

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**