**Indian Health Service**
Office of Information Technology
Albuquerque, New Mexico

# OIT Customer Service Handbook

Version 2.0
May 2011

# Record of Changes

| Version No. | Date | Subject | Section |
|---|---|---|---|
| 1.0 | October 2008 | Initial release of document. | All. |
| 1.1 | March 2009 | Added commitments for processing HSS tickets and for issuing IHS-wide announcements. | 5.2.4, 5.2.7 |
| 2.0 | May 2011 | Reformatted to new template and standard.<br>Also added SLAs for:<br>• Headquarters-Albuquerque Training Room<br>• NOSC<br>• RPMS (Platform Support, Application Development, and Database Administration)<br>• E-mail and Messaging Services<br>• BlackBerry Support | All. |

# Approval

This Standard Operating Procedure (SOP) has been approved for distribution and implementation. These new procedures are effective immediately and will be enforced. Representatives of management will be authorized to conduct periodic quality checks and audits to assure compliance with these procedures.

Requests for corrections or changes to any procedures should be sent to the IHS Chief Information Officer (CIO). Exceptions or exemptions to any of these procedures must be submitted in writing to the IHS CIO for approval or disapproval.

Approved by:

*/ Theresa Cullen /*                                           April 29, 2011

**Theresa Cullen, MD, MS**                                    **Date**
**RADM, U.S. Public Health Service**
**Chief Information Officer, IHS**


**Date of last annual review:**  May 2011          **Reviewed by:**

# Table of Contents

# Message from the Chief Information Officer

Welcome to the *OIT Customer Service Handbook*. This handbook is designed to provide customers with the information needed to effectively use information technology (IT) services provided by the Indian Health Service Office of Information Technology (OIT). The handbook provides an overview of services available from OIT.

The *OIT Customer Service Handbook* identifies IT services available to all IHS units and eligible tribal and urban program sites along with our commitment in providing each service. While OIT has service commitments, customers using these IT resources and services have obligations to the Indian Health Service (IHS) as defined in *The Indian Health Manual, Part 8, Chapter 6, Limited Personal Use of IT Resources,* available online at:

> http://www.ihs.gov/PublicInfo/Publications/IHSManual/TOC.cfm

Please refer to the Rules of Behavior in the *IHS General User Security Handbook* to understand user responsibilities when using IHS IT resources; it is available online at:

> http://security.ihs.gov/SOP/SOP06-11a_User_Security_Handbook.pdf

As IHS continues to experience a demand in the use of networked computers, databases, and automated information systems, it is imperative that IT services are error-free and of the highest possible quality. To this end, we will strive to offer our customers services where:

- You will be treated with professional courtesy every time you contact us.

- Service provided will be complete, accurate, and of the highest quality with a minimum of inconvenience to your productivity.

- We will keep you informed of planned changes and projects concerning IT services and IHSnet.

Please refrain from calling individual OIT staff. The OIT Help Desk staff serves as your single point of contact to OIT.

If you have any problems, requests or questions regarding OIT services, please call the OIT Help Desk at 1-888-830-7280.

Thank you,

Dr. Theresa Cullen
IHS Chief Information Officer
May 2011

# 1. Introduction

## 1.1 Purpose

The *OIT Customer Service Handbook* defines in writing the services provided by the Indian Health Service (IHS) and its service commitments. This is to establish a clear understanding between the IHS customers and service providers when addressing customer IT requirements, especially the following:

- Section 3, *Hours of Support,* describes the hours of support provided by the OIT staff for IT systems.

- Section 4, *Tiered Service Support and the OIT Help Desk*, describes the tiered support process used for problem and service ticket resolution.

- Section 5, *Customer Service Commitments,* describes the services available to our customers including commitment goals, boundaries/constraints, and customer responsibilities.

For our customers' convenience, this handbook is available on the Office of Information Technology (OIT) Help Desk website at:

http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm

## 1.2 Scope

The OIT Customer Service Handbook covers the operational-related services provided by the OIT. It is important to note that the handbook will not replace Service Level Agreements (SLA) developed for major automated information systems (AISs) and for OIT commitments tailored to a specific program area.

IHS Area offices and most IHS sites have their own IT support staff. Customers are encouraged to become familiar with the IT services provided by their own units and ensure they follow the tier support process described in Section 4, *Tiered Service Support and the OIT Help Desk* of this handbook before contacting IHS OIT for IT support.

## 1.3   Performance Measurement

The IHS will strive to ensure that commitments listed in the OIT Customer Service Handbook are met.  All of the commitments are measurable (such as "95% within one day" vs. "quickly").

## 1.4   Customer Responsibilities

The service commitments (Section 5, *Customer Service Commitments*) clearly define customer responsibilities that are required for the OIT to meet its specified commitments.  If customers fail to fulfill these responsibilities (e.g., failing to follow recommended practices on the amount of e-mails stored on the server), it may adversely impact IHS's performance and ultimately the customers' experiences.

## 1.5   Updates and Changes

The *OIT Customer Service Handbook* is a joint effort between IHS and its customers, as represented by the OIT Management.  Handbook changes may be requested at any time by OIT Management or customers.  OIT Management must approve any handbook changes before they can be finalized.  OIT Management will review the handbook at least annually for possible changes.

## 1.6   Contact Information

If you have any questions or comments regarding this document, please contact the OIT Help Desk at IHS:

**Phone**: 505.248.4371 or 888.830.7280

**Fax**:     505.248.4363

**Web:**     http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm

**E-mail:** support@ihs.gov

# 2.   OIT Service Providers

This section describes the functions performed by each of the service providers within the Office of Information Technology.

## 2.1   Division of Program Management and Budget (DPMB)

- Develops information resource policies and procedures.

- Develops the IHS IT budget and related documents.

- Provides budget analyses and reports to the CIO.

- Develops strategies for presenting the IHS IT budget to IHS, Tribal, and Urban Indian health programs.

- Provides technical analyses, guidance, and support for IHS capital planning and investment control activities.

- Manages the IHS portfolio management tool.

- Manages the activities of the IHS ITIRB (Information Technology Investment Review Board) in assessing, implementing and reviewing the Agency's information systems.

- Identifies alternatives among internal and external sources and recommends the best sources to supply information resource and technology products and services to IHS.

- Develops information resource and technology project governance structures to support effective project management.

- Provides project management and related support for IHS developed and acquired information resources and technology products and services.

- Provides contract management support for IT initiatives.

- Provides contract liaison services to appropriate acquisition authorities.

- Submits claim forms for telecommunication circuits that are eligible, as determined by the Universal Services Administration Company (USAC); provides credit reports to participating IHS Areas; and assists other Areas with submission of their claims.

## 2.2   Division of Information Technology (DIT)

- Develops clinical and business practice healthcare applications such as RPMS and the Electronic Health Record.

- Develops healthcare statistical applications for NPIRS.

- Obtains system and business requirements from stakeholders for system design.

- Provides quality assurance and risk management for software development.

- Develops, implements, and maintains policies, procedures and standards for system development and technology products and services in the IHS.

- Develops and maintains IT strategic planning documents.

- Develops and maintains the IHS enterprise architecture.

- Develops and implements information technology management initiatives in IHS; ensures IHS IT infrastructure resource consolidation and standardization efforts support IHS healthcare delivery and program administration.

## 2.3   Division of Information Technology Operations (DITO)

- Installs and maintains enterprise computer systems and associated hardware and operating systems.

- Installs and maintains enterprise application software.

- Delivers desktop and office automation support.

- Provides Tier 1 and 2 Help Desk support for IHS Headquarters and Tier 3 support for IHS field units.

- Maintains LISTserv capabilities.

- Performs Web monitoring and filtering services; designs, codes, and implements Web sites and web applications.

- Operates and maintains data centers.

- Installs and supports file and print services and provides Domain Name Services.

- Designs, implements, and maintains IHS's backbone network infrastructure.

- Designs, implements, and maintains IHS's messaging services, including the Central E-mail Service (CES).

- Monitors network infrastructure for anomalies.

## 2.3.1    Network Operations Security Center (NOSC)

- Maintains a Help Desk service, staffed with specialists capable of resolving technical problems related to the IHS Wide Area Network.  The Help Desk is staffed 7 days per week, 24 hours per day.

- Monitors the IHS network for faults and starts any needed repair processes with either local sites or the Telco vendor. Escalates issues to ensure that the Telco prioritizes IHS service requests.

- Works with the IHS Department Agency Representative (DAR) to schedule a new circuit installation or a change to a circuit.

- Manages security controls, such as firewalls, and works with customers to plan changes and support application that are currently blocked or limited.

- Changes or repairs router connectivity to the IHS Wide Area Network.

- Manages and maintains the IHS LAN-to-LAN VPN.

- Follows the IHS OIT Change Management process for all changes to equipment for the IHS Wide Area Network.

- Develops and documents a set of Best Practices for the configuration of all network devices.

- Proactively reviews all network device configurations for conformance to the Best Practices guidelines.

- Manages Tribal Access Lists (ACLs) on each router that secures an interconnection with a Tribal site, as per the applicable Interconnection Site Agreement (ISA).

- Provides LAN and WAN technical consulting and design assistance to support the design and development of Area IT department expansions and re-designs.

- Supports Data Calls about network bandwidth and equipment.

## 2.4  Division of Security (DIS)

- Develops, implements, and monitors the IHS Information Security program to ensure adequate protection of information.

- Develops and maintains information security policies, procedures, and guidelines to safeguard information and IT systems.

- Develops and reviews IHS IT security plans.

- Assesses the risk and magnitude of harm that could result from unauthorized access, use, disclosure, disruption, modification, or destruction of information and information systems that support the operations and assets of IHS.

- Ensures that security and privacy have been incorporated in information system lifecycle plans.

- Conducts vulnerability assessment of IHS's IT infrastructure.

- Coordinates activities with internal and external organizations reviewing the IHS's information resources for fraud, waste, and abuse.

- Develops and implements employee information security awareness training programs.

- Manages the IHS Information Security Incident Response Team.

# 3.   Hours of Support

**Core business hours** for the OIT in Albuquerque and Rockville are 8:00 AM to 5:00 PM (respective local time zones), Monday through Friday, excluding Federal holidays. During core business hours, the OIT will avoid performing any changes or maintenance that may impact system availability.

The table below provides details about hours of support.  Note the following:

- Hours exclude Federal holidays unless such support is explicitly stated.

- Assistance outside of the documented Hours of Support will be **Best Effort**; i.e., limited by the ability of OIT personnel to respond to problems remotely or to return to OIT after-hours to work problems. This is dependent on staff availability and the criticality of the problem.

| Service Provider | Hours of Support |
|---|---|
| NPIRS | Monday - Friday<br>   8:00 AM to 5:00 PM  MT |
| RPMS Hardware Support<br>- Critical problems (those that interrupt the delivery of healthcare)<br>- Problems and service requests<br>Also includes support for Special Projects, National Programs Operational Businesses, RPMS non-production hardware. | Full Support 24x7, 365 days/year<br><br>Monday–Friday<br>   8:00 AM to 5:00 PM  MT |
| RPMS Software Support | Monday - Friday<br>   8:00 AM to 5:00 PM  MT |
| Network Operations and Security Center (NOSC) | Full Support 24x7, 365 days a year |
| Desktop Services | Monday - Friday<br>- Albuquerque: 8:00 AM to 5:00 PM MT<br>- Rockville: 7:00 AM to 5:00 PM ET |
| Help Desk Services ( OIT Help Desk) | Monday - Friday<br>- Albuquerque:  6:00 AM to 6:00 PM MT<br>- Rockville:  7:00 AM to 5:00 PM ET |
| Enterprise Technology Services (server administration) | Monday - Friday<br>   8:00 AM to 5:00 PM  MT |

| Service Provider | Hours of Support |
|---|---|
| IT Security Staff | Monday - Friday<br>    8:00 AM to 4:30 PM  MT |
| Central E-mail and Messaging Services (CES) | Monday – Friday<br>    7:00 AM to 5:00 PM ET |
| Web Services | Monday - Friday<br>    8:00 AM to 5:00 PM  MT |

# 4.   Tiered Service Support and the OIT Help Desk

IHS IT support is based on the principle of **tiered levels of support** as illustrated below.



Figure 1: Flow of tiered service support

The levels of support provided at each tier are defined as follows:

- **Tier 1 Support:**  Tier 1 support is provided by the local site.  Tier 1 is the basic level of customer support related to IT hardware, software, and telecommunications.  Examples would include reset of passwords, desktop support, and installation of new telephones.

- **Tier 2 Support:**  Tier 2 support is provided by the Area IT office.  Tier 2 support provides an intermediate level of customer support related to IT hardware, software, and telecommunications.  Examples would include assistance in the installation of software, updates, and patches; installation of LAN equipment; and ordering of new circuits.

- **Tier 3 Support:**  Tier 3 support is provided by IHS OIT.  Examples would include troubleshooting errors in IHS-developed software and the maintenance of OIT-managed servers, e-mail and other messaging services, and WAN equipment and circuits.

The OIT Help Desk is the Tier 3 single point of contact for the logging, assigning, tracking, reporting, and resolution/completion of IT problems and service requests for all IHS customers.  In addition, the OIT Help Desk provides Tiers 1 and 2 support for IHS Headquarters in Rockville and Albuquerque OIT staff.

IHS Area Offices and many IHS sites maintain an IT Help Desk.  If you are part of such a unit, you should contact your local Help Desk staff for assistance.  If a problem is determined to require Tier 3 support, the associated Area IT office is responsible for escalating to OIT for resolution.

## 4.1   Lifecycle of a Ticket

When a customer reports a problem or makes a service request, the local Tier 1 Help Desk (HD) creates a ticket in a problem tracking system (such as HEAT). If the local technician is unable to resolve the problem, he or she escalates it to the Tier 2 Help Desk at the Area Office, which then can escalate it to Tier 3, if necessary.

The diagram below depicts how a ticket for a problem or service request is processed and escalated to the OIT Help Desk.

1. Customer requests assistance from Tier 1 Help Desk.

2. Tier 1 Help Desk creates ticket and assigns to technician.

3. Tier 1 technician escalates ticket to Tier 2 Help Desk.

4. Tier 2 Help Desk assigns ticket to technician.

5. Tier 2 technician escalates ticket to Tier 3, the OIT Help Desk.

6. OIT Help Desk assigns ticket to technician.

7. OIT technician works to resolve problem.

8. OIT technician updates Help Desk ticket with resolution.

9. OIT technician communicates resolution to Tier 2 and/or 1 and closes the ticket.

10. Tier 1 or 2 verifies resolution with customer.

Figure 2: Flowchart showing lifecycle of an escalated ticket

## 4.2   Problems vs. Services

Calls to the Help Desk for assistance are categorized as follows:

- A **critical problem** is any unplanned outage or loss of major functionality to a production system affecting multiple customers.

- A **problem** is an unplanned outage, loss of functionality, or malfunction in the software or hardware of an existing system that impacts one customer or has a minor impact on multiple customers.

- **Service requests** usually involve obtaining access to certain IHS systems or enhancements/replacements for existing hardware, services, and/or software. Service requests may require immediate action or may not require action for several days or even weeks.

  Examples of services include:

  - Network drop installation and activation.

  - Installation of desktops.

  - Software, service, and/or hardware installation or configuration changes.

  - Creation or removal of network accounts, e-mail accounts, and Blackberry connectivity.

The SOP, *Help Desk Ticket Processing and Escalation* (DITO-SOP-08-01) describes the process used by the OIT Help Desk in responding to critical, problem, service, and change tickets.

## 4.3   Requesting Help

Customers are expected to use the Tier 1, Tier 2 and Tier 3 process for IT support. Field support requests for non-critical problems and services should originate from the associated Area IHS office. Requests for Tier 3 support from field units will be directed back to the associated Area office for initial support.

### 4.3.1   E-mail

Customers may contact the OIT Help Desk by sending an e-mail message to the Help Desk e-mail account, at support@ihs.gov.

E-mail is the best method of contact for the following issues:

- Non-urgent problems

- General questions

- Submission of request forms

- Requests for services (e.g., such as account activations, equipment moves, configuration changes, software installations, etc.)

### 4.3.2    Phone

To contact the OIT Help Desk customers may call the following numbers:

- 505.248.4371 (Albuquerque and New Mexico)
- 888.830.7280 (toll free)

If you call during core business hours (see Section 3), the OIT Help Desk staff will make every effort to answer your call quickly; however, your call may be routed to voice-mail during a high call volume period.  When this happens, state your name, phone number, location (building and room number), and a brief description of the problem in your message.  Staff will monitor the voice-mail system and respond to your messages as quickly as possible.

If you place a call after the Help Desk's normal hours, the call is forwarded to the Network Operations and Security Center (NOSC). The NOSC maintains 24x7 staff support and can escalate critical problems to appropriate OIT on-call staff.  Non-critical issues will be forwarded to the OIT Help Desk to be addressed during core business hours.

### 4.3.3    Fax

Customers may fax items (e.g., signed request forms) to the Help Desk at:

**505.248.4363**

### 4.3.4    Customer Support Services Website

Help is also available on line at the following web site.

http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm

# 5.  Customer Service Commitments

Customer service commitments are stated in the form of performance measures.  The service commitments establish valuable communication between the user and the service provider, and help provide a means for measuring success and failure.  The OIT Help Desk will track progress toward meeting the service commitments through the analysis of Help Desk ticket aging reports and customer survey responses.

Commitments are expressed in terms of workdays instead of calendar days unless otherwise noted, and only apply to services when there is a business need.

Service commitments begin at the time a Help Desk ticket is created to document the request or problem as described in Section 4.3, *Requesting Help*, of this document. Service requests or the reporting of problems by other means (e.g., e-mail or phone directly to the service provider) are not held to the commitments in this document. Therefore, it is important that customers contact the OIT Help Desk to have a ticket created.

# 5.1 Universal Commitments

## 5.1.1 Customer Quality Rating

The IHS Office of Information Technology (OIT) as a whole is committed to providing timely and high quality service to all of its customers.

| SERVICE: **Customer Quality Rating** | | PROVIDER: **IHS OIT** |
|---|---|---|
| Provide timely high quality service to our customers in resolving problems and providing services. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Achieve a 90% or higher rating for satisfactory performance of service<br>• Achieve a 90% or higher rating for satisfactory timeliness of service. | Respond to customer service quality survey requests. | Service available to all customers. |

## 5.1.2 Change Management Notifications

For complete information about the OIT Change Management process and the Change Control Board, see SOP-09-02, *OIT Change Management*.

| SERVICE: **Change Management Notifications** | | PROVIDER: **IHS OIT** |
|---|---|---|
| Provide timely notification to customers about changes to IT systems and networks that may affect their service. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Notify customers of an upcoming change that involves an outage or change in functionality at least two (2) days in advance of the event occurrence, 95% of the time. | Notify the OIT Help Desk within one day of a change notification if the change will cause serious problems for them. | Service available to all customers. |

## 5.2   OIT Help Desk Commitments

The following commitments, which are available to all customers, are provided by the OIT Help Desk:

- Answer Incoming Calls
- Respond to Voice Messages
- Respond to E-mail Messages and Faxes
- Assign Help Self-Service Tickets
- Resolve or Assign Tickets
- Administer Help Desk Ticket System
- Issue IHS-Wide E-Mail Announcements
- Set Up and Support BlackBerry Users at OIT-Albuquerque
- Set Up and Support BlackBerry Users for HQ Staff in Rockville
- Training Room Commitments

### 5.2.1   Answer Incoming Calls

| SERVICE: **Answer Incoming Calls** | | PROVIDER: **OIT Help Desk** |
| --- | --- | --- |
| Answer incoming telephone calls to the OIT Help Desk | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Answer calls within two (2) minutes, 95% of the time. | None | Constrained by the availability of HD staff. |

### 5.2.2   Respond to Voice Messages

| SERVICE: **Respond to Voice Messages** | | PROVIDER: **OIT Help Desk** |
| --- | --- | --- |
| Respond to customer voice messages left for the IHS OIT Help Desk at (505) 248-4371 by creating/updating a ticket, and sending an acknowledgement to the customer.  When customers call the OIT Help Desk and analysts are not available to answer calls, customers may leave a voice message. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to messages within two (2) hours, 100% of the call-time. | Voice message must include the customer's name, phone number, and a brief description of the problem. | Service available to all customers. |

## 5.2.3    Respond to E-mail Messages and Faxes

| SERVICE: **Respond to E-Mail and Faxes** | | PROVIDER: **OIT Help Desk** |
|---|---|---|
| Respond to customer e-mail messages and faxes sent to the OIT Help Desk (support@ihs.gov) which includes creating or updating a ticket, and sending the customer an acknowledgement. Faxes are typically received for service requests which require approval signature from Administration. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to e-mails within two (2) hours of receiving the message. | Include all the pertinent information in the e-mail message. | Service available to all customers. |

## 5.2.4    Assign Help Self-Service Tickets

| SERVICE: **Assign Help Self-Service Tickets** | | PROVIDER: OIT Help Desk |
|---|---|---|
| Assign tickets submitted via the Help Self-Service (HSS) function to an appropriate Help Desk Analyst or SME Technician. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Process HSS tickets within two (2) hours, 95% of the time. | Include all the pertinent information in the description of the problem or service request. | Service available to all customers. |

## 5.2.5    Resolve or Assign Tickets

| SERVICE: **Resolve or Assign Tickets** | | PROVIDER: **OIT Help Desk** |
|---|---|---|
| There are a variety of problems or service requests that can be resolved by the Help Desk without further assignments.  The remaining tickets require assignment to other IHS staff for resolution. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • When the ticket can be resolved by the OIT Help Desk, resolve within two (2) days, 80% of the time.<br>• If the ticket cannot be resolved by the OIT Help Desk, appropriately assign the ticket within two (2) hours, 95% of the call-time. | When submitting ticket, provide all pertinent information needed to resolve the ticket in a timely manner. | Service available to all customers. |

## 5.2.6    Administer Help Desk Ticket System

| SERVICE: Administer Help Desk Ticket System | | PROVIDER: **OIT Help Desk** |
| --- | --- | --- |
| • Resolve problems and service requests related to the Help Desk Ticket System (HEAT). <br> • Implement approved system changes.  The Help Desk Ticket System includes the call logging, call monitoring, and HEAT components. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to problems and service requests within one (1) day, 95% of the time. | Provide their name, phone number, and a brief description of the problem or service request. | Because changes are project oriented and require Admin approval, there is not a specified commitment for implementing changes. |

## 5.2.7    Issue IHS-Wide Announcements

For information about the complete process—requesting an announcement and getting it approved—see SOP-09-01, *Requesting an IHS-Wide E-Mail Announcement*.

| SERVICE: **Issue IHS-Wide Announcements** | | PROVIDER: **OIT Help Desk** |
| --- | --- | --- |
| Electronically post IHS-wide e-mail announcements of general interest, after approval received. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Issue announcements within one (1) day of receiving approval, 95% of the time. | Submit the request for the announcement according to the process described in DITO-SOP-09-01. | Constrained by the availability of Help Desk staff. |

### 5.2.8 Set Up and Support BlackBerry Users at OIT-Albuquerque and HQ-Rockville

| NOTE: See also Sections 5.7.3 and 5.16.5. |
| --- |

| SERVICE: **Set Up and Support BlackBerry Users at OIT-Albuquerque and HQ-Rockville** | PROVIDER: **OIT Help Desk** (Albuquerque & Rockville) |
| --- | --- |
| Provide all BlackBerry handheld device administration for OIT-Albuquerque and IHS Headquarters staff using the delegated BlackBerry administrative console. This includes device activation, deactivation, password resets, security wiping, and handheld software updates.  Also perform basic troubleshooting to ensure that BlackBerry has carrier service and is properly installed and configured. | |

| Commitment | Customer Responsibilities | Boundaries/Constraints |
| --- | --- | --- |
| Respond to requests within one (1) work day, 95% of the time. | • Obtain a BlackBerry device, either from the DPMB (for OIT personnel – see Section 5.16.5) or from your Office Management (e.g., OD, OFA, OMS, OPHS, OTSG, etc.).<br><br>• Contact the IHS Help Desk (Albuquerque or Rockville) to request support for a new BlackBerry device or for problem resolution. For new devices, request must also include contact information for the user who will receive the new BlackBerry device.<br><br>• When possible, physically deliver the BlackBerry device to local Help Desk staff as needed for new setup or problem resolution.<br><br>• Observe and abide by laws, policies, and guidelines regarding use of the device. | This service is available only to HQ Staff located in Albuquerque, Tucson, or Rockville; or telecommuters managed from the Albuquerque or Rockville locations. |

## 5.2.9   Training Room Commitments

These commitments relate to the Training Room at the IHS building in Albuquerque.

### 5.2.9.1   Set Up Hardware and Software

| SERVICE: **Set Up Hardware and Software** | | PROVIDER: **OIT Help Desk** |
|---|---|---|
| Set up laptops, printers, and other equipment requested by the Training Coordinator for the training class, and install and configure the needed software applications. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete all setup and configuration before the first day of training. | Training Coordinator must: <br><br> • Notify the Help Desk about scheduled training far enough in advance to provide time for setup (which can sometimes take as long as two weeks). <br><br> • Specify the equipment and software required, as well as any special needs. | Service available only to the Training Coordinator at Headquarters - Albuquerque. |

### 5.2.9.2   Provide Support during Class

| SERVICE: **Provide Support during Class** | | PROVIDER: **OIT Help Desk** |
|---|---|---|
| Provide technical support for hardware and software problems encountered during the training class. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Be available for assistance during the week(s)  the training class is in session. | Training Coordinator needs to keep Help Desk staff informed of needs and issues, so as to allow sufficient time to complete tasks. | Service available only to the Training Coordinator at Headquarters - Albuquerque. |

### 5.2.9.3    Maintain Classroom Equipment

| SERVICE: **Maintain Classroom Equipment** | | PROVIDER: **OIT Help Desk** |
|---|---|---|
| • Re-image classroom computers to a known state in between training sessions.<br>• Develop and carry out a regular maintenance schedule for patching, anti-virus updates, etc. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Inspect the laptops for any physical damages and replace whatever is needed (keyboards, mice, hard drives, power adaptors, etc.).<br>• Re-run network cables if needed. | Training Coordinator must coordinate training and maintenance schedules with the OIT Help Desk staff. | Service available only to the Training Coordinator at Headquarters - Albuquerque. |

## 5.3    IT Infrastructure Availability

The following infrastructure commitments are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Maintain File and Print Servers (only those under OIT control)
- Maintain Active Directory Domain Controllers (for all customers)
- Maintain Member Servers (only those under OIT control)
- Maintain Web Servers (only those under OIT control)
- Maintain/Adjust URL Filtering Services (for all customers)
- Maintain OIT Network Switches (only those under OIT control)
- Allocate Data Center and Test Lab Space

### 5.3.1    Maintain File and Print Servers

| SERVICE: **Maintain File & Print Servers** | | PROVIDER: DITO/ETS |
|---|---|---|
| Servers provide network attached personal and shared disk space availability for file and print services of office automation systems, and access to a variety of authorized printers for staff use. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| 99% availability during core business hours | • Delete old or unnecessary files.<br>• Limit file storage to office automation application files (e.g., Word, Excel).<br>• Negotiate additional space requirements with OIT, based on needs and usage. | Applies only to servers under the operational control of the OIT. |

## 5.3.2    Maintain Active Directory Domain Controllers

| SERVICE: **Maintain Active Directory Domain Controllers** | | PROVIDER: DITO/ETS |
|---|---|---|
| Promote servers at specified IHS sites to Active Directory domain controllers. This service includes support for current domain controllers that have failed in addition to requests for new domain controllers at approved sites. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete the promotion to domain controller within three (3) days, 95% of the time.<br><br>• Perform quality assurance check after the DC has been promoted to verify that all steps in the IHS Active Directory domain controller build sheet were followed correctly.<br>• Initiate ETS change management process for approval before change is made.<br>• Schedule a maintenance window with customer. | Obtain hardware for new domain controller.<br><br>• Set up RAID configuration and install Windows Server 2003 according to the standard Active Directory domain controller build sheet for IHS.<br>• Ensure server's terminal services are configured.<br>• Ensure site IT staff member is available during server promotion to DC. | • Service available to all customers.<br>• Additional time may be required if customer has not followed specified server build steps in the domain controller build sheet. |

## 5.3.3    Maintain Member Servers

| SERVICE: **Maintain Member Servers** | | PROVIDER: DITO/ETS |
|---|---|---|
| Support IHS member servers that reside in the D1 domain and meet IHS OIT approved server configuration. This includes support for:<br><br>• DHCP<br>• Backups<br>• Security vulnerabilities, such as Anti-Virus Protection and Patching.<br>• Risk Mitigation | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to requests for member server support at field sites within two (2) days, 95% of the time. | • Maintain D1 member servers' patches and anti-virus.<br>• Administer member server site-specific applications. | Applies only to servers under the operational control of the OIT. |

### 5.3.4  Maintain Web Servers

| SERVICE: **Maintain Web Servers** | | PROVIDER: DITO/ETS & Web Services |
|---|---|---|
| Web servers provide public and internal access to the Agency's online resources. <br> • ETS maintains the web server hardware and operating system. <br> • Web Team maintains web infrastructure applications such as IIS and Cold Fusion. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| 99.98% availability during core business hours. | None | Limited to web servers under the control of the OIT. |

### 5.3.5  Maintain/Adjust URL Filtering Services

| SERVICE: **Maintain/Adjust URL Filtering Services** | | PROVIDER: DITO/ETS |
|---|---|---|
| Provide for screening of web site requests to Internet sites.  Filtering is based on categorizations of web sites.  Custom filters are added and removed at the discretion of IHS Management. (Website categorizations are controlled and defined by the software vendor.)  Examples include Educational to Adult. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| 99.95% availability during core business hours. | Utilize the OIT National Help Desk to request site blocks/unblocks. | • Service available to all customers. <br> • ETS will remove only site filters that have been approved by designated Area coordinators. |

### 5.3.6  Maintain OIT Network Switches

| SERVICE: **Maintain OIT Network Switches** | | PROVIDER: DITO/ETS |
|---|---|---|
| Maintain floor/access and distribution switches for IHS Headquarters and backbone network switches.  Floor/access switches are the user's connection device to the network; distribution switches are primary connections to the IHS backbone, and core switches provide backbone network connectivity across the LAN / WAN to all IHS OIT staff and systems. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| 99.98% availability during core business hours. | None | Applies only to switches under operational control of OIT. |

### 5.3.7  Allocate Data Center and Test Lab Space

This SLA has been superseded by the Standard Operating Procedure, *OIT-Albuquerque Data Center* (DITO-SOP-10-06).

## 5.4 Workstation Support Commitments

The following workstation commitments, which are available only to OIT personnel at Headquarters - Albuquerque and Headquarters - Rockville, are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Install Workstation Hardware
- Move Desktop Workstations
- Upgrade Desktop Workstation
- Install Workstation Software
- Resolve Workstation Hardware and Software Problems

### 5.4.1 Install Workstation Hardware

| SERVICE: **Install Workstation Hardware** | | PROVIDER: DITO/ETS |
|---|---|---|
| Install desktop workstation (CPU, monitor, and printer), peripherals, and/or other desktop hardware (e.g., network printers, shared scanner), as scheduled. This service also includes the surplus of any hardware being replaced. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Complete the installation within three (3) days, 95% of the time<br><br>• Retain the customer's old PC for ten (10) workdays to ensure that data was properly transferred to the new PC, unless the customer specifically requests otherwise. Old system data is then removed for security purposes.<br><br>• Perform quality assurance check with the customer the next day to verify that all required software was installed, and all the data was transferred. | Participate in customer interview with service provider to:<br><br>• Identify any approved non-standard software needed.<br><br>• Provide proof of IHS licenses and software media (when required) for use during the installation for all approved nonstandard software.<br><br>• Ensure network drop is installed and active at new location. Otherwise submit a separate request to the OIT Help Desk.<br><br>• Ensure network drop and power outlet are accessible.<br><br>• Ensure workstation location is accessible at scheduled time. | • Service provided only to OIT Headquarters in Albuquerque and Rockville.<br><br>• Support is provided for the Windows OS only. Support not provided for the Apple OS. |

### 5.4.2   Move Desktop Workstations

| SERVICE: **Move Desktop Workstations** | | PROVIDER: DITO/ETS |
|---|---|---|
| Move desktop workstations and peripherals.<br>**Lead time:** Submit all requests at least three (3) workdays in advance. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete the move on the date requested by the customer 95% of the time. | • Submit all requests at least three (3) workdays in advance.<br><br>• Ensure network drop is installed and active at new location.  Otherwise submit a separate request to the OIT Help Desk.<br><br>• Ensure network drop and power outlet are accessible.<br><br>• Provide secured storage in a 2-stage move (when a request requires hardware to be moved out of the current space on a different date than when it will be moved into the new space).<br><br>• Ensure workstation location is accessible at scheduled time. | • Service provided only to OIT Headquarters in Albuquerque and Rockville.<br><br>• Support is provided for the Windows OS only. Support not provided for the Apple OS.<br><br>• Moves which involve more than ten (10) workstations are likely to require additional customer lead time. |

### 5.4.3    Upgrade Desktop Workstations

| SERVICE: **Upgrade Desktop Workstations** | | PROVIDER: DITO/ETS |
|---|---|---|
| Upgrade or reconfigure desktop workstation hardware as requested.  Examples of hardware upgrades or reconfiguration include converting an existing printer to a network printer, installing memory in existing CPU, or installing a larger hard drive.<br>**Lead time:** Submit all requests at least three (3) workdays in advance. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete the upgrades on the date requested by the customer 95% of the time | • Submit all requests at least three (3) workdays in advance.<br><br>• Ensure workstation is accessible, and all data has been saved in any open applications.<br><br>• Provide desktop workstation hardware to be installed or reconfigured.<br><br>• Provide necessary information for the upgrade, as requested (e.g., name and location of recipients). | • Service provided only to OIT Headquarters in Albuquerque and Rockville.<br><br>• Support is provided for the Windows OS only. Support not provided for the Apple OS.<br><br>• If requesting upgrades to more than ten (10) workstations, additional lead time and resources may be required. |

### 5.4.4    Install Workstation Software

| SERVICE: **Install Workstation Software** | | PROVIDER: DITO/ETS |
|---|---|---|
| Install software on desktop workstations and laptops as requested.  This excludes software installations required to solve problems.<br>**Lead time:** Submit all requests at least three (3) workdays in advance. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete the installation no later than the date requested by the customer, 95% of the time | • Submit all requests at least three (3) workdays in advance.<br><br>• Must provide proof of IHS license for approved non-standard software (personal software cannot be installed on IHS workstations).<br><br>• When required, provide software media for use during the installation for approved non-standard software.<br><br>• Ensure workstation location is accessible. | • Service provided only to OIT Headquarters in Albuquerque and Rockville.<br><br>• Support is provided for the Windows OS only. Support not provided for the Apple OS.<br><br>• For commercial software, there must be sufficient licenses.<br><br>• If requesting software to be installed on more than ten (10) workstations, additional lead time and resources may be required. |

## 5.4.5   Resolve Workstation Hardware and Software Problems

| SERVICE: **Resolve Workstation Hardware & Software Problems** | | PROVIDER: DITO/ETS |
|---|---|---|
| • Repair desktop workstation (CPU, monitor, keyboard, and mouse) including the acquisition of any parts needed for the repair.<br>• Solve desktop software problems including the identification and removal of viruses, installation of drives for external desktop peripherals (e.g., printers and scanners), and network connectivity configurations associated with desktop workstations and external peripherals (e.g., printers and scanners).<br>• Resolve printer problems by restoring network connectivity, updating drivers, and providing basic troubleshooting. (Other issues are not included in this commitment.) | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve problems within two (2) days, 80% of the time | • Ensure workstation location is accessible at specified time.<br>• Arrange the repair or replacement of external desktop peripherals such as printers and scanners. | • Service provided only to OIT Headquarters in Albuquerque and Rockville.<br>• Support is provided for the Windows OS only. Support not provided for the Apple OS.<br>• Customer availability may affect responsiveness (e.g., if you are unavailable for any reason or ask the OIT Help Desk to contact you at a later time).<br>• Hardware failures under warranty may take at least one day for the vendor to provide the replacement part. If parts need to be ordered, than there may be delays (typically 1 or 2 days) until their arrival.<br>• Repairs are limited to a workstation's CPU, monitor, keyboard, and mouse. |

## 5.5   Network Operation Commitments

The following network operation commitments, which are available to all customers unless otherwise noted, are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Activate Existing Network Drops
- Maintain DNS
- Support/Authorize Domain DHCP Servers
- Maintain AD Group Policies
- Assist with Patch Deployment
- Provide Support for Asset Inventory Auditing and Reporting

### 5.5.1   Activate Existing Network Drops

| SERVICE: **Activate Existing Network Drops** | | PROVIDER: DITO/ETS |
|---|---|---|
| Activate/reactivate existing network drops. Network drops not accessed for more than three (3) months may be deactivated. If you suspect a drop has been deactivated in error, please contact the OIT Help Desk. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete activations of existing network drops within eight (8) days, 95% of the time | Make sure location of network drop is accessible. | • Service provided only to OIT Headquarters in Albuquerque and Rockville. <br> • If ports are not available on a switch, then an additional and/or larger switch will need to be ordered, creating a delay of up to ten (10) weeks. |

### 5.5.2   Maintain DNS

| SERVICE: **Maintain DNS** | | PROVIDER: DITO/ETS |
|---|---|---|
| The Indian Health Service now uses Active Directory Dynamic DNS in its infrastructure. This infrastructure calls for consolidated maintenance of DNS at OIT, thus creating the need for an agency DNS change request process which flows through the OIT Help Desk. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Add/modify agency DNS records within two (2) days, 95% of time. <br> • Research residual effects of the proposed DNS change before implementation. <br> • Initiate ETS change process for approval before change is made. <br> • Schedule a maintenance window with customer. | • Determine ahead of time if DNS modification is proper technical solution to solve customer request. <br> • Provide contact information for any entities involved with request such as another OPDIV or company. | • Service available to all customers. <br> • Additional time may be required if it is determined that the DNS change could adversely impact the agency computing environment. |

## 5.5.3    Support/Authorize Domain DHCP Servers

| SERVICE: **Support/Authorize Domain DHCP Servers** | | PROVIDER: DITO/ETS |
|---|---|---|
| Authorize DHCP on member servers at IHS field sites.  Respond to issues with DHCP on member servers at field sites | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Authorize DHCP within one (1) day, 95% of the time.<br><br>• Respond to requests for DHCP support within one (1) day, 95% of the time. | Provide all required information. | • Service available to all customers.<br><br>• IHS field site network issues have the potential to affect DHCP services.<br><br>• If network problems exist at a site, additional time may be required to trace the exact cause of the problem. |

## 5.5.4    Maintain AD Group Policies

| SERVICE: **Maintain Group Policies** | | PROVIDER: DITO/ETS |
|---|---|---|
| Maintenance of Active Directory Group Policy Objects (GPO) at specified IHS sites.  This service includes creation of new GPOs along with modification of current GPOs already linked to IHS sites. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete the creation of new GPOs within two (2) days, 95% of the time.<br><br>• Complete providing support for modification of current GPO's within two (2), days, 95% of the time<br><br>• Link the GPO to requested sites and delegate administrative authority over the GPO to the respective site administrator's group.<br><br>• Initiate ETS change management process for approval before change is made.<br><br>• Schedule a maintenance window with customer. | • Assemble business case for new GPOs that fall outside the range of IHS's standard GPO structure.<br><br>Specify which organizational units the GPO should be applied to.<br><br>• Site administrators are responsible for modifying local GPO settings once DITO has created the GPO and delegated proper authority. | • Service available to all customers.<br><br>• Additional time may be required if customer has not assembled business case for new GPO's that fall outside the standard IHS GPO structure. |

## 5.5.5    Assist with Patch Deployment

| SERVICE: **Assist with Patch Deployment** | | PROVIDER: DITO/ETS |
|---|---|---|
| Assist field sites having issues deploying critical patches to computers/servers.<br><br>Though these patches primarily pertain to Microsoft software, it is important to note that support will be provided for IHS standard software (e.g., Adobe Acrobat) as well. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries or Constraints** |
| • Respond to field site request for patch deployment support within one (1) day, 95% of the time.<br>• Ensure that all systems at OIT Headquarters - Albuquerque are patched to most recent version. | • Ensure that all systems are up to date with current patches/hot fixes, in a timely manner.<br>• Utilize IHS standard patching tools (e.g., SMS, HF NetChekPro) rather than depending upon Microsoft automatic updates. | • Service available to all customers.<br>• Area support personnel must ensure that they are utilizing an IHS standard patching tool to distribute software updates. |

## 5.5.6    Provide Support for Asset Inventory Auditing and Reporting

| SERVICE: **Provide Support for SSE Auditing and Reporting** | | PROVIDER: DITO/ETS |
|---|---|---|
| When a request for an asset inventory report is received from the field, run a fresh Symantec Security Expressions (SSE) audit (if necessary) and provide the report to the requestor. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries or Constraints** |
| • Respond to field site request for audit or report within two (2) days, 95% of the time. | | • Service available only for endpoints on the D1 domain. |

## 5.6   Network Account Commitments

The following network account commitments, available to all customers, are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Review and Approve VPN Access Requests
- Manage User VPN Services
- Create/Maintain Network Accounts

### 5.6.1   Review and Approve VPN Access Requests

| SERVICE: **Review and Approve VPN Access Requests** | | PROVIDER: DIS |
|---|---|---|
| Review submitted online ITAC requests for VPN access to ensure that the justification is adequate and the information provided is complete.  Approve or disapprove, as appropriate. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Approve or reject ITAC requests for VPN access within two (2) days of receipt of the request form, 95% of the time.<br><br>• Ship Entrust token (if that is the user's preferred authentication method) within two (2) days of receipt of the request, 95% of the time. | • Submit a complete online ITAC request form with all required information, and satisfy all prerequisites as described on the form.<br><br>• Obtain connection information for any other RDP connections required, outside of the OIT Citrix desktop. | • Service available to all customers.<br><br>• Additional time may be required if all the required information is not provided by the customer on the ITAC form, or the customer has not satisfied the prerequisites.<br><br>• Access to sensitive systems may require additional time in order to obtain approval from the system owner (e.g., RPMS).<br><br>• Access rights may be revoked if a customer repeatedly fails to follow security procedures that protect the integrity of IHSnet. |

## 5.6.2    Manage User VPN Services

| SERVICE: **Manage User VPN Services** | | PROVIDER: **DITO/ETS** |
|---|---|---|
| Review approved ITAC VPN access requests for completeness; assign VPN groups to a customer; create additional VPN groups as required; provide required software applications and installation instructions. Maintain, monitor, and disable user VPN access as needed. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| <ul><li>Enable VPN access within two (2) days of receipt of the approval, 95% of the time.</li><li>Process user VPN tickets within four (4) hours, 95% of the time.</li><li>Remove user from VPN groups after 60 days of inactivity.</li><li>Provide Statistics on usage for security staff and VPN coordinators.</li><li>Provide multiple systems for redundancy—currently East and West VPN systems for access.</li></ul> | <ul><li>Request VPN access for a user by filling out the online ITAC form.</li><li>Provide accurate and complete information to support two-factor authentication for the user on the online ITAC form.</li><li>Install and configure the connection as described in the instructions.</li><li>Request deactivation of a VPN account by editing the online ITAC form.</li><li>Provide terminal server access for the user when needed.</li></ul> | <ul><li>Service available to all customers.</li></ul> |

## 5.6.3    Create/Maintain Network Accounts

| SERVICE: **Create/Maintain Network Accounts** | | PROVIDER: DITO/ETS |
|---|---|---|
| Maintenance of IHS user accounts and security groups.  These services are conducted for both OIT and field sites whose user accounts reside in the D1 domain. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Create, move, disable and delete IHS user accounts within two (2) hours, 95% of the time.  This includes resetting user passwords and modifying security group membership. | • Notify OIT when Headquarters-Albuquerque user's employment has been terminated at the IHS.<br>• Notify OIT when new Headquarters-Albuquerque employee begins employment with IHS.<br>• Field staff notifies OIT when users move between IHS sites.<br>• Field staff notifies OIT whether or not user account modification is permanent or temporary. | • Service available to all customers. |

## 5.7  E-mail and Messaging Services Support Commitments

The following messaging services commitments are provided by the Central E-mail Services (CES) team within the IHS Division of IT Operations:

- Manage E-mail Accounts
- Troubleshoot E-mail Connectivity Issues
- Support and Maintain the BlackBerry Service
- Provide Usage and Billing Reports

### 5.7.1    Manage E-mail Accounts

| SERVICE: **Manage E-mail Accounts** | | PROVIDER: DITO/CES |
|---|---|---|
| Manage e-mail accounts and associated attributes for mailboxes, groups, and contacts for all IHS users. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to requests for the following within 1 business day, 95% of the time:<br><br>• Enabling/disabling end-user mailboxes at customer request.<br>• Changing attributes for mailboxes, groups, and contacts, and/or e-mail-enabling these as needed. | Provide complete end-user information about the change or addition requested. | Additional time may be required if customer is unable or delays providing local IT support for appropriate end-user issue resolution. |

## 5.7.2    Troubleshoot E-mail Connectivity Issues

| SERVICE: **Troubleshoot E-mail Connectivity Issues** | | PROVIDER: DITO/CES |
|---|---|---|
| Troubleshoot e-mail connectivity issues for the IHS Central E-mail Service. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to customer problem tickets escalated to the Central E-mail Services team within 1 business day, 95% of the time.<br><br>• Troubleshoot e-mail flow issues.<br>• Assist Area IT staff with customer problem resolution of desktop client connectivity and configuration issues. | • Perform basic troubleshooting to ensure that Outlook is properly installed and configured.<br>• Provide a detailed problem description including all trouble-shooting steps taken to resolve the issue.<br>• Ensure that Area and/or site IT Support staff member is available to work with CES Tier 3 support to provide local end-user support. | • Service available to customers troubleshooting end-user issues.<br>• Additional time may be required if customer is unable or delays providing local IT support for appropriate end-user issue resolution. |

## 5.7.3    Support and Maintain the BlackBerry Service

| NOTE: See also Sections 5.2.8 and 5.16.5. |
|---|

| SERVICE: **Support and Maintain the BlackBerry Service** | | PROVIDER: DITO/CES |
|---|---|---|
| Assist Tier 2 and Tier 3 support staff with end-user problem resolution of Blackberry provisioning and connectivity issues. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to problem tickets escalated to the Central E-mail Services team within one (1) business day, 95% of the time. . | • Perform all BlackBerry handheld device administration using the delegated BlackBerry administrative console. This includes device activation, deactivation, password resets, security wiping, and handheld software updates.<br>• Perform basic trouble-shooting to ensure that BlackBerry has carrier service and is properly installed and configured. | Additional time may be required if the customer is unable or delays providing local IT support for appropriate end-user issue resolution. |

## 5.7.4    Provide Usage and Billing Reports

| SERVICE: **Provide Usage and Billing Reports** | | PROVIDER: DITO/CES |
|---|---|---|
| Provide CES usage and billing reports to Areas and the HQ Office of Finance and Accounting. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Provide monthly CES usage and billing reports to Area ISCs and CES Points of Contact (POCs) according to the following, 95% of the time:<br><br>• CES usage reports are extracted on the first Monday of each month.<br><br>• Usage and billing reports are distributed by the second Monday of each month.<br><br>• Billing reports are sent to HQ Office of Finance and Accounting by the third Monday of each month for processing with Area finance offices. | Review monthly usage and billing reports provided by CES Team and communicate any questions/issues prior to the third Monday of each month. | Service available to IHS Area ISCs and other designated personnel. |

## 5.8   Network Operations Security Center (NOSC) Commitments

The general responsibility of the NOSC is to manage and maintain the Core Network and the IHS Wide Area Network (WAN).  Specific demarcations of its responsibilities are illustrated below.

**Demarcation Point A:**
The NOSC Manages the Router at the Local site, but the network beyond the inside Ethernet Interface of the router is the responsibility of the Local Site or responsible local IT group.
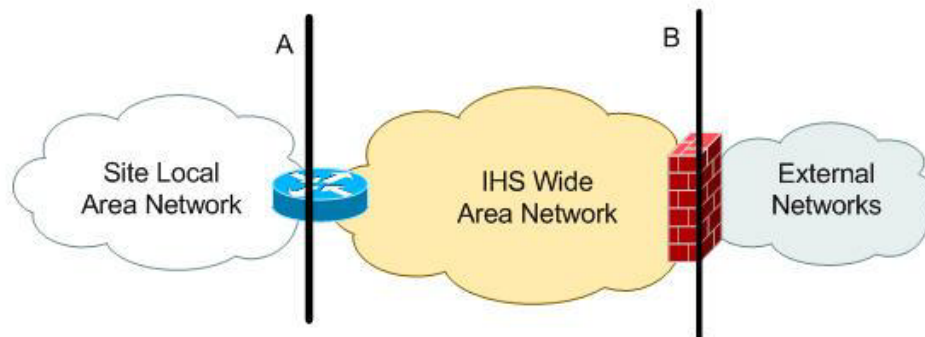


**Demarcation Point B:**
The NOSC manages the Routers or Firewalls between IHS and the External Networks, (including the Internet and HHSnet), but the devices beyond the IHS network is the responsibility of the ISP or network partners.

Figure 3: Diagram of NOSC areas of responsibility

Specific support commitments for the NOSC include:

- Monitor the Network
- Open Circuit Maintenance Tickets with the Telco Vendor
- Manage Circuit Ordering and Circuit Changing
- Manage Firewall Changes
- Maintain Routing Connectivity
- Maintain LAN-to-LAN VPNs
- Manage Network Equipment Configuration Changes
- Standardize on Network Best Practices
- Manage Tribal Access List
- Provide WAN/LAN Consulting and Design Assistance

## 5.8.1    Monitor the Network

| SERVICE: **Monitor the Network** | | PROVIDER: **NOSC** |
|---|---|---|
| Monitor the IHS Data network to quickly find faults and to start the necessary repair process with either the local site or the Telco vendor. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Monitor all Wide-Area Network devices, and alert all working NOSC members immediately on fault detection.<br>• Maintain 99.9% or higher rated uptime on the combined monitoring systems.<br>• Maintain monitoring centers from multiple points in the network to provide redundancy and disaster resilience. | • Provide NOSC with all changes or new sites, and to annually review the sites in the NOSC database for completeness and accuracy of all data.<br>• Review the customer-facing NOSC webpage for the listing of all monitored sites. | Sites not in the NOSC database are not monitored. |

## 5.8.2    Open Circuit Maintenance Tickets with Telco

| SERVICE: **Open Circuit Maintenance Tickets** | | PROVIDER: **NOSC** |
|---|---|---|
| On detection of a network fault, notify Area Network Administrators, and verify issue with Local Contact if available. Open a ticket with the responsible Telco vendor (circuit provider), and escalate the ticket as often as necessary to ensure the vendor prioritizes IHS service requests. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| <ul><li>Maintain a database of all circuit IDs and contact information.</li><li>Open a NOSC and circuit provider ticket to start the process for circuit maintenance within 15 minutes of fault detection, 95% of the time.</li><li>Notify the Area contact of the circuit issue and provide the NOSC ticket number.</li><li>Follow up with the circuit provider for status updates at a frequent basis (at least once every two hours).</li><li>Escalate the ticket as often as is allowed by the provider (every hour if possible).</li><li>Give updates to the customer as information changes, or is learned.</li><li>Ensure the NOSC ticket accurately reflects the correct status and is easily understood by IHS staff.</li></ul> | <ul><li>Provide the NOSC with all the correct Local and Area contact information. Update as personnel changes.</li><li>Notify the NOSC of any new circuit IDs or site information.</li><li>Notify the NOSC of any local issue that would prevent a repair, or something that is site wide, so that IHS does not get charged for a Telco truck roll.</li></ul> | <ul><li>If the local contact information is wrong, the NOSC cannot get a good read on working the ticket. Power and equipment need to be verified locally before the Telco is going to send a tech onsite to repair.</li><li>The NOSC is limited by the Telco's SLAs, in terms of how fast they will respond to a ticket, or to schedule a repair.</li></ul> |

## 5.8.3    Manage Circuit Ordering & Circuit Changes

| SERVICE: **Manage Circuit Ordering & Circuit Changes** | | PROVIDER: **NOSC** |
|---|---|---|
| Work with the IHS Department Agency Representative (DAR) to schedule a new circuit installation or a change to a circuit. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process Circuit Ordering tickets within four (4) hours, 95% of the time.<br>• Work with the Telco to get a proper order placed in the system.<br>• Track the order, and give updates to the Area Staff on the progress of the orders.<br>• If an order gets delayed, escalate with the vendor to get the order back on track.<br>• If the vendor requires additional information from the Area or local staff, coordinate the questions to bring the right people together for the data call. | • Authorize and request the right circuit for the new requirement.<br>• Work with the DAR for proper funding and payments.<br>• If a change is needed, authorize the change. | • Installation is based on the SLAs of the vendors. For example, in 2009 the average SLA for install times is 30 days for a T1, and 90 days for a DS3. |

## 5.8.4   Manage Firewall Changes

| SERVICE: **Manage Firewall Changes** | | PROVIDER: **NOSC** |
|---|---|---|
| Work with customers to plan out changes to the security controls (firewalls, etc.), to support applications currently blocked or limited. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Receive the request; work with the customer to turn the general request into a fully tested specific configuration change within four (4) hours, 95% of the time.<br>• Open the Change Control Board ticket for any change as per the process.<br>• Remove unused rules on a regular basis. | • Specify timeframe for limited use rules.<br>• Be ready to test the connection for verifying the right rules go into the ticket.<br>• Work with the security group to present any business case justification for necessary changes. | • The NOSC is limited by the Department of Information Security and the Change Control Board for the approval of all rules.<br>• The approval might take several days, depending on the unique request. |

## 5.8.5    Maintain Routing Connectivity

| SERVICE: **Maintain Routers** | | PROVIDER: **NOSC** |
|---|---|---|
| Change or repair router connectivity to the IHS Wide Area Network. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process Routing tickets within two (2) hours, 95% of the time.<br>• Work with the customer, vendor, and partners to fix the issue, whether routing or other. | • Provide source IP and destination IP for a non-working, non-routing network connectivity issue. | • If a change needs to be made on a device not manageable by the NOSC, this work may take longer than if the NOSC can access the necessary device directly. |

## 5.8.6   Maintain LAN-to-LAN VPNs

| SERVICE: **Maintain LAN-to-LAN VPNs** | | PROVIDER: **NOSC** |
|---|---|---|
| Set up, maintain, and monitor LAN to LAN VPNs (Vendor, Tribal Sites, and Partners). | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process L2L VPN tickets within four (4) hours, 95% of the time.<br><br>• As per customer request, work with vendor/partners or tribal sites to set up private secure communication to IHS using VPN.<br><br>• Create a HEAT Change Ticket for the Change Control Board to review any changes necessary for the VPN. | • Provide contact information for the stakeholders at the far end of the VPN.<br><br>• Fill out and coordinate any paperwork for approval of the VPN, including Interconnection Site Agreements. | • VPN tickets require an IHS side and a partner/vendor/tribal side to complete. The NOSC can only coordinate the work; it cannot be responsible for the vendor's performance or speed. |

## 5.8.7    Manage Network Equipment Configuration Changes

| SERVICE: **Manage Network Configuration Changes** | | PROVIDER: **NOSC** |
|---|---|---|
| Provide Change Control for all Cisco routers, switches, and other network equipment. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Follow the IHS Change Management process to determine which changes need to be approved by the OIT Change Control Board.<br><br>• Notify Area contacts at least 24 hours in advance before making configuration changes to Area devices.<br><br>• Process new equipment setup tickets within four (4) hours, 95% of the time.<br><br>• Provide a system that logs all user access to network equipment, and what commands they type.<br><br>• Provide a change system that shows versions of the configurations based on time/date, and can show changes between versions.<br><br>• Back up the configurations as changes occur, to allow rollback in the event of an issue.<br><br>• Store the configurations in a searchable system that can be used for data calls. | • Provide the NOSC with access to local network devices to be added to this system.<br><br>• The NOSC database needs SSH level access to the device to run scripts on a regular basis—usually every hour on a rotating basis. | • If the NOSC does not have access to a device, it cannot provide this service. |

## 5.8.8    Standardize on Network Best Practices

| SERVICE: **Standardize on Network Best Practices** | | PROVIDER: **NOSC** |
|---|---|---|
| Proactively review all IHS network devices (including switches, routers, and firewalls) to make sure they conform to configuration standards, limiting any services not needed, to prevent the possibility of attacks or issues. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Review all network device configurations for conformance to Best Practices standards on a regular 6-month schedule.<br>• Set up a project for rollout of any necessary changes, and notify the Area contacts. | • Provide access to the NOSC to all devices that should be kept in a best practices state. | • This service does not provide any guarantee that all routers will be set up as per best practices at all times. There will always be new and changing requirement in the industry. This is just a "best-effort" level of service. |

## 5.8.9    Manage Tribal Access List

| SERVICE: **Manage Tribal Access List (ACL)** | | PROVIDER: **NOSC** |
|---|---|---|
| The Tribal sites inside the IHS network are limited to accessing other IHS resources as per their Interconnection Site Agreements. The NOSC manages the Access List (ACL) on each router that secures the interconnections. As changes occur, the Tribal site will need to request the NOSC add or remove access from this Access List. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process Tribal ACL changes within two (2) hours, 95% of the time.<br>• Work with the Tribal site to test and verify that all changes are working as per design. | • Work with Security to make sure all Tribal Changes are approved and documented properly in the Interconnection Site Agreements, and any other documents or requirements prior to contacting the NOSC. | All requests need to assume a default behavior of **Deny All**, and should be written as specifically as possible. Also as the Tribal site is often independently managed, the NOSC cannot be responsible for the timeliness or level of effort from the Tribal IT center or related personnel. |

## 5.8.10   Provide WAN/LAN Consulting and Design Assistance

| SERVICE: **Provide WAN Consulting and Design Assistance** | | PROVIDER: **NOSC** |
|---|---|---|
| Provide consultative support related to the design and development of Area IT department network expansions and re-designs. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process request for consulting time within four (4) hours, 95% of the time.<br>• Be available to attend meetings and conference calls with vendors as needed.<br>• Review and evaluate RFIs, RFPs, and RFQs. | • Coordinate the NOSC as needed for this type of engagement.<br>• Be responsible for all final decisions.<br>Although the NOSC can provide a recommendation, it is only an opinion based on the information and requirements provided. | • The NOSC engineering team may not be familiar with all types of technology, so this is a "best effort" level of service.<br>• As the requirements change, design decisions can vary. |

## 5.9   Server Commitments

The following server commitments, which are available to all customers unless noted otherwise, are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Provide Tech Support for Member Servers
- Provide Backup and Recovery Services
- Provide Off-site Storage of OIT Backup Tapes
- Provide Physical Access to the OIT-Albuquerque Data Center

### 5.9.1   Provide Tech Support for Member Servers

| SERVICE: Provide **Tech Support for Member Servers** | | PROVIDER: DITO/ETS |
|---|---|---|
| Support IHS sites' member servers that reside in the D1 domain and meet IHS OIT approved server configuration. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to requests for member server support at field sites within two (2) days, 95% of the time. | • Maintain D1 member servers' patches and anti-virus.<br><br>• Administer member server site-specific applications. | Service available to all customers. |

### 5.9.2   Provide Backup and Recovery Services

| SERVICE: **Provide Backup & Recovery Services** | | PROVIDER: DITO/ETS |
|---|---|---|
| Support for IHS field sites conducting back-ups for IHS data stored on servers.  This includes support for both installing/configuring standard back-up software and assisting with the restoration of a production server. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Respond to data restore support requests on a production server within four (4) hours, 95% of the time.<br><br>• Respond to installation/configuration of IHS supported back-up software request within two (2) days, 95% of the time.<br><br>• Ensure consistent successful server back-ups on OIT servers at Headquarters - Albuquerque. | • Maintain a consistent back-up schedule for IHS data that resides on site servers.<br><br>• Periodically conduct data restores to ensure back-up integrity. | • Service available to all customers.<br><br>• IHS fields sites must ensure they are running IHS standard backup software (Symantec Back-up Exec). |

## 5.9.3    Provide Off-site Storage of OIT Backup Tapes

| SERVICE: **Provide Off-site Storage of OIT Backup Tapes** | | PROVIDER: DITO/ETS |
|---|---|---|
| Supply OIT tapes to Iron Mountain who picks them up three (3) times per week and delivers them to their secured offsite storage facility.  Backups retained include daily, weekly, and monthly tapes. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Tapes are transported by Iron Mountain to an off-site storage facility three (3) times per week, 95% of the time.<br><br>• Tapes are returned by Iron Mountain from off-site storage facility three (3) times per week, 95% of the time. | Must deliver back-up tapes to designated pick-up area in the OIT-Albuquerque first-floor server room. | • Service provided only to OIT Headquarters, in both Rockville and Albuquerque.<br><br>• Daily backups are retained for one (1) week.<br><br>• Weekly backups are retained for one (1) month. |

## 5.9.4    Provide Physical Access to the OIT-Albuquerque Data Center

| SERVICE: **Provide Physical Access to the OIT–Albuquerque Data Center** | | PROVIDER: **DITO/ETS** |
|---|---|---|
| Provide escorted access into the OIT-Albuquerque Data Center located on the Bureau of Indian Affairs (BIA) campus in Albuquerque. This Data Center houses all OIT servers (except lab) and enterprise level network equipment. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Access is provided by ETS within two (2) days of scheduling, 95% of the time. | • Contact the IHS Help Desk to open a Help Desk ticket to schedule all work.<br><br>• Schedule all non-emergency work at least two (2) days in advance.<br><br>• Obtain OIT Change Control Board (CCB) approval for applicable work.<br><br>• Follow all guidelines and requirements addressed in the DITO-SOP-10-06, *OIT Albuquerque Data Center Management*. | • Service available to all customers with approved purpose.<br><br>• Routine service provided during normal business hours; after hours service available for emergency issues. |

# 5.10 Security Commitments

The following security commitments, which are available to all customers, are provided by the Enterprise Technology Services team within the IHS Division of IT Operations:

- Upgrade Antivirus Versions
- Support Encryption Software
- Recover Encryption

## 5.10.1   Upgrade Antivirus Versions

| SERVICE: **Upgrade Antivirus Versions** | | PROVIDER: DITO/ETS |
|---|---|---|
| IHS classifies upgrades to Symantec Anti-virus (SAV) Corporate Edition into two categories, functional upgrades and vulnerability patches. The DITO anti-virus commitments are based on these two categories which have different severity levels. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Respond to request for SAV functional upgrade support within two (2) days, 95% of the time.<br><br>• Respond to request for SAV vulnerability patch support within four (4) hours, 95% of the time. | • Complete deployment of SAV vulnerability patches within one (1) week of distribution from OIT.<br><br>• Complete deployment of SAV functional updates within 1 month of distribution from OIT.<br><br>• Upon completion of successful upgrade, notify OIT DITO that vulnerability patches have been distributed. | • Service available to all customers.<br><br>• Field sites must make every effort to upgrade to the latest version of SAV, especially when they are deploying a software vulnerability patch.<br><br>• Field sites must also be sure to keep SAV virus definitions up to date.<br><br>• IHS field sites must ensure they are running IHS standard anti-virus software. |

## 5.10.2   Support Encryption Software

| SERVICE: **Support Encryption Software** | | PROVIDER: DITO/ETS |
|---|---|---|
| Maintenance of encrypted mobile computers at IHS sites.  The service provides encryption software version upgrades, modifications to update profiles, and common error resolution to IHS Area Offices and National Programs. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Complete encryption software upgrade package, profile modifications to designated Area within two (2) days, 95% of the time.  For National Programs within one (1) day, 95% of the time.<br><br>• Support software upgrades and profile modifications within two (2) days, 95% of the time.  National Programs within one (1) day. | • Encryption upgrade software and profile updates are placed in each IHS Area designated server.<br><br>• IHS Area Administrators are notified and responsible for deployment within their sites. | • Service available to all customers.<br><br>• Testing of upgrades and update profiles may require additional time. |

## 5.10.3   Recover Encryption Keys

| SERVICE: **Recover Encryption Keys** | | PROVIDER: DITO/ETS |
|---|---|---|
| Encryption Recovery Keys are stored on IHS Area designated servers and the Keys are backed up to an ETS server.  The keys are used to un-encrypt mobile computers. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Complete backup of recovery keys within one (1) day, 95% of time.<br><br>• Support for backup and restoring keys within one (1) day, 95% of the time. | • Daily backup of each Area's recovery key storage to ETS server.<br><br>• Each Area admin is responsible for providing network storage access to ETS for recovery key backup. | • Service available to all customers.<br><br>• IHS field sites must ensure they are running IHS standard encryption software. |

## 5.10.4   Dispose of Sensitive Media Securely

| SERVICE: **Dispose of Sensitive Media Securely** | | PROVIDER: DITO/ETS |
|---|---|---|
| Destroy and/or overwrite electronic media to include—but not be limited to— magnetic tapes, CDs, DVDs, floppy disks, ZIP disks, audio tapes, video tapes, and hard drives | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Upon receipt of the media and original signed request form, complete requests within three (3) days, 95% of the time. | Submit requests to OIT Help Desk and deliver physical media to Room 2020 in the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. | Service provided only to OIT Headquarters, in both Rockville and Albuquerque. |

# 5.11 Websense Filtering & Reporting

The following commitments are provided by the ETS team:

- Provide Custom Reports
- Unblock a Needed Website

## 5.11.1   Provide Custom Reports

| SERVICE: **Provide Customized Websense Reports** | | PROVIDER: DITO/ETS |
|---|---|---|
| Run customized reports on individuals or groups based on criteria ranging from time to website *Risk Class* category hits. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Complete the processing of a Websense customized report request within five (5) business days, 95% of the time upon ISC and DIS approval.<br>• Notify and deliver reports to appropriate management. | • Ensure proper procedures and necessary paperwork has been filled out and forwarded to DIS.<br>• Respond to follow-up information requests in a timely manner.<br>• Clearly indicate on request, if the request is urgent and needs immediate attention. | • Service available to all customers.<br>• Additional time may be required if all the pertinent information is not provided by the customer on the form.<br>• Additional time may be required if the necessary information will be accessed on archived databases based on the time period. |

## 5.11.2   Unblock a Needed Website

| SERVICE: **Unblock a Needed Website** | | PROVIDER: DITO/ETS |
|---|---|---|
| Enable access to a blocked website for users who can provide a legitimate business need for a site blocked by Websense. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Complete the processing of a Websense blocked site access request within 48 hours, 95% of the time, upon ISC approval.<br>• Research each site requested to verify the site does not pose a threat to IHS operations.<br>• Notify the ISC when site has been unblocked. | • Review all field requests to ensure that the site has a legitimate business.<br>• Respond to follow-up information requests in a timely manner.<br>• Clearly indicate on request, if the request is urgent and needs immediate attention. | • Service available to all customers.<br>• Additional time may be required if all the pertinent information is not provided by the customer on the form.<br>• Additional time may be required if the request could pose a security threat to IHS operations, such as a site that is flagged for containing malware. |

# 5.12 Web Commitments

The following commitments are provided by the Web Services team:

- Repair Broken Links
- Correct Minor Content Issues
- Internet Domain Name Registration/Removal
- Find the Owner of or Contact for a Website
- Review Requests for New Web Sites
- Manage LISTservs
- Provide Support for LISTserv Issues

## 5.12.1    Repair Broken Links

| SERVICE: **Repair Broken Links** | | PROVIDER: WEB SERVICES |
|---|---|---|
| Respond to alerts of broken links and fix the issue. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Acknowledge issue and repair or remove within five (5) days, 95% of the time. | • Provide URL of the broken link and what page the user found the broken link on. <br><br> • If the user knows what the link should be changed to, he or she should provide it. This will be verified on our end. | • Service available to all customers. <br><br> • If the Federal Content Manager is not available (i.e., on leave or out of office), this timeframe may not be achievable. |

## 5.12.2    Correct Minor Content Issues

| SERVICE: **Correct Minor Content Issues** | | PROVIDER: WEB SERVICES |
|---|---|---|
| Respond to alerts of bad content. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Acknowledge issue and repair or remove within five (5) days, 95% of the time. | • Provide URL where the content issue occurs and accurately describe what on the page needs to be updated or modified.<br>• If the user knows what the content should be changed to, he or she should include that information. | • Service available to all customers.<br>• If the link was to an external site and the Content Manager (FED) is unavailable (i.e., out of office) for an extended period of time, the link cannot be changed without his/her permission, and so may require a longer time frame.<br>• This does *not* pertain to the Content Manager/ Account Manager relationship in terms of updating content. This only applies to general users who find issues with **IHS.gov** content. |

## 5.12.3    Internet Domain Name Registration/Removal

| SERVICE: **Manage Internet Domain Names** | | PROVIDER: WEB SERVICES/ LAN-WAN |
|---|---|---|
| Add/Remove/Modify a Vanity URL for requesting site. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete updates/repairs within five (5) days, 95% of the time. | • Provide URL of the site they are requesting a vanity URL for along with reason it is being requested.<br>• There must be a business need for the vanity to be created. (e.g., the URL will be distributed on pamphlets). | • Service available to all customers.<br>• If the request does not meet the requirements and the user persists, it may take longer than five (5) days to resolve the issue. |

## 5.12.4   Find the Owner of or Contact for a Website

| SERVICE: **Find the Owner of or Contact for a Website** | | PROVIDER: WEB SERVICES |
|---|---|---|
| Provide a requestor with the contact information to an IHS.GOV website. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete within three (3) days of the request, 95% of the time. | Provide the site name and URL of the site for which they are requesting the information. | • Service available to all customers.<br>• If the site is not contained in the account management system, providing the information may take longer than the committed time. |

## 5.12.5   Review Requests for New Web Sites

See the Standard Operating Procedure, *Web Development* (SOP 06-16), for complete information about requesting a new website.

| SERVICE: **Review Requests for New Websites** | | PROVIDER: WEB SERVICES |
|---|---|---|
| Evaluate web site request forms and respond to requester. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete review and respond within 14 days of the request, 95% of the time | • Provide a completely filled out website request form with a very complete description of the work being requested.<br>• The request must be submitted by an IHS federal employee. | • Service available to all customers.<br>• If the request is received when the web manager is out of the office for an extended period of time, it cannot be approved by anyone else, and therefore will be delayed. |

### 5.12.6    Create WebTrends Profiles

| SERVICE: **Create WebTrends Profiles** | | PROVIDER: WEB SERVICES |
| --- | --- | --- |
| Add/Remove a WebTrends Profile for a user. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete within three (3) days of the request, 95% of the time. | Provide their name, e-mail and the site for which they want metrics. | • Service available to all customers. <br> • The request must come from the site content manager. |

### 5.12.7    Manage LISTservs

| SERVICE: **Manage LISTservs** | | PROVIDER: WEB SERVICES |
| --- | --- | --- |
| Create, delete, update and add users to LISTservs. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete review and respond within five (5) days of the request, 95% of the time. | • If it's a new list, they must provide a completed website request form. <br> • For modifications, they must give the name of the list | • Service available to all customers. <br> • If no LISTserv admin is available (e.g., out of office) during the committed time period it, will take longer. |

### 5.12.8    Provide Support for LISTserv Issues

| SERVICE: **Provide Support for LISTserv Issues** | | PROVIDER: WEB SERVICES |
| --- | --- | --- |
| Help resolve issues with the LISTserv, including mail not being delivered, admin interface glitches, and other malfunctions. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Complete review and respond within five (5) days of the call, 95% of the time. | Provide the most complete description of their issue including: list they are trying to communicate with, time issue occurred, and screenshot. | • Service available to all customers. <br> • If no LISTserv admin is available (e.g., out of office) during the committed time period, it will take longer. <br> • If LISTserv technical support is required, it may take longer. |

## 5.13   RPMS Hardware Support Commitments

The following support commitments for RPMS server hardware, operating systems (AIX and Windows), and Caché/Ensemble databases for RPMS are provided by the RPMS Hardware Support Team (RPMS-HW):

- Support for Site Backups
- Support for Printers
- Support for Disk Space Issues.
- Support for User Accounts
- Support for Caché Journaling
- Support for Caché Shadowing
- Support for General Caché/RPMS Issues
- Support for RPMS Data Transmission

Note the following:

- These commitments are available to all RPMS customers and sites.

- These commitments apply only to RPMS Servers (AIX or Windows) that are configured in compliance with the standard security settings for RPMS Servers, as documented in the published RPMS installation instructions  (for AIX. and Windows respectively).

  The commitment for non-standard RPMS installations is "Best Effort" support.

## 5.13.1   Support for Site Backups

| SERVICE: **Support for Site Backups** | | PROVIDER: RPMS-HW |
|---|---|---|
| Provide support for Site Backup issues relating to AIX or Windows, Caché/Ensemble, and RPMS servers. This includes setting up, scheduling, and troubleshooting the RPMS backup routines for AIX and Windows servers. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the backup issue within three (3) business days, 95% of the time. | • Provide personnel to assist with troubleshooting. <br><br> • Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3. <br><br> • Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state. <br><br> • Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases. <br><br> • The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

## 5.13.2   Support for Printers

| SERVICE: **Support for Printers** | | PROVIDER: RPMS-HW |
|---|---|---|
| The scope of printer support provided by the RPMS-HW group is defined as follows: <br><br>• The RPMS-HW group supports only AIX print queue configuration assistance and Windows 2003/2008 queue configuration assistance. <br><br>• It is recommended that all printer configurations be IP-based, AIX/Unix print queue compatible, and Windows spooler compatible. Any printers not compatible with these three items will not be supported. <br><br>• Printers that require additional printer control programming outside of that passed through the standard RPMS application formatting control will not be supported. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the printer issue within three (3) business days, 95% of the time. | • Provide personnel to assist with troubleshooting. <br><br>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3. <br><br>• Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state. <br><br>• Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases. <br><br>• The recommended resolutions are bound within the adopted standard configuration or industry best practice. <br><br>• "Zebra" printers are no longer supported, due to the OS compiler being end-of-life and the printers' requiring site-specific custom programs to function. |

### 5.13.3　Support for Disk Space Issues

| SERVICE: **Support for Disk Space Issues** | | PROVIDER: *RPMS*-HW |
|---|---|---|
| Provide support for disk space issues relating to the operating system (AIX or Windows), Caché, and RPMS. This includes troubleshooting, increasing AIX disk space, assisting sites with disk cleanup, and coordinating disk replacement. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the Disk space issue within one (1) business day, 95% of the time. | • Provide personnel to assist with troubleshooting.<br>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3.<br>• Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state.<br>• Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases.<br>• The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

### 5.13.4　Support for User Accounts

| SERVICE: **Support for User Accounts** | | PROVIDER: *RPMS*-HW |
|---|---|---|
| Provide support for ITAC AIX user account requests for the following extract servers:<br>• DPSSYG<br>• CMBSYB<br>• CMBCACHE<br>• OITCACHE<br>• CLOVERLEAF | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve/complete the account issue or request within one (1) business day, 95% of the time. | Provide a completed ITAC form with as much information as possible within a reasonable time. | • The recommended resolutions are bound within the adopted standard configuration or industry best practice.<br>• The RPMS-HW Team's response can also be constrained by insufficient information on the ITAC form provided by the customer. |

## 5.13.5   Support for Caché Journaling

| SERVICE: **Support for Caché Journaling** | | PROVIDER: RPMS-HW |
|---|---|---|
| Provide support for Caché Journaling errors on RPMS servers (AIX and Windows). This includes troubleshooting, setup, and configuration. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the journaling issue within five (5) business days, 95% of the time. | • Provide personnel to assist with troubleshooting.<br>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3.<br>• Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state.<br>• Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases.<br>• The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

## 5.13.6   Support for Caché Shadowing

| SERVICE: **Support for Caché Shadowing** | | PROVIDER: RPMS-HW |
|---|---|---|
| Provide support for Caché Shadowing errors on RPMS servers (AIX and Windows). This includes setup, configuration, and troubleshooting. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the shadowing issue within five (5) business days, 95% of the time. | • Provide personnel to assist with troubleshooting.<br>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3.<br>• Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state.<br>• Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases.<br>• The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

## 5.13.7   Support for General Caché/RPMS Issues

| SERVICE: **Support for Caché/RPMS Issues** | | PROVIDER: RPMS-HW |
|---|---|---|
| Provide support for Caché and RPMS issues on RPMS servers (AIX and Windows). Support includes the following: <br><br> • System patching and upgrades <br> • Caché performance issues <br> • Caché database configuration, backup, and troubleshooting <br> • Facilitating work with external vendors, other IHS groups, and IHS Agency sites. <br> • RPMS Server Configuration – installation and consulting <br> • Support for AIX/Windows OS and server administration issues | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the Caché or RPMS issue within three (3) business days, 95% of the time. | • Provide personnel to assist with troubleshooting. <br><br> • Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3. <br><br> • Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state. <br><br> • Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases. <br><br> • The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

## 5.13.8   Support for RPMS Data Transmission

| SERVICE: **Support for RPMS Data Transmission** | | PROVIDER: RPMS-HW |
|---|---|---|
| Provide support for RPMS Data Transmission issues on RPMS servers (AIX and Windows). This covers items such as the **sendto** script, **ftp**, and troubleshooting of routines. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Resolve the data transmission issue within five (5) business days, 95% of the time. | • Provide personnel to assist with troubleshooting.<br>• Ensure that all basic troubleshooting steps have been fully completed by Tier 2, before escalating to Tier 3.<br>• Provide RPMS-HW Team with the requisite system access to resolve issues and re-establish the system's operational state.<br>• Provide any requested log files or data within a reasonable time. | • Constrained by the customer not providing data, such as log files and copies of databases.<br>• The recommended resolutions are bound within the adopted standard configuration or industry best practice. |

## 5.14    RPMS Application Development Commitments

The responsibility of the RPMS Application Development is to maintain and enhance the RPMS software applications.

Specific commitments for the RPMS Application Development include:

- RPMS Project Initiation
- RPMS Software Requirements
- RPMS Technical Design
- RPMS Software Development
- RPMS Software Testing & Release Management
- RPMS Software Maintenance & User Support
- RPMS Software Training

## 5.14.1    RPMS Project Initiation

| SERVICE: **RPMS Project Initiation** | | PROVIDER: **DIT/RPMS Program Office** |
|---|---|---|
| RPMS development projects are considered part of the RPMS investment, are subject to Capital Planning and Investment Control (CPIC), and must follow the Enterprise Performance Life Cycle (EPLC). | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • RPMS Program and project staff will assist Business Owners with creating Business Needs Statements and Business Cases.<br><br>• Management Analyst support to assist business owners will be assigned within five business days of the request for assistance. | • Business Owners will engage with OIT in creating Business Needs Statements and Business Cases.<br><br>• Business Owners will provide appropriate information and feedback during the process of preparing the BNS.<br><br>• Business Owners will provide appropriate information and feedback during the process of preparing the BC. | • Development requests unaccompanied by specific funding will be prioritized against other requests and obligations in the OIT spend plan.<br><br>• BNS and BC documents will be processed according to CPIC and EPLC requirements, including review and approval by Investment Manager, Enterprise Architect, & CIO.<br><br>• Depending on the cost of a proposed project, EPLC may require approval by Information Technology Investment Review Board (ITIRB).<br><br>• CPIC/EPLC processes are designed to improve the overall cost-effectiveness of development and quality of final product; some phases may introduce delays, however. |

## 5.14.2   RPMS Software Requirements

| SERVICE: **RPMS Software Requirements** | | PROVIDER: **DIT/RPMS Program Office** |
|---|---|---|
| Describes the commitment between the RPMS Program and customers (business owners and subject matter experts) concerning the processes around the documentation of software requirements and development of software. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Project team will create a Work Breakdown Structure (WBS) and schedule with timelines and milestones for the software development project.<br>• Project team will develop project artifacts as required by the EPLC.<br>• Requirements will be documented in a manner that is accessible, transparent, and traceable.<br>• Business Owners will be given the opportunity to review and comment on final requirements and design. | • Business Owners will provide subject matter experts (SMEs) to work closely with project teams in developing detailed functional requirements.<br>• SMEs will provide timely review of requirements. | • Schedules, milestones, and deliverables will vary between projects.<br>• Change management during development and testing will be governed by Change Control Boards that include Business Owner representation.<br>• Changes in scope during development will adversely affect project schedule and cost. |

## 5.14.3  RPMS Technical Design

| SERVICE: **RPMS Technical Design** | PROVIDER: **DIT/RPMS Software Development** |
|---|---|

Develop detailed specifications that emphasize the physical solution to the user's information technology needs. The system requirements and logical description of the entities, relationships, and attributes of the data that were documented during the Requirements Analysis Phase are further refined and allocated into system and database design specifications that are organized in a way suitable for implementation within the constraints of a physical environment (e.g., computer, database, facilities).  Design documentation is used to achieve confidence that the design satisfies the system requirements, is in conformance with the enterprise architecture and prescribed design standards, to raise and resolve any critical technical and/or project-related issues, and to identify and mitigate project, technical, security, and/or business risks affecting continued detailed design and subsequent lifecycle activities.

| Commitment | Customer Responsibilities | Boundaries/Constraints |
|---|---|---|
| • Define the general system characteristics.<br>• Define the data storage and access for the database layer.<br>• Define the user interface at the desktop layer.<br>• Define the business rules layer or the application logic.<br>• Define the interfaces from application to application and application to database.<br>• Prepare final draft of the Test Plan, which describes the test cases and test environment specifications, and includes a Requirements Traceability Matrix that maps requirements to the specific tests to be conducted in the Test Phase. | • Appropriate SMEs must be available to provide additional information as needed by the design team.<br>• Appropriate SMEs must be available to provide information that will be used to create the Test Plan and test scenarios. | • A formal inspection of the high-level architectural design of an automated system, its software and external interfaces, is conducted to achieve agreement and confidence that the design satisfies the functional and non-functional requirements and is in conformance with the enterprise architecture.<br>• Design is adequately documented to allow effective and efficient development. |

## 5.14.4   RPMS Software Development

| SERVICE: **Software Development** | | PROVIDER: **DIT/RPMS Software Development** |
|---|---|---|
| The information recorded in the requirements and design documents is transformed into machine-executable form.  This includes ensuring that all of the individual components of the automated system/application function correctly and interface properly with other components within the system/application. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Developers will follow the standards, methods, tools, and programming languages that are documented, appropriate, and established by OIT.<br>• Developers will utilize configuration control to manage and track the various versions and patches of applications.<br>• Developers will follow official change control processes when making modifications to applications.<br>• Functionality of applications will meet the performance measures as described in the requirements and design documents.<br>• Develop the software product covering the documented and baseline requirements in a sufficient state of readiness for integration and formal testing by an assigned test group (i.e. other than development personnel).<br>• Prepare the final Test Plan, which describes the test cases and test environment specifications, and includes a Requirements Traceability Matrix that maps requirements to the specific tests to be conducted in the Test Phase.<br>• The WBS shall detail the period for this work discipline. | • Appropriate SMEs must be available to provide additional information as needed by the development team.<br>• Appropriate SMEs must be available to provide information that will be used to create the Test Plan and test scenarios. | • Requirements oversight becomes most visible. This can impact software functionality. Care must be taken to mitigate overall impact.<br>• Development environments are properly configured to represent the organizational enterprise standard. |

## 5.14.5  RPMS Software Testing & Release Management

| SERVICE: **Software Testing & Release Management** | | PROVIDER: **DIT/RPMS Program Office** |
|---|---|---|
| Describes the commitments between the RPMS Program and customers (beta test sites and testers) concerning the testing and release process for RPMS software. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| <ul><li>Ensure concurrence of Area ISC and facility CEO for all beta testing.</li><li>Ensure that sufficient internal testing has been conducted to minimize the risk of significant software or hardware failures at beta sites during testing.</li><li>Test software on a representative variety of systems to ensure compatibility.</li><li>Provide testers with appropriate documentation, orientation and training.</li><li>Ensure timely, responsive support to testers and facilities during the test process to minimize impact on operations if issues occur.</li><li>Provide comprehensive installation, technical, and user documentation for all software releases.</li><li>Communicate software releases to ISCs and all other interested parties.</li><li>Distribute software by secure means to Areas for further distribution.</li><li>Ensure high availability of developer support within the first week after release.</li></ul> | <ul><li>Test facilities complete and return all assigned test scripts and checklists as scheduled.</li><li>Ensure that adequate hardware, software prerequisites and IT support are provided for testers and that they have appropriate access and privileges to meet their testing responsibilities.</li><li>Follow the test plan for installing and configuring test software, i.e. using test databases when required and installing to production system on schedule.</li><li>Allow access for OIT developers to provide timely support during testing.</li></ul> | <ul><li>Software testing carries inherent risks that cannot be completely predicted or prevented.</li><li>Software testers in the field typically have patient care responsibilities that may take precedence over other activities, including testing.</li><li>Local variations in hardware or software configuration, or local RPMS customizations may unpredictably affect or be affected by new software releases.</li><li>OIT does not support or troubleshoot third-party vendor interfaces that may be affected by new software releases.</li></ul> |

## 5.14.6   RPMS Software Maintenance & User Support

| SERVICE: **Software Maintenance & User Support** | | PROVIDER: **DIT/RPMS Program Office** |
|---|---|---|
| Describes commitments between RPMS Program and customers (facilities and end-users) concerning RPMS software maintenance and support. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Develop and release patches regularly to correct identified software defects, at least every six months for most packages.<br>• Create fixes on local databases in urgent situations in order to allow sites to continue operations.<br>• RPMS support resources will observe Help Desk policies and standard operating procedures in responding to and resolving HEAT tickets.<br>• Resolve 90 percent of urgent support tickets within one business day.<br>• Resolve 90 percent of routine support tickets within three business days. | • Customers will observe tiered support structure and report issues through local and Area support resources before contacting OIT.<br>• Initiate support tickets through Help Desk as opposed to direct communication with support staff or developers.<br>• Provide complete information to Help Desk in order to allow correct classification of problem and identify the appropriate support person or team.<br>• Provide adequate access to local RPMS system to permit troubleshooting and problem resolution.<br>• Be responsive in communicating with support team, testing and reporting resolution, or persistence of problems. | • Low urgency defect corrections may be delayed if other development priorities take precedence.<br>• Contracting issues may affect availability of contracted support resources.<br>• Support tickets will be closed and problem will be assumed to be resolved if customer does not respond within three business days to requests for confirmation that problem has been addressed. |

## 5.14.7   RPMS Software Training

| SERVICE: **RPMS Software Training** | | PROVIDER: **DIT/RPMS Program Office** |
|---|---|---|
| Describes commitments between RPMS Program and customers (Areas, facilities, training attendees) regarding the provision of training on RPMS applications. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Survey Area Training Coordinators and Information Systems Coordinators to identify training needs, at least three months before beginning of training year.<br><br>• All Areas will get at least their top three priorities for training topics and schedule, and as many more as possible within resource constraints.<br><br>• Provide competent and courteous trainers for all events.<br><br>• Provide helpful and informative training materials. | • Area Training Coordinators and Information Systems Coordinators will ensure that all Area sites and programs are contacted to solicit training requests.<br><br>• Survey responses will be timely and clearly identify Area priorities for training and scheduling requests.<br><br>• Areas will provide adequate facilities and technical support for training events held at Area/local facilities.<br><br>• Ensure registration of at least 8 attendees, at least 3 weeks before events, to prevent cancellation.<br><br>• Attendees will attend all sessions, participate, and complete training evaluations. | • OIT does not have resources or staff to meet all Area training requests.<br><br>• Contracting issues may interfere with availability of contracted training resources.<br><br>• OIT does not have the depth to duplicate training events at multiple locations in an Area; local travel within an Area will be required.<br><br>• OIT may choose to offer training remotely (i.e. via Web-Ex) if appropriate for content, in order to save on contractor and travel costs and to reach more people with training.<br><br>• Training materials in most cases will be provided electronically to save costs and paper. |

# 5.15 RPMS Database Administration (RPMS DBA) Commitments

The responsibility of the RPMS DBA is to manage and maintain the structure and contents of the portion of the RPMS database management system responsive to queries for IHS Standard Code Set (SCS) information.

Specific commitments for the RPMS DBA include:

- Coordination of Standard Code Set Changes
- Software Development for SCS Changes on RPMS Servers
- Maintenance & Enhancements to RPMS SCS Software & Data Structures
- Managing VA-Originated Standard Code Set Modifications in RPMS

## 5.15.1 Coordination of Standard Code Set Changes

| SERVICE: **Coordinate Standard Code Set Changes** | | PROVIDER: **DIT/RPMS DBA** |
|---|---|---|
| Coordinate with the IHS Division of Program Statistics (DPS) and other content providers on the necessity for and/or implementation of additions, modifications, and deletions to the contents of IHS-defined Standard Code Sets (SCSs). | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Work in partnership with DPS and other content providers to efficiently resolve issues in a timely manner.<br>• Acknowledge change requests (or issues relating to and requiring the implementation of SCS additions, modifications, or deletions) within 4 hrs.<br>• If acknowledgement requires additional research for resolution, provide the requestor with a schedule outlining estimated delivery dates.<br>• Maintain accurate tables of RPMS DBA-managed standard codes.<br>• Maintain timely records of SCS change activity in OIT-designated activity tracking systems.<br>• Release SCS updates each quarter of the fiscal year in the months of October, January, March, and June. | • Provide RPMS DBA with requests and any information that supports the necessity of the SCS.<br>• Requests should be made via the IHS-OIT Helpdesk or directly to the DBA.<br>• Request shall, at minimum, include information on the desired change, its intended use, and identification of the RPMS application to which it has the immediate impact. | • Requests for SCS modifications should be initiated by the Area Statistical Officer and routed through the content provider designated responsible for the Code Set(s) in question.<br>• SCSs are subject to Change Control Board review to assure that NPIRS is not adversely impacted.<br>• Response to DPS can vary from two to four weeks depending on the nature of the request and turn-around time by DPS. |

## 5.15.2   Software Development for SCS Changes on RPMS Servers

| SERVICE: **Software Development for SCS Changes on RPMS Servers** | | PROVIDER: **DIT/RPMS DBA** |
|---|---|---|
| Develop software tools for implementation of SCS changes on RPMS servers at test and production facilities. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Develop software modules on a regular basis to integrate SCS changes into operational RPMS systems. <br><br> • Coordinate and support testing of developed software modules at designated testing facilities. <br><br> • Maintain timely records of technical support activity in OIT-designated activity tracking systems. <br><br> • The project WBS and schedule shall detail the period for this work discipline. | • Designated testing facility support - provide developer with timely feedback on problem issues and resolution. <br><br> • Distributed software support: <br><br> • Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary. <br><br> • Designate local contact staff to respond to designated support provider requests for information in a timely and accurate manner. | • Support requests for distributed SCS update software modules should be generated by appropriate Area Office RPMS support staff, and routed in accordance with OIT-defined technical support request protocol. <br><br> • Development will include only request items authorized and endorsed by DPS and respective Change Control Boards. |

### 5.15.3    Maintenance & Enhancements to RPMS SCS Software & Data Structures

| SERVICE: **Maintain and Enhance RPMS Standard Code Set Software and Data Structures** | | PROVIDER: **DIT/RPMS DBA** |
|---|---|---|
| Provide maintenance and enhancement support for RPMS Standard Code Set software and database structures. | | |

| Commitment | Customer Responsibilities | Boundaries/Constraints |
|---|---|---|
| • Evaluate all requests for modification to RPMS SCS tables and/or software.<br>• Develop software modules to incorporate approved changes into operational RPMS SCS tables and/or software.<br>• Coordinate and support testing of modifications at designated testing facilities.<br>• Maintain timely records of technical support activity in OIT-designated activity tracking systems.<br>• Release SCS updates each quarter of the fiscal year in the months of October, January, March, and June. | • Designated testing facility support - provide developer with timely feedback on problem issues and resolution.<br>• Distributed software support:<br>• Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary.<br>• Designate local contact staff to respond to support provider requests for information in a timely and accurate manner. | • Requests for modification to RPMS SCS tables and/or software should be made by the Area Information Systems Coordinator and routed in accordance with OIT-defined technical support request protocol.<br>• Requests for modification to RPMS SCS tables and/or software will be subject to conferral with other RPMS developers prior to determination of approval/rejection.<br>• Support requests for distributed RPMS SCS tables and software modifications should be generated by appropriate Area Office RPMS support staff, and routed in accordance with OIT-defined technical support request protocol. |

## 5.15.4 Managing VA-Originated Standard Code Set Modifications in RPMS

| SERVICE: **Manage VA-Originated Standard Code Set Modifications in RPMS** | | PROVIDER: **DIT/RPMS DBA** |
|---|---|---|
| Manage adoption and implementation of VA-originated SCS modifications within operational RPMS frameworks. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Evaluate VA-originated modifications to RPMS SCS tables and/or software.<br>• Determine best method to incorporate approved modifications into operational RPMS SCS tables and/or software.<br>• Coordinate and support testing of modifications at designated testing facilities.<br>• Maintain timely records of technical support activity in OIT-designated activity tracking systems.<br>• Adoptions and implementation of SCS modifications and framework will be implemented with the OIT quarterly fiscal year release.(October, January, March, and June) The project WBS and schedule shall detail the specific period for this work discipline. | • Designated testing facility support - provide developer with timely feedback on problem issues and resolution.<br>• Distributed software support:<br>• Provide designated support provider with access to affected RPMS system, if a need for direct system access is deemed necessary.<br>• Designate local contact staff to respond to support provider requests for information in a timely and accurate manner. | • Support requests should be generated by appropriate Area Office RPMS support staff, and routed in accordance with OIT-defined technical support request protocol.<br>• VA-originated software is compatible with IHS RPMS frameworks. |

# 5.16     Telecommunication Commitments

## 5.16.1    Facilitate Vendor Repair of Telephones

| SERVICE: **Facilitate Vendor Repair of Telephones** | | PROVIDER: DPMB |
|---|---|---|
| Provide repair services for non-functioning telephone equipment. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Respond to request within three work days of the request for repairs.<br>• Follow up with customer within three work days after repair is complete to ensure the requested repair was accomplished. | Submit complete and accurate request information. | This service is available only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. |

## 5.16.2    Manage Telephone Services

| SERVICE: **Manage Telephone Services** | | PROVIDER: DPMB |
|---|---|---|
| Process requests for additions or changes to telephone services. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Process requests within four work days of receipt. | Submit request form with complete and accurate information. | This service is available only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. |

## 5.16.3    Administer Voice Mail

| SERVICE: **Administer Voice Mail** | | PROVIDER: DPMB |
|---|---|---|
| Provide voice mail services including add or change requests. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Process the request within three work days of request. | Submit complete and accurate information in the request. | This service is available only to employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. |

## 5.16.4    Issue and Support Cellular Phones

| SERVICE: **Issue and Support Cellular Phones** | | PROVIDER: DPMB |
|---|---|---|
| Manage the issuance and support of authorized mobile voice-only communication devices. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to requests within seven (7) work days. | Obtain supervisor approval prior to request. | This service is available only to OIT employees and contractors working within the IHS building at 5300 Homestead Road NE, Albuquerque, NM 87110. |

## 5.16.5    Issue BlackBerry Devices for OIT Staff

| NOTE: See also Sections 5.2.8 and 5.7.3. |
|---|

| SERVICE: **Issue BlackBerry Devices for OIT Staff** | | PROVIDER: DPMB |
|---|---|---|
| Manage the issuance and technical support of authorized mobile communication devices, usually a BlackBerry, for OIT staff. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to requests within two (2) work days, 95% of the time. | • Obtain approval of your request for a device from your Supervisor and Dr. Cullen.<br><br>• Submit your request in writing.<br><br>• Observe and abide by laws, policies, and guidelines regarding use of the device. | This service is available to OIT employees and contractors of OIT at all locations. |

## 5.16.6    Provide Miscellaneous Telecommunication Services

| SERVICE: **Provide Miscellaneous Telecom Services** | | PROVIDER: DPMB |
|---|---|---|
| Interface with service providers; provide existing reports, request new reports, escalate service requests. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Respond to request within three (3) work days, 90% of the time. | Provide complete and accurate information regarding the circuit or problem. | • Service provided only to OIT Headquarters, in both Rockville and Albuquerque.<br>• Where the activity requires commitment of government resources, there must be a contractual relationship with the service provider. |

## 5.16.7    Provide Leased Telecommunication Circuits

| SERVICE: **Provide Leased Telecommunication Circuits** | | PROVIDER: DPMB |
|---|---|---|
| Request and manage telecommunication circuits via GSA contracts; i.e., the FTS 2001 contract, or the follow-on Networx contract. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Submit request to service provider within three (3) work days of receipt of a complete request, 90% of the time. | Submit request using form, with complete and accurate information regarding the requested circuit and the site requiring the circuit. | • Service provided only to OIT Headquarters, in both Rockville and Albuquerque.<br>• Request must be submitted by an IHS Designated Agency Representative (DAR). |

## 5.16.8    Provide Toll Free Telephone Service Requests

| SERVICE: **Provide Toll-Free Telephone Service** | | PROVIDER: DPMB |
|---|---|---|
| Process requests for continuous or temporary toll-free telephone service. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Process request within three (3) work days of receipt of request, 90% of the time. | Provide complete and accurate contact information and justification for request of the service. | • Service provided only to OIT Headquarters, in both Rockville and Albuquerque.<br><br>• Where the activity requires commitment of government resources, there must be a contractual relationship with the service provider. |

## 5.16.9    Process Reimbursable Service Charges

| SERVICE: **Process Reimbursable Service Charges** | | PROVIDER: DPMB |
|---|---|---|
| Submit claim forms for telecommunication circuits that are eligible as determined by the Universal Services Administration Company (USAC); provide credit reports to participating IHS Areas; assist other Areas with submission of their claims. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Process claims by the suspense dates as established and published by the USAC.<br><br>• Provide claim-submission support to non-participating Areas within three (3) work days of their request, 95% of the time.<br><br>• Maintain the intranet report site, as credit information is made available by service providers.<br><br>• Courtesy notification of ISCs and FMOs of new reports availability.<br><br>• Request access to MORRIS.<br><br>• Submit claims on additional circuits as they are identified. | • Maintain payment and credit information down to the facility level for response to FCC auditors.<br><br>• Provide notification of the removal of an eligible circuit. | • Service available to all customers.<br><br>• Provision of audit information for payments and credits is constrained by OIT's ability to influence the many organizations that process, manage, and transmit information for payment of circuits, and information for credits received from the service providers. |

## 5.16.10  Provide Directory Updates to Providers

| SERVICE: **Provide Telephone Directory Updates to Local Service Providers** | | PROVIDER: DPMB |
|---|---|---|
| Additions and changes to desk and mobile phones will be communicated to local service providers. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| Completed within five (5) work days of the addition or change of number | None.  These notifications will occur after addition and change requests have been accomplished. | Service provided only to Headquarters - Albuquerque and Albuquerque Area Office. |

## 5.17    NPIRS Commitments

Service level agreements for the IHS National Patient Information Reporting System (NPIRS) follow in this section.

### 5.17.1    NPIRS: Reporting

| SERVICE: **Unblock Website Access** | | PROVIDER: NIPRS |
|---|---|---|
| Respond to NPIRS customer requests to run an ad hoc report, develop a special report or data pull, or provide technical assistance for data concerns. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Acknowledge the customer's request within one (1) working day of receipt at the NPIRS Help Desk e-mail address. (Requests either from the OIT Help Desk or directly from the customer). <br><br> • Determine customer's needs and requirements and provide the requested report or data. <br><br> For more complex reporting/data requests, negotiate a delivery date with the customer. <br><br> • Verify the customer's needs have been satisfied. | • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. <br><br> • Participate in customer interview with service provider to: <br><br> • Define the specific assistance requested and the requirements <br><br> • Agree on response delivery date <br><br> • Review and accept service provider's solution or deliverable within five (5) working days of receipt. | • Service available to all customers. <br><br> • Some NDW Data Warehouse data is protected and so will only be provided to customers with the approval of the NPIRS Investment Owner or his/her designee. <br><br> • NPIRS is not responsible for providing skills training to customers (e.g., programming skills). |

## 5.17.2 NPIRS: Respond to Customer Information Requests

| SERVICE: **Respond to Customer Information Requests** | | PROVIDER: NIPRS |
| --- | --- | --- |
| Respond to NPIRS customer requests for general information or more specific information such as how to export data to the NDW. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Acknowledge the customer's request within one (1) working day of receipt at the NPIRS Help Desk e-mail address.  (Requests either from the OIT Help Desk or directly from the customer). <br><br> • Determine the customer's need for information and provide the requested information by the agreed upon delivery date. <br><br> For more complex information requests, negotiate a delivery date with the customer. <br><br> • Verify the customer's needs have been satisfied. | • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. <br><br> • Participate in customer interview with service provider to: <br><br> • Define specific questions <br><br> • Agree on response delivery date <br><br> • Review and accept service provider's information deliverable within five (5) working days of receipt. | • Service available to all customers. <br><br> • Some NDW Data Warehouse data is protected and so will only be provided to customers with the approval of the NPIRS Investment Owner or his/her designee. <br><br> • NPIRS is not responsible for providing skills training to customers (i.e. programming skills). |

## 5.17.3  NPIRS: Operational Issues

| SERVICE: **Respond to Operational Issues** | | PROVIDER: NIPRS |
| --- | --- | --- |
| Respond to NPIRS customer reports of problems related to NPIRS web sites, data exports, or data marts. | | |
| **Commitment** | **Customer Responsibilities** | **Boundaries/Constraints** |
| • Acknowledge the customer's request within one (1) working day of receipt at the NPIRS Help Desk e-mail address.  (Requests either from the OIT Help Desk or directly from the customer). <br><br> • Determine/research the customer's problem and respond to the request. <br><br> • Provide any agreed upon solution(s) to the issue by its agreed upon delivery date. <br><br> • Verify the customer's needs have been satisfied. | • Contact NPIRS through the OIT Help Desk or via the NPIRS Help Desk e-mail address. <br><br> • Participate in customer interview with service provider to: <br><br> • Define specific issues or problems <br><br> • Agree on solution and delivery date <br><br> • Review and accept service provider's solution within five (5) working days of receipt. | • Service available to all customers. <br><br> • NPIRS is not responsible for providing skills training to customers (e.g., programming skills). |

# 6.  Glossary of Selected Acronyms and Terms

| Term | Definition |
|------|------------|
| AIS | Automated information system |
| BAA | Business Associate Agreement |
| BC | Business Case (EPLC document) |
| BNS | Business Needs Statement (EPLC document) |
| BPAM | Business Process Automation Module |
| CES | Central E-mail Services |
| CIO | Chief Information Officer |
| DIS | Division of Information Security |
| DPMB | Division of Program Management and Budget |
| EA | Enterprise Architect |
| EPLC | Enterprise Performance Life Cycle |
| ETS | Enterprise Technology Services |
| FISMA | Federal Information Security Act |
| HHS | Health and Human Services |
| HIDS | Host Intrusion Detection System |
| IHS | Indian Health Service |
| IOAT | Infrastructure, Office Automation, and Telecommunications |
| ISA | Information Security Agreement |
| ISSO | Information Systems Security Officers |
| ITAC | Information Technology Access Control form |
| ITIRB | Information Technology Investment Review Board |
| NDW | National Data Warehouse |
| NPIRS | National Patient Information Reporting System |
| OIT | Office of Information Technology |
| PMO | Project Management Officer |
| RoBs | Rules of Behavior |
| RPMS | Resource and Patient Management System |
| SCS | Standard Code Set |

| Term | Definition |
|------|------------|
| SLA | Service Level Agreement |
| SME | Subject-matter expert |
| SOP | Standard Operating Procedure (or also, Statement of Procedures) |
| SQA | Software Quality Assurance |
| TRB | Technical Review Board |
| VPN | Virtual Private Network |