found in Appendix A: and descriptions in Appendix B.

How it is Used: The service is used to acquire the necessary maintenance agreement to receive on-call customer support and training for the products that support ambulatory outpatient clinics.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- RPMS compatible hardware, software and peripherals and network connectivity.

What is Excluded:

- Hardware/Equipment including (but not limited to): servers, printers, workstations, biomedical devices [i.e., Glucometers, laboratory devices, automated storage/dispensing units (e.g., Pyxis, Omnicell, ScriptPro)], scanners, bar code scanning devices, imaging devices, networking equipment including cables, wireless, routers, etc.
- Server Licenses.
- Database administrator(s) or other support staff required at the local level
- Access to management portals (i.e., Ensemble System Manager portal).
- Site specific custom development, configuration, and training requirements.

- *Support for site specific interfaces (interfaces to 3rd party systems, Regional HIE & State HIE interoperability, etc.)

Customer Responsibility:

- Purchasing network and hardware requirements.
- Sites must complete certified EHR site survey.
- Tribal and Urban Sites must also submit the following documents:
 - Business Associates Agreement (BAA)
 - Data Exchange Agreement (DEA)

What is Included

- The RPMS Ambulatory Application Software
- Software Development, Enhancement and Upgrade (to include federal initiatives and mandates)
- Patch Management
- Installation Support
- Software Deployment Support
- Training
- RPMS Feedback
- LISTSERV Email Groups
- RPMS Platform Support
- IT Service Desk

*Please see Appendix B: for detailed descriptions of what's included

RPMS Application Services:

Inpatient Hospital

Service Description

The RPMS Inpatient Hospital Support Service is designed to combine all of the requisite RPMS clinical, administrative, and infrastructure applications with the additional value-added support necessary for I/T/U hospitals and other in-patient care facilities to run the RPMS successfully based on facility size and complexity. OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

*A detailed list of the RPMS inpatient applications can be found in Appendix A: and descriptions in Appendix B.

How it is Used: The service is used to acquire the necessary maintenance agreement to receive on-call customer support and training for the products that support inpatient hospitals.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- RPMS compatible hardware, software and peripherals and network connectivity.

What is Excluded:

- Hardware/Equipment including (but not limited to): servers, printers, workstations, biomedical devices [i.e., glucometers, laboratory devices, automated storage/dispensing units (e.g., Pyxis, Omnicell, ScriptPro)], scanners, bar code scanning devices, imaging devices, networking equipment including cables, wireless, routers, etc.
- Server Licenses.
- Database administrator(s) or other support staff required at the local level.
- Access to management portals (i.e., Ensemble System Manager Portal).

- Site specific custom development, configuration, and training requirements.
- *Support for site specific interfaces (interfaces to 3rd party systems, Regional HIE & State HIE interoperability, etc.).

Customer Responsibility:

- Purchasing network and hardware requirements.
- Sites must complete certified EHR site survey.
- Tribal and Urban Sites must also submit the following documents:
 - Business Associates Agreement (BAA)
 - Data Exchange Agreement (DEA)

What is Included

OIT performs the following tasks to provide this service:

- The RPMS Inpatient Hospital Application Software
- Software Development, Enhancement and Upgrade (to include federal initiatives and mandates)
- Patch Management
- Installation Support
- Software Deployment Support
- Training
- RPMS Feedback
- LISTSERV Email Groups
- RPMS Platform Support
- IT Service Desk

*Please see Appendix B: for detailed descriptions of what's included.

RPMS Application Services:

Purchased and Referred Care Service Description

Service Description

The RPMS Purchased and Referred Support Service is designed to combine all of the requisite RPMS clinical, administrative, and infrastructure applications with the additional value-added support necessary for IHS Purchased and Referred Care Programs (formerly Contract Health Programs) to run the RPMS successfully based on facility size and complexity

OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

*A detailed list of the RPMS Purchased and referred Care applications can be found in Appendix A: and descriptions in Appendix B.

How it is Used: The service is used to acquire the necessary maintenance agreement to receive on-call customer support and training for the products that support purchase and referred care (PRC) only programs.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- RPMS compatible hardware, software and peripherals and network connectivity.

What is Excluded:

- Hardware/Equipment including (but not limited to): servers, printers, workstations, biomedical devices [i.e., glucometers, laboratory devices, automated storage/dispensing units (e.g., Pyxis, Omni cell, ScriptPro)], scanners, bar code scanning devices, imaging devices, networking equipment including cables, wireless, routers, etc.
- Server Licenses.
- Database administrator(s) or other support staff required at the local level.

- Access to management portals (i.e., Ensemble System Manager Portal).
- Site specific custom development, configuration, and training requirements.
- *Support for site specific interfaces (interfaces to 3rd party systems, Regional HIE & State HIE interoperability, etc.)

Customer Responsibility:

- Purchasing network and hardware requirements.
- Sites must complete certified EHR site survey.
- Tribal and Urban Sites must also submit the following documents:
 - Business Associates Agreement (BAA)
 - Data Exchange Agreement (DEA)

What is Included

- The RPMS Application Software
- Software Development, Enhancement and Upgrade (to include federal initiatives and mandates)
- Patch Management
- Installation Support
- Software Deployment Support
- Training
- RPMS Feedback
- LISTSERV Email Groups
- RPMS Platform Support
- IT Service Desk

*Please see Appendix B: for detailed descriptions of what's included.

RPMS Interoperability:

SAS - Simplified Authentication (Single Sign On)

Service Description

SAS enables a single set of authentication credentials for tribal and urban users to access IHS HIE (future =RPMS Direct) applications. It is enabled through an open source single sign on tool and an active directory instance.

OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

How it is Used: The service is used to obtain individual user access to the RPMS Network set of services for authorized employees or contractors of the tribal, federal, or urban program.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- In order for a site to use SAS services, the following must be completed:
 - Signed ISA
 - Signed MPA Joinder Agreement
 - Site/user must have need to access MPI and/or HIE applications
 - Required MPI and HIE pre-requisites
 - Training: ISSA, ROB, SAS and related HIE/MPI applications.

What is Excluded:

- Single Sign on RPMS Direct and PHR.

Customer Responsibility:

- Create, approve, and submit requests using RPMS Network Access Request form as defined in the “RPMS Network Simplified Authentication Solution Process”;
- Follow Provisioning, De-provisioning, and Access update process and complete these requests in timely manners;
- Identity proofing of users at Level of Assurance 3 or Higher.

What is Included

- Tribal/Urban users not on the IHS AD, this provides authentication (Username and Password) to login to MPI and HIE applications, and Self Service Password Reset (SSPR) services. Via these services, users are provided basic authentication services and related provisioning and technical support.

RPMS Interoperability:

Direct

Service Description

The Indian Health Service (IHS) Resource and Patient Management System (RPMS) DIRECT Messaging is a secure, web-based messaging service, specifically designed to meet the Meaningful Use 2 requirements for transmitting and receiving Protected Health Information/Personally Identifiable Information (PHI/PII) electronically. It is intended to eliminate and reduce the use of fax services, couriers, and postal mails that involve the inherent risks of information being misplaced, compromised, or accessed by unauthorized users. RPMS DIRECT Messaging is Health Insurance Portability and Accountability Act (HIPAA) compliant and integrated with applicable systems, such as Electronic Health Record (EHR) and Personal Health Record (PHR), to provide an easy way for registered healthcare providers, patients, and patients' personal representatives to securely share PHI/PII electronically.

OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

How it is Used: The service is used to securely send and receive protected health information between providers internal or external to the Indian Health System generally in support of a transition of care or coordination of care and to facilitate communications between patients and their providers.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Signed ISA
- Signed MPA Joinder Agreement
- Submit RPMS Direct and PHR Readiness Assessment Form
- Completion of IHS trainings: ISSA, ROB, and related role based and application trainings

What is Excluded:

- Patient cannot directly initiate exchange with an external provider.

Customer Responsibility:

- To use RPMS DIRECT, Tribal and Urban sites must first submit the following documents to IHS by email:
 - Interconnection Security Agreement (ISA)ISA
 - Multi-Purpose Agreement.
- Adhere to policies outlined in Indian Health manual Part 8, chapter 23(RPMS Network)
- Completing Pre-requisites
- Identity proofing of users at Level of Assurance 3 or higher.
- Onboarding of Facility and facility users onto the RPMS Direct as defined in the RPMS Direct Deployment Manual and RPMS Direct Administrator Manual.
- Following RPMS Direct defined Policy Procedures.
- Providing Tier 1 and Tier 2 support
- Performing Audits and account management

What is Included

- Access to the RPMS DIRECT Messaging system, as an integral part of the IHS RPMS Electronic Health Record (EHR) and/or the RPMS Personal Health Record (PHR)
- Remote configuration of the RPMS DIRECT Messaging software
- Administrative and User applications
- “Train-the-Trainer” education (Training of IHS Area training staff)
- Access to the IHS RPMS DIRECT network infrastructure
- 24/7 support and maintenance of RPMS DIRECT network and server infrastructure
- IT service desk support

RPMS Interoperability:

Direct (cont.)What is Included (cont.)

What is Included (cont.)

RPMS DIRECT Messaging will include exchanges between the Indian Health Service, Tribal, and Urban healthcare providers, patients and/or their personal representatives, and other IHS Health Information Service Provider (HISP) trusted DIRECT partners. The use cases are as follow:

- Federal providers ↔ Federal providers, Federal providers ↔ Non-Federal providers, Federal providers ↔ Patients and/or their personal representatives, Non-Federal providers ↔ Patients and/or their personal representatives
- Send a patient referral to a specialist
- Share a Transition of Care (TOC) summary
- Transmit a CCDA document (previously a C32/CCD)
- Provide follow-up on a care plan
- Facilitate email communication between a patient and his or her health care providers.

RPMS Interoperability:

eHealth Exchange

Service Description

The Indian Health Service (IHS) HIE is created to meet both HIE and eHealth Exchange needs. IHS HIE collects and stores patient health summary information in the form of a Continuity of Care Document (CCD) or a successor format from the IHS Resource and Patient Management System (RPMS). The IHS HIE provides provider access to summary medical record information from multiple Indian health facilities utilizing RPMS databases from across the country and other eHealth Exchange communities across the country. For access to patient CCD and management of patient consent, IHS HIE user applications include IHS HIE Document Viewer (DocViewer) and Consumer Preferences between participating Indian health facilities and other eHealth exchange participating facilities.

A secondary use of HIE enables patient access to their summary medical record information from the PHR (Personal health record) portal.

OIT provides the operational maintenance and support to ensure that all existing application software is fully functional and operational.

How it is Used: The service is used to query securely the summary health records for a patient that has been treated in other healthcare settings outside of the Indian Health System generally in support of a transition of care or coordination of care.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Signed ISA
- Signed MPA Joinder Agreement
- Completion of RPMS Onboarding (to current patches)
- Completion of the MPI Data Onboarding
- Completion of HIE and MPI data onboarding to access HIE applications

- Completion and submission of RPMS Network Access Request Form for HIE application access
- Completion of IHS trainings: ISSA, ROB, and related role based and application trainings

What is Excluded:

- Single Sign on RPMS Direct and PHR.

Customer Responsibility:

- Create, approve, and submit requests using RPMS Network Access Request form as defined in the “RPMS Network Simplified Authentication Solution Process”;
- Follow Provisioning, De-provisioning, and Access update process and complete these requests in timely manners.
- Identity proofing of users at Level of Assurance 3 or Higher

What is Included

- Administrative application access will be designated to designated administrators (National, Area, and Local) to perform auditing via HIE Audit GUI.
- DocViewer, a user application, access available to healthcare providers and professionals such as Medical record and HIMs staff to query summary patient medical information from within the IHS HIE and participating organizations within the eHealth Exchange. For Tribal and Urban facilities not on the IHS AD this includes access to the E1 AD and associated technical support.
- Consumer Preferences, administrative application, allows its designated users to update individual patient preferences, specifying “Opt-in” or Opt-out of having their data shared across the eHealth Exchange.

RPMS Interoperability: eHealth Exchange (cont.)

What is Included (cont.)

- The MPI, HIE, eHealth Exchange applications allow facilities to:
 - Access and view CCDAs across facilities within the IHS network
 - Access and view CCDAs from NwHIN participating facilities outside the IHS network
 - Print CCDA's
 - Allows facilities to maintain ownership and control over their patient data
- IHS Support and Maintenance of the HIE/eHealth Exchange includes the following functions:
 - Remote installation and configuration of the MPI, HIE, and eHealth Exchange software
 - End user training for facility staff
 - 24/7 support and maintenance of IHS's central MPI/HIE-related network and server infrastructure
 - IT Service Desk
 - Provider access to IHS HIE and national eHealth exchange and patient access to their summary medical record information through the PHR.

RPMS Interoperability:

Master Patient Index (MPI)

Service Description

The MPI contains records for all the patients from all of the IHS facilities. They are supplied by RPMS in HL7 messages. Each facility record belongs to an enterprise record, which is created by the MPI. Two facility records that represent the same real-life person belong to the same enterprise record.

Support and Maintenance of the RPMS Master Patient Index (MPI) application, and integration of RPMS with Health Information Exchange (HIE) and the eHealth Exchange, are bundled together as a single service. These three systems work together to allow users to extend visibility into patient information across both IHS and external facilities. As a result, multiple IHS facility records that represent the same real-life person will now belong to the same enterprise record, and can be electronically accessed by multiple facilities. Support and maintenance for these systems provides OIT customers with all the operational support necessary to implement and operate these systems.

How it is Used: The service is used to discover and match patient records across disparate electronic health record (EHR) systems generally to support transition of care, coordination of care, or patient access to their healthcare information.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Signed ISA
- Signed MPA Joinder Agreement
- Completion of RPMS Onboarding (to current patches)
- Completion of the MPI Data Onboarding
- Completion and submission of RPMS Network Access Request Form for HIE application access
- Identity proofing of users at Level of Assurance 3 or Higher

- Completion of IHS trainings: ISSA, ROB, and related role based and application trainings

What is Excluded:

- Personal Health Record (PHR)
- Cannot directly connect to other state HIE's

Customer Responsibility:

- To use RPMS DIRECT, Tribal and Urban sites must first submit the following documents to IHS by email:
 - Interconnection Security Agreement (ISA)
 - Multi-Purpose Agreement.
- Adhere to policies outlined in Indian Health manual Part 8, chapter 23(RPMS Network)
- Completing Pre-requisites
- Onboarding of Facility and facility users onto the RPMS Direct as defined in the RPMS Direct Deployment Manual and RPMS Direct Administrator Manual.
- Following RPMS Direct defined Policy Procedures.
- Providing Tier 1 and Tier 2 support
- Performing Audits and account management

What is Included

OIT performs the following tasks to provide this service:

GUI Applications:

- Data Quality Manager (DQM) Tool - This tool enables management of MPI data.
- MPI Tool - This tool enables reporting of MPI data.
- MPI Access Manager - This tool enables management of user access to the MPI
- IT Service Desk

RPMS Interoperability:

Personal Health Record (PHR)

Service Description

PHR is a secure portal allowing patients to view, download, and transmit demographic information, medications, lab results, problems, vital signs, immunizations, and other visit-related information.

The PHR allows these users to:

- Make sure their medical record is correct.
- Learn more about their medications and health issues.
- Save and print a copy of their health information.
- Share their health information with a caregiver.
- Track and manage their health information between visits.
- Use the PHR to prepare questions or concerns that they would like to discuss with their health care providers.
- Send and receive messages with their health care team using a private and secure email system.
- The PHR is secure, private, and conforms to all federal laws and regulations. This ensures the security and privacy of your medical information.

The information available to patients comes from the Consolidated Clinical Document Architecture (CCDA) (used by the Health Information Exchange). Since the CCDA is updated with changes at least every 24 hours, patients are assured timely access to their most recent medical record information.

How it is Used: The service is used to facilitate communications between the patient and their provider teams, to enable patient engagement in their healthcare, and to enable patient access to their summary healthcare information.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- Signed ISA
- Signed Multi-Purpose Agreement MPA Joinder Agreement
- Completion of RPMS Onboarding (to current patches)
- Completion of the MPI Data Onboarding
- Completion and submission of RPMS Network Access Request Form for HIE application access
- Completion of IHS trainings: ISSA, ROB, and related role based and application trainings

What is Excluded:

- Patient cannot directly initiate exchange with an external provider
- Patient information for Minors (under age of 18) is restricted based upon State Regulations
- Patient data from sites that are not members of HIE

Customer Responsibility:

In order to implement the RPMS PHR, Tribal and Urban sites must first submit the following documents to IHS by email:

- Interconnection Security Agreement (ISA)
- Multi-Purpose Agreement.

Adhere to policies outlined in Indian Health manual Part 8, chapter 23 (RPMS Network).

I/T/U sites must also comply with the following IHS PHR policies:

- End user access policy
- Administrator Access Policy
- PHR Audit Policy
- Policy for Processing Patient Access to their Personal Health Record
- Privacy policy
- Identity proofing of users at Level of Assurance 3 or Higher RPMS Interoperability:

RPMS Interoperability

PHR (cont.)

What is Included

- New application software Development, Enhancement and Upgrade
- Access to upgraded features and upgrades
- Onboarding support
- Training (remote and onsite)
- IT service Desk
- RPMS Feedback
- LISTSERV Email Groups

Includes 2 applications:

1.) Patient portal including:

- Access a subset of their health records online, on any web browser platform (desktop, tablet, smartphone) including health issues and procedures, medicines, allergies, and laboratory results.
- View, download, and transmit medical record information as defined in Meaningful Use Stage 2 requirements.
- Send a secure email to their healthcare team through RPMS Direct Messaging (RPMS DIRECT).
- Delegate access to their PHR information to designated caregiver, such as a family member.
- Track their own or their delegate's usage of their PHR through an audit log that describes who has accessed what, when, and where.

2.) The PHR Administrator's Application allows Registrars/Administrators to:

- Create and manage administrator accounts
- Manage user accounts
- Link patients to their IHS Medical records
- Run audit reports.
- Patient access to the web-based RPMS PHR software applications

- 24/7 support and maintenance of IHS's central PHR network and server infrastructure
- IT Service Desk

RPMS e-Prescribing:

e-Prescribing Service

Service Description

The ePrescribing Support & Maintenance Service is bundled with applications specific to RPMS Pharmacy Package, IHS Electronic Health Record and InterSystem's Ensemble productions. This service, in conjunction with the Surescript eRx network, allows a licensed clinical provider, authorized to write prescription medication, to electronically transmit electronic prescriptions from the certified RPMS Electronic Health Record to pharmacies participating on the Surescripts network (including but not limited to Walgreens, Walmart, Target, CVS, etc.).

Applications included (EHR, Outpatient Pharmacy, and ensemble Prod, HL7 interface messaging).

How it is Used: The service is used to enable providers to fill prescriptions electronically rather than through timely paper-based prescription processes.

Service Hours and Availability

Monday through Friday, 8:00 am to 5:00 pm MST

Service Conditions

Prerequisites:

- In order to run the ePrescribing application, and to receive support and maintenance for the same, I/T/U sites are required to use the most recently approved versions of:
 - InterSystem's Ensemble
 - IHS Electronic Health Record (EHR)
 - IHS Pharmacy Modifications package (APSP)
 - IHS VA Support Files (AVA)
 - Health Level 7 (HL7)
- Additional components requiring configuration include:
 - Optimized Drug file
 - Configuration of HL7 parameters
 - EHR parameters

- Rx Templates for printing prescriptions from the EHR per State regulations
- SPI Request Menu
- Surescripts Pharmacy Directory File
- Mailman Messages

What is Excluded:

- Optimize or maintain drug files.

Customer Responsibility:

- In order to use IHS RPMS ePrescribing, I/T/U sites must first submit the following documents to IHS by email:
 - Readiness Assessment Form
 - Adherence to Identity Proofing required
 - Tribal and Urban Sites must also submit the following documents:
 - Business Associates Agreement (BAA)
 - Data Exchange Agreement (DEA)
 - Interconnection Security Agreement (ISA)
 - End User Agreement (EUA)
- Additionally, before gaining access to the ePrescribing network, I/T/U Sites must:
 - Complete RPMS Drug File optimization
 - Submit Report of Optimized Drug File to the National ePrescribing Team
 - Develop Medication Order Menus with medication quick

What is Included

The scope of ePrescribing Service includes the following bundled-services:

- Activation of the ePrescribing functionality (accessed through the Medications tab of the RPMS Electronic Health Record (EHR) application)
- Network access to the central IHS ePrescribing Network and IHS Ensemble Server,

RPMS e-Prescribing

e-Prescribing (cont.)

What is Included (cont.)

- Electronic routing of prescriptions to Surescripts participating pharmacies,
- IT Service Desk.
- Managing Listserv for eRx notifying customers of outages planned/unplanned and internal/external, provide best practices to ensure Rx transmit successfully to pharmacy, provide additional metrics relate to top prescriptions prescribed on a monthly basis to improve patient care.
- Quality assurance that maintains compliance standards set forth by Surescript ensuring that all I/T/U sites are eligible to transmit prescriptions 24/7.

Ability to:

- Maintain and manipulate a complete list of medications for patients.
- Capture medications administered in clinic.
- Capture patient reported medications including those ordered by a private physician's office, over-the-counter medications, and herbal medications.
- Integrate prescriptions ordered by the in-house prescriber but processed outside of the I/T/U clinic setting into the patient's electronic health record (EHR).
- Take advantage of medication order checks to ensure there are no existing drug-drug interactions or drug-allergy interactions regardless of where the medication was ordered or processed (Source: P. 7).

Appendix A: Application by Service Category

Table A-1: Outpatient Suite Applications

| Namespace | Application Name |
|-----------|---|
| ABM | Third Party Billing System |
| ABSP | Pharmacy - Point of Sale Billing |
| ACHS | Contract Health Mgmt System |
| ACM | Case Management System (ACM) |
| ACPT | Current Procedural Terminology (CPT) File (Licensure required) |
| ADE | Dental Data System |
| AG | Patient Registration |
| AICD | ICD/CPT Lookup & DRG Grouper |
| ALR | EHR Changes to VA Lab |
| AMH | Behavioral Health |
| AMQQ | Q-Man (Included in PCC Suite) |
| ANS | Nursing Patient Acuity |
| APCD | PCC Data Entry (Included in the PCC Suite) |
| APCH | PCC Health Summary (Included in the PCC Suite) |
| APCL | PCC Management Reports (Included in the PCC Suite) |
| APCM | APCM MU Performance Reports |
| APCP | PCC Data Transmission System |
| APSA | Benchmark Price |
| | |
| APSP | IHS Pharmacy/Modifications |
| APSS | Pharmacy - Rx Outpatient Automation Interface |
| ATX | Taxonomy |
| AUM | Standard Code Book Update |
| AUPN | IHS Dictionaries (Patient) + IHS PCC Suite |
| AUT | IHS Dictionaries (Pointers) |
| AVA | IHS VA Support Files AVA 93.2 part of Kernel 7.0 |
| BADE | Dental/EDR Interface |
| BAR | Accounts Receivable |
| BAT | Asthma Register |
| BCDM | Chronic Disease Management (BCDM) (Uses GIS) or Comprehensive Diabetes Management |
| BCER | Certified Electronic Record Checker |
| BCH | Community Health Representative System (BCH) |
| BCQM | Clinical Quality Measures (IHS Coding Mapping) |

| Namespace | Application Name |
|------------------|--|
| BCSV | Code Set Versioning |
| BDM | Diabetes Management System (DMS) |
| BDP | Designated Primary Provider |
| BDW | Data Warehouse Export |
| BEX | Pharmacy Auto Refill System |
| BFMC | FileMan-To-Cache Class Conversion |
| BGP | Clinical Reporting System (CRS) |
| BGU | IHS RPC Broker |
| BHL | Interfaces With GIS + Support For HL7 Interfaces |
| BHP | BHP Generic HL7 Msg Processor |
| BHS | VA Health Summary Components |
| BI | Immunization Tracking System |
| BJPC | IHS PCC Suite |
| BJPN | Prenatal Care Module (BJPN) |
| BKM | HIV Management System |
| BLGU | Lab Accession GUI |
| BLR | Reference Lab Interface |
| BMAG | VistA Imaging |
| BMC | Referred Care Info System (RCIS) |
| BMX | BMXNEt HER.net Utilities or M Transfer |
| BOP | Pharmacy Automated Dispensing Interface System |
| | |
| BPDM | Pharmacy - Controlled Drug Export System |
| BPH | Public Health Nursing |
| BPM | Patient Merge |
| BPRM | Practice Management Application Suite |
| | |
| BPX | Clinical Reminders (see PXRm) |
| BQI | iCare Management System |
| BRN | Release of Information |
| BSTS | IHS Standard Terminology/SNOMED- DTS |
| BTPW | Care Management Event Tracking-CMET |
| BUD | Uniform Data System (UDS) |
| BUSA | IHS User Security Audit |
| BW | Women's Health |
| BXP | Area Data Consolidation Export |
| BXT | IHS Kernel Toolkit Extensions |
| BYIM | Immunization Data Exchange |

| Namespace | Application Name |
|-----------|---|
| CIAV | VueCentric Framework |
| DI | VA FileMan 22 |
| EDRI | Integration Engine components; BADE dependency |
| EHR | Electronic Health Record |
| EPI | EPI National Cancer Institute Extract |
| GIS | Generic Interface System (GIS) |
| GMP | Problem List + Lexicon Utility (released with EHR) |
| GMRA | Adverse Reaction Tracking (GMRA) (Allergy Tracking) |
| GMRC | Consult Request Tracking (GMRC) |
| GMRV | Vitals/Measurements |
| GMTS | VA Health Summary |
| GRU | Generic Retrieval Utility |
| HDI | Health Data Interface (HDI) |
| HL | Health Level Seven |
| ICPT | ICPT - VA CPT/HCPCS Codes |
| LA | Laboratory Auto Instrument |
| LEX | Vista Lexicon Utility Module (LEX) |
| LR | Laboratory |
| MAS | Medical Admin Service |
| OR | Order Entry/Result Reporting (OR) (OERR) (would not be released separately) |
| PIMS | Patient Information Management System (PIMS) or IHS Mods to ADT |
| PSN | Pharmacy - National Drug File |
| PSO | Pharmacy - Outpatient Pharmacy (included in APSP) |
| PSS | Pharmacy Data Management (included in APSP) |
| PSU | Pharmacy Outpatient and Inpatient (included in APSP) |
| PX | VA Patient Care Encounter |
| PXRM | VA Clinical Reminders |
| RA | Radiology/Nuclear Medicine Radiology |
| TIU | VA Text Integration Utilities (TIU) |
| VALM | VA List Manager |
| VEN | Well Child Component |
| XB | IHS Utilities |
| XM | VA Mailman |
| XT | IHS Kernel Toolkit; BPM dependency |
| XU | IHS Kernel (v8 plus upgrades) |
| XWB | RPC Broker (Kernel) |

Table A-2: Inpatient Suite includes list below + Outpatient Suite of applications

| Namespace | Application Name |
|-----------|--|
| AMER | ER Visit System |
| BEDD | ER Emergency Room Dashboard |
| FH | Nutrition and Dietetics |
| ICD | Diagnostic Related Group |
| PSB | Bar Code Medication Administration (BCMA) (included in APSP) |
| PSJ | Pharmacy – Inpatient Suite (included in APSP) |

Table A-3: ePrescribing (Surescripts Certified Solution) includes list below + Outpatient Suite of applications

| Namespace | Application Name |
|-----------|--------------------------|
| BEPR | e-Prescribing Production |

Table A-4: RPMS Network Productions includes list below + Outpatient Suite of applications

| Namespace | Application Name |
|-----------|--|
| AGM | Master Patient Index (MPI) |
| BCCD | CCDA |
| BPHR | Personal Health Record |
| BRDM | RPMS Direct Messaging (Enterprise Email System) |
| FHIE | Federal Health Information Exchange (FHIE) Connect |
| HIE | IHS HIE/NwHIN |

Table A-5: Purchased and Referred Care

| Namespace | Application Name |
|-----------|---|
| ACHS | Contract Health Mgmt System Required |
| ACPT | Current Procedural Terminology (CPT) File (Licensure required) Required |
| AG | Patient Registration Required |
| AGM | Master Patient Index (MPI) |
| AICD | ICD/CPT Lookup & DRG Grouper Required |
| AUM | Standard Code Book Update Required |
| AUPN | IHS Dictionaries (Patient) + IHS PCC Suite Required |
| AUT | IHS Dictionaries (Pointers) Required |
| AVA | IHS VA Support Files AVA 93.2 part of Kernel 7.0 Required |
| BCSV | Code Set Versioning Required |
| BDP | Designated Primary Provider |
| BDW | Data Warehouse Export |
| BMC | Referred Care Info System (RCIS) |

| Namespace | Application Name |
|------------------|---|
| BPM | Patient Merge |
| BSTS | IHS Standard Terminology/SNOMED- DTS |
| BXP | Area Data Consolidation Export |
| BXT | IHS Kernel Toolkit Extensions Required |
| DI | VA FileMan 22 Required |
| ICPT | ICPT - same as ICD/CPT ??? Required |
| LEX | Vista Lexicon Utility Module (LEX) |
| PX | VA Patient Care Encounter |
| VALM | VA List Manager Required |
| XB | IHS Utilities Required |
| XM | VA Mailman Required |
| XT | IHS Kernel Toolkit; BPM dependency Required |
| XU | IHS Kernel (v8 plus upgrades) Required |

Appendix B: Application Descriptions

| Application Name | Name Space | Application Description |
|---|------------|--|
| Bar Code Medication Administration (BCMA) | PSB | Patch PSB*3*42 enables the BCMA application to recognize either the Indian Health Service (IHS) or Veterans Health Administration (VHA) environment (included in APSP) |
| ER Emergency Room Dashboard | BEDD | The Emergency Department Dashboard [EDD] is a tool that electronically enables facilities to run and manage their emergency and or urgent care clinics. It is dependent on the RPMS Emergency Room System [ERS] in the AMER namespace. EDD is built on the ERS foundation to enhance patient flow and provider communication. |
| Nursing Patient Acuity | ANS | Using the IHS standardized patient acuity methodology prescribed for all IHS hospitals, computes the level of nursing care required for the patient by ward/unit and hospital. It also provides a staffing efficiency rating for each ward or unit. |
| Nutrition and Dietetics | FH | Consists of two modules: The Nutritional Assessment module assesses the energy and protein needs of general medical and surgical patients. The Energy/Nutrient Analysis Module produces a rapid, accurate nutrient analysis of menus, food intake studies, and recipes. |
| Patient Registration Master Patient Index | AGMP | AGMP = Patient Registration Master Patient Index |
| Personal Health Record | BPHR | The Personal Health Record [PHR] application allows verified patients to request and view their Resource and Patient Management System [RPMS] data online. The PHR is a Web application that leverages a locally-installed data access component to retrieve data on behalf of a patient that requests it. This local component is a CACHE.DAT database that is mounted to the local RPMS instance. |
| Pharmacy - Inpatient Suite | PSJ | Pharmacy Inpatient Suite (PSJ) The Inpatient Pharmacy Suite consists of five VA packages for the management of pharmaceutical tracking for inpatient care. (included in APSP) |
| Radiology/Nuclear Medicine Radiology | RA | (Radiology / Nuclear Medicine package)A comprehensive software package, designed to assist with the functions related to processing patients for imaging examinations. The Radiology / Nuclear Medicine package automates the entire range of diagnostic functions performed in imaging departments, including request entries by clinical staff, registration of patients for exams, processing of exams, recording of reports/results, verification of reports online, displaying/printing results for clinical staff, automatic tracking of requests/exams/reports, and generation of management statistics/reports, both recurring and ad hoc. |
| Referred Care Info System (RCIS) | BMC | Referred Care Information System (BMC) Tracks, stores, and reports clinical and cost data on patient referrals to in-house clinics, other IHS facilities, and outside health providers. |

| Application Name | Name Space | Application Description |
|---|------------|--|
| Accounts Receivable | BAR | Accounts Receivable (BAR) - Processes, manages, reports, and follows up on Accounts Receivable transactions related to all Third Party Billing activity, including payment tracking and accounting by category, aging reports, and statements. |
| Adverse Reaction Tracking (GMRA) (Allergy Tracking) | GMRA | Adverse Reaction Tracking (GMRA) The objective of Adverse Reaction Tracking [ART] is to track and report patient allergy and adverse reaction data. |
| APCM MU Performance Reports | APCM | Meaningful Use EP and EH/CAH Performance Measure Reports. |
| Asthma Register | BAT | Used by practitioners to track asthma patients in their service area. The system is fully integrated with the Patient Care Component (PCC) and thus, there is little or no data entry on the part of the practitioner. The system contains a supplement to the health summary, several health summary health maintenance items and a series of reports. |
| BMXNet HER.net Utilities or M Transfer | BMX | BMXNet (BMX) - BMXNet is a set of software utilities designed to enable Windows applications written using the .NET framework to exchange data with RPMS using standard ADO.NET tables. |
| Care Management Event Tracking-CMET | BTPW | The Care Management Event Tracking (CMET) software is a component of the Indian Health Service (IHS) Resource and Patient Management System (RPMS) that provides the ability to track specific cycles of events. Appropriate event tracking management improves the delivery of care, as well as the outcome. This manual provides IHS site managers with a technical description of the CMET (BTPW) routines, files, menus, cross references, globals, and other necessary information required to effectively manage the system. |
| CCDA | BCCD | Consolidated Clinical Document Architecture [CCDA] (BCCD) The Consolidated Clinical Document Architecture, CCDA, [namespace: BCCD] software generates industry standard Continuity of Care Documents [CCD] such as the Clinical Summary, Transitions of Care, and other summary exports that meet the HL7 July 2012 DSTU standard and Meaningful Use 2 specifications. |
| Certified Electronic Record Checker | BCER | This package examines each RPMS-EHR software package to verify that the version and patch level of each is at the level required to meet the "Certified EHR" requirement of Meaningful Use. |
| Clinical Reminders (see PXRМ) | BPX | IHS mods to VA PCE (Patient Care Encounter) application. PCE (VA namespace PX) is the VA's version of RPMS's PCC (Patient Care Component) application. |

| Application Name | Name Space | Application Description |
|--|-------------------|--|
| Clinical Reporting System (CRS) | BGP | (IHS Clinical Reporting System, GPRA+ Clinical Indicator Reporting System)CRS is the reporting tool used by the IHS Office of Planning and Evaluation to collect and report clinical performance results annually to HHS and to Congress. Allows sites and Areas to review and report on local RPMS clinical data for GPRA and developmental performance indicators. Designed for national reporting as well as local and Area monitoring of clinical GPRA and developmental indicators. |
| Computerized Public Health Activity Data base | BNI | Indian Health Service [IHS] Computerized Public Health Activity Data System [CPHAD] application provides for the entry of public health activity being performed by clinicians or other providers of public health activities. |
| Consult Request Tracking (GMRC) | GMRC | Consult/Request Tracking (GMRC) |
| Contract Health Mgmt. System | ACHS | As a facility-based automated document and fiscal management system for the IHS Contract Health Service Program, tracks and reports clinical and cost data on patient referrals to in-house clinics, IHS facilities, and contract health providers. |
| EHR Changes to VA Lab | ALR | RPMS changes to VA's Lab (LR) application |
| Electronic Health Record | EHR | Electronic Health Record (EHR) the IHS-EHR is the IHS's graphical user interface approach to electronic health records. Built on the VueCentric® Framework, the IHS-EHR is a highly customizable window into a patient's health record. |
| Federal Health Information Exchange (FHIE) Connect | FHIE | Federal Health Information Exchange (FHIE) provides clinicians at all Veterans Health Administration facilities with the capability to access DoD health information on separated and retired members of the Uniformed Services. |
| Generic Retrieval Utility | GRU | Generic Retrieval Utility (GRU) - The Generic Retrieval Utility [GRU] is a tool that permits constructing and executing complex queries against FileMan databases using a graphical user interface. Results of queries may be viewed, exported to external applications, or output in a variety of customizable report formats. |
| Health Data Interface (HDI) | HDI | In BJPC the HDI option is used to type patient and historical clinical data utilizing the list display. HDI is Health Data Informatics. |
| HIV Management System | BKM | RPMS case management module for handling HIV cases. |
| ICD/CPT Lookup & DRG Grouper | AICD | ICD Lookup System (AICD) IHS system application used to look up and group ICD/CPT codes |
| IHS Dictionaries (Patient) + IHS PCC Suite | AUPN | IHS Dictionaries/Patient (AUPN) Contains all dictionaries that comprise the 'clinical repository' or Patient Care Component [PCC] and the utilities and routines called from these dictionaries. These are the primary files in which patient medical and registration data is housed. |
| IHS Dictionaries (Pointers) | AUT | IHS Dictionaries/Pointers (AUT) Consists of the Data Dictionaries for all standard pointer files used by the RPMS packages. |

| Application Name | Name Space | Application Description |
|--------------------------------------|------------|--|
| IHS HIE/NwHIN | HIE | The Health Information Exchange (HIE) provides connectivity to internal facilities and external agencies for the secure exchange of relevant patient data. |
| IHS PCC Suite | BJPC | IHS PCC Suite (BJPC) Various applications and functionalities for the suite of RPMS's Patient Care Component |
| IHS Pharmacy/Modifications | APSP | IHS Pharmacy MOD (APSP) Modifications to the IHS Pharmacy packages and delivery of multiple VA patches to pharmacy packages |
| IHS RPC Broker | BGU | IHS RPC Broker (BGU) Provides the underlying service and utilities used in the communication between a GUI client and an RPMS server. |
| IHS Standard Terminology/SNOMED- DTS | BSTS | SNOMED [BSTS and DTS] (BSTS) SNOMED CT® is the clinical terminology used by clinicians for problems, family history, clinical indication, and other components. SNOMED CT® terms are also mapped and stored for a variety of IHS code sets used in the RPMS suite of applications. The IHS Standard Terminology Application Programming Interface [BSTS] provides the interface between RPMS applications and the Apelon Distributed Terminology System [DTS] which is the terminology database that stores and organizes the SNOMED CT® terms for use in various applications in the RPMS suite of applications. Clinical users interact with SNOMED CT® when searching for a problem or clinical indication, using pick lists, using the "Get SCT" reverse mapping tool and searching for family history conditions. Clinicians and Clinical Applications Coordinators may report difficulty locating an appropriate SNOMED CT® term, request addition of a term to a searchable subset, request a new SNOMED CT® term for submission to National Library of Medicine, or request a set of terms [subset] for use in Clinical Reminders. Developers use SNOMED CT® in various applications and may include mappings of IHS code sets and decision support logic. They also use an API to retrieve information from DTS and the data from DTS stored in RPMS. Development teams may request code set changes or additions or problems with the API used to retrieve information |
| IHS User Security Audit | BUSA | User Security Audit (BUSA) - A utility that enables the advanced tracking of RPMS user activity to satisfy Meaningful Use II [MU2] certification requirements. The BUSA package also contains a web-enabled reporting interface, which permits this logged data to be filtered, sorted, and displayed. |
| IHS Utilities | XB | IHS Utilities (XB) Routines used by RPMS developers. |
| Immunization Data Exchange | BYIM | Immunization Interface Management (BYIM) The Immunization Data Exchange Interface is a two way Generic Interface System [GIS] HL7 interface that allows for the exchange of immunization data for children from 0 to 19 years of age with State immunization registries. |

| Application Name | Name Space | Application Description |
|---|------------|---|
| Immunization Tracking System | BI | Immunization Tracking System (BI) Compiles and reports on historical and current immunization data [including adverse reactions] in patient records, forecasts immunizations, updates vaccine lot numbers, generates reports and notification letters. |
| Lab Accession GUI | BLGU | Laboratory Accession GUI (BLGU) The Laboratory Accession GUI package adds the current RPMS roll/scroll Accessioning process available in the RPMS Laboratory Package, to the EHR Graphical User Interface [GUI]. |
| Laboratory | LR | Laboratory (LR) Provides comprehensive laboratory/pathology data to healthcare providers and other healthcare personnel automates record keeping and reporting for all areas of Anatomic Pathology provides search and reporting capabilities. |
| Laboratory Auto Instrument | LA | Automated Lab instruments |
| Medical Admin Service | MAS | MAS is the Scheduling and Admissions, Discharge, and Transfer module, adapted from the VA, which automates all aspects of the outpatient appointment process. Primary scheduling functions allow for setting up and maintaining appointments and accommodate specific clinics. It also provides for printing of appointment lists and workload reports. |
| Order Entry/Result Reporting (OR) | OR | Order Entry / Results Reporting (OERR) (OERR) (would not be released separately) |
| Patient Information Management System (PIMS) or IHS Mods to ADT | PIMS | Patient Information Management System (PIMS) - PIMS contains the Admission/Discharge/Transfer [ADT] application, the Clinic Scheduling application, and the Sensitive Patient Tracking [SPT] module. |
| PCC Data Transmission System | APCP | (PCC Data Extractions) Collects and transmits inpatient and ambulatory visit data for national statistical reporting. (See also "Patient Care Component (PCC).") |
| PCC Management Reports (Included in the PCC Suite) | APCL | Generates and prints a series of reports for patient care and program management. (See also "Patient Care Component (PCC).") |
| Pharmacy Data Management - | PSS | Pharmacy Data Management (included in APSP) |
| | | |
| Practice Management Application Suite | BPRM | Practice Management Application Suite (BPRM) - A comprehensive application to address IHS Practice Management Business functions via pluggable modules. Browser-accessible graphical user interface [GUI] to provide integrated workflows and consistent user experience for the RPMS Practice Management applications. |

| Application Name | Name Space | Application Description |
|-------------------------------|------------|--|
| Prenatal Care Module (BJPN) | BJPN | Prenatal Care Module (BJPN) the Prenatal Care Module [Namespace: BJPN] allows users to manage prenatal problems and issues for a patient during pregnancy. The Pregnancy Issues and Problem List [PIP] component serves to maintain the list of issues and risks associated with both current and all pregnancies for providers to consider the prenatal issues associated with the pregnancy in the context of all similar problems. The Prenatal Pick List [PPL] component provides a quick way to locate and add or remove problems from the PIP. |
| Q-Man (Included in PCC Suite) | AMQQ | Q-Man is a powerful ad-hoc search tool used to locate and extract data from the Primary Care Component |
| Radiology | RA | Radiology (RA) Automates tasks associated with processing patients for radiological examinations, including patient registration, label printing, report transcription, reporting, online physician verification using electronic signature. |
| Reference Lab Interface | BLR | Laboratory Master Control File. |
| Release of Information | BRN | The ROI is designed to assist users in the automatic recording and tracking and maintenance of all Requests for Patient Medical Information Data at the IHS field facility. This package assists in the compliance process of the Privacy Act of 1974 and the new requirements of the Health Insurance Portability and Accountability Act (HIPAA) privacy standards. |
| RPC Broker (Kernel) | XWB | Remote Procedure Call [RPC] Broker - a common communications driver interface for client/server application data exchange |
| Standard Code Book Update | AUM | ICD Update (AUM) Updates the IHS ICD Operations and Procedures [ICD0] and ICD Diagnosis [ICD9] files with new or changed ICD information. |
| Taxonomy | ATX | Taxonomy (ATX) Stores a list of related ICD 9 diagnosis codes for future use allows the creation of diagnosis and procedure taxonomies in Q-Man. |
| Uniform Data System (UDS) | BUD | Intended for use by tribal or urban health facilities receiving grant funds for primary care system development programs administered by the Bureau of Primary Health Care (BPHC), Health Resources and Services Administration (HRSA). The RPMS UDS Reporting System provides passive extraction of patient and visit data from the IHS Resource and Patient Management System (RPMS) to produce four of the nine UDS reports. For each of the four reports, RPMS UDS also produces lists of all patients and related visits that are counted in the reports. |
| VA Clinical Lexicon Utility | GMPT | GMPT = VA Clinical Lexicon Utility |
| VA Clinical Reminders | PXRM | VA Clinical Reminders (PXRM) An RPMS application that uses various data inputs from PCC to provide reminders to clinicians and providers when various conditions are met. |

| Application Name | Name Space | Application Description |
|-------------------------------------|-------------------|--|
| VA Health Summary | GMTS | VA Health Summary (GMTS) The VA Health Summary package performs functions similar to that of the IHS Health Summary application. They do NOT share any files or routines. This version is being distributed so the CWAD function in TIU will work properly. |
| VA Health Summary Components | BHS | Health Summary Components (BHS) This package is a transformation of Indian Health Service summary components into VA health summary components. |
| VA Problem List | GMPL | GMPL = VA Problem List |
| VA Text Integration Utilities (TIU) | TIU | Text Integration Utility (TIU) - The VA Text Integration Utility automates clinic notes. (under admin software but should probably be moved to clinical - would consult w/ Susan and Floyd for their input) |
| VistA Imaging | BMAG | IHS extensions to VA Medical Imaging (MAG) application. |
| Vista Lexicon Utility Module (LEX) | LEX | VA Lexicon Utility (LEX) - This utility uses the LEX namespace but also includes 2 GMPT and 4 ICPT routines. GMPT is the old namespace for Lexicon and these routines are still called by other VA applications. |
| Vitals/Measurements | GMRV | Vitals/Measurements (GMRV) The Vitals/Measurements a VISTA application [GMRV 5.0] is designed to store in the patient's electronic medical record vital signs and various measurements associated with a patient's hospital stay or outpatient clinic visit. RPMS uses PCC [V Measurements] to store measurements, and uses the Vitals/Measurements [GMRV 5.0] application to store other pertinent information about measurements such as qualifiers in the RPMS. |
| VueCentric Framework | CIAV | CIAV VueCentric 2 VUECENTRIC FRAMEWORK CONFIGURA CIAV MANAGER |
| Well Child Component | VEN | Well Child Component (VEN) Enables end users to design highly customized Encounter Forms and health summaries. |
| Women's Health | BW | Women's Health (BW) Identifies and tracks women's' PAP smear tests and/or colposcopy tracks exams and results and suggests actions and follow-up based on results provides epidemiological, workload, treatment, and pregnancy due reports. |
| Third Party Billing System | ABM | Third Party Billing (ABM) - Creates claims for submittal to Medicare, Medicaid, and private insurance for eligible patients from PCC visit information gathers and enters claim data from other RPMS applications. |

| Application Name | Name Space | Application Description |
|--|------------|---|
| IHS Kernel (v8 plus upgrades) | XU | (VA Kernel)Provides a portability layer between the underlying operating system and application code. This makes the entire system portable across different computers, operating systems, and M implementations. This, together with the database portability FileMan provides, has eliminated the cost of application conversions each time there is a change in the computing platform. The Kernel also provides shared services for applications, resulting in reduced development costs and a common user interface. In addition, Kernel provides tools for managing the computer systems. |
| IHS Kernel Toolkit; BPM dependency | XT | (VA Kernel Toolkit)Kernel Toolkit (also referred to as "Toolkit") supplements the Kernel software package. It provides development and quality assessment tools, capacity management tools, and system management utilities. |
| IHS VA Support Files AVA 93.2 part of Kernel 7.0 | AVA | IHS VA Support Files: Station Number Update |
| VA List Manager | VALM | VALM VA List Manager |
| VA Mailman | XM | MailMan is an electronic messaging system that transmits messages, computer programs, data dictionaries, and data between users and programs located at the same or different facilities. Network MailMan disseminates information across any communications medium. If you install Integrated Imaging, MailMan becomes a multimedia application that sends images locally and across the network. |
| VA Patient Care Encounter | PX | PCE Patient Care Encounter VA's adoption/adaptation of RPMS PCC (Patient Care Component) application |
| Area Data Consolidation Export | BXP | A UNIX-based system for transmitting IHS facility patient data from IHS Area offices to the National Patient Information Reporting System (NPIRS). BXP was designed to consolidate facility patient data, validate record lengths, and provide accurate counts on the number of records transmitted over the IHS WAN/LAN network. The user interface simplifies system file management by providing an easy process for backing up, restoring, reprocessing, recreating, purging, and archiving patient data files. |
| Authorization/Subscription | USR | CPRS Authorization/Subscription Utility (ASU) CPRS is the VA's version of RPMS EHR. ASU identifies and manages user roles and authorizations within the application. |
| Code Set Versioning | BCSV | IHS Code Set Versioning |
| Data Warehouse Export | BDW | The Data Warehouse Export System is an RPMS (Resource and Patient Management System) software application designed for local export of registration and visit data to the IHS National Data Warehouse. |

| Application Name | Name Space | Application Description |
|---|------------|--|
| Diagnostic Related Group - | ICD | Diagnostic Related Group (DRG) Grouper application; provides support for the VA implementation of the ICD files and data structures. AICD (ICD LOOKUP) is the RPMS application used to incorporate IHS modifications to the VA's ICD application. |
| Health Level Seven | HL | Assists DHCP applications exchange information with other applications using the HL7 Protocol; consists of a set of utility routines and files that provide a generic interface to the HL7 Protocol. |
| ICPT - VA CPT/HCPCS Codes | ICPT | The ICPT routines are called by Lexicon and are required until such time as the IHS ACPT and VA ICPT packages are merged. |
| IHS Kernel Toolkit Extensions | BXT | The IHS Kernel Toolkit Extensions application (namespace BXT) is an IHS-developed collection of software designed to enhance and expand the operations and functionality of the software contained in the VA Kernel Toolkit application (namespace XT). |
| Integration Engine components; BADE dependency | EDRI | With the replacement of the RPMS Dental Data System with an Electronic Dental Record (EDR), it is required that RPMS applications interact with the EDR to meet the needs of both the Dental Department and the local health program as a whole. The Ensemble Interface Engine (EIE) has been introduced as a mechanism to allow this interaction between RPMS and the EDR. |
| Patient Merge | BPM | This software has been developed to assist local facility HIM staff in identifying and merging duplicate records found in RPMS Registration files. Record pairs are identified as potential duplicates through comparisons that are conducted during a search of the database. These potential duplicates are then validated through a review process to verify that they are duplicates, and then merged. This software is intended to provide a reliable approach to correctly identify and merge duplicate records. |
| VA FileMan 22 | DI | (VA FileMan) The RPMS database management system (DBMS)--runs in any ANSI M environment. The majority of RPMS clinical data is stored in FileMan files and is retrieved and accessed through FileMan APIs and user interfaces. |
| Behavioral Health | AMH | (Integrated Behavioral Health (IBH)) |
| Case Management System (ACM) | ACM | Case Management System (ACM) Establishes and maintains patient registers for managing the health care of select groupings of patients, such as patients who are high-risk or who have special follow-up care needs. |
| Chronic Disease Management (BCDM) | BCDM | Chronic Disease Management ((BCDM) Chronic disease management system package (Uses GIS) or Comprehensive Diabetes Mgmt.)) |

| Application Name | Name Space | Application Description |
|--|------------|--|
| Clinical Quality Measures (IHS Coding Mapping) | BCQM | IHS Code Mapping (BCQM) IHS Code Mapping [BCQM] application provides mapping from IHS standard codes to SNOMED and LOINC codes. The mapping is done automatically when visits are created and when data elements are added to visits [V Files are created]. It is also used by a variety of other applications. |
| Community Health Representative System (BCH) | BCH | Community Health Representative System (BCH) Used by Community Health Representatives to inform other members of the healthcare team about health-related activities taking place in the patient's home or in the community. Please Note: The User Manual and User Manual Supplement have been updated. Download the latest copies below. |
| Benchmark Price | APSA | Provides published industry drug prices for billing purposes. |
| Current Procedural Terminology (CPT) File (Licensure required) | ACPT | Current Procedural Terminology (ACPT) – |
| Dental Data System | ADE | Meets the data processing needs of facility-based dental programs as well as those of central management. |
| Dental/EDR Interface | BADE | The Dental/EDR interface is used to send data bi-directionally from the Electronic Dental Record (EDR) to RPMS using HL7 interface specifications. EDR was designed to meet the needs of the dental program using a graphical user interface (GUI). The interface is used to send patient and provider data from RPMS to EDR for accuracy of patient records. Dental procedure information is transmitted to RPMS to create and complete patient visits in the Patient Care Component (PCC). |
| Diabetes Management System (DMS) | BDM | Diabetes Management System (BDM) |
| | | |
| e-Prescribing Production | BEPR | e-Prescribing Productions (BEPR) The Ensemble Interface Engine [EIE] provides a means to download a file containing pharmacies in the network [Directory Download], request and receive a Surescripts Prescriber ID [SPI], and electronically send a prescription [NewRx] to a pharmacy within the network through the Surescripts server. |
| ER Visit System | AMER | Tool that will allow facilities to better run and manage their Emergency rooms. With the Emergency Room system, you can register, admit, and discharge patients. This package allows you to run a broad range of reports that will help you to see and manage the flow of patients and the staff workload. |
| Fileman-To-Cache Class Conversion | BFMC | Please refer to the C32/CCD Clinical Summary [BJMD] for information about this package |
| Generic Interface System (GIS) | GIS | Generic Interface System (GIS) Allows a site to receive and send demographic and PCC data to and from the RPMS system and is strictly based on HL7 standards. |
| HIV Management System | BKM | HIV Management System (BKM) RPMS case management module for handling HIV cases. |

| Application Name | Name Space | Application Description |
|--|------------|--|
| iCare Management System | BQI | iCare Population Management GUI (BQI) iCare is a Windows-based, client-server graphical user interface [GUI] to the IHS Resource and Patient Management System [RPMS]. iCare retrieves key patient information from various components of the RPMS database and brings it together under a single, user-friendly interface. iCare is intended to help providers manage the care of their patients. The ability to create multiple panels of patients with common characteristics [e.g., age, diagnosis, community] allows users to personalize the way they view patient data. |
| Interfaces With GIS + Support For HL7 Interfaces | BHL | (General Interface System (GIS))GIS package (BHL) allows the site to receive and send demographic and PCC data to and from the RPMS system. The data strictly adheres to the GIS HL7 message specification. A variety of HL7 events are supported, including all that will allow the passing and receiving of data in the VA PATIENT file, the PATIENT file, and all supported VISIT and V files. It also supports inbound and outbound queries for immunizations. |
| Patient Registration | AG | Patient Registration (AG) Maintains the patient demographic and insurance eligibility database for Indian Health Service [IHS]. All patient care software applications in the RPMS refer to this system for patient demographics. |
| | | |
| PCC Data Entry (Included in the PCC Suite) | APCD | PCC Data Entry (APCD) Encodes all commonly used English language terms into the International Classification of Disease (ICD9) CM codes. |
| PCC Health Summary (Included in the PCC Suite) | APCH | PCC Health Summary (APCH) Provides a comprehensive patient health history derived from the comprehensive, centralized data file. |
| Pharmacy - Controlled Drug Export System | BPDM | Pharmacy - Controlled Drug Export System (BPDM) The Controlled Drug Export System creates export files containing controlled substance prescription dispensing information in the specified American Society for Automation in Pharmacy [ASAP] format which may be uploaded to a centralized database administered by an authorized public health entity such as a state prescription drug monitoring program [PDMP]. |
| Pharmacy - National Drug File | PSN | Pharmacy - National Drug File (PSN) Provides for the systematic management and classification of all medications updated from data supplied by the Food and Drug Administration (FDA) for merging into a facility's drug file. This is a restricted package. Contact your Area Office for the latest version. |
| Pharmacy - Outpatient Pharmacy | PSO | Pharmacy - Outpatient Pharmacy (PSO) Provides for the management and reporting of patient medication regimens in outpatient clinics and on outpatient pharmacy workload and costs. The current version of Outpatient Pharmacy [PSO] is released and updated as part of IHS Pharmacy Modifications [APSP]. |

| Application Name | Name Space | Application Description |
|--|-------------------|---|
| Pharmacy - POS: Benefits Management (ABSP) | ABSP | Pharmacy Point of Sale (ABSP) - Provides a means for I/T/U facilities to perform online submittal of pharmacy claims, via a switch company, to third-party payers. |
| Pharmacy - Rx Outpatient Automation Interface (APSS) | APSS | Pharmacy – Rx Outpatient Automation Interface (APSS) RPMS Package for outpatient Pharmacy 7.0. This package allows a site to interface with ScriptPro and other robotic dispensing systems during the printing of a bottle label. |
| | | |
| Pharmacy Auto Refill System | BEX | Pharmacy Auto Refill System (BEX) The Pharmacy Auto Refill system allows RPMS to interact with a commercial automated telephone system [AudioCare®] to refill prescriptions. |
| Pharmacy Automated Dispensing Interface System | BOP | Pharmacy-Automated Dispensing Interface System (BOP) This release provides an Admission/Discharge/Transfer (ADT) and inpatient medication profiling interface to the Omnicell and Pyxis dispensing equipment. |
| | | |
| Designated Primary Provider | BDP | Facilitates assignment of a panel or multiple panels of patients to a designated primary care provider. |

Appendix C: RPMS Service Support – What is Included

The **RPMS In-patient Suite Support Service**, the **RPMS Ambulatory Suite Support Service**, and the **RPMS Purchased & Referred Care Suite Support Service** provide a broad set of value-added features, resources, and benefits to In-patient facilities, Ambulatory facilities, and PRC programs using the RPMS. A more detailed description of common services provided by OIT is provided below. The service features included are:

- The RPMS Application Software
- Software Development, Enhancement and Upgrade
- Patch Management
- Installation Support
- Software Deployment Support
- Training
- Helpdesk Support
- RPMS Feedback
- LISTSERV Email Groups
- RPMS Platform Support

RPMS Application Services - What's included:

Features:

RPMS Application Software: RPMS is a decentralized integrated solution specifically for management of clinical and administrative information in IHS, Tribal, and Urban (I/T/U) healthcare facilities. Flexible hardware configurations, over 100 software applications, and network communication components combine to create a comprehensive clinical, financial, and administrative solution – a solution that can stand alone or function in concert with other components as needed.

Note: Refer to Appendix A: for a complete listing of RPMS applications in each application suite supported by each RPMS support service.

Software Development, Enhancement and Upgrade: OIT provides software development services for RPMS Suite applications in the form of software enhancements and upgrades, and through the management and distribution of software patches. RPMS applications must undergo continuous enhancement and upgrade in order to meet end-user, healthcare industry, and government regulatory requirements.

Requirements affecting RPMS software development come from a broad range of health care best practice and government regulatory sources including Centers for Medicare and Medicaid Services (CMS), The Joint Commission (formerly JCAHO), Accreditation Association for Ambulatory Health Care (AAAHC), the Commission on Accreditation of Rehabilitation Facilities (CARF), and the World Health Organization (WHO), among others. RPMS aligns with the Administration's commitment to promoting the adoption of EHRs due to their ability to improve health outcomes and decrease costs. RPMS supports the Health Information Technology for Economic and Clinical Health Act (HITECH) by establishing interoperability through the electronic sharing of information with states, interoperability with commercial labs, and electronic communication among medical staff participating in patient care.

Subsequently, RPMS application development, enhancement, and integration is complex and labor intensive. OIT performs all of the necessary software development and enhancement activities involved in updating RPMS software. The work is performed by following SDLC/EPLC compliant software development stages:

1. Initiation Phase
2. Concept
3. Planning
4. Requirements Analysis
5. Design
6. Development
7. Test
8. Implementation Planning
9. Implementation
10. Operations & Maintenance
11. Disposition

RPMS development is overseen by the OIT Division of Information Technology (DIT) and coordinated through the RPMS Program Management Office (PMO).

Note: The SDLC is an industry standard process for planning, creating, and deploying an information system or application software. The Enterprise Performance Life Cycle (EPLC), is a Department of Health and Human Services (HHS) specific framework to enhance Information Technology (IT) governance through application of sound investment and project management principles and industry's best practices.

As part of the effort to improve RPMS and keep it relevant and useful, OIT has set up a process to collect feedback from users. Users can make a comment about an RPMS application or suggest a future functionality. The RPMS Feedback page collects basic contact information for the user, the application for which the user is providing feedback, and a free text field that allows the user to provide their comments. RPMS staff attempt to acknowledge all requests and, although it is not guaranteed that all suggestions will become part of RPMS, OIT believes that this input is critical to the successful evolution of the system.

Patch Management: RPMS patches and upgrades, the result of OIT's RPMS software development and enhancement activities, are currently released as they are developed.

Patches are managed Software Quality Assurance (SQA) Team overseen by OIT's Division of Information Technology (DIT).

Installation Support / Software Deployment Support: The implementation work of performing an upgrade or installing a patch developed and released by OIT is typically the joint responsibility of the site staff and Area Office staff in which the facility resides, but requires extensive collaboration with IHS OIT staff. OIT's role during installation and deployment is primarily to provide in depth guidance and consultation and backup assistance to Area and site staff.

OIT's support during installation and deployment includes an initial site analysis and recommendations on the appropriate hardware and operating system purchases that sites will need to support an imminent RPMS deployment.

Additionally, OIT provides initial hands-on implementation training to Area staff in preparation for on-site production system installation.

A typical end-to-end RPMS installation deployment process follows the general high-level steps below:

1. Develop Area Implementation Plan
2. Develop Software Deployment Plan
3. Develop Area Communication Plan
4. Define Roles/Responsibilities
5. Area Training
6. OIT Training
7. Pre-Work Document
8. Pre-install Activities
9. Install Software
10. Configure Software
11. Post-Install Activities

RPMS platform installation and configuration activities performed by OIT are executed by the OIT Computer Systems Management Team (CSMT) in coordination with the RPMS Program Management Office (PMO). RPMS software deployment and configuration activities performed by OIT are executed by special RPMS project teams also in coordination with the RPMS PMO.

Training: OIT provides national RPMS and EHR training at the Area and clinic levels, annually training over 10,000 Federal, Tribal and Urban staff through an extensive range of RPMS training opportunities ranging from application implementation to advanced application training for Site Managers. Clinic teams benefitting from OIT training include, but are not limited to, the following: Implementation, Business Office, CACs, Laboratory, Pharmacy, Radiology, Behavioral Health, Community Health Representative, Nursing, Medical Provider, Diabetes Program, IT, HIM, IRM, and Site Manager.

The RPMS PMO coordinates with Area Offices and the RPMS user-community annually to assess training needs, develop an extensive plan to meet those needs, and to deliver RPMS training to sites, Areas, and national levels. Special requests for training not provided by OIT, however, can be sent to Area Training Coordinators.

In an effort to meet field needs, OIT offers six different training methodologies:

- **Computer Based Training:** On demand training sessions enabling participants to view a session, take a quiz demonstrating content knowledge, and receive a completion certificate. This training method requires no financial cost to participants and may be completed at the participant's office in the time that they find most convenient.
- **Recorded eLearning Sessions:** On demand recorded training sessions enabling participants to view the session in the time that they find most convenient. This training method requires no financial cost to participants.
- **eLearning:** Live instructor-led demonstration via web and phone. Participants may join from their home site with phone and computer/internet access and communicate questions with a live trainer to receive needed information. This training method requires no financial cost to participants.
- **eLearning/Hands-on:** Live instructor-led demonstration and hands-on via web and phone. Participants may join from their home site with phone and computer/internet access and receive hands-on practice as well as access to a trainer to receive needed information. This training method requires no financial cost to participants.

- **Satellite Classroom:** Area provided proctor supports an instructor teaching via web and phone. This training method includes hands-on in an OIT training environment. Participants must be in an Area classroom to participate. An Area Subject Matter expert is in the classroom with participants and a trainer is available via web and phone to answer questions and walk participants through issues encountered. Satellite

Classroom: In-person instructor-led lecture and hands-on in an OIT training environment. Participants must be in a classroom to participate. Participants must be in an Area classroom to participate. A trainer is in the classroom with participants to answer questions and walk participants through issues encountered.

LISTSERV Email Groups: The IHS LISTSERV is an email messaging system that allows all IHS audiences (patients, tribes, employees, contractors, providers, etc.) the opportunity to effectively communicate and collaborate on Indian Health and IHS related topics. Over one hundred lists are available on the IHS LISTSERV with more than 10,000 list subscribers. Each LISTSERV is maintained and moderated Subject Matter Expert. Not all Listservs are specific to EHR Management and under the responsibility of OIT. Please consult local SME for listservs not specific to RPMS EHR.

Many of the RPMS applications have a LISTSERV dedicated to the users of those applications where individuals can collaborate on user support issues and share their experiences and expertise with the software. Each LISTSERV has a searchable archive that is available to subscribers where all previous LISTSERV entries are accessible.

RPMS Platform Support: OIT provides high level support for sites which are experiencing advanced incidents and extended problems with the operation of their IN PRODUCTION RPMS installations. Specifically, RPMS support calls that have been escalated through to IHS' IT Service Desk (Tier 3) are routed to OIT's Computer Systems Management Team (CSMT) for support on advanced problems including:

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

Acronym List

| Acronym | Term Meaning |
|---------|--|
| AAAHC | Accreditation Association for Ambulatory Health Care |
| ADD | Active Directory Domain |
| AI/AN | American Indian and Alaska Native |
| BAA | Business Associates Agreement |
| CA | Federally Certified Certificate Authority |
| CARF | Commission on Accreditation of Rehabilitation Facilities |
| CEHRT | Certified Electronic Health Record Technology |
| CES | Central Email Service |
| COTS | Commercial Off-The-Shelf |
| CPIC | Capital Planning and Investment Control |
| CSR | Certificate Signing Request |
| DEA | Data Exchange Agreement |
| DHCP | Decentralized Hospital Computer Program |
| DIS | Division of Information Security |
| DNS | Domain naming system |
| EA | Enterprise Architecture |
| EHR | Electronic Health Record |
| EIT | Electronic and Information Technology |
| ELT | Extract, Load and Transform |
| EPLC | Enterprise Performance Life Cycle |
| ETS | Enterprise Technology Services |
| EUA | End User Agreement |
| EULA | End-User License Agreement |
| FISMA | Federal Information Security Management Act |
| GAP | General Access Point |
| HEAT | Helpdesk Expert Automation Tool |
| HHS | Department of Health and Human Services |
| HIE | Health Information Exchange |
| HIPAA | Health Insurance Portability and Accountability Act |
| HITECH | Health Information Technology for Economic and Clinical Health Act |
| HIT | Health IT |
| HSS | HEAT Self-Service |
| I/T/U | IHS, Tribal and Urban |
| IAA | Inter-Agency Agreement |
| IAMS | Identity and Access Management Service |
| IHS | Indian Health Service |

| Acronym | Term Meaning |
|----------------|---|
| IMCS | IHS Instant Messaging and Collaboration Service |
| IOAT | Infrastructure, Office Automation, and Telecommunications |
| ISA | Interconnect Security Agreement |
| ISSO | Information Systems Security Officer |
| IT | Information Technology |
| ITAC | Information Technology Access Control |
| LAN | Local Area Network |
| LDAP | Lightweight Directory Access Protocol |
| MDM | Mobile Device Management |
| MPA | Multi-Purpose Agreement |
| MPI | Master Patient Index |
| NDW | National Data Warehouse |
| NPIRS | National Patient Information Reporting System |
| OCPS | Office of Clinical and Preventive Services |
| OEM | Original Equipment Manufacturer |
| OIT | Office of Information Technology |
| OPHS | Office of Public Health Support |
| OPHS | Office of Public Health Support |
| ORAP | Office of Resource Access and Partnership |
| OU | Organizational Unit |
| PHI | Personal Health Information |
| PHR | Personal Health Record |
| PIV | Personal Identity Verification |
| PKI | Public Key Infrastructure |
| PRC | Purchase and Referred Care |
| POC | Point of Care |
| RDBMS | Relational Database Management Systems |
| RPMS | Resource and Patient Management System |
| SDLC | System Development Life Cycle |
| SDTS | Secure Data Transfer System |
| SLA | Service Level Agreement |
| SMTP | Simple Mail Transfer Protocol |
| SOP | Standard Operating Procedure |
| SSPR | Self Service Password Reset |
| UAT | User Acceptance Test |
| UC | Unified Communications |
| WHO | World Health Organization |