

TELECOMMUNICATIONS MANAGEMENT

Core Package 1 – Provide Technical Support and Assistance

(Includes Core Packages 2 & 3)

Wide Area Network (WAN)

Provide network connectivity for the specific sites requested. Included on this support is Internet Access from Office of Information Technology in Albuquerque, NM

Note: The Backbone network is composed of a fully meshed redundant network which allows for continued operation even when some locations are inoperable.

***This supports the entire IHS WAN.**

***NOSC is taking place of the WAN team at HIS. If you are on HHSNET, then it monitors your edge router.**

Edge router is the router that sits between HHSNET and your internal network. The NOSC will monitor the Connectivity of your connection to HHSNET and your network. All support issues are conveyed through the NOSC support team.

RPMS Software Assurance

Assure that all software that is developed and integrated with all other RPMS packages per the development standards described in the IHS' programming standards manual.

***Since RPMS is tightly integrated, this means that it guarantees that any RPMS package developed meets the development standards from the HIS programming standards manual. The manual is available on the intranet**

RPMS Server Support

Provide support for the configuration and implementation of both AIX and NT hardware and operation system. In addition, develop and implement all utilities associated with hardware operating systems such as AIX and NT transmission scripts.

***This includes for AIX->Maintenance Support for the HW/OS if you are on HHSNET. The scripts are patches to update the AIX box when there are issues that arise with RPMS or patches for the AIX OS are issued by IBM.**

Local Area Network Technical Support (LAN)

- Provide support and design of Local Area Networks.
- Provide support for national E-mail gateways, Windows 2003 Server and Active Directory.
- Provide office automation guidelines and assistance with solutions such as Thin Clients, Fax Servers and Remote Access (VPN) Technology

Security

Provide network security through Firewall programming and monitoring including intrusion detection and http blocking of non-productive addresses monitoring.

***Security of HHSNET is now done by the NOSC**

IP Address and Radio Frequency Allocations

Assure adequate subnetting of IP Address from Indian Health Service's Class "B" license are available to all requesting entities and to assure radio frequencies are correct for use within the IHS.

Core Package 2 - Provide for data transport throughout IHS via Wide Area Network

(Includes Core Packages 3)

WAN Technical Support

Provide configuration and programming of all routers on the IHS network. In addition, assure that all communications links are active, operational, secure, and have necessary bandwidth to meet customer's needs.

***This is done through the NOSC**

E-Mail Routing

Providing E-Mail routing throughout the IHS. Providing the Central routing mechanism, this allows e-mail to be transported throughout the IHS.

FTS Implementation Support

Provides for the ordering and updates of all FTS services, which include voice, data, calling cards and video services. Provides cost breakouts for I/T/U sites.

***HQ can place the orders for your voice, data circuits.**

Internet Gateway Services

Provides a centralized Internet access point consisting of high-speed Internet access and protection via Firewall (security systems).

*This is down through a central connection in Albuquerque, NM

Core Package 3 - Provide Telecommunications Infrastructure and Network

Network Design

Provides for the design and problem determination for Local and Wide Area Network Voice and Data System.

This provides the technical expertise in design of a LAN or WAN.

WAN Security and Traffic Monitoring

Providing a secure infrastructure for the transportation of patient and billing data for the National Patient Information Reporting System. Included in the data transport are NIPRS data, Patient and Finance data, RPMS patches and new software releases, Antivirus software distribution and updates, USAC-RC.

***A secure infrastructure is provide through the NOSC monitoring security events on Routers to RPMS/Domain Controllers, Implementation of Active Directory in the Enterprise, and antivirus installed on all computers. This allows for secure movement of data, downloads of RPMS patches/updates. Antivirus software and updates are available to all users**

For security area firewall configuration and management an operation as well have compression to increase utilization of the currently installed network links.

***This provides the technical expertise in design of a LAN or WAN.**

Operating Systems Implementation and Conversion Support

Providing for expertise in development of Templates in PCC++ applications

Value added services provided by the Telecommunications Services Team

Provide expertise and telecommunication tools for the design and implementation of telemedicine and Tele-radiology infrastructure for the integration within the IHS network and with non-IHS consulting hospitals located throughout the United States.

Expertise in helping tribes design of their telemedicine project. Examples: The AFCAN project is the telemedicine initiative that the Alaska Area is involved in with the Coast Guard to

provide telemedicine to their facilities. There is the participation in the JOSHLN project (tele-optometry). Also with Shiprock SU and University of New Mexico