

## **SYSTEM SUPPORT/TRAINING SERVICES**

### ***Core Package 1 – Support Distributed Application Systems***

(Includes Core Packages 2)

#### Support

- Operating System and RPMS technical support and training is available by contacting the OIT Support Center from 6:30 am to 6:30 pm M-F.
- Application development support and maintenance for RPMS software.
- Additional software support for Graphical User Interfaces
- Tier III Remote access
- Provide for the distribution of software updates, patches, and general maintenance . requirements

***\*On site assistance is done for Projects that require Tier III onsite assistance and Exceptional Need as determined by OIT Executive Management***

***Exceptional Need: Hospital burns down***

#### Training

- Training is available on any RPMS package provided at the OIT training facilities in Albuquerque as well as at the various IHS Area Offices.

### ***Core Package 2 - Process National Applications***

Distribution of applicable MSM, CACHE, AIX & other utility upgrades

- Includes first level system upgrades and maintenance agreements.

***\*Maintenance agreements for AIX HW/OS. MSM is being phased out***

### ***Optional Packages***

***Value Added Services Provided by the Systems Support/Training Services Team***