

Infrastructure Service Support Plans

The IHS Office of Information Technology (OIT) is dedicated to meeting the needs of the Indian health community by providing robust IT infrastructure in support of RPMS. In recent years, Tribal health programs' expertise and ability to handle many of their own infrastructure support issues have grown significantly. The Infrastructure Service Support plans reflect the dramatic changes in technology, as well as the evolution of Tribal needs in this area.

Due to the constant changes with information technology, only the most updated version will be considered the current support plan**.

This is a full-featured plan designed to meet the growing needs of Tribal health programs. IHS serves as the primary infrastructure support provider beyond the local and Area levels.

Email Service

The Health and Human Services Enterprise Email System (HHS Mail) is one of several strategic IT consolidation initiatives to optimize resources. IHS began the transition to HHS Mail and switching Tribal health programs to the new system. If you currently have OIT-managed email or plan to install OIT-managed email, please contact your Agency Lead Negotiator (ALN) for more information on HHS Mail.

Tribal health programs have two email system choices:

Managed Email ** – OIT configures and manages Tribal health programs' email service. An IHS domain account is required to access HHS mail services and appropriate bandwidth is needed to access IT resources. A T1 circuit is recommended for every 200 users. MS Outlook is available if the site owns an Exchange Server 2003 CAL. Mailboxes feature the following options:

- Large Email Box – 200 megabyte space limit per mailbox, \$141.00 per mailbox per year (includes archiving and failover capabilities)
- Basic Email Box – 50 megabyte basic mailbox, \$100 per mailbox per year (does not include archiving and failover capabilities)
- Mailbox Disaster Recover – Key staff mailbox disaster recovery, \$50 per year
- Additional Email Storage – 100 megabyte additional Exchange storage, \$18.75 per year
- Virus Protection – Antivirus and antispam protection at the server
- Directory – Inclusion in the IHS email directory Global Address List (GAL)
- Outlook Web Access (OWA) – Requires Internet Explorer 6.0 or higher and an Internet connection (DSL or higher)
- BlackBerry Service – \$16.10 per person per year (BlackBerry units are purchased separately)

For evaluation and comment for FY10

Email Routing – This is the choice for Tribal health programs that wish to manage and support their own email servers, or plan to install such a system (your own domain name). Support provided includes:

- Configuration – OIT provides configuration documentation meeting HHS/IHS standards and guidelines for securing servers
- Troubleshooting – OIT provides troubleshooting support for routing of email through the HHS SMTP gateway to the Internet

****For current pricing on managed email services, please contact your Agency Lead Negotiator**

Server Support

When local and Area level support can't solve a problem, OIT provides National Help Desk support for Microsoft network products, excluding Exchange servers, and NT 4, which the vendor no longer supports. Note: Tribes who take Area shares assume Tier 1 and 2 responsibilities. Tribes who leave National shares call OIT for Tier 3 support.

Products supported include the following:

- **Windows 2003** – OIT operates the Microsoft Windows 2003 server family for enterprise network operating systems. Tribal health programs on HHSNET have the option to join the IHS Active Directory (AD) domain or host a separate AD forest for their site. OIT is the security control center for the IHS AD. For security reasons, forest-to-forest trusts and domain-level permissions are not available. OIT support includes:
 - Server Configuration – Documentation for servers and desktop computers, AD implementation and group policy templates are supplied by OIT; if problems arise during or after configuration, OIT provides phone support
 - Server Operating System (OS) Troubleshooting – For Windows 2003 servers, OIT troubleshoots OS issues
 - Patch/Service Pack Updates – Keeping server systems updated with current service packs and patches helps avoid problems. OIT supports installation and configuration of patches and service pack updates released from Microsoft after the Tribe has acquired them on CD or by downloading. If problems occur during or after installation of these items, OIT provides troubleshooting assistance
 - Active Directory Support – OIT provides the following support for AD:
 - Configuration – Server configuration documentation, including server and desktop builds, AD implementation, and group policy templates are provided, as well as phone support should problems arise during or after configuration
 - AD Troubleshooting – OIT troubleshoots AD issues, such as group policies, replication, and flexible single master operation (FSMO) role setup

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- Group Policies – Group policy templates are provided. OIT offers guidance for creating custom group policies at the Tribal health program's request

- **IBM AIX Operating System (OS)**
Support for IBM products is offered through national contracts with outside support providers. Tribal health programs have the option of buying into these contracts, or purchasing separate support contracts directly with the provider. For more information, contact Samuel D. Berry at 505-248-4150. Current contractor support covers:
 - IBM hardware maintenance 24/7
 - IBM software maintenance 9 a.m. to 5 p.m. Mountain Standard Time, Monday - Friday
 - Contractor support line 8 a.m. to 5 p.m. Mountain Standard Time, Monday - Friday

Telehealth

OIT supports the Telehealth initiative by maintaining the infrastructure Tribal health facilities need to participate. This includes:

- Maintenance of secure, high-speed network infrastructure for HIPAA-compliant telemedicine service delivery
- Provide guidance using health information technology standards currently supported by OIT, which includes HL7 and DICOM

IT Security Consultation

OIT provides limited assistance in implementing security configuration guidelines.

Network Services

- **Intranet/Internet Access**
Internet access is provided to Tribal health programs that request it. OIT's Network Operation's Security Center (NOSC) integrates network backbone operations and security monitoring. To obtain Internet access, the following steps are taken:
 - Interconnection Agreement – Interconnection Agreement documentation is provided. An OIT representative reviews the documentation for Federal Information Security Management Act (FISMA) compliance
 - VPN (LAN-to-LAN connection) or Direct Connection – On completion of the Interconnection Agreement, OIT assists the Tribal health program in establishing a virtual private network (VPN) connection or a direct connection to IHS' network. Support includes:
 - Connectivity issues
 - HTTP nonproductive address monitoring

For evaluation and comment for FY10

- Intrusion detection – NOSC monitors network security events. The Incident Response Team assists Area facilities with InfoSec incidents
- **Cisco Hardware Support**
Support for Cisco hardware, such as routers, switches and firewalls, is provided by the vendor. Tribal health programs have the option of buying a Cisco hardware support contract. Contact Samuel D. Berry for more information at 505-248-4150.
- **Domain Name Server (DNS) Technical Support** – For HHSNET customers ,DNS technical issues such as security guidelines and troubleshooting are supported by OIT
- **Dynamic Host Configuration Protocol (DHCP) Support** – For HHSNET customers, OIT supports DHCP IP, router, VPN and/or network issues.
- **IP Addressing** – OIT assures that adequate subnetting of IP addresses from IHS' Class "B" license is available to all Tribal health programs and that radio frequencies are correct for use within IHS.

FTS Support

Support for the Federal Telephone System (FTS) includes ordering and updates of all FTS Services such as voice, data, calling cards and video services. At the request of Tribal health programs, OIT provides a cost breakout.

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Value-Added Services

Value-added services such as virus protection and HFNetChk Pro, for keeping your Microsoft applications up to date with the latest Microsoft-approved patches. Licensing of Websense Internet blocking software is also provided.

Additional Infrastructure Support and Services

Any Tribal health program can buy additional services from OIT, just as you would from any other provider. If you have taken your IT shares, but would like to buy certain services from IHS, there is an identified buyback process in place. Please contact your local Agency Lead Negotiator (ALN) for information about this process. For more information about OIT services, contact Samuel D. Berry at 505-248-4150, and visit the OIT Web site at www.TribalITSolution.ihs.gov.

**This service support plan was updated on 08-31-2008