

## **RPMS Service Support Plans**

The IHS Office of Information Technology (OIT) is continually upgrading the Resource and Patient Management System (RPMS) to meet Tribal\* requirements. Featuring more than 60 fully integrated clinical and administrative software applications, RPMS continues to improve thanks to strong Tribal end-user input and developer-level support. As part of our commitment to successful partnerships with our Tribal customers, OIT has created a Service Support Plan that answers the IT service and support needs of your health program.

### **RPMS Server OS Support**

The RPMS server's operating system is critical for RPMS functionality, and OIT offers support for Cache on either Microsoft Windows 2003 or IBM AIX operating systems. Additionally, OIT assists Tribal programs that wish to switch from one OS to another.

**RPMS Software Patches and Updated Versions** – OIT issues software patches and updated versions when problems are identified and corrected, enhancements are added, and after regular RPMS maintenance updates. For Tribal customer convenience, OIT can install patches and upgrades remotely via HHSNET (formerly IHSNET). If a third-party vendor supports or modifies the RPMS system, contact the vendor for patch installation and upgrades.

**Remote Access** – OIT has the capability to troubleshoot RPMS applications that require developer support via HHSNET or by VPN Access

**On-Site Assistance** – If support is required beyond remote assistance, Area level support and/or National Help Desk, OIT has the capability to provide on-site support to assist in returning RPMS to normal functioning.

**RPMS Interfaces** – OIT provides HL7 and simplified format guidelines to private sector software companies that write data exchange interfaces for their applications. If you have data exchange issues with third-party software, contact that vendor for assistance.

**Alpha and Beta Testing of New RPMS Applications** – Tribal health programs have the opportunity to participate in alpha and beta testing of new RPMS applications, including priority support during testing.

### **Software Licenses for RPMS Software**

OIT pays for the licenses to maintain the most recent versions of industry-required codes, pricing and schedules for standard practices such as billing and diagnosis (ICD-9 and CPT codes), pharmaceutical (Wholesale Drug Pricing Index), immunization, Cache Database and other proprietary licenses.

For evaluation and comment FY10

## **Training**

OIT-sponsored training in the use of RPMS applications and system administration is provided throughout the year at OIT headquarters in Albuquerque, New Mexico and at various Area offices. Training is included with this support package.

Tribes who do not purchase this RPMS Service Support Plan can purchase training alone by:

- Leaving OIT shares,\* or
- Paying class registrations fees\*

\* Attendees' travel costs and per diem expenses to be paid by the Tribe

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