
IT Services - Service Overview Document

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Major Revision History

Date	Name	Revision Details
1/2015	Wes Rodriguez	Initial review, copyediting, and compilation of data.
5/2015	Wes Rodriguez	Service Owner information added; Service descriptions updated.
7/2015	Wes Rodriguez	Formatting updated; Categorization structure added; Service Category Mapping added; Service Definitions further elaborated.
10/2015	Jeffrey Brown	Service Category Mapping updated, Service Definitions updated.
10/2016	Paul Censullo Wes Rodriguez	Copyediting and general update. Updated Service Owner information and Service Category Mapping.
02/2017	Paul Censullo	Added New Service Definitions, including Research Computing services. Removed mention of Technical Services and Operations (TSO) and Integrated Network Communications (INC) and replaced with Infrastructure Technology Services. General revisions to other services.
04/2017	Paul Censullo	Minor updates to service hours.
05/2017	Paul Censullo	Updated Service Owner information and general updates to Service Definitions.
09/2017	Paul Censullo	Clarification of SLA (Service Level Agreement)/SLT (Service Level Target) dates throughout, and updates for new INC (Integrated Network Communications) organization.
05/2018	Paul Censullo	Updates to assignment groups and personnel. User requested changes to R&D Hyper-V service.
1/2019	Paul Censullo	Update to add links from names of Services to associated configuration item (CI) records, where applicable. Added GitLab Support Service for Research Computing.
3/2019	Paul Censullo	Update to add new links from names of Services to associated configuration item (CI) records.
3/2020	Paul Censullo	Updates to Service Owner contact for various services within Enterprise Research IS (ERIS).
9/2021	Paul Censullo	Update for branding updates and new infrastructure service.

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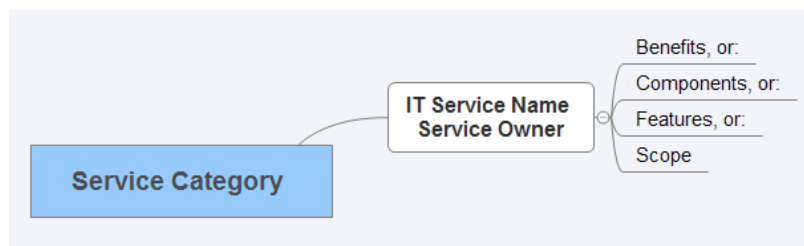
This Service Overview Document (SOD) was created to exhibit the Services currently provided by Mass General Brigham Information Systems. The majority of these Services are enabling IT Services, which facilitate the delivery of Business Services offered to Mass General Brigham. Mass General Brigham Information Systems will deliver a consolidated IT Service Management strategy for our Services, and this approach will promote an efficient standard of Service Delivery across the Enterprise, as well as the flexibility to meet the needs of our large organization.

This is a living document, and revisions will be scheduled at least quarterly to maintain the accuracy of information found within. Please report any errors, omissions, or suggested enhancements to the Service Catalog Management Process Owner by opening a Request ticket within ServiceNow using the following steps:

1. Open a new Application and Service-Related Request in ServiceNow.
2. Enter *IT Service Management (ITSM) Program* in the Configuration Item field, and *IT Service Management (ITSM) Program – phs* as the assignment group.
3. Under Description, please enter: *SOD Review: (Service Name or Names)*.
4. Within your Request Task (TASK###), please edit the Priority to 4, and add additional comments as appropriate.
5. Attach documentation, if appropriate, to your Request Task.

The Service Catalog Management Process Owner will review and respond to your request within 2 business days. The follow-up received depends on the nature of your inquiry.

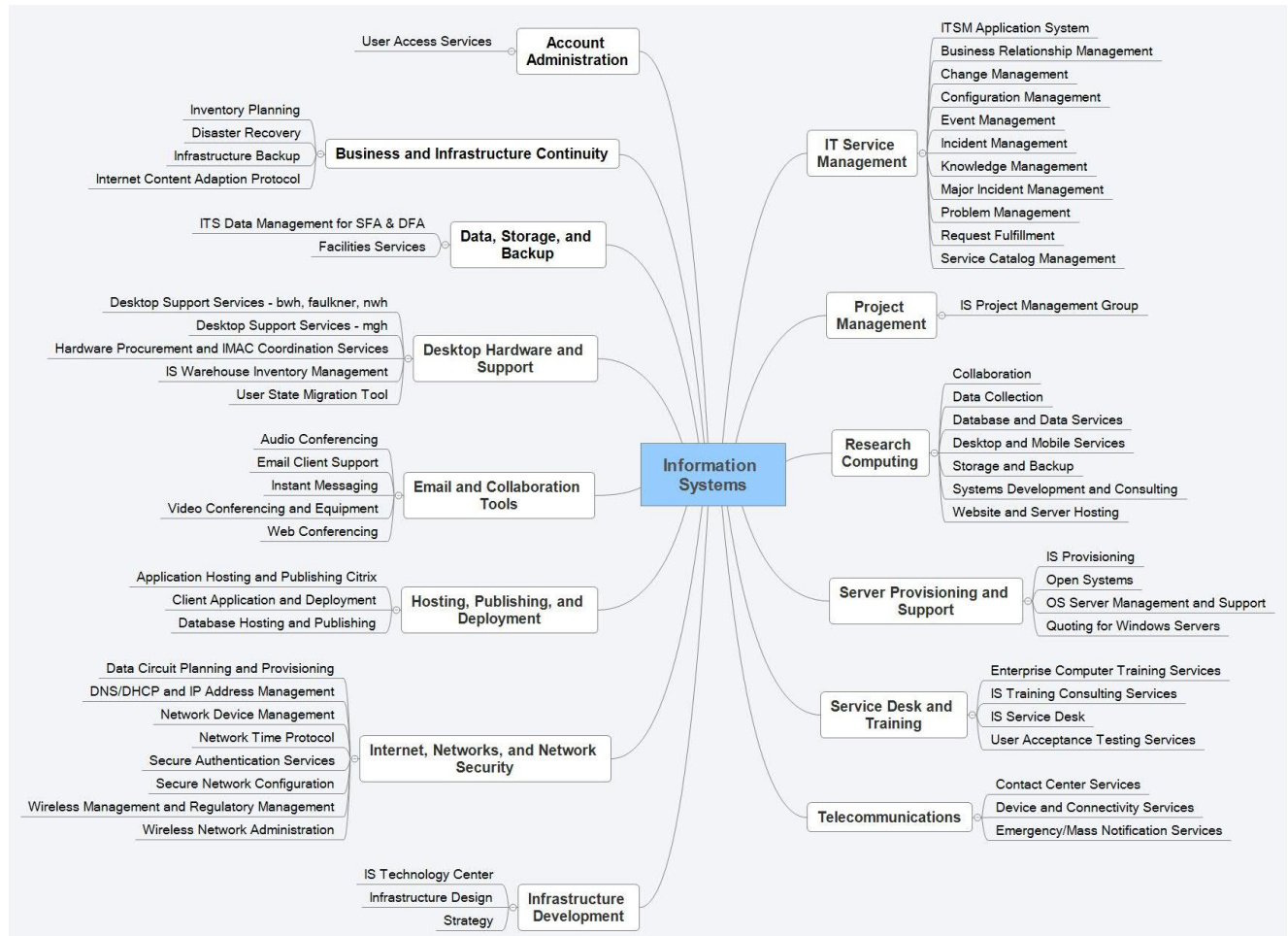
Throughout this document, you will find our IT Service Categories elaborated into three distinct sections. Please see a breakdown of what each section signifies below:



To ensure you have the most up-to-date version of this document, please download the attachment found in the following ServiceNow Knowledge Article: [KB0020368](#)

Service Category Map

This map provides a visual breakdown of the Services provided by Information Systems. The Service Categories are further elaborated throughout this document.



Account Administration

These Services are responsible for administering the user accounts needed for authentication into Mass General Brigham products and solutions.



User Access Services – phs

Service Owner	Jeffrey Wright, IS Support Services
Short Description	This service provides password management for users to manage authentication into the Mass General Brigham network.
Long Description	<ul style="list-style-type: none"> • Security: enforcement of 90 Day Passwords changed by user • Self Service via myprofile.partners.org allows users to set new passwords, proactively set passwords, reset forgotten passwords • Change authentication questions/answer • Attest encryption enabled on laptops used to connect to Mass General Brigham network • Benefits: allows users to self-service anywhere, anytime at their convenience • This service upon authentication on an encrypted session allows a new user to view (display) their new login ID.
How To Initiate This Service	For non-HR requests for this service, users should open a ticket in ServiceNow under the <i>information security - phs</i> assignment group. For onboarding and other HR-related requests, users should make request through HR for enrollment through Peoplesoft.
Service Prerequisites	Requests must be approved by HR, manager, or sponsor.
Service Hours	The service is available 24x7x365, with the exception of a 4-hour maintenance window on the last Sunday of the month. General support is available during business hours Mon-Fri
Escalations	<p>Issues or request can be logged in Service Now to the Account Administration-PHS support queue</p> <p>PCC issues are logged in Service now and the PCC category escalates the issue and pages the Outlook & IS Acct Admin; Emergency On-Call Pager</p>
Competition	None
Roadmap	No scheduled changes to this service are planned.
Key Delivery Partners	<p>The Password Management Service requires the participation of:</p> <ul style="list-style-type: none"> • Web Operations • Database team • Systems Programming • Courion Vendor Service support • Mass General Brigham Account Administration team
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	<ul style="list-style-type: none"> • Non-user access, such as Service Accounts goes through CyberArk. • Group Mailboxes passwords not set by Courion or provided to mailbox owners.
Reporting	<ul style="list-style-type: none"> • Account Admin II produces reports when requested • Reports provide information on number of active users, and number of inactive users
Service Status	These reports are stored and made available on our Email & Account Admin SharePoint Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? The future option is to move Password Management to Oracle Identity Management.
Service/Operation Delivery Expectations	<p>What are the specific expectations for the delivery of this service?</p> <p>Assume minimal growth to support an increase of Network ID's at a yearly rate of 10 - 15% growth of the user population per year.</p>



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Service/Operation Quality Expectations

What are the specific expectations for the quality of this service delivery?

- This application will have Disaster Recovery to supported for core VIP users
- Maintainability –based on server support by Operations and vendor Courion support
- Serviceability – Contractual conditions by Courion and Microsoft Servers requires Mass General Brigham to maintain certain levels of OS and application versions for use with their products
- Security- Chief Information Security Office governs appropriateness and use.

Price/Cost

Cost Breakdown

What is the basis for pricing/costing of this service offering?

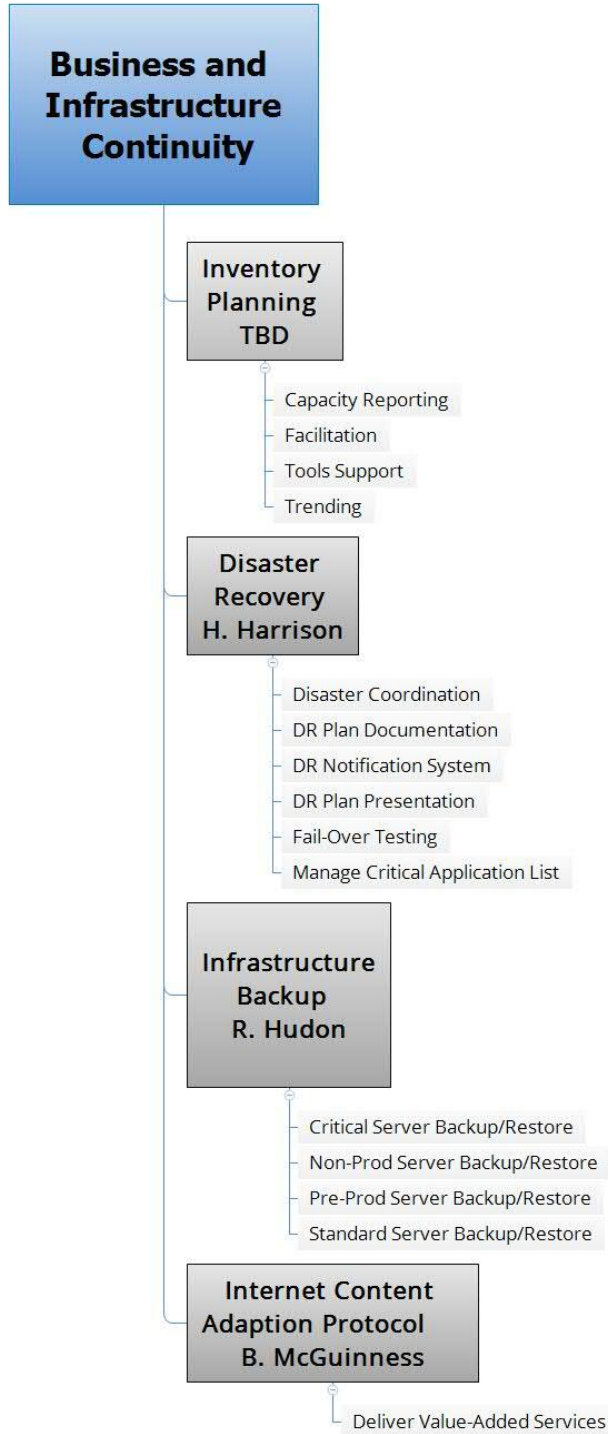
Costs of Account Administration are rolled up into the general cost of all IS services and shared to institutions based on percent of use/number of employees

Charge Back?

No

Business and Infrastructure Continuity

This category includes Services that define the planning, preparation and related activities that allow MGB critical business processes to operate despite major incidents or disasters that might have otherwise interrupted them.



Inventory Planning – phs

Service Owner	TBD, Infrastructure Technology Services
Short Description	Provides strategic guidance and status reporting for management related to object and service capacity related to data center supported infrastructure.
Long Description	<p>The key feature of this Service is that it provides reductions in service interruptions related to inventory issues.</p> <ul style="list-style-type: none"> • Strategic planning, includes trending of resource usage. • Multiple vectors, includes a monthly inventory planning meeting as it relates to Server Provisioning. • Capacity Planning: http://sharepoint.partners.org/istso/portfolios/bss/cp/default.aspx
How To Initiate This Service	Please open a Service Desk ticket to <i>ITS deployment services – phs</i>
Service Prerequisites	<p>Prior to initiating this service, the following must be present:</p> <ul style="list-style-type: none"> • Ability to measure inventory of target infrastructure with tools • Availability of technology owner to gather metrics and report KPI data • Ability to understand usage and set thresholds • Ability to understand steps and document to create more capacity
Service Hours	Monday through Friday - Standard business hours.
Escalations	Please escalate by contacting Team Lead of ITS Server and Storage Engineering and further escalations using Corp Manager of ITS Server and Storage Engineering.
Targeted Customer	<ul style="list-style-type: none"> • Other Infrastructure Technology Services Management/Teams • Other IS Management/Teams • Business Relationship Manager • Site Affiliates • Vendors
Competition	None
Roadmap	Manual processes to be enhanced to more automated/sophisticated inventory monitoring and reporting tools and multi-vectored dashboard monitoring.
Reporting	This service is reviewed quarterly.
Key Delivery Partners	<ul style="list-style-type: none"> • Exchange Group • Windows Server Group • Open System Group • Database Group • Storage Group • Backup & DR Group • Monitoring Group • Network Engineering • Vendors • IT Leadership

Service/Operation Level Expectations

Service/Operation Level Options	<p>Are there service/operation level choices that could reduce costs or improve quality?</p> <p>Inventory capacity thresholds vary based upon the infrastructure object being monitored. The threshold is based upon time to implement for infrastructure additions. The key target is to be able to maintain service and meet demand for an 8-week period –except in special cases- for all hardware while waiting to implement additions. Cost is reliant upon annual OPEX and CAPEX budgeting, depending upon the devices in question. Cost increases to the</p>
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<p>Service/Operation Delivery Expectations</p>	<p>customer are reflected during the quoting process, which is reviewed annually or as needed.</p> <p>What are the specific expectations for the delivery of this service?</p> <p>The expectation is that the services we provide will maintain at a 99.9% uptime for production environments. Demand will be met, based upon capital project requirements and operating usage rates at a steady rate of trending specific to the objects related to the service provided. Demand outside the trend will be met on a case by case basis, within capital budget constraints.</p>
<p>Service/Operation Quality Expectations</p>	<p>What are the specific expectations for the quality of this service delivery?</p> <p>Being a healthcare organization, the expectation is that security will meet HIPAA and (the more rigorous) MGB privacy requirements. Access is based upon need only. MGB will maintain a reasonable disaster recovery plan for approved applications, along with regular backups and have “on-demand” storage available for emergencies. “On Demand” storage is maintained by the vendor and available most times. All possible efforts will be made to maintain 99.9% uptime.</p>
<p>Price/Cost</p>	
<p>Cost Breakdown</p>	<p>Not provided</p>
<p>Charge Back?</p>	<p>No</p>

Service Owner	Herbert Harrison, Information Systems – Enterprise Service Delivery
Short Description	Assist with the building of “in-scope” Disaster Recovery (DR) Plans in the Archer Governance, Risk, and Compliance (GRC) Platform
Long Description	<ul style="list-style-type: none"> • Creating/updating Disaster Recovery Plans (DRP) in the Archer BC/DR Planning Workspace • Managing the approval process for application/infrastructure DRP • Managing DR exercises for DR Policy & Standard Compliance
How To Initiate This Service	<p>What is the approved method to initiate this service?</p> <ul style="list-style-type: none"> • IS Provisioning Process • Opening a ServiceNow ticket to the Disaster Recovery assignment group. <p>To be considered for DR services, the application must fall within one of the following categories:</p> <ul style="list-style-type: none"> • Critical Core Infrastructure – Infrastructure applications required to start individual application recovery during a “true” data center disaster (i.e. Active Directory, DNS, etc.) • Communication Application – Critical communication applications that enable peer-to-peer communications (i.e. Cisco VoIP, Outlook) • Digital Health eCare – Epic infrastructure and applications to enable utilization of Digital Health eCare platform • Audited Application – Applications that are audited annually throughout MGB and require documentary evidence that DR testing has been performed (i.e. PeopleSoft) • Affiliated Applications – Community Data Center applications that need to have source and target infrastructure located in an MGB Data Center and running on MGB standard infrastructure (i.e. Meditech) • Critical Non-Core Applications – Applications identified by Site CIOs as being mission/business critical to that Site Initiation (i.e. HCLL Blood Transfusion System, SunQuest Labs) <p>To be classified as “in scope,” the following process must occur:</p> <ol style="list-style-type: none"> 1. The Requesting Site Institution CIO must approve the application for classification in one of the previous categories and request approval from the MGB CIO. 2. The MGB CIO must review and approve the request. 3. Documented approval from the MGB CIO must be sent to the DR Team for auditing purposes. 4. The DR Team must update the corresponding DR Plan to display the plan being “In Scope” and slotted into the Road Map for Recovery. <p><i>Note: The Road Map for Recovery is leveraged for the previous six categories if a data center disaster is ever declared by the MGB CIO, Deputy CIO, or CTO in conjunction with the Site AOCs on the corresponding Major Incident Management (MIM) conference bridge.</i></p>
Service Prerequisites	<ul style="list-style-type: none"> • Direct assistance from the DR Team is provided if the application is within the above six defined categories and approved following the previously described process. • Please contact the Disaster Recovery Team for a complete listing of what applications are listed within these categories.
Service Hours	Standard DR support hours are Monday – Friday, 8am – 5pm.
Escalations	<ul style="list-style-type: none"> • Corp Manager – IS Operations – Enterprise Service Delivery • MGB Deputy Chief Information Officer (DCIO) • MGB Chief Information Officer (CIO)

Targeted Customer	<ul style="list-style-type: none"> Site Institutions (individual business units) Application Owners
Competition	None
Roadmap	The Disaster Recovery service is going to be operated and maintained in its current state of operation.
Reporting	<p>Compliance reporting to Site CIOs is based upon the DR Policy & DR Standards which is available in the Policy Central workspace in the Archer GRC Platform, under Policies by Topic > Information Systems.</p> <p>Please reference the following documents:</p> <ul style="list-style-type: none"> EISP-17a.2: Disaster Recovery Policy for Information Systems EISS-17a.2: Disaster Recovery Standards
Key Delivery Partners	<p>Internally:</p> <ul style="list-style-type: none"> Network Engineering SAN Web Network Security Server Citrix Database Cache Open Systems Information Security Internal Audi <p>Externally:</p> <ul style="list-style-type: none"> RSA Vendor Support

Service/Operation Level Expectations

Service/ Operation Level Options:	<p>Are there service/operation level choices that could reduce costs or improve quality?</p> <p>The DR Team can only recommend the use of the “RecoveryPoint” data replication which is the only certified solution available to our clients today.</p> <p>Application Recovery priority is based upon the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as defined by the business unit (see the following).</p> <p><u>Recovery Time Objective (RTO)</u> – The period of time within which the application must be recovered after an outage (for example, 1 business day). RTOs are often used as the basis for the development of recovery strategies, and as a determinant as to whether or not to implement the recovery strategies during a disaster situation.</p> <p><u>Recovery Point Objective (RPO)</u> – Business-defined acceptable age of the data (defined as a point in time) relative to the recovery event that is made available to the business unit when the application is recovered. If the business unit cannot afford to lose any transactions and has no downtime procedures, the RPO would be Point of Failure (POF). If the business unit can lose 1 days’ worth of transactions, or has manual downtime procedures that can be implemented until the application is available, then the RPO would be 24 hours.</p>
Service/ Operation Delivery Expectations:	<p>What are the specific expectations for the delivery of this service?</p> <ul style="list-style-type: none"> The DR team is on-call 24x7x365 with a target 15 minute response to pages. The DR team also has a ServiceNow queue called Disaster Recovery-PHS for non-emergency requests with SLT targets based on MGB Priority 3 and Priority 4 standards.
Service/	What are the specific expectations for the quality of this service delivery?



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Operation Quality
Expectations:

If you have any questions or concerns, please contact any member of the Disaster Recovery team or our group mailbox, which is disasterrecovery@partners.org.

Price/Cost

Cost Breakdown

What is the basis for pricing/costing of this service offering?

Pricing for DR services is determined through the IS Provisioning process.

Charge Back?

No

Infrastructure Backup – phs

Service Owner	R. Hudon, Infrastructure Technical Services
Short Description	We perform daily and monthly data backups for all customers on all platforms. This service also provides replication across data centers for disaster recovery purposes.
Long Description	<p>Platforms include:</p> <ul style="list-style-type: none"> • Windows • Linux • UnixR <p>Application backups include:</p> <ul style="list-style-type: none"> • TBD
How To Initiate This Service	For backups that are not initiated through server build, user should open a ticket in ServiceNow under the <i>tsm - phs</i> assignment group.
Service Prerequisites	User must purchase TSM license to be eligible to receive this service.
Service Hours	24x7x365
Escalations	Open Systems Primary On-Call -> Open Systems Secondary On-Call -> Open Systems Team Lead
Competition	None
Roadmap	There are no currently scheduled changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> • Exchange Application Management • Server Support • Network Operations • Information Security • Microsoft
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Back-ups provided by third party vendors are not supported, and considered out of scope.
Reporting	Daily reports are sent to customers who request it whether their TSM backups were successful.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional service

Service/Operation Level Expectations

Service/Operation Level Options	Reduce the support costs from the third-party vendors or get better support from them. Institute a Retention Policy for offsite media. Currently, all offsite media is kept forever.
Service/Operation Delivery Expectations	Complete TSM backups in the off hours so that they will not affect performance during business hours.
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Maintainability – A majority of support contracts require a 4-hour response from the vendor. • Serviceability – Best effort by vendor although parts could be kept on site at a premium cost. • Security- We install the latest patches immediately upon notification from the vendor.

Price/Cost

Cost Breakdown	Participating in an Enterprise License program will save costs versus purchasing a license on your own.
Charge Back?	There is a one-time cost only for the license.



Internet Content Adaption Protocol (ICAP) - mgb

Service Owner	Barbara McGuinness, Manager SAN Operations
Description	ICAP leverages edge-based devices to deliver value-added services. The ICAP servers are NOT doing the services themselves ... they are aiding the delivery of that service. Example, ICAP servers are aiding in the delivery of Anti-Virus scanning to the Isilons. ICAP servers are NOT anti-virus servers - TrendMicro are the anti-virus servers, the ICAP servers facilitate the delivery of AV services to the Isilon.
Escalations	To be provided
Targeted Customer	To be provided

Data, Storage, and Backup

These Services manage or interact with the data warehouse in an effort to maintain the operational efficiency of that data.



ITS Data Management for SFA & DFA – mgb

Service Owner	Patrick Collins, Infrastructure Technical Services
Short Description	SFA and DFA creations, migrations, management SFA Storage Space.
Long Description	<p>This service creates shared file areas for customers to save data for their group/team. Some of these areas are FTP drop locations. When owner space has reached its limit, we increase the space or migrate to a new location should space not be available. This is done through a ServiceNow request.</p> <p>This service cannot be used to transmit or store secure data (except for the Isilon file serving platform).</p>
How To Initiate This Service	Please open a ticket in ServiceNow under the <i>dmss-phs</i> assignment group.
Service Prerequisites	User must complete SFA questionnaire.
Service Hours	24x7x365
Escalations	Service Desk creates ticket for <i>dmss-phs</i> assignment group for resolution. Managerial escalations should go to the Service Owner, followed by the Service Owners Manager.
Competition	None
Roadmap	There are no changes planned for this service.
Key Delivery Partners	<ul style="list-style-type: none"> • Server team • SAN team • Network Services
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Information will be provided at a later time.
Reporting	Storage space is reported weekly, and report is delivered to the Capacity meeting for review.
Service Type	Enabling Service – Server is offered to all groups/teams throughout the MGB environment
Core/Optional	Optional service

Service/Operation Level Expectations

Service/Operation Level Options	The user can choose between FTP and SFTP for their storage. SFTP provides a more secure storage option, and the service is delivered by Diplomat. No change in cost for the customer.
Service/Operation Delivery Expectations	Customer can expect the SFA to be created within a day of the request.
Service/Operation Quality Expectations	The customer should expect the SFA to be available 99.9% of the time during business hours.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	The customer is charged back for SFAs if the SFA is 1TB or more.

Service Owner	Frank Bramante, Infrastructure Technology Services
Short Description	Maintain, support, install and ongoing management of the data center facility.
Long Description	<p>Maintain core facility</p> <ul style="list-style-type: none"> • Power equipment • HVAC Equipment • Cable management • Space Management • Facility infrastructure <ul style="list-style-type: none"> ○ Physical Security ○ Lighting ○ Cooling ○ Power distribution. <p>Installations</p> <ul style="list-style-type: none"> • New and End of Life upgrades of IT and Facilities equipment. • Cabinets, Servers, power equipment (i.e. power distributions units). <p>Cabling installations</p> <p>Contractor management</p> <ul style="list-style-type: none"> • Electrical Contractors • HVAC Contractors • Cabling Contractors • Specialty Vendors and Contractors <ul style="list-style-type: none"> ○ UPS, STS, PDU & RPP equipment <p>Preventive Maintenance, Break/fix and support on all facility infrastructure equipment.</p> <p>Facility automation system</p> <ul style="list-style-type: none"> • Monitoring the facility in real time support the automation platform and manage alert and alarms.
How To Initiate This Service	<ul style="list-style-type: none"> • The Facilities team is self-monitoring to identify and resolve issues • Departments outside (i.e. Network Engineering) • Open Incident or request through ServiceNow for suspected network failures (Queues are 'DataCenter Facilities – NDC, CNY & NWH')
Service Prerequisites	<ul style="list-style-type: none"> • Affiliation with MGB • Funding for growth equipment from project • Yearly MGB capital budget
Service Hours	24x7x365 with the exception of a 4-hour maintenance windows.
Escalations	Please escalate directly to the Service Owner, then to the Service Owner's manager.
Competition	No competition internally; All facilities equipment controlled/managed by Data Center Facilities.
Roadmap	<ul style="list-style-type: none"> • Maintaining the facility and redundancy for the MGB and the Affiliation • Funding for growth equipment IT facility power and cooling • Maintain overall uptime • Continue to review existing facility equipment and replace older units based on best practices and equipment manufacturer's guidelines and business needs • Monitor features being developed and purchase future equipment that has features that MGB business requires
Targeted Customer	All MGB users, affiliates and contractors.



Key Delivery Partners	<ul style="list-style-type: none"> Local Electrical contractors Local HVAC contractors Local Data Cabling contractors UPS – manufacturers – MGE, Emerson, Eaton PDU - manufacturers – MGE, Emerson, Eaton, PDI RPP - manufacturers – MGE, Emerson, Eaton, PDI, APC Cabinets - HP, Dell, Panduit Automation - Tridium, Siemens
Out-Of-Scope Reporting	<p>None</p> <p>What is reported</p> <ul style="list-style-type: none"> Power and HVAC work activates. <p>How it is calculated</p> <ul style="list-style-type: none"> Either failed or passed <p>Who produces the report</p> <ul style="list-style-type: none"> Data Center Facilities Manager <p>When it is produced and distributed (frequency)</p> <ul style="list-style-type: none"> Upon request <p>The method of distribution</p> <ul style="list-style-type: none"> Email <p>The frequency of review meetings</p> <ul style="list-style-type: none"> None unless requested <p>Where are reports stored/made available from</p> <ul style="list-style-type: none"> Facilities storage area
Service Status	Operational Service - The service is currently offered and supported.
Catalog Type:	Business Service – Service delivered within and outside of MGB Information Systems.
Core/Optional	Core Service

Service/Operation Level Expectations

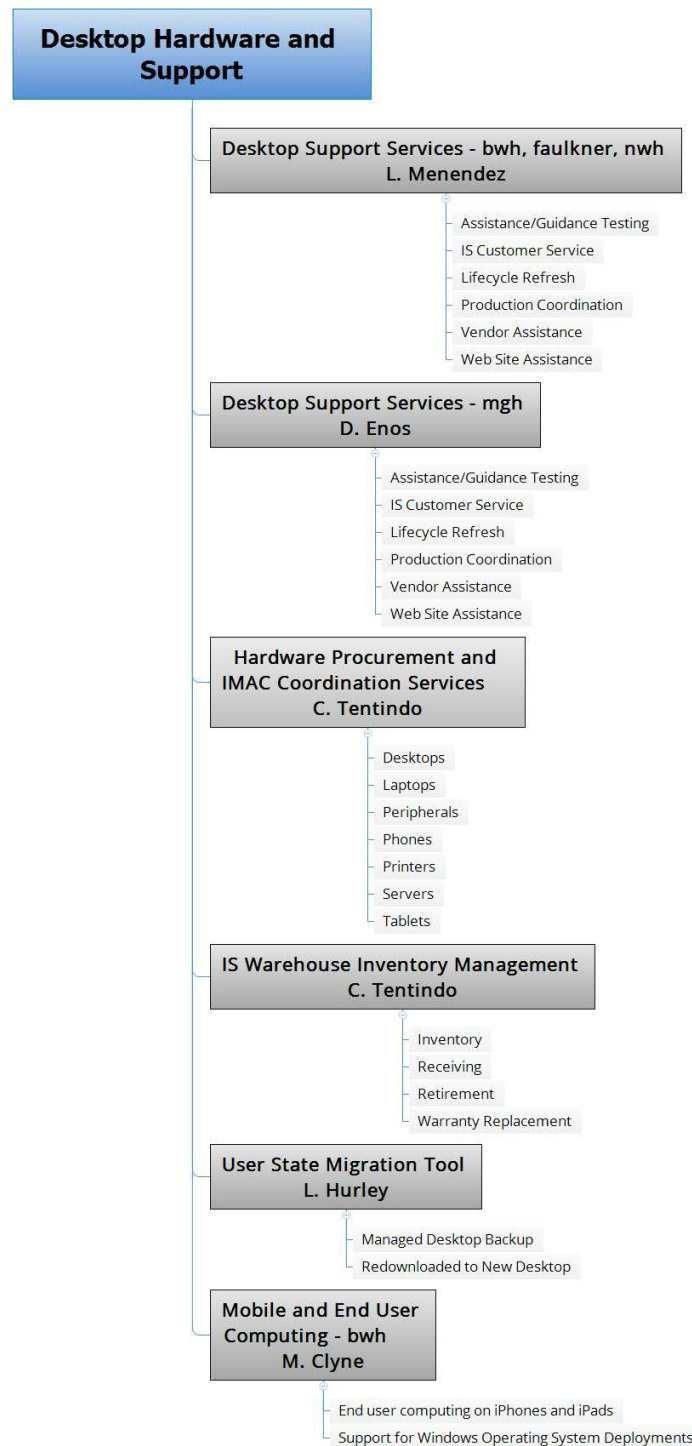
Service/Operation Level Options	<p>High availability – Dual source power sources and power supplies</p> <p>Low availability - Not recommended – single source power circuits and supplies</p>
Service/Operation Delivery Expectations	Once the required specifications are submitted, a meeting can be scheduled in 5 business days.
Service/Operation Quality Expectations	<ul style="list-style-type: none"> Maintainability – Power and cooling support 24x7x365. Depending on the outage, 6-hours restore time. Serviceability – Contractual agreements are in place with outside vendors. Security- All service contracts are with the OEM vendors. Serviceability – Contractual conditions with outside vendor covering the availability of a component of the service. Security- How we ensure the services are used in an appropriate way and by the appropriate people.

Price/Cost

Cost Breakdown	<ul style="list-style-type: none"> Varies on the installation Equipment Cost (i.e. cabinets, and accessories) Infrastructure power and data cabling A quote is provided after the specs are reviewed. With the vendor or business owner.
Charge Back?	Information will be provided at a later time.

Desktop Hardware and Support

This category includes IT Services that provide procurement, inventory and desktop support for computers and software, or for other devices connected to the Mass General Brigham network.



Desktop Support Services – bwh, faulkner, nwh

Service Owner	Robert Daley, IS Support Services
Short Description	This service provides diagnosis and evaluation of MGB Managed Devices.
Long Description	<p>The following is in scope for this service:</p> <ul style="list-style-type: none"> • Install software and hardware peripherals with administrative rights. • Reimaging of supported devices • Encryption of devices • Deployment • Configuration • Inventory • Add/Move/Changes • Break/fix • Assisting with specific IS projects • Preventative maintenance • Cable Management • Cisco Virtual Office hardware install at remote locations
How To Initiate This Service	Please open a Service Desk ticket in ServiceNow to either the <i>techs - bwh</i> , <i>techs - faulker</i> , or <i>techs - nwh</i> assignment groups.
Service Prerequisites	There are no specific prerequisites, but users must have MGB build devices.
Service Hours	24x7x365
Escalations	All Level 1 issues should be escalated through the IS Support Desk. For issues involving a technician, issues should be escalated to the Service Owner.
Competition	None
Roadmap	There are no scheduled changes to this service.
Key Delivery Partners	<ul style="list-style-type: none"> • Warehouse • Network Services • CID • Network Engineering • InfoSec • Telcom • ServiceNow
Targeted Customer	All BWH, Faulkner, and NWH Users.
Out-Of-Scope	This service does not support non-MGB standard devices, third party devices, such as biomed equipment, lab equipment, and research hardware.
Reporting	<ul style="list-style-type: none"> • What is reported: ServiceNow Technician Statistics for completed Incidents and Requests • How it is calculated: Export completed Incident and Request counts for each Technician from ServiceNow to Excel spreadsheet • Who produces the report: Service Owner or Contact • When it is produced and distributed (frequency): Monthly • The method of distribution: Excel spreadsheet is emailed to Technician team • The frequency of review meetings: Monthly • Where reports stored/made available from: Distributed via email.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Service Level Tiers are based on ServiceNow Task Type and Priority. Incident Priority ranges from 1 to 4.
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<p>Service/Operation Delivery Expectations</p> <p>Service/Operation Quality Expectations</p>	<p>Request Priority ranges from 1 to 5. Priority 1 receives faster response and resolution targets.</p> <p>24x7 support availability.</p> <p>Higher than standard technician to device ratio will result in degradation of components of the service.</p> <p>Accurately remediate ServiceNow Incidents and fulfill ServiceNow Requests to meet Service Level Target and mitigate device downtime. Provide user satisfaction.</p> <ul style="list-style-type: none"> • Maintainability – Most components of the service can be restored to normal working after a failure within 1 hour, depending upon the scope of the failure and resources available at the time of failure. • Serviceability – Contractual conditions with outside vendor covering the availability of a component of the service • Security- Technicians follow InfoSec Policies and Procedures for configuration and deployment of MGB Managed Devices. Technicians are also bound by the Confidentiality Agreement for Mass General Brigham HealthCare System to protect system access and confidentiality of health information.
Price/Cost	
<p>Cost Breakdown</p> <p>Charge Back?</p>	<p>Basis for pricing/costing of this service offering:</p> <p>Employee Cost (Resource): Average technician rate per hour is \$30 and \$45 overtime rate per hour.</p> <p>Contractor Cost: Ranges from \$21 – 30 per hour based on level of contractor experience.</p> <p>License Cost: Determined by agreement with Microsoft or other vendor.</p> <p>Device Cost: Determined by agreement with Ergonomics Group (EGI).</p> <p>Supply Cost: Determined by agreement with Ergonomics Group (EGI) or other vendor.</p> <p>No</p>

Desktop Support Services – mgh & PHS

<p>Service Owner</p> <p>Short Description</p> <p>Long Description</p> <p>How To Initiate This Service</p> <p>Service Prerequisites</p> <p>Service Hours</p> <p>Escalations</p> <p>Competition</p> <p>Roadmap</p> <p>Key Delivery Partners</p> <p>Targeted Customer</p> <p>Out-Of-Scope</p> <p>Reporting</p> <p>Service Status</p> <p>Service Type</p> <p>Core/Optional</p>	<p>Dale Enos, IS Support Services</p> <p>This service provides diagnosis and evaluation of MGB Managed Devices.</p> <p>The following is in scope for this service:</p> <ul style="list-style-type: none"> • Install software and hardware peripherals with administrative rights. • Reimaging of supported devices • Encryption of devices • Deployment • Configuration • Inventory • Add/Move/Changes • Break/fix • Assisting with specific IS projects • Preventative maintenance • Cable Management • Cisco Virtual Office hardware install at remote locations <p>Please open a Service Desk ticket in ServiceNow to the <i>techs – mgh</i> , <i>techs travel – phs</i>, or the <i>techs assembly row – phs</i> assignment group.</p> <p>There are no specific prerequisites, but users must have MGB build devices.</p> <p>24x7x365</p> <p>All Level 1 issues should be escalated through the IS Service Desk. For issues involving a technician, issues should be escalated to the Service Owner.</p> <p>None</p> <p>There are no scheduled changes to this service.</p> <ul style="list-style-type: none"> • Warehouse • Network Services • CID • Network Engineering • InfoSec • Telcom • ServiceNow <p>All MGH Users</p> <p>This service does not support non-MGB standard devices, third party devices, such as biomed equipment, lab equipment, and research hardware.</p> <ul style="list-style-type: none"> • What is reported: ServiceNow Technician Statistics for completed Incidents and Requests • How it is calculated: Export completed Incident and Request counts for each Technician from ServiceNow to Excel spreadsheet • Who produces the report: Service Owner or Contact • When it is produced and distributed (frequency): Monthly • The method of distribution: Excel spreadsheet is emailed to Technician team • The frequency of review meetings: Monthly <p>Where reports stored/made available from: Distributed via email.</p> <p>Operational Service - The service is currently offered and supported.</p> <p>Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.</p> <p>Core Service</p>
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Service/Operation Level Expectations

<p>Service/Operation Level Options</p>	<p>Service Level Tiers are based on ServiceNow Task Type and Priority. Incident Priority ranges from 1 to 4.</p>
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<p>Service/Operation Delivery Expectations</p> <p>Service/Operation Quality Expectations</p>	<p>Request Priority ranges from 1 to 5. Priority 1 receives faster response and resolution targets.</p> <p>24x7 support availability.</p> <p>Higher than standard technician to device ratio will result in degradation of components of the service.</p> <p>Accurately remediate ServiceNow Incidents and fulfill ServiceNow Requests to meet Service Level Target and mitigate device downtime. Provide user satisfaction.</p> <ul style="list-style-type: none"> • Maintainability – Most components of the service can be restored to normal working after a failure within 1 hour, depending upon the scope of the failure and resources available at the time of failure. • Serviceability – Contractual conditions with outside vendor covering the availability of a component of the service • Security- Technicians follow InfoSec Policies and Procedures for configuration and deployment of MGB Managed Devices. Technicians are also bound by the Confidentiality Agreement for Mass General Brigham HealthCare System to protect system access and confidentiality of health information.
Price/Cost	
<p>Cost Breakdown</p> <p>Charge Back?</p>	<p>Basis for pricing/costing of this service offering:</p> <p>Employee Cost (Resource): Average technician rate per hour is \$30 and \$45 overtime rate per hour.</p> <p>Contractor Cost: Ranges from \$21 – 30 per hour based on level of contractor experience.</p> <p>License Cost: Determined by agreement with Microsoft or other vendor.</p> <p>Device Cost: Determined by agreement with Ergonomics Group (EGI).</p> <p>Supply Cost: Determined by agreement with Ergonomics Group (EGI) or other vendor.</p> <p>No</p>

Hardware Procurement and IMAC Coordination Services – phs

Service Owner	Christopher Tentindo, IS Support Services
Short Description	Facilitate the procurement of hardware for all MGB entities by serving as the liaison between approved vendors and customers.
Long Description	<p>This service specifically manages the following aspects of the hardware procurement process for customers:</p> <ul style="list-style-type: none"> • Purchasing • Port activation • Wiring • Configuration • Distribution
How To Initiate This Service	Customer visits and places order on Ergonomics Group website. Once order is approved and accepted, work orders are created and managed in ServiceNow.
Service Prerequisites	Cost center is required for orders to be approved.
Service Hours	Regular Business Hours are from 7:30-4pm Monday through Friday, shutdown between Noon-12:30pm.
Escalations	Most issues are opened in ServiceNow. In case of escalation, the Service Owner should be directly contacted to expedite the incident resolution or request. Most incidents and requests are responded to within 2 business days.
Competition	No. This is the only service available to receive MGB configured devices.
Roadmap	There are no changes planned for this service.
Key Delivery Partners	<ul style="list-style-type: none"> • Ergonomics Group (EG) • Institutional Tech Groups • Network Engineering • Telecom • Print queue groups • ServiceNow
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Installation of hardware is out of scope for this service, and managed by Field Services. Orders greater than five devices are managed by telecom project managers.
Reporting	<p>Monthly report generated and reviewed. Report includes:</p> <ul style="list-style-type: none"> • Pieces received • Pieces delivered • How many shipments have gone out • How many returns have been processed • How many repairs for parts • How many Pieces for disposal <p>Yearly:</p> <ul style="list-style-type: none"> • Number of orders processed. • Number of requests that have been fulfilled.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core service

Service/Operation Level Expectations

Service/Operation Level Options	There are no additional options available for this service at this time, but please read below for ways the customer can alter the delivery of this service.
Service/Operation Delivery Expectations	Vendor SLA is 7-10 business days, so if the item is not in stock and has to be ordered, the only available customer option would be to request a rush order by opening a ticket to



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Service/Operation Quality Expectations

the IS Customer Service Group in ServiceNow. Otherwise, in stock items can be fulfilled in 48 hours.

User should expect a response to their incident or request within 2 business days 99.9% of the time. Most resolutions to incidents should occur within 7 business days. Most requests are fulfilled within 10 business days.

Price/Cost

Cost Breakdown

Purchasing and hardware costs are not assumed in the price for delivery this service, as those charges are managed by the vendor. In-warranty replacements have no cost associated to them. Out-of-warranty claims are managed by the vendor, and will vary on the type of service needed.

Charge Back?

No

IS Warehouse Inventory Management Services – phs

Service Owner	Christopher Tentindo, IS Support Services
Short Description	To receive, hold, and maintain minimum stock of IS upgrade devices and MGH PC replacements.
Long Description	<p>The warehouse will maintain minimal stock of PCs and laptops for MGB IS, and distribute, as needed within MGB IS. This leads to shorter turnaround time for malfunctioning devices.</p> <ul style="list-style-type: none"> • Users should open a ticket within ServiceNow to initiate replacements • The Warehouse will place order via the Ergonomics Group, if inventory is not available. • Inventory is maintained for replacements only in minimal quantities.
How To Initiate This Service	User would open an Incident ticket or Request for PC replacement in ServiceNow.
Service Prerequisites	Users must know their device control information. Only MGB build devices are inventoried or replaced.
Service Hours	Regular Business Hours are from 7:30-4pm Monday through Friday, shutdown between Noon-12:30pm.
Escalations	Most issues are opened in ServiceNow. In case of escalation, the Service Owner should be directly contacted to expedite the incident resolution or request. Most incidents and requests are responded to within 2 business days.
Competition	None
Roadmap	There are no currently planned changes to this service.
Key Delivery Partners	<ul style="list-style-type: none"> • Ergonomics Group • MGH PC Replacement Group • IS Customer Service • ServiceNow
Targeted Customer	MGB IS and MGH upgrade team.
Out-Of-Scope	Non-MGB supported devices are not in scope for replacement. The warehouse does not maintain inventory for individual departments or organizations within MGB. Maintained inventory is for replacement of malfunctioning devices only.
Reporting	Reports are generated upon request. Reports would include an inventory check.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	There are no options available for this service at this time, but please read below for ways the customer can alter the delivery of this service.
Service/Operation Delivery Expectations	Vendor SLA is 7-10 business days, so if the item is not in stock and has to be ordered, the only available customer option would be to request a rush order by opening a ticket to the IS Customer Service Group in ServiceNow. Otherwise, in stock items can be fulfilled in 48 hours.
Service/Operation Quality Expectations	User should expect a response to their incident or request within two business days 99.9% of the time. Most resolutions to incidents should occur within 7 business days. Most requests are fulfilled within 10 business days.

Price/Cost

Cost Breakdown	Purchasing and Hardware costs are not assumed in the price for delivery this service, as those charges are managed by the vendor. In-warranty replacements have no cost
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Charge Back?

associated to them. Out-Of-Warranty claims are managed by the vendor, and will vary on the type of service needed.

No

User State Migration Tool – phs

Service Owner	Lisa Hurley, IS Support Services
Short Description	This service allows the backup of local data found on MGB managed desktops onto a file sharing system for re-download onto a new desktop.
Long Description	The USMT tool backs up data from users C:\ drives to a server when a PC is replaced or reimaged and then copies the files back down to the PC. Backup data is held on the server for 15 days.
How To Initiate This Service	This service is part of the technician workflow for new Desktop deployments or operating system upgrades, and it not requested directly by users.
Service Prerequisites	User's desktop must be either being replaced, or out of warranty in order to receive this service.
Service Hours	24x7x365
Escalations	Please escalate directly to the Service Owner.
Competition	None
Roadmap	There are no changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> Client Infrastructure Design Team Desktop Technicians Microsoft
Targeted Customer	IS Technician Groups
Out-Of-Scope	Laptops and unmanaged (personal) devices are out of scope for this service.
Reporting	Reports are not generated for this service.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? There is only one option for this as described in the long description.
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? Server has a capacity of 2 TB of data purged after 15 days. This enables plenty of space for user data.
Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? The SLTs are consistent with the Technician SLTs (i.e. PCC call back within 15 minutes, Tech visit within an hour).

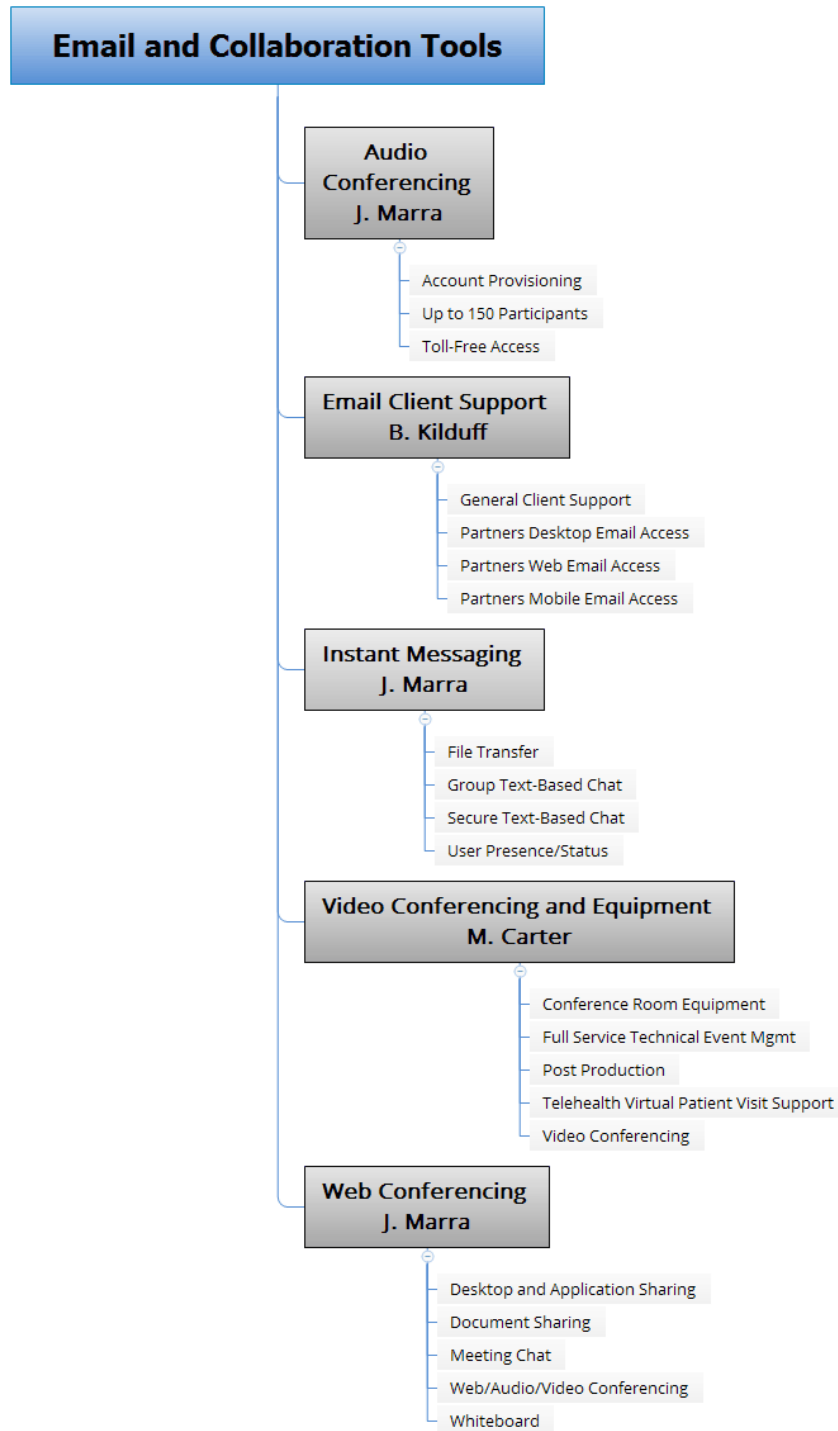
Price/Cost

Cost Breakdown	The cost of providing this service varies, and it depends on the volume of data to be backed up.
Charge Back?	No

Service Owner	Michael Clyne, BH Operations and Administration
Description	This service supports BWH and BWFH mobile technologies and end user computing on mobile devices like iPhone and iPad. This team will also provide support for Windows operating system deployments (Windows 10 version upgrades).
Escalations	<p>These requests are typically low priority P3 tickets in ServiceNow.</p> <p>L1 ServiceNow requests (groups requesting to order iPads in bulk) (groups requesting applications/software hosted on iPhone/iPad)</p> <p>L2 Increase priority of the ServiceNow request</p> <p>L3 Escalate to manager/CI owner</p>
Targeted Customer	CTC team (CareTeamConnect) Department Managers

Email and Collaboration Tools

These Services manage the supported communication solutions and collaboration tools delivered to the Mass General Brigham enterprise.



Audio Conferencing – phs

Service Owner	Michael Carter, IS Support Services
Short Description	The service provides telephone-based audio conferencing via InterCall.
Long Description	<ul style="list-style-type: none"> The service provides audio conferencing for up to 150 participants per call. Each host is assigned a unique conference code. Access to the service is via a toll-free number. There is no recurring (monthly or annual) charge for an account; each conference call costs 1.3 cents per minute for each participant, including the host. The service can be used for discussion of confidential information.
How To Initiate This Service	An InterCall audio conferencing account can be requested at: http://sharepoint.partners.org/phs/collaboration/conferencing/Pages/Audio%20Conferencing.aspx .
Service Prerequisites	None
Service Hours	24x7x365
Escalations	<p>Functional Escalation: WebEx Meeting Center: InterCall Audio Conferencing Support → Audio Conferencing Service Owner</p> <p>Managerial Escalation (all products): Audio Conferencing Service Owner → Associate Director, IS Support Services</p>
Competition	Yes. Telecomm has also contracted with Windstream for their audio conferencing services.
Roadmap	No planned current or future changes to this service.
Key Delivery Partners	InterCall provides all of the infrastructure for the audio conferencing service.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	N/A
Reporting	There is no service reporting at this time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? Not at this time. The service owner and Materials Management recently renegotiated lower pricing for audio conferencing services provided by InterCall.
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? The service will be available 24x7x365 for any user who has signed up for an audio conferencing account.
Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? 99.9% availability

Price/Cost

Cost Breakdown	There is no monthly charge for an audio conferencing account. There is, however, a charge of 1.1 cent/minute for each user participating in an audio conference. Per-minute usage is charged back to the host's cost center. Users/departments/institutions can
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Charge Back?

control their audio conferencing costs by limiting the number of participants in audio conferences.

Per-minute usage is charged back to the host's cost center.

Service Owner	Michael Carter, IS Support Services
Short Description	Mass General Brigham Collaborative Media (PCM) offers a complete range of media services and support. Our mission is to promote collaboration through media tools for MGB, its affiliates and their patients
Long Description	<p>The following attributes are all considered in scope for this service:</p> <ul style="list-style-type: none"> • Telehealth Virtual Video Visits & Vidyo Support • Audio Visual In Room Support • Full service technical event management (Streaming, Video conferencing, Webinar) • Desktop Video conferencing • Full service project management and consultation • Capture and Post production services <p>Additional information can be found on the following website:</p> <ul style="list-style-type: none"> • http://pcm.partners.org/
How To Initiate This Service	Please open a Service Desk ticket in ServiceNow.
Service Prerequisites	There are no prerequisites for initiating this service.
Service Hours	Monday through Friday, 7am to 5pm
Escalations	Ticket assigned to Group, Service personnel provides an initial response within 15 minutes, if no response then escalates to management via Pager
Competition	<p>All users at MGB have the ability to seek our services through external vendors. The following are examples.</p> <ul style="list-style-type: none"> • Commercial AV Suppliers • Commercial Video Conferencing Suppliers • Commercial Multi Media Providers
Roadmap	There are no changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> • Network Operations • Network Engineering • Information Security • External • Microsoft • Cisco • One Vision Solutions • Blue Jeans Network • Sonic Foundry • IDS
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Any non-business or mission critical (personal) requests for media support.
Reporting	Operational Meetings are conducted every Monday at 1:00pm and Friday at 10:00am where tickets are reviewed.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? Many services within the Service Catalog are 50% savings compared to industry and market rates
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? Requests ordered through website are processed within 2-3 business days. The initial response for ServiceNow Tickets is within 15 minutes of receipt of ticket.
Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? <ul style="list-style-type: none"> • Weekly ticket status meetings on Monday • Events, success/failure rates • Calculated in Excel • Produced monthly • Distributed via email

Price/Cost

Cost Breakdown Charge Back?	We charge a fee \$125/hr per resource for all services offered. Typically \$125 an hour based upon resource costs, typically about 50% below market value. Chargebacks are processed through Cost Center Transfers.
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Email Client Software Support – phs

Service Owner	Brian Kilduff, IS Support Services
Short Description	This service provides Outlook Exchange support for MGB built Windows 7 PCs currently running Outlook 2007.
Long Description	<p>The following attributes are in scope for this service:</p> <ul style="list-style-type: none"> • Access to MGB Outlook mail on their Desktop or Laptop • Minimal support for configuration of Mail on smart phones utilizing active synchronization. • General support of features and options • Troubleshooting • Advise on use of “Send Secure” if transmitting sensitive or any secure data especially to external recipients. • Other: In addition to software Outlook is available via the Web using Outlook Web Access which is not dependent on local software. Minimal troubleshooting or use
How To Initiate This Service	Please open a Service Desk ticket in ServiceNow under the <i>outlook Support – phs</i> queue for requests, tasks or incidents.
Service Prerequisites	Peoplesoft at point of hire determines permission to have email based job/role. A manager may also request mail for staff members via Service Now.
Service Hours	The service is available 24x7x365, with the exception of a 4-hour maintenance window on the last Sunday of the month and support is available between 7am and 7pm Monday – Saturday. General support is available during business hours
Escalations	<p>PCC issues are logged in ServiceNow and the PCC category escalates the issue and pages the Account /Outlook Admin On Call</p> <p>The Service Desk can upon Manger request page the On Call for an urgent business need</p>
Competition	None
Roadmap	<p>No scheduled changes to the current Outlook 2007 service on MGB built workstations and laptops.</p> <p>An early adaptors pilot for Outlook 2013 is being initiated.</p>
Key Delivery Partners	<ul style="list-style-type: none"> • Partner Application Delivery Support • Exchange Back Office Services for both Exchange and Enterprise Vault (EV) server and support • Network Desktop Technicians to reinstall application or rebuild device • Information Security • Microsoft
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Any mail service or support outside of the MGB Outlook on MGB Exchange or EV Servers.
Reporting	Reports would be provided by Application Delivery.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? Outlook in the cloud is a future option.
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? Exchange environment will support an increase in mailboxes at a rate of 10 - 15% of the user population per year. This would require input from Exchange Back Office team for specifics



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Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? <ul style="list-style-type: none">• Maintainability – based on server support by Operations.• Serviceability – Contractual conditions by Microsoft and Enterprise vault requires Mass General Brigham to maintain certain levels of OS and application versions for use with their products.• Security - Chief Information Security Office governs appropriateness and use.
Price/Cost	
Cost Breakdown	Costs of Account Administration are rolled up into the general cost of IS and shared to institutions based on percent of use/number of employees
Charge Back?	No

Instant Messaging – phs

Service Owner	Michael Carter, IS Support Services
Short Description	The service provides an MGB-approved IM platform for real-time, text-based conversations via Microsoft Lync Online.
Long Description	<p>The service provides secure text messaging across Windows PCs, Macs, and iOS and Android devices. Messages can optionally be saved. The service also allows files to be transmitted between users during an IM conversation.</p> <p>The service publishes presence information, showing whether a user is available, busy, in a meeting, mobile, or should not be disturbed. Presence information can be exposed through other, compatible applications, which currently include all Microsoft Office applications and SharePoint.</p> <p>The service is currently provided via Microsoft Lync, which allows users to switch between IM and other real-time communication modalities (audio and video).</p> <p>There is no direct chargeback for use of the service.</p> <p>The service can be used to transmit confidential information.</p>
How To Initiate This Service	<p>The service is currently being offered to early adopters, prior to a broader rollout. Access can be requested at the Office Pro Plus Early Adopter site: http://sharepoint.partners.org/phs/phso365officeproplusdeploymentprep/SitePages/Home.aspx.</p>
Service Prerequisites	Users wishing to use the service on an MGB standard workstation must be able to install Microsoft Office Pro Plus (2013) on it. There are no prerequisites for any other devices.
Service Hours	24x7x365
Escalations	<p>Functional Escalation: IS Service Desk > Skype for Business Support Group (within Collaborative Media) > Instant Messaging Service Owner</p> <p>Managerial Escalation: Instant Messaging Service Owner, then Associate Director, IS Support Services</p>
Competition	None
Roadmap	The service is expected to be operated for the foreseeable future. The next major release of the service is anticipated to occur in
Key Delivery Partners	<ul style="list-style-type: none"> • Microsoft maintains the servers hosting the IM service as part of the Office 365 cloud infrastructure. • WWW Development provides federation and authentication services used by the IM service. • Account Administration maintains the directory synchronization servers used by the IM service.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	The IM service is not available on Windows Phone devices.
Reporting	There is no service reporting at this time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Are there service/operation level choices that could reduce costs or improve quality? No. Skype for Business is provided as part of Office 365, which is licensed at a fixed cost regardless of service consumption/utilization.</p>
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Mass General Brigham

**Service/Operation
Delivery Expectations**

What are the specific expectations for the delivery of this service?

The service will be available 24x7x365 for any users with a current Office 365 E3 license.

**Service/Operation
Quality Expectations**

What are the specific expectations for the quality of this service delivery?

The service should deliver 99.9% availability.

Uptime is calculated using the following formula:

$$((\text{User Minutes} - \text{Downtime}) / \text{User Minutes}) * 100$$

Downtime is measured in user-minutes; that is, for each month, downtime is the sum of the length (in minutes) of each Incident that occurs during that month multiplied by the number of users impacted by that incident.

Downtime is defined as any period of time when end users are unable to see presence status, or conduct instant messaging conversations.

Price/Cost

Cost Breakdown

Skype for Business is a service within Office 365, the overall cost of which is allocated back to each institution based on the number of employees at that institution. Currently, MGB subscribes to 50,000 Office 365 E3 licenses, the license Type which includes Skype for Business. Each E3 license costs \$100/year.

Charge Back?

There is no direct chargeback for this service. Skype for Business is a service within Office 365, the overall cost of which is allocated back to each institution based on the number of employees at that institution.

Web Conferencing – phs

Service Owner	Michael Carter, IS Support Services
Short Description	The service allows users to host online meetings by integrating audio conferencing, video conferencing, and application and document sharing in a single web-based application.
Long Description	<p>The web conferencing service is currently provided via three products: Microsoft Live Meeting, WebEx Meeting Center, and Microsoft Lync.</p> <p>All three products offer:</p> <ul style="list-style-type: none"> • audio conferencing • video conferencing • desktop and individual application sharing • document sharing (e.g., PowerPoint presentations) • chat for meeting participants • the ability to record a meeting • a shared whiteboard <p>Conference hosts are required to download and install software on their computers before hosting a meeting. Meeting participants attend a meeting via a web browser after installing a browser plug-in.</p> <p>Live Meeting is available only to computers running Microsoft Windows. WebEx Meeting Center and Microsoft Lync are offered on Windows PCs, Macs, and iOS and Android devices.</p> <p>There is no direct chargeback for Microsoft Live Meeting or Microsoft Lync. WebEx Meeting Center costs \$30/month, plus 1.3 cents per minute per participant for each meeting.</p>
How To Initiate This Service	<p>WebEx Meeting Center accounts can be requested at http://sharepoint.partners.org/phs/collaboration/conferencing/Pages/web%20Conferencing.aspx.</p> <p>Microsoft Skype for Business is currently being offered to early adopters, prior to a broader rollout. Access can be requested at the Office Pro Plus Early Adopter site: http://sharepoint.partners.org/phs/phso365officeproplusdeploymentprep/SitePages/Home.aspx.</p>
Service Prerequisites	Users wishing to use Microsoft Skype for Business on an MGB standard workstation must be able to install Microsoft Office Pro Plus (2013) on it. There are no prerequisites for any other devices.
Service Hours	24x7x365
Escalations	<p>Functional Escalation:</p> <p>Skype for Business: IS Service Desk → Skype for Business Support Group (within Collaborative Media) → Instant Messaging Service Owner</p> <p>WebEx Meeting Center: InterCall WebEx Support → Instant Messaging Service Owner</p> <p>LiveMeeting: Instant Messaging Service Owner</p> <p>Managerial Escalation (all products):</p> <p>Instant Messaging Service Owner → Associate Director, IS Support Services</p>
Competition	None
Roadmap	<p>The web conferencing service will be offered for the foreseeable future, with some changes:</p> <ul style="list-style-type: none"> • WebEx Meeting Center will be operated for the foreseeable future, but users will be encouraged to migrate to Microsoft Lync because of its lower cost • Microsoft Skype for Business is the strategic web conferencing product and will continue to be offered for the foreseeable future.

Key Delivery Partners	<ul style="list-style-type: none"> • Microsoft maintains the servers hosting Lync as part of the Office 365 cloud infrastructure. • WWW Development provides federation and authentication services used by Microsoft Lync. • Account Administration maintains the directory synchronization servers used by Microsoft Lync. • INC Information Security maintains a list of web content filter IP address exceptions that enable Microsoft Lync desktop and application sharing. • Microsoft hosts the Live Meeting service. • WebEx hosts the Meeting Center service.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Microsoft Skype for Business is not available on Windows Phone devices.
Reporting	There is no service reporting at this time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Are there service/operation level choices that could reduce costs or improve quality?</p> <p>Skype for Business is part of Office 365, which is provided at a fixed annual cost to MGB, regardless of usage.</p> <p>WebEx Meeting Center licenses incur a monthly charge per licensed user, which is charged by to the user’s department or grant. By moving their web conferencing to Skype for Business, users can avoid the direct chargeback for WebEx, and eliminate the WebEx monthly charge, without incurring any new chargeback or increasing MGB’s overall Skype for Business costs.</p>
Service/Operation Delivery Expectations	<p>What are the specific expectations for the delivery of this service?</p> <p>The service will be available 24x7x365 for any users with a current Office 365 E3 license.</p>
Service/Operation Quality Expectations	<p>What are the specific expectations for the quality of this service delivery?</p> <p>Skype for Business: 99.9% availability WebEx Meeting Center: 99.9% availability LiveMeeting: No guaranteed SLT</p>

Price/Cost

Cost Breakdown	<p>Skype for Business: Skype for Business included in an Office 365 E3 license, which costs \$100/year. Licenses are allocated back to institutions based on their total user counts. Users, departments and institutions cannot take any action to change their allocation during the term of the current Enterprise Agreement with Microsoft.</p> <p>WebEx Meeting Center: Meeting Center licenses are \$30/month per host, which is charged back to the licensed user’s (host’s) cost center. There is also a charge of 1.1 cent/minute/per participant in any Meeting Center web conference, which is also directly charged back to the host’s cost center. Users/departments/institutions can control their WebEx costs by managing their total number of licenses assigned, as well as by limiting the number of participants in web conferences.</p> <p>LiveMeeting: MGB pays a fixed annual amount for LiveMeeting, regardless of utilization. There is no chargeback for LiveMeeting.</p>
Charge Back?	<p>Skype for Business: Skype for Business included in an Office 365 E3 license, which costs \$100/year. Licenses are allocated back to institutions based on their total user counts.</p>



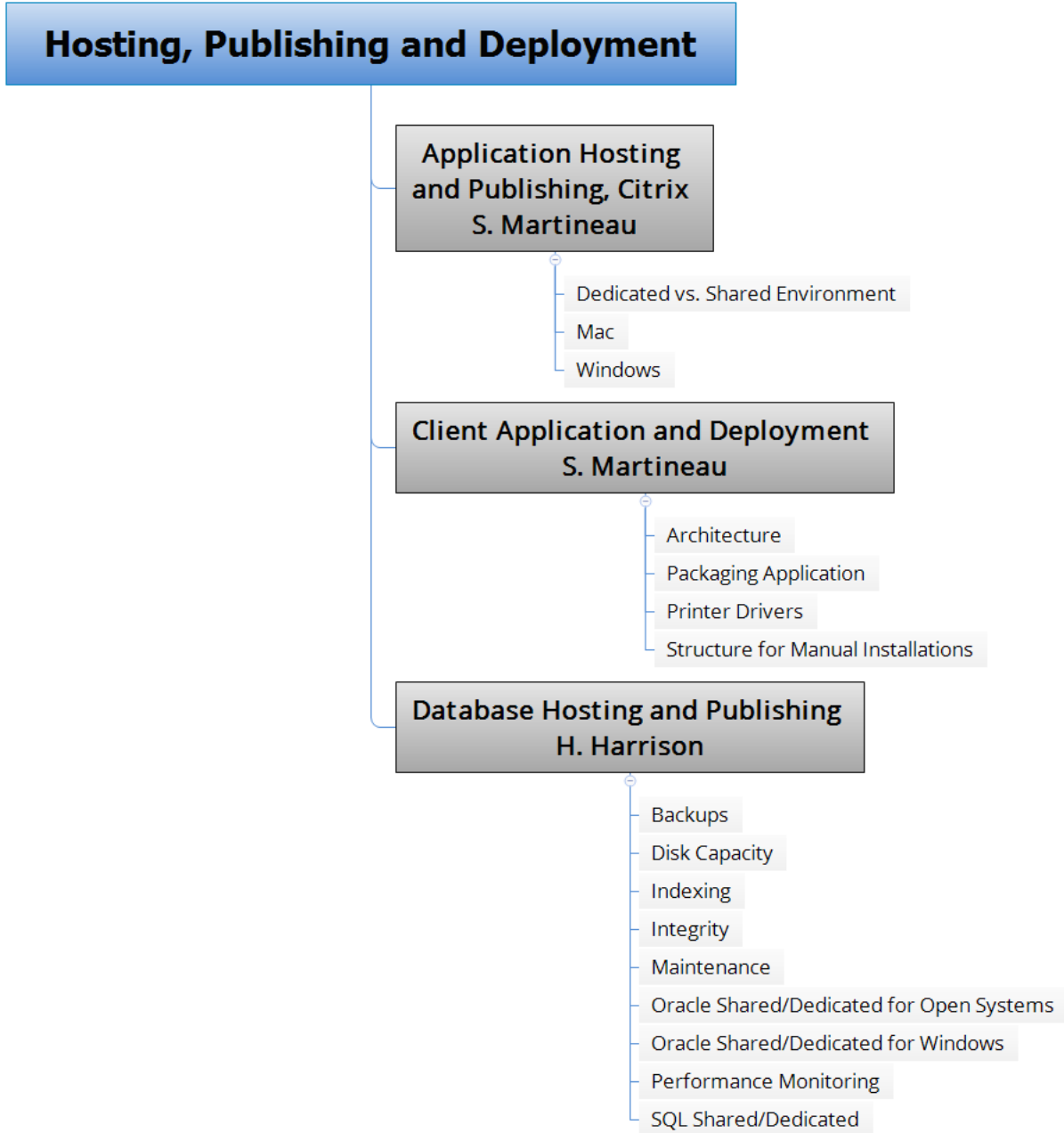
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WebEx Meeting Center: Meeting Center licenses are \$30/month per host, which is charged back to the licensed user's (host's) cost center. There is also a charge of 1.1 cent/minute/per participant in any Meeting Center web conference, which is also directly charged back to the host's cost center.

LiveMeeting: There is no chargeback for LiveMeeting.

Hosting, Publishing, and Deployment

These Services manage the solutions used to deploy and deliver applications and other tools, hosted or otherwise, to client devices and workstations connected to the MGB network.



Service Owner	Shawn Martineau, IS Operations
Short Description	Citrix is an application delivery solution that allows users to connect to their corporate applications from a wide range of computer systems and mobile devices from various internal and external network locations. Citrix hosts applications on central servers and allows users to interact with them via a web browser or client.
Long Description	<ul style="list-style-type: none"> Centralizing application delivery in the datacenter to reduce complexity and lower the cost of desktop management. Controlling and encrypting access to data and applications to improve security. Delivering applications instantly to users anywhere on any device. For telecommuting or Business Continuity purposes. Simplifying and automating the process of delivering or updating applications, enabling IT to focus on strategic initiatives.
How To Initiate This Service	Fill out and submit the PHS IS Application request form.
Service Prerequisites	<ul style="list-style-type: none"> Windows Active Directory Domain Windows Terminal Services Licensing Server Windows IIS 6.0/7.0 Microsoft SQL 2008 or higher Windows Server 2008 R2 – 64bit Hardware to meet Windows Software Requirements IP Network Infrastructure Network Security Infrastructure
Service Hours	24x7x365
Escalations	L1 – MGB Help Desk L2 – Citrix Engineering Team (MGB SERVICE DELIVERY) L3 – Service Owner
Competition	Citrix XenApp competitors <ul style="list-style-type: none"> Application deployment through MGB App menu /options Application deployment through MGB VPN Portal Application deployment via HyperV streamed apps using AppV Microsoft Remote Desktop service
Roadmap	Information will be provided at a later time.
Key Delivery Partners	<ul style="list-style-type: none"> MGB IS Systems Engineering MGB IS Info Sec MGB IS Net Engineering MGB IS Web / Application Development MGB IS Network Services Business Relationship Managers
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Affiliate Citrix farms (NSMC, Research, Cooley Dickinson, Neighborhood Health Plan, South Shore Hospital, Hallmark)
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Service level options will match existing priority levels as defined by MGB: <ol style="list-style-type: none"> 1. PCC - 15 min initial response to system outage/performance issues. 2. Urgent - 2 hour initial response to system outage/performance issues. 3. Normal - Same day response to system outage/performance issues. 4. Low/Request – Addressed based on best effort
Service/Operation Delivery Expectations	This service is expected to be available 24x7x365 .
Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? Information will be provided at a late time.

Price/Cost

Cost Breakdown	Device Cost
Charge Back?	Citrix as a Service user facing document LINK with cost description.

Client Application Certification and Deployment Services – phs

Service Owner	Shawn Martineau, IS Operations
Short Description	Performs application compatibility testing against critical and clinical application portfolio on standard MGB configured workstations.
Long Description	The key purpose of this service is to review client application design and technology to ensure implementation follows industry best practices in security, ease of use and reliable operation throughout the MGB Workstation Network. Automating client software installation on MGB workstation can eliminate the need for end user or technician physical visit to workstation to carry out often complex, repetitive and cryptic instruction from software vendors.
How To Initiate This Service	Requestor must complete provisioning process by completing webform.
Service Prerequisites	There are no prerequisites for initiating this service.
Service Hours	Monday – Friday, 9am – 5pm
Escalations	Service Owner, then Service Owner’s manager
Competition	None
Roadmap	No planned current or future changes to this service.
Key Delivery Partners	<ul style="list-style-type: none"> Client Infrastructure Design System Programming
Targeted Customer	BWH, FAULKNER,NWH,MGB Departments
Out-Of-Scope	<ul style="list-style-type: none"> Client application incompatible with our workstation standards Application backend not hosted on zzzzmgm Supported Servers (exception to be evaluated).
Reporting	The forecast report is run to determine upcoming work.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

Service Owner	Herbert Harrison, Information Systems – Service Delivery
Short Description	Databases are collections of information that is organized so that it can easily be accessed, managed, and updated. The MGB Database services consist of SQL and Oracle solution which reside on MGB managed servers and allow users to interact with them via a web browser or application client.
Long Description	<ul style="list-style-type: none"> Centralizing databases in the datacenter to reduce complexity and lower the cost of desktop management. Controlling and encrypting access to data to improve security. Delivering databases instantly to users and applications. Simplifying and automating the process of delivering or updating databases, enabling IT to focus on strategic initiatives.
How To Initiate This Service	Fill out and submit the MGB IS Application request form .
Service Prerequisites	<ul style="list-style-type: none"> Windows Active Directory Domain (SQL) Windows Server 2008 R2 – 64bit Hardware to meet Database Solution Requirements IP Network Infrastructure Network Security Infrastructure
Service Hours	24x7x365
Escalations	L1 – MGB Help Desk L2 – Databases Team (MGB SERVICE DELIVERY) L3 – Service Owner Database Team lead
Competition	InterSystems Cache: advanced database management system and rapid application development environment <ul style="list-style-type: none"> Processing and analyzing complex “Big Data” Developing Web and mobile applications Fast performance, massive scalability, and robust reliability Minimal maintenance and hardware requirements Cost prohibitive
Roadmap	SQL as a Service (SQLaaS) <ul style="list-style-type: none"> Microsoft SQL 2012 or higher <ul style="list-style-type: none"> Shared Dedicated Oracle as a Service (OaaS) <ul style="list-style-type: none"> Oracle 11 <ul style="list-style-type: none"> Shared Dedicated
Key Delivery Partners	<ul style="list-style-type: none"> MGB IS ITS Service Engineering MGB IS ITS Service Operations MGB IS Info Sec MGB IS Net Engineering Business Relationship Managers
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Affiliate Database services (NSMC, Research, Cooley Dickinson, Neighborhood Health Plan)



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Reporting	Not Provided
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core Service

Service/Operation Level Expectations

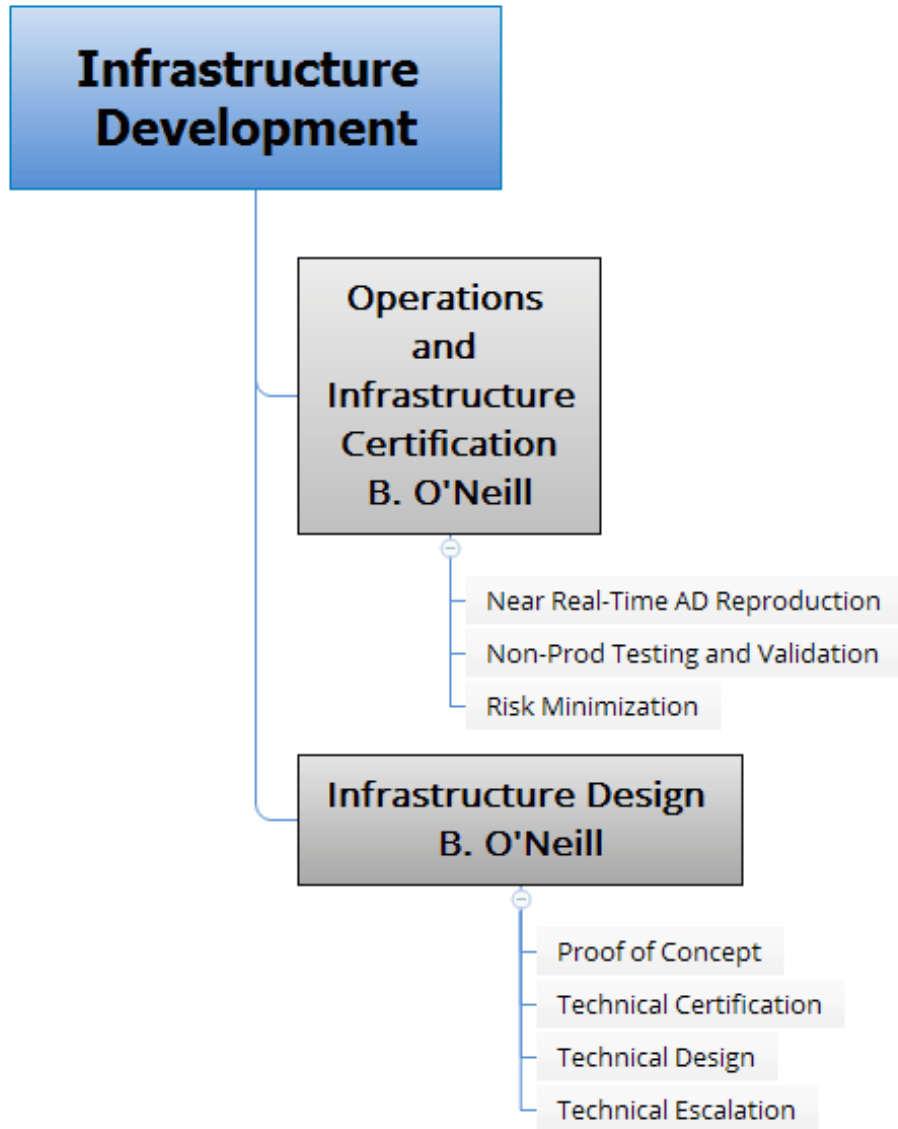
Service/Operation Level Options	<ol style="list-style-type: none"> 1. PCC - 15 min initial response to system outage/performance issues. 2. Urgent - 2 hour initial response to system outage/performance issues. 3. Normal - Same day response to system outage/performance issues. 4. Low/Request – Addressed based on best effort
Service/Operation Delivery Expectations	This service is expected to be available 24x7x365.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	<p>Pricing is based on various service offerings:</p> <ul style="list-style-type: none"> • Shared <ul style="list-style-type: none"> ○ Small ○ Medium ○ Large • Dedicated <ul style="list-style-type: none"> ○ Custom based on size of server
Charge Back?	Information will be provided at a later time.

Infrastructure Development

These Services provide guidance and governance over the implementation of new technologies at Mass General Brigham HealthCare.



IS Operations Infrastructure Certification Center – phs

Service Owner	Brendan O’Neill, Infrastructure Technology Services
Short Description	Infrastructure Certification Center (ICC) provides an environment for testing & validation of changes prior to implementation in production
Long Description	<p>The goal of the ICC is to provide a non-production IT environment that allows the testing and validation of new and existing technology. Minimize risk to production while broadening the capabilities of IS teams improve outcomes.</p> <p>Scope of Service</p> <ul style="list-style-type: none"> • Nonproduction infrastructure hardware & software assets <p>Features</p> <ul style="list-style-type: none"> • WAN between Marlborough and Needham Data Centers • Compute, Storage, & Network core gear isolated from production • An offline copy of Active Directory (access via MGB network only) <p>Benefits</p> <ul style="list-style-type: none"> • Isolated infrastructure environment to improve testing & validation activities • Partner with Vendors for Proof of Concepts without production disruptions • Span across two data centers
How To Initiate This Service	Please open a Service Desk ticket to ITS Service Engineering
Service Prerequisites	<ul style="list-style-type: none"> • Technology requirements defined • Budget approved for any net new gear • Test Plan & desired outcome
Service Hours	Monday – Friday, 9am – 5pm
Escalations	L1 – MGB IS ITS Service Engineering, then to Service Owner
Competition	IS teams throughout MGB deploying infrastructure & applications on dedicated test equipment installed in production, and test labs operated by other IS departments
Roadmap	Based on Product Lifecycle & Strategic direction
Key Delivery Partners	<ul style="list-style-type: none"> • MGB IS ITS Service Engineering • MGB IS Open Systems Operations • MGB IS Network Engineering • MGB IS Info Security • MGB IS Web & Application Development
Targeted Customer	All MGB IS.
Out-Of-Scope	IS Applications
Reporting	No reporting at this time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	No SLT’s other than having infrastructure available based on agreed upon times with teams that are affected by the testing and validation activities. Case by case per change required. Infrastructure services OLA is within 1 business to restore those technical services that make the service available.
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Service/Operation
Delivery Expectations

- Changes are communicated and performed during business hours
- Infrastructure Services are available Monday – Friday, 9am – 5pm

Service/Operation
Quality Expectations

- Access to the environment is easily accessible
- Current & future technology offered
- Secured network
- Active Directory

Price/Cost

Cost Breakdown

- Employee Cost (Resource)
- License Cost
- Vendor Maintenance Cost
- Device and/or Supply Cost

Charge Back?

No

Infrastructure Technology Services Design – phs

Service Owner	Brendan O’Neill, Infrastructure Technology Services
Short Description	Professional Services – Proof of concept/value, design, validate, and consult how new and existing infrastructure technology will be utilized to meet business and IT objectives.
Long Description	<p>Professional Services</p> <ul style="list-style-type: none"> • Technical Evaluations and introduction of new technologies, technical processes, and technical updates into the enterprise. • Cost evaluation. • Proof of concept/value – Validate strategic technology so that it does what we envision the technology is supposed to do. • Research, investigate, and publish new technology that may benefit MGB. • Staying abreast of technology trends related to portfolio. • Works with corporate technology planning groups on corporate technology strategy. • Laying out strategic plans and roadmaps for the portfolio, and then, in conjunction with portfolio leader, seeing that plans are delivered. • Facilitation of vendor strategy and roadmaps. • Technical Design – Architect new technology to meet business & IT requirements. Improve upon existing technology services that align with strategic initiatives. • Technical Certification - Validate new technology versions are tested against our technology configuration. • Automate and script software changes. • Technical Support – Third level support. • Occasional root cause analysis and problem resolution for reoccurring incidents. <p>Strategy SharePoint Website: http://sharepoint.partnes.org/istso/portfolios/StrategyDesign/default.aspx</p>
How To Initiate This Service	ServiceNow ticket to ITS Service Engineering.
Service Prerequisites	Technology Requirements defined.
Service Hours	24x7x365
Escalations	<p>L1 – MGB Service Desk or L1 MGB Command Center</p> <p>L2 – MGB IS Windows Operations</p> <p>L2 – MGB IS Open Systems Operations</p> <p>L2 – MGB IS SAN Operations</p> <p>L2 – MGB IS Database Engineering</p> <p>L2 – MGB IS Exchange Engineering</p>
Competition	IS teams throughout MGB deploying infrastructure that is a nonstandard build.
Roadmap	Based on Product Lifecycle & Strategic direction.
Key Delivery Partners	<ul style="list-style-type: none"> ▪ MGB IS Windows Operations ▪ MGB IS Open Systems Operations ▪ MGB IS SAN Operations ▪ MGB IS Network Engineering ▪ MGB IS Info Security ▪ MGB IS Web & Application Development ▪ Business Relationship Manager
Targeted Customer	All MGB IS.
Out-Of-Scope	Enterprise Research & Nonsupported infrastructure
Reporting	None at this time.



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Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core Service

Service/Operation Level Expectations

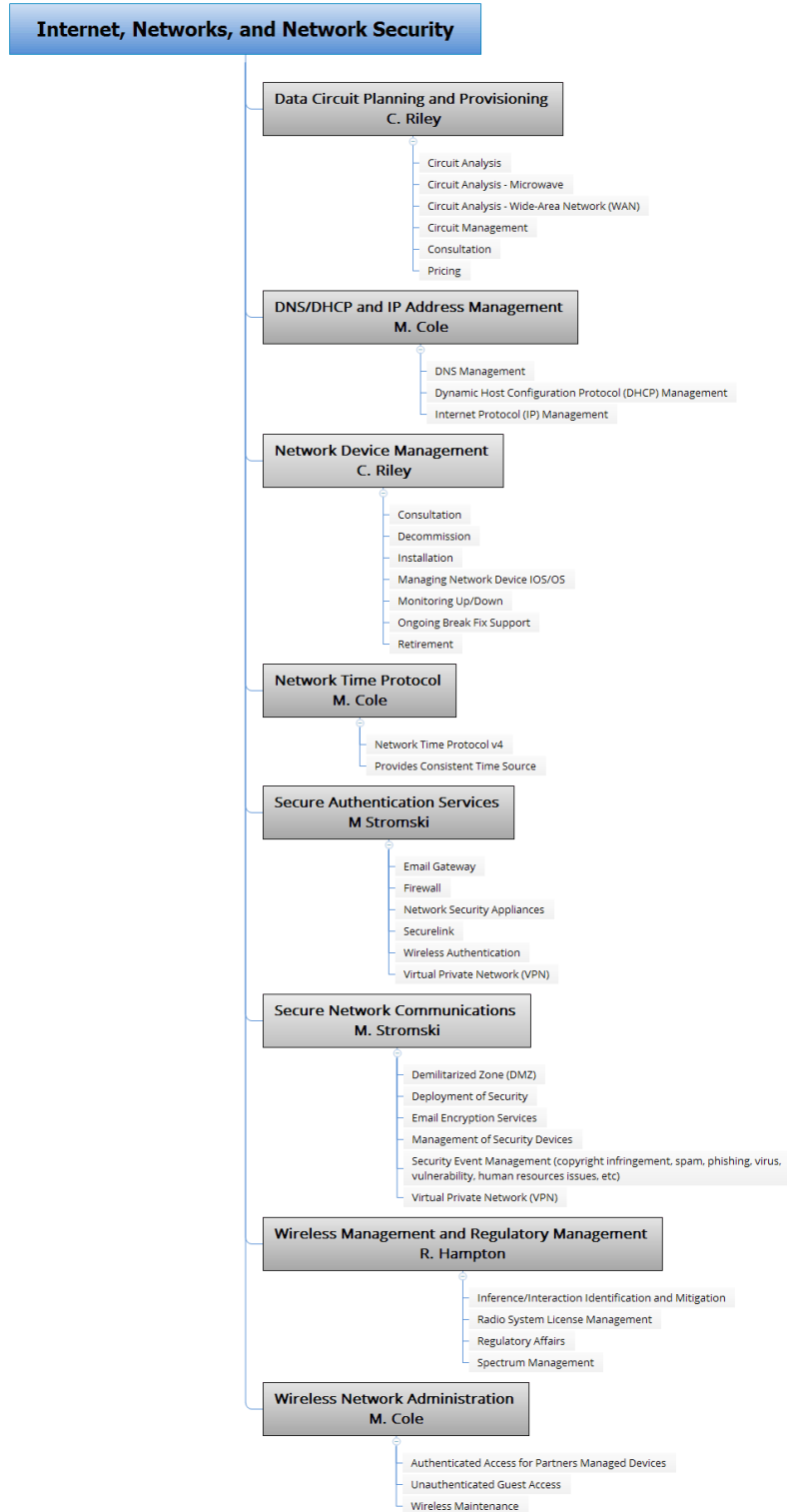
Service/Operation Level Options	No SLT's defined as professional services amongst other MGB IS teams could be considered OLA's. Further discuss if needed.
Service/Operation Delivery Expectations	Professional Services are expected to fulfill technology requirements, and transition the design of the technology to the Operations teams via Technology Design Package and training. Further discuss if needed.
Service/Operation Quality Expectations	A completed Technology Design package Thorough Training on the design and how to support

Price/Cost

Cost Breakdown	Employee Cost (Resource)
Charge Back?	No calculated cost per Professional Service offering, other than hourly rate per Technical Architect. Further discuss if needed.

Internet, Networks, and Network Security

These Services manage the implementation and maintenance of computer networks that support Mass General Brigham data, firewalls, VPN, VOIP, and wireless network offerings.



Data Circuit Planning and Provisioning – phs

Service Owner	Charles Riley, Infrastructure Technology Services
Short Description	All sites need one or more data circuits to link them to the MGB network. Data circuits could be wireless microwave links or from wired WAN vendors like RCN, Comcast, Verizon, and Etc. Sizing the correct link speeds ensures fast network response times for applications. Determining number of circuits required for redundancy/survivability of network operations at site.
Long Description	<ul style="list-style-type: none"> Managing data circuit bandwidth requirements from MGB core network to site. Analyzing current costs and looking for savings while maintaining or improving WAN link speed. Consultation with sites about current and future needs. Monitoring circuits for performance.
How To Initiate This Service	Please open a Service Desk ticket to either <i>neteng – bwh</i> or <i>neteng – mgh</i> , depending on location.
Service Prerequisites	Funding must be established from site or centrally for circuit costs.
Service Hours	Information will be provided at a later time.
Escalations	Information will be provided at a later time.
Competition	None
Roadmap	<ul style="list-style-type: none"> Net Eng uses the following vendors today; Sideband Systems (microwaves), Verizon, Comcast, RCN, Lighttower, AT&T and Forest City. New vendors evaluated as needed (Example is Forest City as they only service parts of Cambridge.) Migrating from T1s (1.5Mbit/s) to Ethernet based services. About 80% complete. Migrating from more expensive AT&T and Verizon Ethernet Circuits to RCN, Comcast and Lighttower.
Key Delivery Partners	<ul style="list-style-type: none"> MGB IS Network Engineering RCN Comcast Lighttower
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Information will be provided at a later time.
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost



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Cost Breakdown
Charge Back?

Information will be provided at a later time.

No

DNS/DHCP, IP Address Management – phs

Service Owner	Michael Cole, Infrastructure Technology Services
Short Description	The service provides Domain Name Service (DNS) and Dynamic Host Configuration Protocol (DHCP) for network devices on the Mass General Brigham Network.
Long Description	<p>Scope of Service</p> <ul style="list-style-type: none"> • IP address request for Static hosts like printers or servers. • Requests for new DNS records and record changes • Requests for DHCP reservations. <p>Features</p> <ul style="list-style-type: none"> • DNS for Internal and External facing services. DHCP for network devices. • Benefits • DNS Name to IP address mapping. DHCP for auto network configuration of end user devices. Also supports mobile devices as they move around our network. <p>This service cannot be used to transmit or store secure data.</p>
How To Initiate This Service	Please open a Service Desk ticket in ServiceNow.
Service Prerequisites	There are no prerequisites for initiating this service.
Service Hours	24x7x365
Escalations	<p>Tickets can be escalated within either ServiceNow ticket queue noted above. As the issue escalates, we can engage Senior Level engineers and Managers to assist when necessary.</p> <p>We can also escalate to our vendor Infoblox if we need assistance with any problem.</p>
Competition	None
Roadmap	There are no changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> • Application and Server owners required to coordinate production changes to their systems when necessary i.e. changing the DNS name or IP address of a server that is actively providing a service. • Network Engineering – to execute necessary changes. • Information Security – To assist with Security posture design decisions from time to time and help audit the services security posture.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Most requests for service will be considered in scope, as long as the request is for DNS and DHCP for networked devices within the Mass General Brigham Network.
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost



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Cost Breakdown
Charge Back?

Information will be provided at a later time.

No

Network Device Management – phs

Service Owner	Charles Riley, Infrastructure Technology Services
Short Description	Installation and ongoing management of Network hardware.
Long Description	<ul style="list-style-type: none"> • Installation of new and End Of Life upgrades of network hardware. • Network Hardware consists of routers, switches, UPS, wireless access points and other Network Engineering supported associated hardware such as DNS appliances, Wireless Controllers, Network Management appliances like APCOn, etc. • Maintaining OS of network equipment and applying patches as needed. • Break/fix support on all network hardware. • Monitoring operations and performance of all network hardware.
How To Initiate This Service	<ul style="list-style-type: none"> • Open Incident or request through ServiceNow for suspected network failures. • Network Engineering self-monitoring to identify and resolve issues. • Network Engineering yearly refresh capital plan to address aging equipment and planning upgrades. • MGB Real Estate or local site Real Estate teams requesting device management to support new locations or internal construction. • Open Incident or request through ServiceNow for suspected network failures. (Queues are <i>neteng – bwh</i>, <i>neteng – mgh</i>, <i>neteng – mclean</i>, <i>neteng – dfci</i>, <i>neteng – nwh</i>, <i>neteng – nsmc</i>) • MGB Real Estate or local site Real Estate teams requesting device management to support new locations or internal construction.
Service Prerequisites	<ul style="list-style-type: none"> • Affiliation with MGB • Funding for growth equipment from project. • Yearly MGB capital budget
Service Hours	Information will be provided at a later time.
Escalations	Information will be provided at a later time.
Competition	No competition internally; All network equipment controlled/managed by Network Engineering.
Roadmap	<ul style="list-style-type: none"> • Additional redundancy for network switches by using Cisco 4507/4510 models with redundant switches to support VOIP and 99.999 up time in clinical and sensitive areas. • Cisco is largest vendor that we deal with: Continue to review existing network equipment and replace older units based on Cisco End of Life guidelines and business need. • Monitor features being developed and purchase future switch, router, and other network equipment that has features that MGB business requires.
Key Delivery Partners	<ul style="list-style-type: none"> • EGI/Cisco Systems • Anixter/Panduit • Infoblox
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	None
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of Mass General Brigham Information Systems
Core/Optional	Core Service



Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

Network Time Protocol – phs

Service Owner	Michael Cole, Infrastructure Technology Services
Short Description	Network Time Protocol (NTP) is an industry standard time protocol used to provide time with a consistent time source for network devices and application servers inside the MGB Network. MGB Network Engineering offers this service from core network switches.
Long Description	<ul style="list-style-type: none"> • Scope of Service – To provide a consistent time source for network computers and servers. • Features – NTP Version 4. • Functions – Service is provided by querying hostname time.partners.org from an NTP Version 4 Capable client. • Benefits – Consistent time service. • This service cannot be used to transmit or store secure data.
How To Initiate This Service	This protocol is open to everyone. Client just has to direct queries to hostname time.partners.org from a NTP Version 4 Compatible client.
Service Prerequisites	NTP Version 4 compatible
Service Hours	Information will be provided at a later time.
Escalations	Information will be provided at a later time.
Competition	None
Roadmap	We check the stratum clocks that we poll for this service to verify they are still in service and providing time. We usually make adjustments to our external clock sources 1-2 times per year to ensure we are using up to date Internet Stratum Clocks.
Key Delivery Partners	<ul style="list-style-type: none"> • Exchange Application Management • Server Support • Network Operations • Information Security • Microsoft)
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	We do not provide time service to external network clients.
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

Secure Authentication Services – phs

Service Owner	Michael Stromski, Infrastructure Technology Services
Short Description	This service allows internal users and devices to connect to Mass General Brigham internal wireless network.
Long Description	<p>There are two individual components of this service:</p> <ul style="list-style-type: none"> • User wireless authentication provides authentication for MGB employees to the internal wireless network utilizing Active Directory usernames and passwords. • Device wireless authentication utilizes certificates to authenticate devices to the internal network.
How To Initiate This Service	<ul style="list-style-type: none"> • User wireless authentication is a core service provided to all employees • Device wireless authentication is initiated by a ServiceNow ticket requesting certificates.
Service Prerequisites	Requestors for all components must be MGB employees
Service Hours	24x7x365
Escalations	User should contact the Service Desk, who will send Incident or Request to Network Security – PHS. Functional and managerial escalations are the same after this point: Service owner, then Service Owner’s manager.
Competition	None
Roadmap	All components of this service will be operated and maintained in their current state of operation for the foreseeable future and will be upgraded and/or enhanced as necessary. All MGB users, affiliates and contractors.
Targeted Customer	
Out-Of-Scope	Information will be provided at a later time.
Reporting	Reports are not run for this service.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	No options or tiers of service are available. All customers receive the same level of service.
Service/Operation Delivery Expectations	The expectation is that the service will be available at all times. Any necessary maintenance will be performed in such a way as to keep the service functioning while the work is done.
Service/Operation Quality Expectations	It is expected that these services will be available at all times. In the event of a service failure Network Security will dedicate resources to restore the functionality.

Price/Cost

Cost Breakdown	The cost of this service includes employee, licensing, equipment, and maintenance costs. All costs are rolled up into the Network Security Group budget.
Charge Back?	No

Secure Network Communications – phs

Service Owner	Michael Stromski, Infrastructure Technology Services
Short Description	This service allows communications among MGB locations and between MGB and remote locations.
Long Description	<p>There are several individual components of this service:</p> <ul style="list-style-type: none"> • Email—the email gateway allows electronic mail to be exchanged with external entities • Firewall management—firewalls are used to restrict traffic between internal network segments and to the Internet • Client VPN—provides remote access to MGB employees • Lan2Lan VPN—provides secure access between MGB and remote locations • SecureLink—provides vendors secure access to internal servers
How To Initiate This Service	<ul style="list-style-type: none"> • Email—core service provided to all employees • Firewall management—submit a firewall exception request at http://www.infosec.partners.org/forms • Client VPN—complete this web form at http://is.partners.org/isam/vpnrequests/add1.asp • Lan2Lan VPN—submit a Lan to Lan request at http://www.infosec.partners.org/forms • SecureLink—submit a Enexity Securelink form at http://www.infosec.partners.org/forms
Service Prerequisites	Requestors for all services must be MGB employees
Service Hours	24x7x365
Escalations	User should contact the Service Desk, who will send Incident or Request to Network Security – PHS. Functional and managerial escalations are the same after this point: Service Owner, then Service Owner’s manager.
Competition	GoToMyPC is a competing service to Client VPN
Roadmap	All components of this service will be operated and maintained in their current state of operation for the foreseeable future and will be upgraded and/or enhanced as necessary.
Key Delivery Partners	<ul style="list-style-type: none"> • Firewall management—Network Engineering • Client VPN—Account Administration • Lan2Lan VPN—Network Engineering • SecureLink—Server administrators
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Information will be provided at a later time.
Reporting	Work Effort statistics are run weekly, and published monthly. Report is available on Network Communications webpage, and available on SharePoint. Weekly report is delivered to Associate Director for Infrastructure Technology Services.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	All customers receive the same level of service.
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Mass General Brigham

Service/Operation
Delivery Expectations

The expectation is that the service will be available at all times. Any necessary maintenance will be performed in such a way as to keep the service functioning while the work is done.

Service/Operation
Quality Expectations

It is expected that these services will be available at all times. In the event of a service failure Network Security will dedicate resources to restore the functionality.

Price/Cost

Cost Breakdown

The cost of this service includes employee, licensing, equipment, and maintenance costs. All costs are rolled up into the Network Security Group budget.

Charge Back?

No

Wireless Management & Regulatory Compliance – phs

Service Owner	Rick Hampton, Infrastructure Technology Services
Short Description	Wireless Management & Regulatory Compliance (RF Devices) ensures that wireless/radio systems perform properly, without causing interference to other wireless/radio systems or medical devices/systems.
Long Description	<p>Attributes of this service offering include:</p> <ul style="list-style-type: none"> • Components of this service are often used to transmit secure data. • Spectrum Management, to ensure wireless systems operate within their assigned frequency and power limits and do not overlap with other nearby wireless systems. • Radio System License Management, to ensure that system requiring registration and licensing with the Federal Communications Commission are correctly registered, licensed and renewed. • Interference/Interaction Identification and Mitigation, to identify and mitigate the effects of unwanted interactions and interference between wireless systems and between wireless systems and other electronic devices, especially medical devices. • Regulatory Affairs, to understand and ensure compliance with regulations regarding both wireless and medical devices/systems promulgated by governing regulatory agencies including, but not limited to, the Federal Communications Commission, Food and Drug Administration, Nuclear Regulatory Commission, and applicable state and local agencies
How To Initiate This Service	Routine requests can be submitted via ServiceNow under “Wireless Management & Regulatory Compliance (All RF Devices)”, or by calling Rick Hampton at 857-282-3596.
Service Prerequisites	There are no prerequisites to commissioning/requesting/utilizing this service.
Service Hours	Normal service hours are 8am to 5pm, Monday – Friday, with urgent/emergency service available 24x7x365.
Escalations	Escalations should first be made to the Service Owner, and then to the Director of Infrastructure Technology Services.
Competition	There are no competing services.
Roadmap	There is no roadmap for this service.
Key Delivery Partners	<p>The key partners involved in the delivery of this service depend upon the systems involved. Typical key delivery partners include:</p> <ul style="list-style-type: none"> • Network Engineering • Network Security • Information Security • Biomedical Engineering for the facility in question • Equipment Vendors
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Redesign of systems for the vendor. Direct, ongoing support for end-user devices.
Reporting	Results of this service are reviewed directly with the customers for their satisfaction.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.



Core/Optional	<p>This service encompasses both a core service component and an optional service component.</p> <ul style="list-style-type: none"> • The core service component is delivered to all users by default through Wireless Networking. • The optional service component (e.g. wireless medical systems, RF safety, two-way radios) is delivered at the request of a particular user or business unit for systems not considered to be IT/IS systems.
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Service/Operation Level Expectations

Service/Operation Level Options	There are no service/operation level choices for this service.
Service/Operation Delivery Expectations	<p>The specific expectations for the delivery of this service are:</p> <p>Normal requests – response by next business day</p> <p>Urgent/Emergency requests – as soon as possible</p> <p>Medical Devices/Systems with direct patient impact will receive priority over all other requests. Prioritization decisions are made in conjunction with persons requesting service, but final decisions are the responsibility of the service owner.</p>
Service/Operation Quality Expectations	The expectations for the quality of this service delivery are to find solutions for the various problems experienced by the requestor of this service in a manner that meets or optimizes their needs.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

Wireless Network Administration – phs

Service Owner	Michael Cole, Infrastructure Technology Services
Short Description	Wireless Network Administration refers to the maintenance and administration required to keep the wireless networks available to wireless clients throughout MGB.
Long Description	<p>Scope of Service</p> <ul style="list-style-type: none"> Authenticated wireless connectivity for workstations authenticating to the MGB domain. Unauthenticated wireless connectivity for guest wireless users. <p>Features</p> <ul style="list-style-type: none"> PEAP and EAP/TLS authentication available. <p>Benefits</p> <ul style="list-style-type: none"> Mobil connectivity throughout MGB campuses for wireless devices.
How To Initiate This Service	Service is available to customers at most campus locations, but we do not currently have full coverage entity wide. Users without wireless service can request a quote for a wireless installation by opening a Service request to either <i>neteng – mgh</i> or <i>neteng – bwh</i> queues.
Service Prerequisites	<ul style="list-style-type: none"> Adequate wireless coverage in the current location. Active directory account username/password is required for access to the authenticated service. No prerequisites required for guest access.
Service Hours	Information will be provided at a later time.
Escalations	Information will be provided at a later time.
Competition	None
Roadmap	This service is maintained and managed regularly. We typically do one major version change on an annual basis, with interim minor version patches when required.
Key Delivery Partners	<ul style="list-style-type: none"> Active Directory for Authentication Network Engineering for provisioning and maintenance
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	This service refers to 802.11 (b/g/n) networking only. No other wireless technologies are covered in the scope of this service.
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

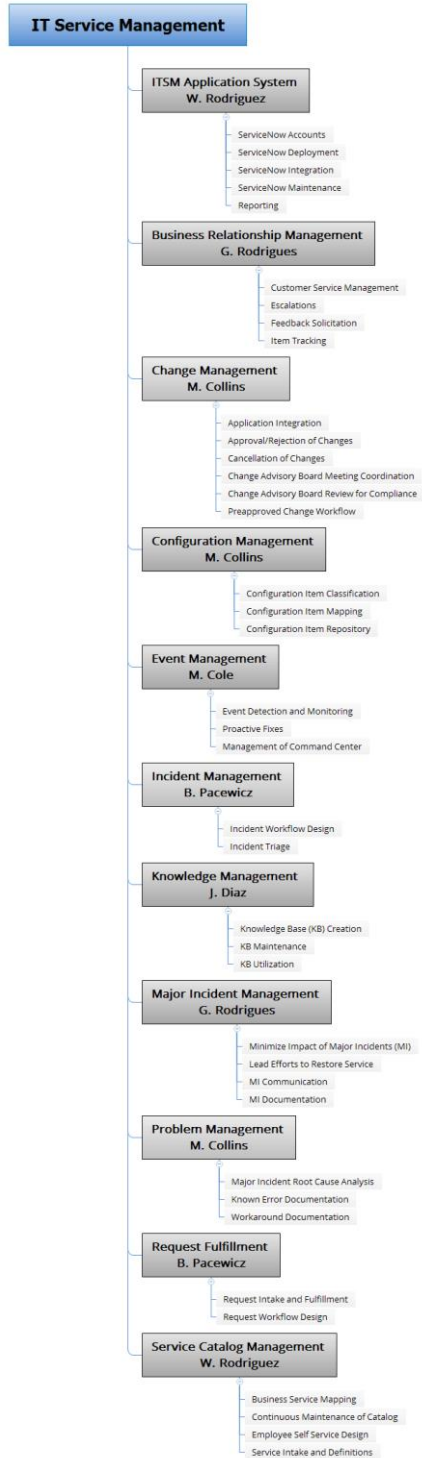
Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

IT Service Management

IT Service Management (ITSM) aligns the work of IS Operations with the core mission and business principles of Mass General Brigham. This allows our services to be continuously improved to meet the diverse needs of our users.



Service Owner	Wesley J. Rodriguez, IT Service Management
Short Description	ServiceNow is the application we use as our Information Technology Service Management (ITSM) system. We use it to report and track defects (aka bugs) in and requested enhancements and changes to the services we provide, as well as routine requests to initiate or terminate those services. We also maintain an IS Service Desk website, service asset and configuration management, and public and private knowledgebase to provide more education and information about our services and their relationships.
Long Description	<p>Service Management is a set of capabilities and processes to direct and control the service provider’s activities and resources for the design, transition, delivery and improvement of services to fulfill the service requirements. A Service Management System (SMS) is a management system used to direct and control the management activities of the service provider. At HealthCare, the current scope of our Service Management activities is limited to Information Technology (IT) services. ServiceNow is our SMS.</p> <p>The processes and functions of Service Management that we currently support for IT services include: Incident and Request Management, Change Management, Service Asset and Configuration Management, Service Catalog, Problem Management, Knowledge Management, Demand Management.</p>
How To Initiate This Service	<p>There are multiple ways to initiate this service:</p> <ul style="list-style-type: none"> Any user who has an MGB login and password receives automatic access to this service. No additional action is required. Users will only have access to tickets they submitted, may only submit tickets via the IS Service Desk web site, and approve tickets via e-mail. Users who have MGB logins can request the “ITIL” role, which allows them to view and edit all tickets within ServiceNow, as well approve tickets via e-mail or in the client, and run custom reports. This costs approximately \$50/named user/month, and must be approved by the user’s manager. More detailed instructions can be found in the attachment on this knowledge article: https://partnershealthcare.service-now.com/kb_view.do?sysparm_article=KB0021304 <p>Users who do not have MGB logins or passwords may be granted rights to access a restricted amount of information for a short period of time. To request access for these users, please enter a request ticket into ServiceNow to the “ServiceNow” Configuration Item and the <i>ServiceNow - phs</i> assignment group.</p>
Service Prerequisites	<ul style="list-style-type: none"> None for general access for any user with an MGB login and password. Documented management approval for users requesting ITIL access, or users without an MGB login and password.
Service Hours	24x7x365
Escalations	<ul style="list-style-type: none"> The ServiceNow team initially triages and reviews all incidents and requests. Initial managerial and technical escalation is first to the Service Owner. Secondary managerial escalation for policies and procedures is then from Service Owner to ITSM Program Manager. Secondary technical escalation is then from Service Owner to ServiceNow (vendor).
Competition	None
Roadmap	Changes are dependent on subsequent changes to ITSM processes and business needs.
Key Delivery Partners	<ul style="list-style-type: none"> ITSM Process Owners (IS Operations) ServiceNow (Vendor) Network Operations (IS Operations) Federation (Application Development)



Targeted Customer Out-Of-Scope Reporting Service Status Service Type Core/Optional	All MGB users, affiliates and contractors.
	Non-IT or IS related processes and functions.
	<ul style="list-style-type: none"> • Mean time to resolve incidents, per month, by person assigned to the ticket. Produced monthly from ServiceNow by ITSM Program Manager. • Mean time to close requests, per month, by person assigned to the ticket. Produced monthly from ServiceNow by ITSM Program Manager. • Number of incidents opened to the ServiceNow team, per month. • Number of incidents resolved by the ServiceNow team, per month. • Number of incidents & requests assigned to the ServiceNow team that are open at month's end, per month. <p>These reports are reviewed monthly by the ITSM Program Manager and the ServiceNow Team Lead. They are available at the ITSM Program SharePoint site, in the "PH2113 Performance" spreadsheets at the following link: https://partnershealthcare.sharepoint.com/sites/phsisitsm/_layouts/15/start.aspx#/Metrics%20and%20Measurements/Forms/current.aspx</p>
	Operational Service - The service is currently offered and supported.
	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core Service	

Service/Operation Level Expectations

Service/Operation Level Options	<p>There are two levels of service available, with differing costs:</p> <ul style="list-style-type: none"> • \$0.02/named user/month: Any user who as an MGB login and password receives automatic access to this service at a license cost of \$0.02/user/month. Users will only have access to tickets they submitted, may only submit tickets via the IS Service Desk web site, and approve tickets via e-mail. • \$50.00/name user/month: Users who have MGB logins can request the "ITIL" role, which allows them to view and edit all tickets within ServiceNow, as well approve tickets via e-mail or in the client, and run custom reports.
Service/Operation Delivery Expectations	<p>As the ServiceNow software is a remotely-hosted, subscription model, most expectations are determined by the vendor's contract. Details follow. Note, the term "defect" refers to a problem causing the subscription service to not conform to the product overview.</p> <ul style="list-style-type: none"> • Availability defect – will be responded to within 30 minutes. Issues will be worked 24 hours per day, 7 days per week, and status updates will be provided every 3 minutes until resolution. • Critical defect – will be responded to within 2 hours. Issues will be worked continuously, but not necessarily 24 hour per day, 7 days per week. Status updates will be provided every 4 hours until relief is provided. • Non-Critical defect – will be responded to within 12 hours on ServiceNow business days. The issue will be worked as appropriate during normal business hours, and status updates will be provided every 2 business days.
Service/Operation Quality Expectations	<p>Except as noted below, submitted ticket response for incidents and requests is governed by the IS Operations Service Level Target expectations, available at this link: https://partnershealthcare.service-now.com/kb_view.do?sysparm_article=KB0018889</p> <ul style="list-style-type: none"> • 95% of the time, requests to add or remove users to assignment group will be completed within 3 business days from when they are entered into the <i>ServiceNow – phs</i> queue. • 95% of the time, requests to add or remove users or user access will be completed within 3 business days from when they are entered into the <i>ServiceNow – phs</i> queue. • 95% of the time, requests to investigate location issues in ServiceNow (when the user's location in the system does not match their location in PPD) will be completed within 3 business days from when they are entered into the <i>ServiceNow – phs</i> queue.



	<ul style="list-style-type: none"> 95% of the time, requests to investigate paging issues (whether put in as incident or request tasks) will be initiated within 1 business day from when they are entered into the <i>ServiceNow – phs</i> queue. 95% of the time, an update Customer service feedback metrics Any modifications to user access policy, or fields where encrypted information is kept (e.g., the PHI field), will be reviewed by the MGB Site Security Officer prior to implementation. Customer production instances will be available at least 99.8% of the time. Maintenance downtime of fewer than 2 hours per month, and downtime caused by circumstances outside of ServiceNow’s control are not included in this availability SLT.
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Price/Cost

Cost Breakdown	<ul style="list-style-type: none"> General user licenses have a vendor (contract) cost \$0.02/named user/month ITIL user licenses have a vendor (contract) cost of \$43.33/named user/month Devices discovered on our network have a vendor (contract) cost of \$0.50/device/month Orchestration Core allows us to automate requests and processes among multiple tools and applications outside of ServiceNow has a vendor (contract) cost of \$1250.00/month MGB IS Staff (human resources) who manage ServiceNow pull approximately \$38,400 in salary and fringe (approximately \$16/ITIL user/month at our current volume of 2400 users).
Charge Back?	<p>There is no chargeback or show back for this service. The \$50/user/month license cost that is frequently noted for ITIL user access to ServiceNow is derived from a combination of the ITIL user license and cost of human resources to manage and improve the tool, as noted in the “Cost Breakdown” field.</p>

ITSM Business Relationship Management – phs

Service Owner	Gerrick Rodrigues, IT Service Management
Short Description	BRM works with site representatives from the department up the CIO level to go over issues, concerns, questions, review upcoming projects, and collect information for process improvement initiatives. IS Operations uses the term Business Relationship Management to encompass services that are traditionally defined as both Business Relationship Management and Customer Service Management
Long Description	<ul style="list-style-type: none"> • Allows customers a scheduled forum to bring any issues/concerns that have not been addressed by going through the appropriate channels • Allows customers to inquire about which process to follow • Provides an escalation route for issues that have been previously escalated through the IS Service Desk with no response. • Provides a forum for collaboration across teams • Tracks all open items with a short description and timely updates for current and historical purposes • Solicits feedback to ensure IS Operations understands and supports the strategic initiatives and needs of extra-departmental areas throughout Mass General Brigham HealthCare.
How To Initiate This Service	To initiate this service, a service ticket should be opened to the <i>IT Service Management (ITSM) Program – phs</i> assignment group, using the IT Service Management (ITSM) Program – phs configuration item.
Service Prerequisites	<p>For routine requests, there are no service prerequisites.</p> <p>For issue escalations, the issue must be documented in a ServiceNow ticket and assigned to the appropriate group for the length of the IS Operations Service Level Target for that ticket Type and priority (this information is available in the ServiceNow Knowledge base). Once the SLT has been breached, the user must contact the Service Desk and ask that the ticket be escalated. If the user has not received a response within 8 business hours of the escalation request, the ticket should be assigned to the <i>IT Service Management (ITSM) Program – phs</i> assignment group for escalation.</p>
Service Hours	Regular Business Hours (Mondays thru Fridays, from 8:00am – 4:30pm (excluding holidays)
Escalations	Escalations should first be made to the Service Owner, and then to the Service Owner’s manager
Competition	None
Roadmap	No changes to service planned.
Key Delivery Partners	<ul style="list-style-type: none"> • IS Operations Resources • ServiceNow (Vendor)
Targeted Customer	All MGB users, affiliates and contractors.
In-Scope	<ul style="list-style-type: none"> • Compliments • Complaints • Strategic Coordination • Suggestions for Process Improvement and other Continual Service Improvement within IS Operations
Out-Of-Scope	<ul style="list-style-type: none"> • Initial reports of problems or incidents. • Initial reports of requests not in-scope, including requests for information (these should be directed to the IS Service Desk). • Initial escalations (see Service Prerequisites for further detail)
Reporting	<ul style="list-style-type: none"> • Number of requests made for service, per month • % of requests substantively responded to within IS Operations SLT, per month.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems

Core/Optional	Core Service
Service/Operation Level Expectations	
<p>Service/Operation Level Options</p> <p>Service/Operation Delivery Expectations</p> <p>Service/Operation Quality Expectations</p>	<p>Expedited service may be requested by contacting the Service Owner, and will be enacted upon approval of the Service Owner.</p> <ul style="list-style-type: none"> • The requester of this service will initiate through the completion of a ticket within ServiceNow. • The Service Level Targets referenced in the Service/Operation Delivery Expectations do not begin until the requester submits a ticket within ServiceNow as noted in the “How to Initiate this Service” section of this document. • This service cannot be initiated via e-mail, letter, phone call, or verbal conversation. • The priority of non-escalated requests will be 3, 4, or 5. • The priority of escalated requests will be either 1 or 2. Request to escalated priority may be made by e-mail or within the existing ServiceNow ticket. The Service Owner, or his or her designee, determines whether the request is escalated, and to which priority. <p>The customer will receive an initial, substantive response within the IS Operations Standard SLT of the request assignment date (to the <i>IT Service Management (ITSM) Program – phs</i> assignment group) 99% of the time.</p> <p>Due to the variety of issues and teams involved in these requests, resolution time cannot be anticipated or assured.</p>
Price/Cost	
<p>Cost Breakdown</p>	<p>Cost varies by the staff who participate in the process. Most issues are handled by an Analyst or IS Business Relationship Liaison – cost for that service is \$40/hour per staff member.</p> <p>If management involvement is required, it is generally in addition to and Analyst or IS Business Relationship Liaison. This increases cost, to \$120/hour, assuming one manager and one staff member.</p>
<p>Charge Back?</p>	<p>No</p>

Service Owner	Maury Collins, IT Service Management
Short Description	Manage the lifecycle of IS changes that are defined within the scope of the ITSM Change Management policy.
Long Description	<p>Scope</p> <ul style="list-style-type: none"> All infrastructure IT assets (Hardware & Software) Enterprise applications <p>Features</p> <ul style="list-style-type: none"> Impact & Risk Assessment Direct Supervisor & CI Owner approval Changes categorized <p>Benefits</p> <ul style="list-style-type: none"> Inform MGB IS Community of upcoming changes Process discipline for ITSM maturity Identifies what has changed to help isolate during troubleshooting Historical for trending & analysis
How To Initiate This Service	Please submit Request for Change (RFC) via ServiceNow
Service Prerequisites	<ul style="list-style-type: none"> IS Asset that is within scope and requires a change to the asset Identify what needs to be changed and why
Service Hours	24x7x365
Escalations	<p>L1 – Email to ChangeManagement@partners.org</p> <p>L2 – Email to Service Owner</p> <p>L3 – Email to ITSM Program Manager</p>
Competition	IS teams that are not required to submit RFC's
Roadmap	Quarterly major updates to ServiceNow or as needed to remediate
Key Delivery Partners	<ul style="list-style-type: none"> MGB Leadership MGB IS teams that participate in the ITSM Change Management program Consumers of the Assets that deemed in scope for ITSM Change Management
Targeted Customer	CI Owners that are within scope defined by the ITSM Program
Out-Of-Scope	<ul style="list-style-type: none"> End user devices IS teams outside of the organizations of IS Operations, Systems Programming, Web Services
Reporting	<ul style="list-style-type: none"> What <ul style="list-style-type: none"> Number of Emergency Changes Number of Expedited Changes Number of Failed Changes w No Back Out Plan Open Past Due Changes Percentage of RFC's Implemented on time Percentage of Cancelled Changes Percentage of Changes Causing Incidents Percentage of Failed Changes Percentage Reduction in Unauthorized Changes Detected How - ServiceNow Who – Reports are produced by the Change Manager When – Monthly Distribution - ITSM Program Review Meetings – Monthly Reports Stored – ServiceNow and ITSM Program SharePoint



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Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<ul style="list-style-type: none"> Normal RFC's are assessed within 5 days
Service/Operation Delivery Expectations	<ul style="list-style-type: none"> RFC's submitted by Thursday at midnight Assessed Change Reports generated on time Change Advisory Board meeting held weekly and on time Training Documentation maintained RFC's assessed and appropriate action taken (approved or rejected)
Service/Operation Quality Expectations	<ul style="list-style-type: none"> Professional Services of responsiveness, attentive to detail, and active listener

Price/Cost

Cost Breakdown	Employee Cost (Resource)
Charge Back?	No

ITSM Configuration Management – phs

Service Owner	Maury Collins, IT Service Management
Short Description	ITSM Configuration Management provides a logical model of the IT infrastructure. In this model, the IT services are related to the different components needed to supply these services.
Long Description	<p>Ensures that all components that form part of the service or product are identified, baseline and maintained.</p> <p>Scope</p> <ul style="list-style-type: none"> All infrastructure IT assets Enterprise applications <p>Features</p> <ul style="list-style-type: none"> Mapping of IT infrastructure assets to applications Classification of Configuration Items Ownership and support group identified <p>Benefits</p> <ul style="list-style-type: none"> Identifies indirect & direct relationships Central Repository
How To Initiate This Service	Please submit Request for Change (RFC) via ServiceNow or submit request to modify fields not under change management.
Service Prerequisites	<ul style="list-style-type: none"> IS Asset that is within scope and requires a change to the asset Identify what needs to be changed and why
Service Hours	24x7x365
Escalations	<p>L1 – Email to ConfigurationManagement@partners.org</p> <p>L2 – Email to Service Owner</p>
Competition	IS teams that are not required to submit RFCs.
Roadmap	Quarterly updates to Service-Now or as needed to remediate.
Key Delivery Partners	<ul style="list-style-type: none"> MGB Leadership MGB IS teams that participate in the ITSM Change Management program Consumers of the Assets that deemed in scope for ITSM Change Management
Targeted Customer	CI Owners that are within scope defined by the ITSM Program
Out-Of-Scope	<ul style="list-style-type: none"> End user devices IS teams outside of the organizations of IS Operations, Systems Programming, Web Services Data Migrations
Reporting	<ul style="list-style-type: none"> What <ul style="list-style-type: none"> # of Tickets Opened with CI of "Asset Not Found" # of Tickets Opened with CI of "CI Not Found" Number of Requests for Change (RFC) without Corresponding CI Updating Percentage Increase in the number of CIs Registered within the CMDB Percentage Increase in the Number of CIs Successfully Audited Percentage of Inaccurate CIs Reduction in the # of Duplicate CIs How - ServiceNow Who – Configuration Management Manager When – Monthly Distribution - ITSM Program Review Meetings – Monthly Reports Stored – ServiceNow and ITSM Program SharePoint
Service Status	Operational Service - The service is currently offered and supported.



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Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<ul style="list-style-type: none"> • Normal RFC's are assessed within 5 days
Service/Operation Delivery Expectations	<ul style="list-style-type: none"> • All CI's have support group and owner assigned • All Applications CI's are associated to Server CI's • Manage the technology output from discovery tools • All RFC's assessed and appropriate action taken (approved or rejected) • Training documentation maintained
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Professional Services of responsiveness, attentive to detail, and active listener

Price/Cost

Cost Breakdown	Employee Cost (Resource)
Charge Back?	No

ITSM Event Management – phs

Service Owner	Michael Cole, Infrastructure Technology Services
Short Description	Event Management performs proactive early detection of Incidents, automated monitoring, enrichment and response, proactive Problem Management, and feeds Change, Capacity & Availability Management
Long Description	<ul style="list-style-type: none"> • Event Management monitors all events that occur throughout the IT infrastructure, to monitor normal operation and to detect, resolve and/or escalate exception conditions. • Event Management is the process to generate and detect meaningful notifications (Events) that are impacting the IT infrastructure. • Event Management relies on CI alerts and relationships • Event Management is coupled with Capacity and Availability Management in the design of what should be monitoring and the thresholds etc. • The benefit of Event Management is to proactively fix the issues before they impact the service/users
How To Initiate This Service	The Event Management process is initiated via the Command Center, but other requests or issues should be entered into ServiceNow under the <i>IT Service Management (ITSM) Program – phs</i> Configuration item and Assignment Group.
Service Prerequisites	<ul style="list-style-type: none"> • CMDB • Monitoring of the IT infrastructure
Service Hours	8:30am to 5pm – Monday to Friday (business hours). After normal service hours, please refer to standard on-call procedure.
Escalations	Escalations for Event Management should be sent to Command Center Functional – Command Center Manager Managerial – Direct Escalations to Service Owner
Competition	None
Roadmap	This is partially operational in the Command Center via EMC SMARTS/SRM and ServiceNow tools. Command Center team is constantly maturing the process via Continuous Service Improvement process.
Key Delivery Partners	<ul style="list-style-type: none"> • Network Engineering • Server Support • Network Operations • Information Security • Storage Area Network Support • SQL Support • Exchange Application Management • Vendors – Cisco, EMC, Microsoft, etc.
Targeted Customer	All Mass General Brigham users, affiliates and contractors.
Out-Of-Scope	Currently Command Center is performing Event management for IT infrastructure (hardware only). No applications are being monitored.
Reporting	Weekly reporting on number of calls received, mean time to detect, mean time to repair. Metrics are reported to leadership on a weekly basis.
Service Status	Operational Service - The service is currently offered and supported. by the Command Center
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations



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Service/Operation Level Options	Modifications to alerts can be made on a case-by-case basis.
Service/Operation Delivery Expectations	Command Center will open a ticket in ServiceNow and attempt to resolve the Event detected by the monitoring tools. The Command Center will escalate the ticket to the appropriate support group if they are unable to resolve the Event.
Service/Operation Quality Expectations	Event Management service will be provided by the Command Center for monitored devices (hardware only) to proactively detect and resolve Events before they become Incidents.
Price/Cost	
Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

ITSM Incident Management – phs

Service Owner	Brett Pacewicz, IS Support Services
Short Description	The policies, process and procedures for managing incidents through their lifecycle
Long Description	<p>The incident management process guides the following</p> <ul style="list-style-type: none"> • Understanding what an incident is defined as and how it is different from a request • The steps involved with properly submitting an incident • Taking ownership and resolving incidents • Design, test and implementation of incident workflows that meet customer needs • Continuous service improvement that meet customer needs • Reporting on the performance
How To Initiate This Service	<p>Participation occurs in two ways:</p> <ul style="list-style-type: none"> • Call to service desk to submit a request ticket • Ticket submitted through self-service portal in ServiceNow
Service Prerequisites	Incidents must exist in ServiceNow in order to be managed by this process.
Service Hours	24x7x365
Escalations	<p>Functional L1 → L2 → L3 support groups</p> <p>Managerial Oncall → Supervisors → Managers</p>
Competition	None
Roadmap	Implementation of incident management best practices and continuous improvement across MGB Information Systems.
Key Delivery Partners	<ul style="list-style-type: none"> • MGB Information Systems • ServiceNow (Vendor)
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope Reporting	<p>Incidents that are not submitted through ServiceNow.</p> <ul style="list-style-type: none"> • Average Time for Level 3 to Respond to Incident Assignment (Hours) • Incidents Resolved as % of Incidents Opened • Incidents that Breached the Defined SLT for Acknowledgement Time by Severity (PRIORITY 1) • Incidents that Breached the Defined SLT for Acknowledgement Time by Severity (PRIORITY 2) • Incidents that Breached the Defined SLT for Acknowledgement Time by Severity (PRIORITY 3) • Incidents that Breached the Defined SLT for Acknowledgement Time by Severity (PRIORITY 4) • Number of Incident Moved from Resolved Status to Non-Closed Status • Number of Mis-routed Incidents per Month (e.g. Incorrectly Assigned) • Percentage of Incidents from Event Management • Total Number of Incidents <p>Data is pulled from ServiceNow and content is posted monthly to the ITSM & ITIL Program Management SharePoint site</p>
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service



Service/Operation Level Expectations

Service/Operation Level Options	Service Level Targets For Acknowledgement Priority 1 - Major 15 Minutes Priority 1 15 Minutes Priority 2 4 Hours Priority 3 24 Hours Priority 4 No Commitment
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? Reported incidents will be resolved and service restored
Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? Quality will be measured through customer satisfaction surveys, service level targets, and monthly reporting on performance of the service
Price/Cost	
Cost Breakdown	Operational costs for each department participating in the service
Charge Back?	No

ITSM Knowledge Management – phs

Service Owner	Gregory DeAngeli, IS Support Services
Short Description	The policies, process and procedures involved with managing Knowledge.
Long Description	<p>The purpose and objective of the Knowledge Management process within MGB is to share perspectives, ideas, experience and information; it is also to ensure that knowledge is available in the right place and at the right time to enable informed decisions to be made.</p> <p>Knowledge Management aims to improve the efficiency of the organization by reducing the need to rediscover knowledge. The ability to use knowledge that is known within the organization allows for improvements in response and resolution times.</p>
How To Initiate This Service	<p>Participation occurs in following ways:</p> <ul style="list-style-type: none"> • Accessing Knowledge in ServiceNow • Accessing Knowledge through self-service portal in ServiceNow • Submitting knowledge in the form of a ticket in ServiceNow
Service Prerequisites	Knowledge must be submitted and approved in ServiceNow.
Service Hours	24x7x365
Escalations	Information will be provided at a later time.
Competition	None
Roadmap	Implementation of Knowledge management and continuous improvement across MGB Information Systems.
Key Delivery Partners	<ul style="list-style-type: none"> • MGB Information Systems • ServiceNow (Vendor)
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Knowledge that is not accessible within ServiceNow
Reporting	<p>Number of incidents with linked/associated Knowledge Article(s)</p> <p>Number of Knowledge Articles within the KMDB</p> <p>Number of Open Submissions</p> <p>Number of resolved incidents identified as a candidate for a knowledge article</p> <p>Percentage of Knowledge Articles not accessed for 3 months</p> <p>Data is pulled from ServiceNow and content is posted monthly to the ITSM & ITIL Program Management SharePoint site</p>
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Are there service/operation level choices that could reduce costs or improve quality?</p> <p>Knowledge articles in ServiceNow should be designed to educate users on common issues and drive reported incidents and requests to resolution. These articles are designed for end users, IT Service Desk users, and broad user bases of third level support groups. Knowledge articles should not be designed to document solutions for individuals or small user bases, or for documentation that is not directly supporting education and resolution.</p>
Service/Operation Delivery Expectations	<p>What are the specific expectations for the delivery of this service?</p> <p>Knowledge will be available for educational purposes, incident resolution, and request fulfillment</p>



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Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? Quality will be measured through customer satisfaction surveys, and monthly reporting on performance of the service
Price/Cost	
Cost Breakdown Charge Back?	Operational costs for each department participating in the service No

ITSM Major Incident Management – phs

Service Owner	Gerrick Rodrigues, IS Support Services
Short Description	Major Incident Management leads efforts to restore service during a Major Incident. A Major Incident is an unplanned interruption, or reduction in quality to a critical IT Service.
Long Description	Major Incident Management’s (MIM) purpose it to lead/coordinate efforts to restore service during a Major Incident, with an emphasis on restoring the Service as quickly as possible. MIM leads the overall service restoration effort, helping to coordinate the technical resources needed, in addition to helping manage communication to IT leadership and staff. The primary goal of MIM is to restore service as quickly as possible, minimizing the negative impact of the interruption. MIM uses standardized methods and procedures to effect efficient and prompt response and analysis.
How To Initiate This Service	Major Incidents must be reported via the IS Service Desk. The IS Service Desk will assess and initiate a Major Incident if necessary.
Service Prerequisites	None
Service Hours	24v7x365
Escalations	Service Desk L2 – MIM – primary on-call of IS teams And internal escalation CCT- functional escalation Primary On-Call – Secondary on-call – manager on call Hierarchical – escalate to manager via email, if appropriate, page if necessary
Competition	None
Roadmap	There are no changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> IS Service Desk Problem Management IS Change & Configuration Management IS Departmental
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	<ul style="list-style-type: none"> Incidents that do not meet the criteria of a Major Incident Problem Management (root cause analysis)
Reporting	<ul style="list-style-type: none"> What is reported - Mean time to restore service % of incidents that are Major Incidents How it is calculated: some manual/some SN reports Who produces the report – Major Incident Managers When it is produced and distributed (frequency) the 10th of the month
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Are there service/operation level choices that could reduce costs or improve quality? There are no additional options available to customers other than the standard process.
Service/Operation Delivery Expectations	What are the specific expectations for the delivery of this service? Meantime to respond once Major Incident has been called is 5 minutes.



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Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? Decreasing the duration to restore service – lower meantime to restore
Price/Cost	
Cost Breakdown	Employee cost - Three dedicated MIM's, Service Desk – resourced as needed. ServiceNow license fees (three)
Charge Back?	No

ITSM Problem Management – phs

Service Owner	Maury Collins, IT Service Management
Short Description	ITSM Problem Management – responsible for the root cause analysis of Major Incidents.
Long Description	<p>Ensures root cause analysis, identifies continual service improvements for all Major Incidents.</p> <p>Scope</p> <ul style="list-style-type: none"> Enterprise applications & infrastructure that have caused a Major Incident <p>Features</p> <ul style="list-style-type: none"> Known Errors & Workarounds documented in Knowledge Management Problem Records created and associated to Major Incidents <p>Benefits</p> <ul style="list-style-type: none"> Central process to lead/inform SME's and leadership of outcomes Central Repository for trending and analysis
How To Initiate This Service	<p>This service is initiated via the following methods:</p> <ul style="list-style-type: none"> Reactionary to Major Incidents Leadership request
Service Prerequisites	In order for this process to be initiated, a Major Incident must have taken place.
Service Hours	24x7x365
Escalations	<p>L1 – Email to ProblemManagement@partners.org</p> <p>L2 – Email to Service Owner</p> <p>L3 – Email to ITSM Program Manager</p>
Competition	IS teams that do not report Major Incidents and manage root cause.
Roadmap	Quarterly updates to ServiceNow or as needed to remediate technology
Key Delivery Partners	<ul style="list-style-type: none"> MGB Leadership MGB IS teams that participate in the root cause analysis
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Root cause for non major incidents
Reporting	<ul style="list-style-type: none"> What <ul style="list-style-type: none"> Average Number of Active Problems Average Time to Close a Problem Mean Time to Resolve Incidents Number of Incidents Resolved by Known Errors Number of Problems Closed Number of Requests for Change (RFC) Raised by Problem Management Percent Reduction in Repeat Incidents as Related to CIs Percent Reduction in Repeat Major Incidents as Related to CIs How - ServiceNow Who – Problem Manager When – Monthly Distribution - ITSM Program Review Meetings – Monthly Reports Stored – ServiceNow and ITSM Program SharePoint
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Engagement for Problem Manager to make first contact with CI Owner</p> <ul style="list-style-type: none"> ▪ Critical – 2 Days ▪ High – 2-3 Days ▪ Moderate – 3-4 Days ▪ Low – 4-5 Days <p>Impact</p> <p>Critical = Enterprise Wide (interruption to critical business processes)</p> <p>Multiple Sites (interruption to critical business processes)</p> <p>Multiple/One Site (interruption to the work of individual employees)</p> <p>Multiple/One Site – (hindrance to the work of individual employees, continuation of work possible by means of a workaround)</p>
Service/Operation Delivery Expectations	<ul style="list-style-type: none"> ▪ Major Problem meetings conducted ▪ Root Cause Analysis ▪ Problem Task assigned to SME's ▪ Any Change in result to resolve problem has been associated to Problem record ▪ Identify and inform of any Continual Service Improvements ▪ Training documentation maintained
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Professional Services of responsiveness, attentive to detail, active listener

Price/Cost

Cost Breakdown	Employee Cost (Resource)
Charge Back?	No

ITSM Request Fulfillment – phs

Service Owner	Brett Pacewicz, IS Support Services
Short Description	The policies, process and procedures involved with submitting and fulfilling customer requests for goods and services.
Long Description	<p>The Request Fulfillment process guides the following</p> <ul style="list-style-type: none"> • Understanding what a request is and how it is different from incidents • The steps involved with properly submitting a request • Taking ownership and completing a request • Design, test and implementation of new request workflows that meet customer needs • Continuous service improvement that meet customer needs • Reporting on the performance
How To Initiate This Service	<p>Participation in request fulfillment occurs in two ways:</p> <ul style="list-style-type: none"> • Call to service desk to submit a request ticket • Ticket submitted through self-service portal in ServiceNow
Service Prerequisites	Requests must exist in ServiceNow in order to be fulfilled by this process.
Service Hours	24x7x365
Escalations	<p>Functional L1 → L2 → L3 support groups</p> <p>Managerial Oncall → Supervisors → Managers</p>
Competition	None
Roadmap	Integration of request fulfillment workflows into the service catalog.
Key Delivery Partners	<ul style="list-style-type: none"> • MGB Information Systems • ServiceNow (Vendor)
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Request that are not submitted through ServiceNow.
Reporting	<p>Number of Mis-routed Requests per Month (e.g. Incorrectly Assigned)</p> <p>Percentage of Calls that are Service Requests</p> <p>Requests Closed as % of Requests Opened</p> <p>Data is pulled from ServiceNow and content is posted monthly to the ITSM & ITIL Program Management SharePoint site</p>
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Service Level Targets</p> <table border="1"> <thead> <tr> <th>Priority</th> <th>Item Approved</th> <th>Item Accepted</th> <th>Item Fulfilled</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>Not applicable</td> <td>15 minutes</td> <td>1 hour</td> </tr> <tr> <td>Priority 2</td> <td>1 hour</td> <td>1hour</td> <td>4 hours</td> </tr> <tr> <td>Priority 3</td> <td>4 business hours</td> <td>4 business hours</td> <td>1 business day</td> </tr> <tr> <td>Priority 4</td> <td>1 business day</td> <td>1 business day</td> <td>5 business days</td> </tr> <tr> <td>Priority 5</td> <td>2 business days</td> <td>2 business days</td> <td>30 days</td> </tr> </tbody> </table>	Priority	Item Approved	Item Accepted	Item Fulfilled	Priority 1	Not applicable	15 minutes	1 hour	Priority 2	1 hour	1hour	4 hours	Priority 3	4 business hours	4 business hours	1 business day	Priority 4	1 business day	1 business day	5 business days	Priority 5	2 business days	2 business days	30 days
Priority	Item Approved	Item Accepted	Item Fulfilled																						
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Priority 4	1 business day	1 business day	5 business days																						
Priority 5	2 business days	2 business days	30 days																						
Service/Operation Delivery Expectations	<p>What are the specific expectations for the delivery of this service?</p> <p>Submitted requests will be completed</p>																								



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Service/Operation Quality Expectations	What are the specific expectations for the quality of this service delivery? Quality will be measured through customer satisfaction surveys, service level targets, and monthly reporting on performance of the service
Price/Cost	
Cost Breakdown Charge Back?	Operational costs for each department participating in the service No

ITSM Service Catalog Management – phs

Service Owner	Wesley J. Rodriguez, IT Service Management
Short Description	Service Catalog Management guides the customer-facing development of the MGB IS Operations Service Catalog. This includes the catalog found on the Employee IS Self Service website, and the Service Catalog found within ServiceNow
Long Description	<ul style="list-style-type: none"> To define the process for maintaining an up-to-date Service Catalog. To deliver a customer-facing catalog that is relevant and valuable to the business. To develop policies and procedures designed to maximize the efficacy of the Service Catalog Management process. To manage the customer service catalog found on the Employee IS Self Service website. To manage the Service Catalog found within ServiceNow. <p>In-Scope items include:</p> <ul style="list-style-type: none"> Active products and Services that are offered and supported by Mass General Brigham IS Operations. Active Products and Services that are offered by third-party vendors, and/or supported by MGB IS Operations.
How To Initiate This Service	Customers, application owners, and/or Service Owners should open a Request within ServiceNow under the <u>IT Service Management (ITSM) Program – phs Configuration Item and assignment group</u> to initiate the process for new Service Catalog entries.
Service Prerequisites	<ul style="list-style-type: none"> New Services must be defined and categorized using the Service Definition documents before they can be viewable and searchable in the Service Catalog. Requests for new or updated entries into the Service Catalog must follow the Change Management process. Configuration Items for Services and products must be created by Configuration Management before catalog item can be viewable and searchable in the catalog.
Service Hours	Regular Business Hours (Mondays thru Fridays, from 8:00am – 4:30pm, excluding holidays).
Escalations	Escalations should first be made to the Service Owner, and then to the ITSM Program Manager.
Competition	None
Roadmap	No changes to service planned.
Key Delivery Partners	<ul style="list-style-type: none"> MGB IS Operations Service Owners ITSM Configuration Management ITSM Change Management ServiceNow (Vendor)
Targeted Customer	All MGB HealthCare employees.
Out-Of-Scope	<ul style="list-style-type: none"> Non-supported products or Services. Services and products not included in Service Portfolio.
Reporting	<p>Defined services will be reviewed quarterly, and updated at least annually by the Service Catalog Manager.</p> <p>To support an accurate service catalog:</p> <ul style="list-style-type: none"> Report monthly the number of services recorded and managed within the service catalog as a percentage of those being delivered and transitioned in the live environment. <p>To support business users’ awareness of the services being provided:</p> <ul style="list-style-type: none"> Report monthly the completeness of the customer-facing views of the service catalog against operational services
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems
Core/Optional	Core Service

Service/Operation Level Expectations

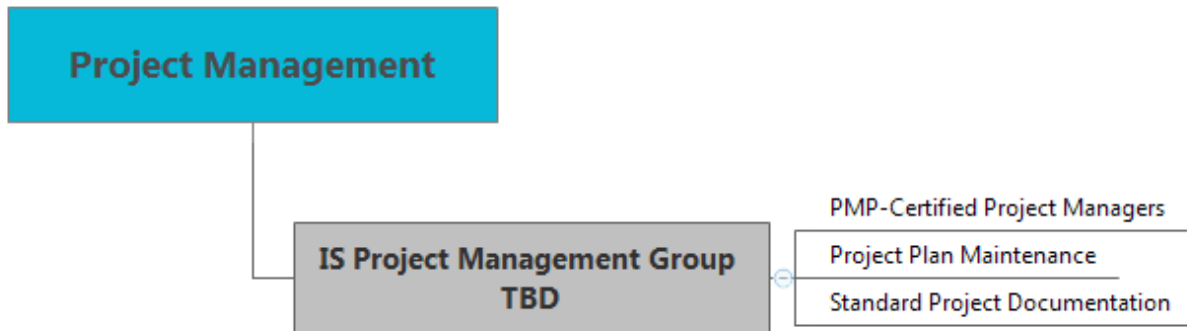
Service/Operation Level Options	Same process must be followed for all Services and products to be included in Service Catalog. The process can be expedited by contacting the Service Catalog Manager.
Service/Operation Delivery Expectations	Catalog will be made available to all users 24/7 via the Service Catalog in ServiceNow and the customer portal on the Employee IS Self Service website. Entries will be categorized appropriately, and will remain viewable and searchable in the catalog until Service is retired.
Service/Operation Quality Expectations	<p>Standard process: Service Contact will reach out to provide guidance and documentation for the new service's Service Owner to complete within 2 business days after initiation of service.</p> <p>Catalog items will be made available 5 business days after completed Service Definition and/or Service Charter process has been submitted to Service Catalog Management Service Owner.</p> <p>Expedited process: Customer can request prioritization for catalog inclusion by contacting the Service Catalog Management Service Owner. If approved, the expectations are:</p> <p>Service Owner will reach out to provide guidance and documentation for the new service's Service Owner to complete within 1 business day after initiation of service.</p> <p>Catalog items will be made available 3 business days after completed Service Definition and/or Service Charter process has been submitted to Service Catalog Management Service Owner.</p>

Price/Cost

Cost Breakdown	<p>Cost of service definition and update vary by Service Owner of the service that is being defined. It takes approximately 7 hours to define and document a new service (in conjunction with the Service Catalog Manager). It takes approximately 2 hours to perform the annual update of a service.</p> <p>Assuming an average salary and median grade of service owners of 640, the costs are:</p> <ul style="list-style-type: none"> Defining one new service: \$850 Updating one fully-defined service: \$240
Charge Back?	No

Project Management

These Services are designed to provide structured Project Management support, guidance, and tools for enterprise-level projects.



IS Project Management Group

Service Owner	TBD, IS Project Management Group
Short Description	We offer formal project management resources with formal project management methodologies for infrastructure projects within the MGB IS departments.
Long Description	<p>A team of PMP certified project managers to manage MGB IS enterprise-wide Type projects utilizing Project Server and PMI based methodologies.</p> <ul style="list-style-type: none"> • All projects have formal Charters, Work Breakdown Structures (project plans), risks, issues and collaboration sites • Agenda and Minutes for all meetings • Team Meetings and Steering Committee meetings • Executive Status Reports
How To Initiate This Service	Please contact the Service Owner directly.
Service Prerequisites	Projects must be funded and approved.
Service Hours	Monday – Friday, 8am – 6pm.
Escalations	<p>Project Manager = Level 1</p> <p>Manager/Supervisor = Level 2</p> <p>Deputy CIO = Level 3</p>
Competition	There are pockets of project management spread across IS and MGB corporate. Each group does things differently, using either different tools or project server.
Roadmap	The roadmap for this service is status quo. Tools will be upgraded (Project 2010 to Project online or project 2013) but service by this group remains the same
Key Delivery Partners	Each project has different project teams. The constant is the IS PMG team which is comprised of Senior Project Specialists, Senior Project Manager, Project Specialists and Project Managers as well as a Project Server administrator
Targeted Customer	MGB IS Operations
Out-Of-Scope	<p>Not responsible for delivering projects for:</p> <ul style="list-style-type: none"> • DHeC PMO projects • DFCI projects • Finance projects • Process Improvement Projects w/GE in Finance • INC projects • Real Estate projects • HR projects • OGC projects
Reporting	<ul style="list-style-type: none"> • All projects are kept up to date in Microsoft Project Server 2010 (http://projectserver2010.partners.org/PWA/default.aspx) • All project schedules are in Microsoft Project Server 2010 using Microsoft Project Professional 2010 • All project managers and project team members can run reports out of Microsoft Project Web Access for schedules, tasks, timesheets and deliverables • Provide weekly, bi-weekly, monthly or quarterly Executive Status Reports (depends upon project sponsor decision) posted on a SharePoint site for executives (https://partnershealthcare.sharepoint.com/sites/phsispmg/esr/_layouts/15/start.aspx#/SitePages/Home.aspx)
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service



Service/Operation Level Expectations

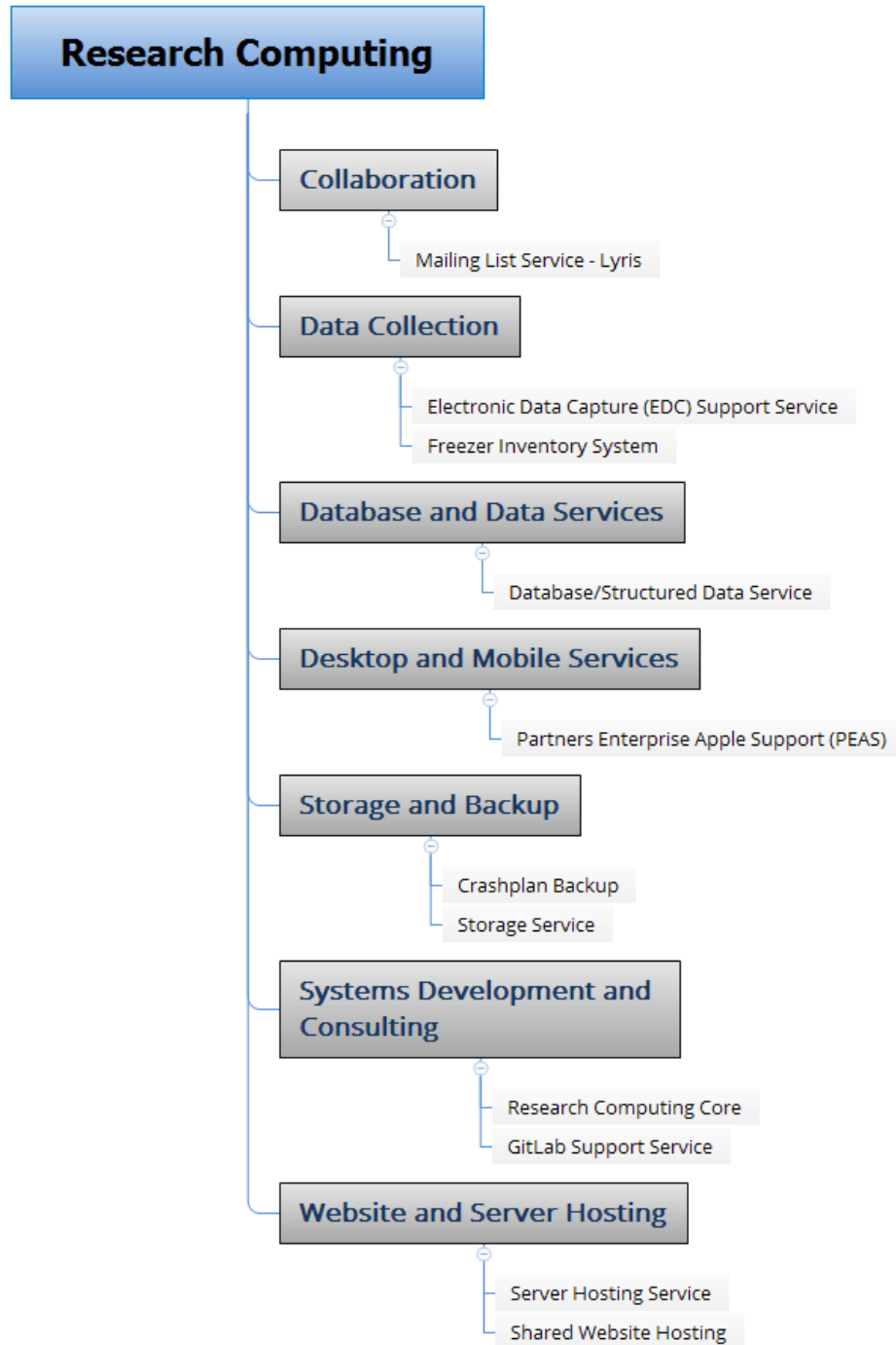
Service/Operation Level Options	<p>Are there service/operation level choices that could reduce costs or improve quality? None at this time</p>
Service/Operation Delivery Expectations	<p>What are the specific expectations for the delivery of this service? Depends upon scope of project and PM availability as well as project prioritization</p>
Service/Operation Quality Expectations	<p>What are the specific expectations for the quality of this service delivery?</p> <ul style="list-style-type: none"> • Well planned project • Well executed project • Best practices for PMs (agendas, minutes, RACI, Charter, etc.) • Excellent communications and organizational skills

Price/Cost

Cost Breakdown	<p>Project Server CAL licenses are funded by Enterprise Agreement with Microsoft and varying according to year purchased.</p>
Charge Back?	<p>No</p>

Research Computing

These Services are designed to provide support, guidance, and tools for Mass General Brigham Research-level projects.



<p>Service Owner</p> <p>Short Description</p> <p>Long Description</p>	<p>Brent Richter, Enterprise Director - ERIS</p>
	<p>Research Computing offers an email list server solution (Lyris List Manager) for all groups at Mass General Brigham HealthCare.</p>
	<p>Different Email Lists Options:</p> <ul style="list-style-type: none"> • Email Newsletters – Send email newsletters, alerts, announcements, invitations, and similar messages. • Discussion Groups (Moderated or Unmoderated) – Manage discussion groups and online communities. • Email Marketing – Plan and deliver targeted email marketing and personalized campaigns. <p>Features:</p> <p>Manage Members and Personalize Messages with Ease</p> <p>It's easy to add individual or multiple list members via the Lyris ListManager online interface. You can also grow your list by placing a "subscribe form" on your Web site.</p> <p>It's easy to personalize your emails with each member's name, email address and a variety of other data in the message's header and body, for example, Dear Bob or Dear bob@partners.org.</p> <p>Send Messages with Confidence</p> <p>There are only a few steps involved in sending an email newsletter or announcement:</p> <ul style="list-style-type: none"> • Login to your list via web browser interface • Compose your message using our templates or plain text/HTML • Send yourself or your co-worker a test message to check the formatting and the content • Send your message (or schedule it to be sent at a specified date and time) <p>Monitor Performance with Detailed Reporting</p> <p>After sending messages to your list members, you can view detailed reports that let you quickly analyze how they performed (including deliveries, bounces, and more). Over 30 useful mailing reports are available, including deliveries, bounces, subscriptions, and individual member history.</p> <p>You can also view how your list membership changes over time (including subscriptions, unsubscriptions, and individual member history).</p> <p>Simple Administration</p> <p>Manage your messages, member data, and everything else via our easy-to-use online interface. Setup wizards will help you create secure discussion groups quickly, and you can choose one, many, or no moderators (depending on the control you need).</p> <p>Detail Features:</p> <ul style="list-style-type: none"> • Subscribe: All lists can be set up where users can use a web form or send an email to subscribe (signup) to a list with or without administrative approval • Unsubscribe: All lists can be set up where users can be given the option to unsubscribe from a list via a web form without having contact the list administrator • Reading Past Messages: Users have the ability login to the system to see past emails sent to the list • Reporting: Track how many users opened your mailing and clicked on embedding URL's • Email Templates: Create email templates to simplify recurring mailings • Segmentation: Create targeted groups to email • HTML WYSIWYG Editor: No HTML knowledge required



How To Initiate This Service	<ul style="list-style-type: none"> • Import Word Formatted Content: Copy content from Word doc right into your mailings • Sending Test Emails: To verify formatting to co-worker before you send out the final email • Web Surveys: Add web surveys to your mailings • Import and Export: Email addresses into the system via CSV files • List Administration: Supports multiple list administrators who can send mailings
Service Prerequisites	Email rcc@partners.org
Service Hours	Not provided.
Escalations	Not provided.
Competition	Internal Email lists, Exchange, Mailchimp and Constant Contact for external services.
Roadmap	We will be moving the software to a new updated server platform and upgraded to the latest version List Manager V13 which has an updated interface.
Key Delivery Partners	Not provided.
Targeted Customer	Not provided.
Out-Of-Scope	Not provided.
Reporting	Not provided.
Service Status	Operational Service - The service is currently offered and supported
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Not provided.
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	Not provided.

Price/Cost

Cost Breakdown	Not provided.
Charge Back?	Not provided.

Service Owner	Lynn Simpson, Research Data and Analytics Manager
Short Description	EDC Support service helps coordinate, lead and support faculty and research study staff in their electronic data capture (EDC) and web-based survey needs for research studies. EDC Support will help identify the optimal study tool given the investigator's requirements and facilitate the training of personnel in its uses and functions. Available EDC Applications: StudyTRAX, REDCap, LabArchives.
Long Description	<p>Full description of services is available at http://rc.partners.org/edcoverview</p> <p>Available EDC Applications:</p> <p>StudyTRAX is a robust, integrated survey and study management electronic data capture (EDC) system specifically designed to meet the needs of the academic community. An EDC system (studies, surveys, patient registries) built completely around helping investigators generate output (e.g., manuscripts). To contact ScienceTRAX directly: info@sciencetrax.com Phone: Option 1</p> <p>REDCap: In collaboration with the Harvard Catalyst The Harvard Clinical and Translational Science Center, REDCap (Research Electronic Data Capture) is a free, secure, HIPAA compliant web-based application hosted by Mass General Brigham HealthCare Research Computing, ERIS. For more information on building a REDCap project, go to http://rc.partners.org/redcapgettingstarted</p> <ul style="list-style-type: none"> RPDR Data Import Tool: This REDCap plugin allows users who have access to RPDR data to more easily import demographics, contact info including RODY status, MRNs/EMPI and provider data into their REDCap projects. <p>limLabArchives: (http://rc.partners.org/elN) is a web-based application designed for scientists to organize and share laboratory data within their study team, department, or external collaborators. A LabArchives Notebook may be shared among any number of users; access rights are controlled by the notebook owner and can be easily modified to suit the individual needs of each researcher, educator, or contributor.</p>
How To Initiate This Service	<p>Email edcsupport@partners.org</p> <p>Go to http://rc.partners.org/edcoverview</p>
Service Prerequisites	Must access to the internet.
Service Hours	Applications are available 24x7x365, with the exception of scheduled maintenance windows. Support is available between 9am to 5pm, Monday through Friday, excluding holidays.
Escalations	Not provided.
Competition	Custom-developed applications, Access, Excel, other vendor EDC applications (Merge, InForm, RAVE)
Roadmap	This service will be operated and maintained in its current state. Funding for the EDC Support position is in collaboration with the Harvard Catalyst The Harvard Clinical and Translational Science Center. Grant cycle is every 4 years.
Key Delivery Partners	<ul style="list-style-type: none"> ERIS Service Managers Exchange Application Management Server Support Network Operations
Targeted Customer	MGB employees can use REDCap in the conduct of Mass General Brigham HealthCare business or work-related matters; including clinical, academic, and operational data collection.
Out-Of-Scope	EDC Support offers general application support, basic training modules and sessions, and the use of the applications to MGB HealthCare personnel at no cost. Any additional support, services, or programming required will be directed to the Research Computing Core .



Reporting	Not provided.
Service Status	Operational Service – This service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Operational service delivered by the request of a particular user, research lab, or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Services are provided under the standard ERIS SLT of 9am to 5pm support, Monday through Friday, excluding holidays. Inquiries are generally responded to within 2 business days. ERIS SLT: http://rc.partners.org/sla
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Security: EDC Support provides enforcement of security policies in compliance with Mass General Brigham and its institutions. • Access: EDC Support provides access to the infrastructure and data to only qualified and trained individuals who will employ appropriate security and privacy practices. • Availability: EDC Support provide 99.9% uptime (assumes a 30-minute monthly maintenance window), and is expected to be restored to normal working conditions within 60 minutes after a failure. • Serviceability: EDC Support maintains contractual conditions with outside vendors to ensure continual service delivery.

Price/Cost

Cost Breakdown	Access, training and support is at no charge. For vendor supported applications (StudyTRAX), vendor licensing fees are the responsibility of the project owner/research team.
Charge Back?	No charge back or bill back for this service.

Data Collection – Freezer Inventory System

Service Owner	Lynn Simpson, IS Team Lead
Short Description	Freezerworks is a secure, electronic sample tracking system for labs and biorepositories. This software creates a flexible, user-driven freezer management system.
Long Description	http://rc.partners.org/freezerworks The MGB Freezerworks license is a Client/Server license that allows multiple labs to share the basic Freezerworks structure. Each lab is its own group within Freezerworks and will not be able to access or view another lab's freezers. Freezerworks maintenance is shared among all license holders.
How To Initiate This Service	Intake form: https://redcap.partners.org/redcap/surveys/?s=5QI7Lw
Service Prerequisites	Must be within the MGB network. Users can only access Freezerworks if they have purchased the ERIS Freezerworks license.
Service Hours	Freezerworks is available 24x7x365, with the exception of scheduled maintenance windows. Support is available between 8:30am to 4:30pm, Monday through Friday, excluding holidays.
Escalations	Escalations should first be made to the Service Contact and then to the Service Owner.
Competition	Custom-developed applications, Access, Starlims
Roadmap	This service will be operated and maintained in its current state. Freezerworks upgrades will be evaluated for ease of use and validated for 21CFR part 11 compliance prior to installing on the MGB network.
Key Delivery Partners	ERIS Service Managers Service Support
Targeted Customer	MGB employees can use Freezerworks in the conduct of MGB HealthCare business or work-related matters including clinical research.
Out-Of-Scope	ERIS offers general Freezerworks application support, basic training modules and sessions, and the use of the applications to MGB HealthCare personnel for a fee to its license holders. Additional support, in accordance with the ERIS Freezerworks maintenance agreement, is provided by Freezerworks at http://www.freezerworks.com or 877-289-7960. MGB users who purchased a non-ERIS Freezerworks license are only eligible for support directly from Freezerworks.
Reporting	The user base for the ERIS Freezerworks license is small. Number of licenses purchased by institution per month is reported on a quarterly basis to the Director of ERIS.
Service Status	Operational
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Operational service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Support services are provided 8:30AM to 4:30PM, Monday through Friday, excluding holidays. Inquiries are generally responded to within 2 business days.
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Security: The Research Computing Core provides enforcement of security policies in compliance with Mass General Brigham and its institutions. • Access: The Research Computing Core provides access to the infrastructure and data to only qualified and trained individuals who will employ appropriate security and privacy practices.

- **Availability:** The Research Computing Core provide 99.9% uptime (assumes a 30-minute monthly maintenance window), and is expected to be restored to normal working conditions within 60 minutes after a failure.
- **Serviceability:** The Research Computing Core maintains contractual conditions with outside vendors to ensure continual service delivery.

Price/Cost

Cost Breakdown

Access, training, and basic support is only available to ERIS Freezerworks license holders. Additional support is available directly from Freezerworks. The ERIS price is based on the annual maintenance fee charged by Freezerworks and the number of ERIS license holders.

Charge Back?

Charge back for this service is per the Fiscal Year rates found at <http://rc.partners.org/core/catalog>

Database and Data Services – Database/Structured-Data Service

Service Owner	Kevin Mullins, ERIS Infrastructure Manager
Short Description	The Database and Structured Data service provides a variety of RDBMS and NoSQL platforms for both relational and non-relational data storage and analytics.
Long Description	<p>There are a wide range of database services for customers to request directly, or to be selected by ERIS based directly on the customer's business needs. There is a growing set of database platforms available for general consumption, and new platforms can be requested to be added to the service based on business needs of the customer and overall customer base.</p> <p>Current available platforms are:</p> <ul style="list-style-type: none"> • MySQL • PostgreSQL • Oracle Database • Microsoft SQL Server • Filemaker Server <p>A number of new NoSQL distributions for Hadoop, Spark, MongoDB, and others are available in collaboration with the IDEA Analytics service team.</p> <p>http://rc.partners.org/cloudcomputing/database</p>
How To Initiate This Service	Complete a webform: https://rcservices.partners.org or Email rcc@partners.org to initiate a ticket in Kayako
Service Prerequisites	<p>ERIS database/structured-data services are currently only available from within the MGB network.</p> <p>Some pre-existing skillset with database usage and design is implied for customers looking to procure this service.</p> <p>Usage of data within this service must be for research purposes only; applications dedicated to patient care only are not permitted.</p>
Service Hours	Service typically available 24x7x365, 12-hour maintenance window on the last Sunday of the month. Support is available between 8am and 6pm Monday – Friday, best-effort outside of those hours.
Escalations	<ul style="list-style-type: none"> • Technical escalations run from the Senior DBA to the Cloud Architect to vendor support. • Logistical escalations run from the Cloud Architect to the Associate Director of ERIS.
Competition	Infrastructure Technology Services (ITS) provides a similar service for clinical-based, patient care customers.
Roadmap	This service will continue to flourish and grow in scale and variety as time progresses, hosted both on and off premises.
Key Delivery Partners	<p>For established products within this service, no external partners are involved. However, for new or expanded products, ERIS relies on the following other groups/services:</p> <ul style="list-style-type: none"> • ERIS Server hosting • ERIS Storage • IDEA Analytics • Network Engineering • Information Security
Targeted Customer	Research community of Mass General Brigham HealthCare and affiliates.
Out-Of-Scope Reporting	<p>Not provided.</p> <ul style="list-style-type: none"> • What is reported? - Number of databases by platform/by institution



<p>Service Status</p> <p>Service Type</p> <p>Core/Optional</p>	<ul style="list-style-type: none"> • How it is calculated? - Currently manually collected and calculated via Excel worksheet formulas • Who produces the report? - ERIS • When it is produced and distributed (frequency)? - Quarterly • The method of distribution? - Email to Associate Director of Research Computing • The frequency of review meetings? - N/A • Where are reports stored/made available from? - Unknown <p>Operational Service – This service is currently offered and supported.</p> <p>Database/Structured-Data Service functions as both:</p> <ul style="list-style-type: none"> • Enabling Service – Service is delivered only within MGB Information Systems. An enabling service is needed in order to offer a business service, but they are not offered to customers in their own right. • Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services. <p>Optional</p>
Service/Operation Level Expectations	
<p>Service/Operation Level Options</p> <p>Service/Operation Delivery Expectations</p> <p>Service/Operation Quality Expectations</p>	<ul style="list-style-type: none"> • MySQL - Open source, free of charge up to 50GB, only available as a component of shared infrastructure. • PostgreSQL- Open source, free of charge up to 50GB, only available as a component of shared infrastructure. • Filemaker Server - Commercial, server-side hosting free of charge up to 50GB (customer must purchase client-side software for development), only available as a component of shared infrastructure. • MS SQL Server - Commercial, available either in a shared infrastructure or at-cost in a dedicated instance; choice of dedicated option depends on whether the customer has a high-level of performance/concurrency needs or isolation requirements. Hosting is brokered through ERIS as a tenant of Infrastructure Technology Services (ITS) database platform. • Oracle Database - Commercial, available either in a shared infrastructure or at-cost in a dedicated instance; choice of dedicated option depends on whether the customer has a high-level of performance/concurrency needs or isolation requirements. <p>Not provided.</p> <p>Current expectations are not tightly defined, but must meet satisfactory user acceptance across the community; customers require a maximum level of uptime and a "nominal" level of overall throughput without any specifics around IOPs or response time</p> <ul style="list-style-type: none"> • Maintainability – Customers expect any interruptions in service to have a minimum RTO, understanding the constraints of the service hours and limited staff, but require as tight an RPO as possible; data loss must be minimized. • Serviceability – All commercially available products have enterprise-level vendor support, open source products are supported heavily by the community. • Security - Access control by user is enforced throughout the service, and IP-based ACLs are in place for all products that support them.
Price/Cost	
<p>Cost Breakdown</p>	<p>ERIS attempts to keep the cost of products within this service as low as possible for research customers. For products that are open source or provided on grant, the first 50GB of consumption is free, followed by a one-time charge for storage thereafter as dictated by the current storage costs set each fiscal year and listed at:</p>



Charge Back?

<http://rc.partners.org/core/catalog>. For at-cost products such as Oracle Database, Enterprise Edition licenses can be ingested from legacy builds or purchased for users requiring a dedicated instance.

Not provided.

Desktop and Mobile Services - Partners Enterprise Apple Support (PEAS)

Service Owner	Manuela Stoyanov, Manager of Consumer Technology Management (CTM) - ERIS
Short Description	PEAS is a program of services designed to manage & support Apple products for their complete lifecycle at Mass General Brigham HealthCare.
Long Description	<p>With PEAS, Apple desktops and laptops are officially supported products at Mass General Brigham HealthCare. They are provided Enterprise software & services, and are automatically compliant with institutional policies.</p> <p>PEAS features include:</p> <ul style="list-style-type: none"> ▪ An Enterprise inventory of all Apple products ▪ An Apple product procurement process ▪ Enterprise software delivery for Apple products with Self Service ▪ Improved Customer Support for Apple products ▪ Configuration Management for Apple products
How To Initiate This Service	PEAS support services are initiated by requesting a service ticket with the service desk for the PEAS ERIS - PHS queue, or by contacting peas@partners.org
Service Prerequisites	Network Connectivity, Mac OS X Current + 2 previous (10.8, 10.9, 10.10)
Service Hours	PEAS Services are available 24x7x365, with the exception of a maintenance windows for upgrades. Support is available between 9am-5pm, Monday through Friday, excluding holidays.
Escalations	<p>Managerial:</p> <p>Richter, Brent G., Enterprise Director - ERIS brichter@partners.org (617) 877-9736 (mobile)</p> <p>Functional:</p> <p>Stoyanov,Manuela, Manager of Consumer Technology Management (CTM) - ERIS mstoyanov@partners.org (617) 851-8444 (mobile)</p>
Competition	None at this time.
Roadmap	PEAS will continue to provide strategic improvements and operational support/maintenance on an ongoing basis. PEAS yearly major and minor updates are expected, as well as potential for infrastructure upgrades to stay current. Additional Enterprise software offerings are expected to be deployed via PEAS Self Service but vendor dependent. The PEAS program roadmap is heavily dependent on Apple's integrated hardware and software roadmap.
Key Delivery Partners	<p>The key external partners involved in the delivery of this service include:</p> <ul style="list-style-type: none"> • Apple • JAMF Software • (TBD) potential new vendor <p>The key internal partners involved in the delivery of this service include:</p> <ul style="list-style-type: none"> • Enterprise Research Infrastructure & Services (ERIS) • The Office of Information Security & Privacy
Targeted Customer	PEAS enterprise users are throughout MGB and its institutions, primarily BWH, MCL, MGH, MGB. Potentially Spaulding, NWH and more to come.
Out-Of-Scope	<ul style="list-style-type: none"> • Day-to-day Mac desktop support is traditionally handled by User Services site teams at BWH, MCL, and MGH, and is out of scope for PEAS. • iOS is out of scope (iPads and other iOS devices like iPhones and iPods).

Reporting	PEAS Reports and Reviews: <ul style="list-style-type: none"> ▪ Apple product purchases (Desktops, laptops, iPads) ▪ Mac OS X Operating Systems in the Enterprise (10.5, 10.6, 10.7, 10.8, 10.9, 10.10) ▪ Mac enrollment by institution (BWH, MCL, MGH, MGB, DFCI) ▪ Mac encryption by institution (all institutions) ▪ Reports are generated by a combination of data from the central JAMF server as well as custom reports and excel calculations ▪ Produced by Carla Spagnuolo weekly on Fridays, distributed to ERIS leaders as well as Security & Privacy (Lighthouse Reports) via email, SharePoint and Confluence
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	<ul style="list-style-type: none"> ▪ Enterprise agreements with software vendors are choice opportunities to save cost, and improve the quality of the PEAS Program of Services. ▪ Deploying more Self Service features will reduce the need for technician assisted support. ▪ Concierge service to users’ business locations for desktop and laptop setup can improve quality of service. ▪ Utilize remote support to provide improved technical support, and save the business cost.
Service/Operation Delivery Expectations	PEAS is expected to expand from 2,000 managed Apple desktops and laptops to an estimated 10,000 in the next 3-5 years. Various institutional projects may slow or speed this progress. Growth of Apple products at Mass General Brigham HealthCare is also expected to increase from 10% to 30% in the next 3-5 years (this does not include iPads) .
Service/Operation Quality Expectations	<ul style="list-style-type: none"> ▪ Security: PEAS provides enforcement of security policies in compliance with MGB and its institutions. ▪ Access: PEAS provides access to the infrastructure and data to only qualified individuals who will employ appropriate security and privacy practices. ▪ Customer Satisfaction: PEAS provides a level of quality service that is expected to improve from 5% to 20% as measured by quality of service processes (TBD). ▪ Availability: PEAS Infrastructure Services (Self Service) provide 99.9% uptime (assumes a 30-minute monthly maintenance window), and are expected to be restored to normal working conditions within 60 minutes after a failure. ▪ Serviceability: Contractual conditions with outside vendors ensure continual service delivery.

Price/Cost

Cost Breakdown	PEAS licensing for the JAMF Pro is licensed for support and maintenance yearly. PEAS is currently licensed for 15,000 Mac devices and is expected to increase licensing on an annual basis. The server infrastructure to support PEAS is expected to refresh every 3 to 5 years with various pricing for servers, storage, and database services. Infrastructure environments are composed of production, test, and development.
Charge Back?	There is a direct cost for this service per Mac (\$26.95) per iPad (\$19.95) or Display (\$19.95) purchased.

Storage and Backup – Crashplan Backup

Service Owner	Nicholas Yale, Manager of User Services - ERIS
Short Description	The Desktop Backup Service provides back up for work related data (system files excluded) on Macintosh, Windows or Linux desktop or laptop computers. This system does not back up MGB "standard" PC computers.
Long Description	<p>Features include:</p> <ul style="list-style-type: none"> • Automatically backs up changed data every 15 minutes, stored locally if offline, synched to the repository once online and connected to Mass General Brigham. • Live data is stored forever. Deleted files retained for 90 days. • Lost files can be recovered without having to call anyone • Multi-Destination Backup: The system backs up files to 2 geographical locations. If one location is down, the other has your data. • Data De-duplication • Backup Open Files • Compression • Encryption: 448-bit Blowfish encryption (in transit and at rest) • Continuous data protection (CDP) • Backup to an External Drive for added protection • 1 TB backup Limit <p>The following folders are not backed up for Mac users:</p> <ul style="list-style-type: none"> */itunes */Downloads */Library/Caches */Library/Cookies */Library/Widgets */Library/Classic <p>The following folders are not backed up for Windows users :</p> <ul style="list-style-type: none"> *\itunes *\MyDownloads *\Local\Settings\History *\Cookies *\Local\Settings\Temp *\Temporary\ Internet\ Files <p>Virtual Machines (VM) running on the computer are also not backed up. If a user needs to backup a VM then ERIS needs to install the backup application inside the VM.</p> <p>The system stores deleted files for 90 days.</p>
How To Initiate This Service	https://rcservices.partners.org
Service Prerequisites	Users must be on the MGB network either via wired, wireless (PHSWIFI3) or while connected over VPN.
Service Hours	Desktop backup is available 24x7x365, with the exception of a 30-minute maintenance window on the last Sunday of the month. Support is available between 9am-5pm, Monday through Friday, excluding holidays.
Escalations	<ul style="list-style-type: none"> • Managerial: Brent Richter, Enterprise Director - ERIS brichter@partners.org • Functional: Manuela Stoyanov, Manager of Consumer Technology Management (CTM) - ERIS mstoyanov@partners.org
Competition	None known.
Roadmap	Desktop back up is expected to provide a secure, central repository for researchers through the foreseeable future.



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Key Delivery Partners	Enterprise Research Infrastructure & Services (ERIS)
Targeted Customer	Desktop backup users are throughout MGB and its institutions.
Out-Of-Scope	Not provided.
Reporting	Not provided.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems.
Core/Optional	Optional Service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Not provided.
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	Not provided.

Price/Cost

Cost Breakdown	The cost for desktop backup is per unit cost and is based on employee resources, software and hardware. Pricing is set each fiscal year and is listed at: http://rc.partners.org/core/catalog
Charge Back?	Not provided.

Storage and Backup - ERIS Storage Service

Service Owner	Kevin Mullins, ERIS Infrastructure Manager
Short Description	The Storage service provides customers a selection of block and object data storage options for general purpose file storage needs.
Long Description	<p>ERIS provides various tiers of block storage for general compute file storage, plus database storage and server application mounts. The available platforms provide various levels of performance, recoverability and density. The majority of storage is delivered via NAS through a file server or gateway, however ERIS also maintains a SAN storage fabric and can zone and provision storage directly to hosts as needed.</p> <p>Current available platforms are:</p> <ul style="list-style-type: none"> ▪ MAD - primarily used for archival purposes, with replication of all data internal to the environment; a tier of storage that emphasizes density over performance, however performance has steadily improved over time ▪ RIS (Research Interactive Storage)/RFA (Research File Area) - the primary commodity active filestore platform; a moderate tier of storage with excellent flexibility and 90 days of changes stored internally to the enclosure ▪ 3Par - the primary datastore for database applications; includes a moderate tier of near line storage and a high performance tier of very fast drives <p>https://rc.partners.org/it-services/storage-backup</p>
How To Initiate This Service	<p>https://rc.partners.org/it-services/storage-backup OR</p> <p>Complete a webform: https://rcservices.partners.org OR</p> <p>Email rcc@partners.org to initiate a ticket in Kayako</p>
Service Prerequisites	<p>In certain supporting roles, the service is invoked transparently to the customer.</p> <p>Storage consumption is provided only for native data storage and ancillary ERIS resources (Server Hosting, Database, HPC); it should not be connected to ancillary services hosted by ITS (Infrastructure Technology Services).</p> <p>Usage of data within this service must be for research purposes only; applications dedicated to patient care only are not permitted.</p>
Service Hours	Service typically available 24x7x365, 12-hour maintenance window on the last Sunday of the month. Support is available between 8am and 6pm Monday – Friday, best-effort outside of those hours.
Escalations	<ul style="list-style-type: none"> • Technical escalations run from the product contact to vendor support. • Logistical escalations run from the Cloud Architect to the Associate Director of ERIS.
Competition	Infrastructure Technology Services (ITS) provides a similar service for clinical-based, patient care customers.
Roadmap	This service will continue to flourish and grow in scale and variety as time progresses, hosted both on and off premises.
Key Delivery Partners	<p>The following groups are relied upon to connect storage services with ancillary ERIS resources:</p> <ul style="list-style-type: none"> • Facilities (for fiber runs) • Network Engineering
Targeted Customer	Research community of MGB HealthCare and affiliates.
Out-Of-Scope	Not provided.

Reporting	<ul style="list-style-type: none"> • What is reported? - Number of GB/TB in use by customer • How it is calculated? - Currently collected either via script or manually from storage appliance reporting features • Who produces the report? - ERIS • When it is produced and distributed (frequency)? - Monthly • The method of distribution - Invoices to customers, email to Associate Director of Research Computing • The frequency of review meetings? - N/A • Where are reports stored/made available from? - Unknown
Service Status	Operational Service - The service is currently offered and supported.
Service Type	<p>Storage Service functions as both:</p> <ul style="list-style-type: none"> • Enabling Service – Service is delivered only within MGB Information Systems. An enabling service is needed in order to offer a business service, but they are not offered to customers in their own right. • Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional
Service/Operation Level Expectations	
Service/Operation Level Options	<ul style="list-style-type: none"> • MAD – Commercial Dell/EMC archival platform, lower expected IOPs but currently over 1PB of capacity, replicated in-platform and across data centers (by request) • RIS/RFA – Commercial Dell product, moderate expected IOPs, 90 days of data changes saved in-platform • 3Par - Commercial HP product, high-level expected IOPs from fast-class storage tier, data protected using Tivoli Storage Manager
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	<p>Current expectations are not tightly defined, but must meet satisfactory user acceptance across the community; customers require a maximum level of uptime and a "nominal" level of overall throughput without any specifics around IOPs or response time</p> <ul style="list-style-type: none"> • Maintainability – Customers expect any interruptions in service to have a minimum RTO, understanding the constraints of the service hours and limited staff, but require as tight an RPO as possible; data loss must be minimized • Serviceability – All commercially available products have enterprise-level vendor support, open source products are supported heavily by the community • Security - Access control by user is enforced throughout the service, and IP-based ACLs are in place for all products that support them
Price/Cost	
Cost Breakdown	<p>ERIS attempts to keep the cost of products within this service as low as possible for research customers. Platforms are billed monthly per customer based on storage used as dictated by the current storage costs set each fiscal year and listed at: http://rc.partners.org/core/catalog.</p>
Charge Back?	Not provided.

Service Owner	Alissa Scharf, Senior Program Manager, ERIS Research Computing Core
Short Description	The Research Computing Core offers fee-for-service dedicated services including consultation, custom systems programming and database development, and software licenses for the teaching hospitals of Mass General Brigham HealthCare System.
Long Description	<p>Full listing of services is maintained at rc.partners.org/core</p> <p>Research Computing Core services include:</p> <ul style="list-style-type: none"> • Systems Programming & IT Consultation: Typical requests include: web programming, systems and application integration, REDCap/Survey form design, building and supporting servers. This service provides users with flexible, customized solutions for unique research needs. An initial meeting is scheduled to determine the scope of the project and gather requirements. A timeline and statement of work are then provided to the requestor. • Data Storage: This includes Archive (MAD), Interactive Storage (RFA) and High Performance storage integrated with the HPC clusters. • Desktop/laptop secure backup : Desktops and laptops running Windows, Macintosh or Linux operating systems can securely and reliably be backed up for data disaster recovery. Please Note: MGB-built PC's are not backed up. Instead, users are encouraged to store files and data on their home drives that are backed up nightly by MGB IS. • Academic Software Licenses: This "group buy" affords a lower price per license and considerable savings for all faculty and staff within the teaching hospitals at Mass General Brigham HealthCare. <ul style="list-style-type: none"> ○ GraphPad Prism ○ Safari Books Online ○ MATLAB MathWorks product ○ Stata ○ SAS ○ Freezerworks[MB3] ▪ FISMA Security Documentation for Federal contracts: Assess, document and develop/maintain reports for contracted FISMA requirements including FIPS 199 Self-Assessments, IT Risk Assessments, IT Security Plan and IT Security Certification & Accreditation.
How To Initiate This Service	Send an email to rcc@partners.org
Service Prerequisites	Must have the ability to pay with a valid fund number or external funds.
Service Hours	Requests for services are available 24x7x365. Consultation meetings are scheduled between 8:30am to 4:30pm, Monday through Friday, excluding holidays.
Escalations	Escalations should first be made to the Service Contact and then to the Service Owner.
Competition	MGH Research Informatics Core, MGH Biomedical Informatics Core, MGH Laboratory of Computer Science
Roadmap	The Research Computing Core will continue to add services and software licenses in order to meet the needs of the MGB research community.
Key Delivery Partners	ERIS Service Managers
Targeted Customer	MGB employees can use Research Computing Core services in the conduct of MGB HealthCare business or work-related matters including clinical research, academic, and operational support. Support for some services is available for non-MGB employees.
Out-Of-Scope	All services and software offered by the Research Computing Core are fee-for-service.
Reporting	Use of each service is reported on a quarterly basis to the Director of ERIS.
Service Status	Operational Service - The service is currently offered and supported.



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Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional service delivered by the request of a particular user or business unit.
Service/Operation Level Expectations	
Service/Operation Level Options	Not provided.
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	Not provided.
Price/Cost	
Cost Breakdown	Not provided.
Charge Back?	Not provided.

Service Owner	Dimitar Dimitrov, System Designer
Short Description	GitLab is a web-based Git-repository manager with wiki and issue tracking features, using an open-source license, developed by GitLab Inc.
Long Description	<p>ERIS GitLab Support offers general application access and infrastructure maintenance (upgrades). The use of the application is driven by self service and what is provided by the GitLab forum: https://forum.gitlab.com/</p> <p>GitLab Inc. is a company based on the GitLab open-source project. GitLab is an application to code, test, and deploy code together. It provides Git repository management with fine grained access controls, code reviews, issue tracking, activity feeds, wikis, and continuous integration. (source https://about.gitlab.com/about/)</p> <p>It is primarily used for source code management in software development, but it can be used to keep track of changes in any set of files.</p>
How To Initiate This Service	<p>To request access to GitLab:</p> <ul style="list-style-type: none"> • First visit https://gitlab.partners.org and attempt to login. The first attempt to login will be rejected with an authentication error • Next, email rcc@partners.org with "GitLab Access" as the subject line and ask for your account to be activated
Service Prerequisites	<ol style="list-style-type: none"> 1. Must have access to the Internet. 2. Must have unblocked account.
Service Hours	Applications are available 24x7x365, with the exception of scheduled maintenance windows. Support is available between 9:00am to 5:00pm, Monday through Friday, excluding holidays.
Escalations	Not provided.
Competition	Two top competitors are: GitHub and Bitbucket.
Roadmap	This service will be hosted by ERIS within MGB/ERIS Infrastructure. ERIS will plan for two major upgrades per year.
Key Delivery Partners	<ul style="list-style-type: none"> • ERIS Service Managers • Exchange Application Management • Server Support • Network Operations
Targeted Customer	MGB employees can use GitLab in the conduct of MGB HealthCare business or work-related matters; including clinical, academic, and operational data collection.
Out-Of-Scope	ERIS GitLab Support offers general application access and infrastructure maintenance (upgrades). The use of the application is driven by self service and what is provided by the vendor (training modules and sessions). Any additional support, services, or programming required will be directed to the Research Computing Core.
Reporting	Not provided.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems.
Core/Optional	Optional service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Services are provided under the standard ERIS SLA of 9:00am to 5:00pm support, Monday through Friday, excluding holidays. Inquiries are generally responded to within 2 business days. ERIS SLA: http://rc.partners.org/sla
Service/Operation Delivery Expectations	Not provided.



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Service/Operation Quality Expectations

Security: ERIS provides enforcement of security policies in compliance with MGB and its institutions.

Access: ERIS provides access to the infrastructure and data to only qualified and trained individuals who will employ appropriate security and privacy practices.

Availability: ERIS provide 99.9% uptime (assumes a 30min monthly maintenance window), and is expected to be restored to normal working conditions within 60 minutes after a failure.

Serviceability: ERIS maintains contractual conditions with outside vendors to ensure continual service delivery.

Price/Cost

Cost Breakdown

Access and use is at no charge.

Charge Back?

No charge back or bill for this service.

Website and Server Hosting – Server Hosting Service

Service Owner	Kevin Mullins, ERIS Infrastructure Manager
Short Description	Enterprise Research Infrastructure & Services’ (ERIS) Server Hosting Service provides a virtual-first hosting capability for OS, application and middleware components.
Long Description	<p>ERIS provides Linux server hosting, along with admin support of ancillary middleware packages, to the MGB research community. The primary infrastructure for this service is a 21 node VMWare ESXi cluster. Currently, the ERIS hosting infrastructure is hosted entirely on premise at the Needham Data Center, but future plans include the new DC at Marlborough and 3rd party cloud service provides for additional flexibility in service.</p> <p>Middleware application components that ERIS will assist in deployment with include:</p> <ul style="list-style-type: none"> • Apache • Tomcat • JBoss <p>ERIS will also offer assistance in physical server deployment for those projects for which a virtualized solution is not technically feasible, but will always pursue a virtualized solution first.</p> <p>http://rc.partners.org/cloudcomputing/vm</p>
How To Initiate This Service	Complete a webform at https://rcservices.partners.org OR Email rcc@partners.org to initiate a ticket in Kayako
Service Prerequisites	<p>ERIS’ server hosting services are currently only available from within the MGB network with the exception of web content served over SSL, which can be consumed externally through proxy services.</p> <p>Some pre-existing skillset with Linux usage is implied for customers looking to procure this service.</p> <p>Usage of data within this service must be for research purposes only; applications dedicated to patient care only are not permitted.</p>
Service Hours	<p>Service typically available 24x7x365, 12-hour maintenance window on the last Sunday of the month.</p> <p>Support is available between 8am and 6pm Monday – Friday, best-effort outside of those hours.</p>
Escalations	<p>Technical escalations run from the Systems Architect to vendor support.</p> <p>Logistical escalations run from the Systems Architect to the Cloud Architect to the Associate Director of ERIS.</p>
Competition	Infrastructure Technology Services (ITS) provides a similar service for clinical-based, patient care customers.
Roadmap	This service will continue to flourish and grow in scale as time progresses, hosted both on and off premises.
Key Delivery Partners	<p>For established products within this service, no external partners are involved. However, for new or expanded products, ERIS relies on the following other groups/services:</p> <ul style="list-style-type: none"> • ERIS Storage • Network Engineering • Information Security <p>There is additional reliance on the ERIS Core for admin assistance for application deployment that exceeds the bandwidth of exiting system engineers.</p>
Targeted Customer	Research community of Mass General Brigham HealthCare and affiliates.
Out-Of-Scope	Not provided.



Reporting	<ul style="list-style-type: none"> • What is reported? - Number of servers by platform/by institution • How it is calculated? - Primarily obtained through VMWare vSphere/vCenter reporting • Who produces the report? - ERIS • When it is produced and distributed (frequency)? - Quarterly • The method of distribution? - Email to Associate Director of Research Computing • The frequency of review meetings? - N/A • Where are reports stored/made available from?- Unknown
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. An enabling service is needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	<ul style="list-style-type: none"> • CentOS - Open source, first 2GB of RAM free of charge, \$290/GB thereafter; this is the primary, best supported option. • Red Hat Enterprise Linux - Commercial, first 2GB of RAM free of charge, \$290/GB thereafter plus the cost of the software license; mostly for customers hosting a 3rd party product for which CentOS voids warranty of service from application vendor. • Windows Server - Commercial, first 2GB of RAM free of charge, \$290/GB thereafter; traditionally supported by the customer after initial install from ERIS.
Service/Operation Delivery Expectations	Not provided.
Service/Operation Quality Expectations	<p>Current expectations are not tightly defined, but must meet satisfactory user acceptance across the community; customers require a maximum level of uptime and a "nominal" level of overall throughput without any specifics around IOPs or response time.</p> <ul style="list-style-type: none"> • Maintainability – Customers expect any interruptions in service to have a minimum RTO, understanding the constraints of the service hours and limited staff, but require as tight an RPO as possible; data loss must be minimized • Serviceability – Open source OS is supported heavily by the community, those customers requiring commercial Red Hat Linux will have commercial support. • Security - Access control by user is enforced throughout the service, and IP-based ACLs and firewall rules are in use unless absolutely technically unviable.

Price/Cost

Cost Breakdown	ERIS attempts to keep the cost of products within this service as low as possible for research customers. The primary OS offering of CentOS is available at no charge, while RHEL and Windows require the customer to purchase an appropriate license. Compute resources are purchased by GB of memory as a one-time capital charge, currently \$290/per but prices updated regularly at: http://rc.partners.org/core/catalog .
Charge Back?	Not provided.

Website and Server Hosting – Shared Website Hosting

Note: This service is associated with the following configuration items (CIs):

- [Web Farm - Cache Clinical](#)
- [Web Farm - Clinical .NET Intranet](#)
- [Web Farm - .NET Intranet](#)
- [Web Farm - .NET Extranet](#)
- [Web Farm - PeC 3rd Party Apps](#)

Service Owner	John D. Weng, Manager, BWH Research Computing
Short Description	Host your Department or Lab website on our shared Web Servers running Linux. This is the easiest and quickest way to get your website set up. Self-service features include WordPress management, file management, WYSIWYG file editor, and more.
Long Description	Managed web hosting service utilizing Plesk as the backend. This product focus on managing WordPress sites, capable of automatically updating WordPress core, notifications for plugin/theme update availabilities. Customer self-service access allows MySQL database control, user management, file management, application install (WordPress, Joomla, MediaWiki, etc), HTML/code editor, backup management, web site access statistics, raw log file access, password protected directories, etc. https://rc.partners.org/it-services/website-server-hosting#website-hosting
How To Initiate This Service	https://rc.partners.org/website-hosting-request
Service Prerequisites	Desired hostname/URL isn't already in use by someone else.
Service Hours	Service is available 24x7x365, except scheduled maintenance windows and unexpected outages. Support is available Monday through Friday, between 8am - 4pm, excluding holidays.
Escalations	Escalations should first be made to the Service Contact and then to the Service Owner.
Competition	Dedicated Virtual Web Hosting Server, Partners Interwoven/OpenText TeamSite.
Roadmap	Looking into Plesk Onyx, which allows centralized management of multiple Plesk servers.
Key Delivery Partners	ERIS Core Team
Targeted Customer	Principal investigators and Departments/Divisions
Out-Of-Scope	Users often ask for web site programming/design assistance, which is not covered by this service. We can refer users to the ERIS Core team, or users will need to seek support elsewhere.
Reporting	Quarterly hosting numbers are reported to John Varner, including number of sites for BWH, MGH, McL, MGB. Plesk records customer info, which is exported and calculated by John Weng.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional service delivered by the request of a particular user or business unit.

Service/Operation Level Expectations

Service/Operation Level Options	Support is available Monday through Friday, between 8am - 4pm, excluding holidays. Inquiries are generally responded to within 2 business days.
Service/Operation Delivery Expectations	Service is available 24x7x365, except scheduled maintenance windows and unexpected outages.



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Service/Operation Quality Expectations

- **Security:** The Research Computing Core provides enforcement of security policies in compliance with MGB and its institutions.
- **Access:** The Research Computing Core provides access to the infrastructure and data to only qualified and trained individuals who will employ appropriate security and privacy practices.
- **Availability:** The Research Computing Core provide 99.9% uptime (assumes a 30-minute monthly maintenance window), and is expected to be restored to normal working conditions within 60 minutes after a failure.
- **Serviceability:** The Research Computing Core maintains contractual conditions with outside vendors to ensure continual service delivery.

Price/Cost

Cost Breakdown

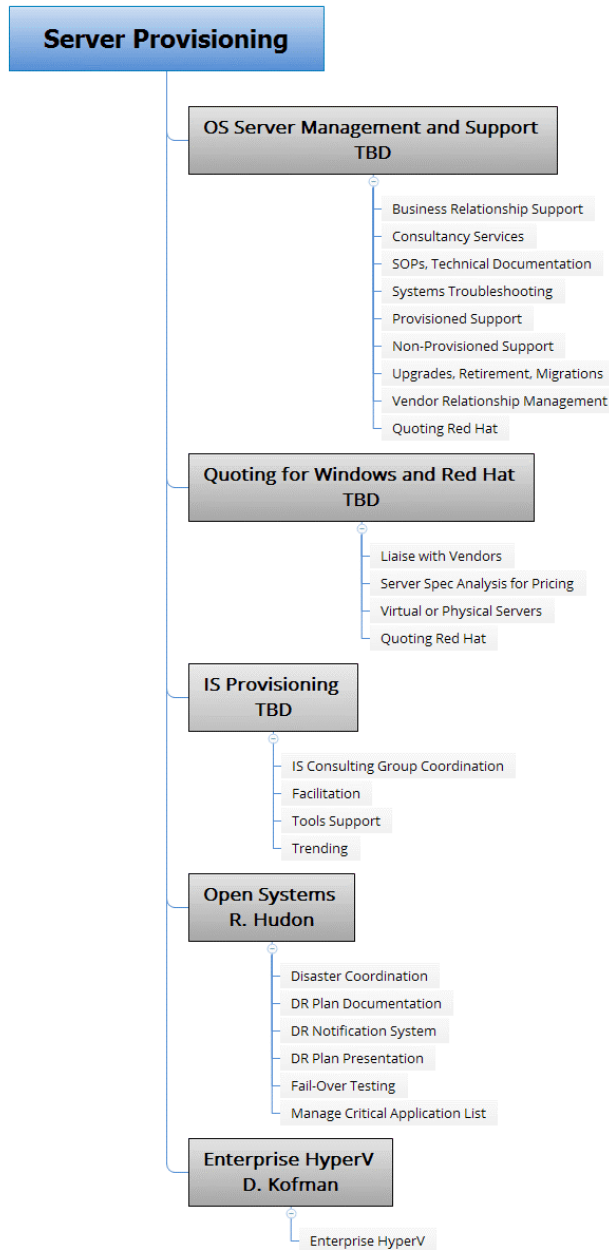
- Internal Maintenance Cost
- Overhead Cost (e.g., proportion of IT Network, Server, OS, Infrastructure to provide Configuration Management System, Design work for future upgrades, etc.).

Charge Back?

No, this is currently a free service.

Server Provisioning

These Services are responsible for ensuring all products and application packages hosted on Mass General Brigham infrastructure are delivered and maintained within required Mass General Brigham specifications. They also allow for the fluid operation of physical and virtual servers via troubleshooting, patching, and timely hardware upgrades.



Service Owner	TBD, Infrastructure Technology Services
Short Description	IS Provisioning, Customer Initiation, facilitates the ordering, building, and configuration of virtual and physical server hardware, databases, and customer requirements for new and existing applications.
Long Description	<ul style="list-style-type: none"> Assist in the communication of MGB Standards for virtual and physical server hardware, data bases, and customer requirements. Educate on how to manage requests that do not meet MGB Standards Coordinate, facilitate, and take minutes of Consult Calls, ensuring the appropriate teams are represented to discuss any questions or concerns the requestor may have. Coordinate, facilitate, and take minutes of IS Provisioning Calls, ensuring the appropriate teams are represented when the requestor.
How To Initiate This Service	Customers complete form using the ServiceNow application about the solution they may need. Once the submission is reviewed and approved by the approver for the customer's site and Finance, a Service Contact will schedule a provisioning call with the customer.
Service Prerequisites	No prior services are required to begin the IS Provisioning process, but based on the request, additional information might need to be completed along the way.
Service Hours	Regular Business Hours (Mondays thru Fridays), from 8:00am – 4:30pm (excluding holidays)
Escalations	Escalations should first be made to the Customer's Site's Site Approver, then to the Service Contact, followed by the Service Owner, and then to the Service Owner's manager.
Competition	Some customers have the ability to order equipment directly from vendors. While these are competing services, they do not provide the same output. If a customer orders without going through the IS Provisioning process, MGB IS will not support the technology or solution.
Roadmap	This service is available in ServiceNow.
Key Delivery Partners	<ul style="list-style-type: none"> IS Provisioning Facilitator Site Approvers Open Systems Server Team Oracle Team SAN Team Business Resiliency Team Disaster Recovery Team Network Engineering Team Change Management Risk Management Team Security Teams Ergonomics Group (Vendor) Windows Server Team SQL Team Citrix Team TSM Team IS Operators Configuration Management Enterprise Support ITS Design Team
Targeted Customer	All MGB users.
In-Scope	<ul style="list-style-type: none"> Assisting with the configuring of MGB standard equipment to fit our customers' Providing equipment quotes for MGB standard equipment Procuring SQL and Oracle supported Databases Consulting with customers and vendors to determine if an application/initiative fits MGB standards Certifying and publishing MGB applications to the MGB menu Publishing applications to Citrix
Out-Of-Scope	<ul style="list-style-type: none"> Project management beyond provisioning request Security and risk assessments Application Installation and/or support Purchase and provisioning of storage to an existing solution

Reporting	To support delivery: <ul style="list-style-type: none"> • Decrease in percentage of workflows re-quoted • Percentage of quotes provided within 2 business days of completed IS Provisioning Call Percentage of workflows open (server build begun) within 2 business days of receiving payment authorization
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Expedited service may be requested by contacting the Service Owner, and will be enacted upon approval of the Service Owner.
Service/Operation Delivery Expectations	<ul style="list-style-type: none"> • Customers will enter the Provisioning Process with an idea of what issue(s) they are trying to solve, and a request related to the proposed solution to the issue(s). • All respective portions of the IS Provisioning form will be filled out correctly to the best ability of the customer. Neglecting to note a specific aspect of the system will add another call into the process and significantly increase the turnaround time. • Customers will coordinate the participation of their vendor(s) to all calls that are part of this process. Calls will be rescheduled, and service levels reset, if they lack the appropriate vendor representation. • Customers will have a cost center or PO ready to go by the time of the Provisioning call. • The IS Provisioning facilitator will schedule consult calls or IS Provisioning calls, and document and distribute notes from that call. • The Server team will document hardware and networking specifications noted on the call and distribute to the customer. • By placing an order through the Quoting service, the customer signifies they have reviewed the calls from the notes and the hardware and networking specifications, and accept delivery of these as documented. • If it is later determined that the specifications were incorrect, this process begins again with a reset of the service delivery and quality expectations once the new specifications are finalized.
Service/Operation Quality Expectations	<p>Standard process: The customer will have the quote within 2 business days after the date of the final IS Provisioning meeting 95% of the time. Server build process will begin within 2 business days after the customer provides the cost information and finance provides approval 95% of the time.</p> <p>Expedited process: The customer will have the quote within 1 business days after the date of the final IS Provisioning meeting and approval of the expedition request 95% of the time. Server build process will be initiated within 1 business day after the customer provides the cost information and finance provides approval 95% of the time.</p>

Price/Cost

Cost Breakdown	\$36 per windows virtual server \$48 per windows physical server
Charge Back?	No

Open Systems Server Management and Support - phs

Service Owner	R Hudon, Infrastructure Technology Services
Short Description	We build, configure, upgrade and support servers. We provide performance management and security on all servers.
Long Description	<p>Platforms Include:</p> <ul style="list-style-type: none"> • AIX • Red Hat Linux • HP-UX • Solaris • OpenVMS <p>Applications Include:</p> <ul style="list-style-type: none"> • eCare • Cache • SunQuest • TSM
How To Initiate This Service	The Provisioning Process
Service Prerequisites	None
Competition	Are there any other services deployed that compete against this service? None
Roadmap	There are no currently scheduled changes to this service planned.
Key Delivery Partners	<ul style="list-style-type: none"> • Server Support • Network Operations
Out-Of-Scope	Builds done by third party vendors are out-of-scope for the service.
Primary Catalog Id:	This data is provided and managed by the IT Service Management Group
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	<p>Reduce the support costs from the third-party vendors or get better support from them. Configure more High Availability options to reduce hidden cost like downtime. Customer should discuss support options that could save them money. For example: customers may be able to save money by using 9x5 support Monday-Friday instead of 24x7x365.</p>
Service/Operation Delivery Expectations	Provide system performance that matches the original configuration a majority of the time.
Service/Operation Quality Expectations	<ul style="list-style-type: none"> • Maintainability – A majority of support contracts require a 4 hour response from the vendor. • Serviceability – Best effort by vendor although parts could be kept on site at a premium cost. • Security- We install the latest patches immediately upon notification from the vendor.

Price/Cost

Cost Breakdown	<p>Proper sizing of the server due to application requirements can save money. Virtual servers provide more flexibility.</p> <p>Participating in an Enterprise License program will save costs versus purchasing a license on your own.</p>
Charge Back?	There is a yearly allocation cost divided by the individual institutions.

OS Server Management and Support - phs

Service Owner	Patrick Collins, Infrastructure Technology Services
Short Description	Any need for management and support of Windows Operating System Services and/or virtualization services.
Long Description	<ul style="list-style-type: none"> • The following is in scope for this service: <ul style="list-style-type: none"> ○ Troubleshooting ○ Health checks ○ Upgrades – removing and replacing EOL hardware and moving to refreshed hardware. ○ Execute projects and products from architecture, design, and strategy to infrastructure for implementation. ○ Windows Server Patching ○ Consulting
How To Initiate This Service	Customer should open a request or incident in ServiceNow under the <i>server – phs</i> assignment group.
Service Prerequisites	Customer must provide server description, application owners, vendor names, and financing when applicable.
Service Hours	24x7x365
Escalations	For functional Escalations, the user should contact the Service Desk who will then open a ticket to the System Engineering – MGB assignment group. For managerial escalations, the user should contact the Service Owner, followed by the Service Owner’s Manager.
Competition	None
Roadmap	Moving to converged and cloud-managed infrastructure in.
Key Delivery Partners	<ul style="list-style-type: none"> • TSM • SAN • Network Engineering • Facilities • Other Vendors
ETargeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Provisioning of new servers. Windows client management activities.
Reporting	Information will be provided at a later time.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	There are 29 site-specific Service level targets, and four generic service level targets. For details, please visit our SharePoint .
Service/Operation Delivery Expectations	Customers should expect 99.99% uptime 365 days a year/7 days a week.
Service/Operation Quality Expectations	<p>In cases of downtime, customer escalation will lead to immediate response by engineering resources. Resolution time will vary depending on scope of downtime.</p> <ul style="list-style-type: none"> • All eCare servers are under mission critical contracts with various vendors. • Other servers offer business critical and/or standard warranty support options.



Price/Cost

Cost Breakdown	All costs for this service are rolled up to general MGB IS operating budget.
Charge Back?	Not directly, but Service is funded by every affiliated institution.

Quoting – Windows Server – Physical and Virtual – phs

Service Owner	TBD, Infrastructure Technology Services
Short Description	IS Provisioning quoting for virtual and physical Windows servers
Long Description	<ul style="list-style-type: none"> To provide information to the customer about the cost of the Windows server and provide information about the product. Quoting process will provide an accurate price for both/either virtual and physical Windows servers. Quotes are generated based off of specs that are generated by the supporting engineer during the IS provisioning process. To initiate workflows within IT Service Management Tool (currently ServiceNow) once cost center information and approval to begin have been received from the customer Cost is determined by component and supply prices listed by Ergonomics, our third party vendor.
How To Initiate This Service	Customer completes form requesting information about a server they may need. Once approval is received by finance, Business Relationship Liaison contacts customer to schedule a provision call.
Service Prerequisites	Service is initiated automatically for all Windows servers that are specified through the IS Provisioning process.
Service Hours	Regular Business Hours (Mondays thru Fridays, from 8:00am – 4:30pm (excluding holidays). IS Provisioning calls and Consult calls have set time slots within the service hours when these activities are scheduled.
Escalations	Escalations should first be made to the Service Owner, and then to the Service Owner’s manager.
Competition	None
Roadmap	No changes to service planned.
Key Delivery Partners	<ul style="list-style-type: none"> IS Provisioning Server Support Network Operations Ergonomics (Vendor) ServiceNow (Vendor)
Targeted Customer In-Scope	<p>All MGB users, affiliates and contractors.</p> <ul style="list-style-type: none"> Quotes for Windows Virtual and Windows Physical servers that are requested as the result of an IS Provisioning Call (i.e., are associated with an App ID). Initiating workflows within Service Manager for quotes delivered through this service.
Out-Of-Scope	<ul style="list-style-type: none"> Budgetary Quotes (Service Owner Patrick Collins) Quotes for Windows Virtual or Windows Physical servers that are not the result of an IS Provisioning Call (Service Owner Patrick Collins) All Open Systems virtual and physical servers quotes (Service Owner R. Hudon) Initiating workflows within Service Manager for quotes not initiated or delivered through this service.
Reporting	<p>To support delivery:</p> <ul style="list-style-type: none"> Decrease in percentage of workflows re-quoted Percentage of quotes provided within 2 business days of completed IS Provisioning Call Percentage of workflows open (server build begun) within 2 business days of receiving payment authorization.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.



Service/Operation Level Expectations

Service/Operation Level Options

Expedited quoting may be requested by contacting the Service Owner, and will be enacted upon approval of the Service Owner.

Service/Operation Delivery Expectations

The quote provided will match the specifications that were determined during the provisioning call.

If it is later determined that the specifications were incorrect, this process begins again with a reset of the service delivery and quality expectations once the new specifications are finalized.

Service/Operation Quality Expectations

Standard process:

- Site approvers will review the submission and contact the IS Provisioning facilitator (if approved) or the customer (if denied) within 2 business days of IS Provisioning webform completion 95% of the time.
- A provisioning call will be scheduled within 2 business days of receipt of approval from site approver 95% of the time.
- A provisioning call will be held within 12 business days of receipt of the approval from site approver 95% of the time.
- Call notes and hardware/network specifications will be provided to the customer within 2 business days of completion of a consult or IS Provisioning call 95% of the time.

Expedited process: As above, except:

- A provisioning call will be scheduled within 1 business day of receipt of approval from site approver 95% of the time.
- A provisioning call will be held within 7 business days of receipt of the approval from site approver 95% of the time.
- Call notes and hardware/network specifications will be provided to the customer within 1 business day of completion of a consult or IS Provisioning call 95% of the time.

Price/Cost

Cost Breakdown

Base service costs for specifications are:

\$225 per windows virtual server
\$240 per windows physical server

Costs increase as additional representation from other teams is required to meet requirements, as follows:

- \$40 for Disaster Recovery / High Availability team representation
- \$75 for SQL database team representation
- \$50 for Oracle team representation
- \$50 for SAN team representation
- \$60 for Web team representation
- \$60 for Network Services team representation
- \$60 for Citrix team representation

Charge Back?

There is no chargeback to the customer for the quoting service. Once the order has been placed, customer will be charged for the equipment and services as specified on the quote.

R&D Hyper-V – phs

Service Owner	Dimitri Kofman, IS Technology and Innovation
Short Description	Research and Development Hyper-V is scoped to provision Microsoft Windows Virtual Machines (VMs) for the purposes of testing or research of enterprise services and applications. This service will be provided and supported during regular business hours.
Long Description	R&D Hyper-V is a service that provides virtualization solutions for provisioning of Microsoft Windows environments. MGB will be deploying Hyper-V VMs for testing of Enterprise services & applications. This service and its components have been provisioned by MGB IS teams, so no additional provision needs are required at this time. This service is not scoped for transmission or storage of secure data.
How To Initiate This Service	Open a ServiceNow ticket and assign it to the R&D Hyper-V assignment queue.
Service Prerequisites	No prior services are required to begin the IS Provisioning process.
Service Hours	Regular business hours (Mondays thru Fridays), from 9:00am – 5:00pm (excluding holidays).
Escalations	Escalations should be made to the Service Owner.
Competition	None.
Roadmap	This will be an ongoing service with no foreseeable end date at this time.
Key Delivery Partners	<ul style="list-style-type: none"> • Microsoft • HP
Targeted Customer	All MGB users, affiliates and contractors.
In-Scope	<ul style="list-style-type: none"> • All VMs provisioned through the Hyper-V Service are for Test/Development/Research only • Providing VMs based on predefined MGB Build • Providing VMs based on non-MGB build • Providing Private Cloud solutions for provisioned VMs • Providing automated solutions for provisioning VMs
Out-Of-Scope	<ul style="list-style-type: none"> • R&D HyperV is not scoped to provision VMs that will require mission or business critical support outside business hours. • Providing Application Virtualization through VDI • Providing Presentation Virtualizations through Microsoft Terminal Services • Providing Public Cloud solutions
Reporting	To be provided.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Enabling Service – Service is delivered only within MGB Information Systems. Enabling services are needed in order to offer a business service, but they are not offered to customers in their own right.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	The R&D Hyper-V environment is considered non-production. Support services are provided 9:00AM to 5:00PM, Monday through Friday, excluding holidays.
Service/Operation Delivery Expectations	<ul style="list-style-type: none"> • VMs will be available to authorized users 24/7 via Microsoft's Remote Desktop Protocol (RDP). • VMs will be available for a maximum of 12 months. Users will be notified that they can request an extension for up to 12 months or the VM will be shut down and recycled. • Maintenance to the VM environment will be performed during business hours and may result in VMs not being available. Users should subscribe to the R&D Hyper-V CI to receive notification on both scheduled and unscheduled downtime. • If a checkpoint is needed, the maximum age of checkpoint is 1 week.

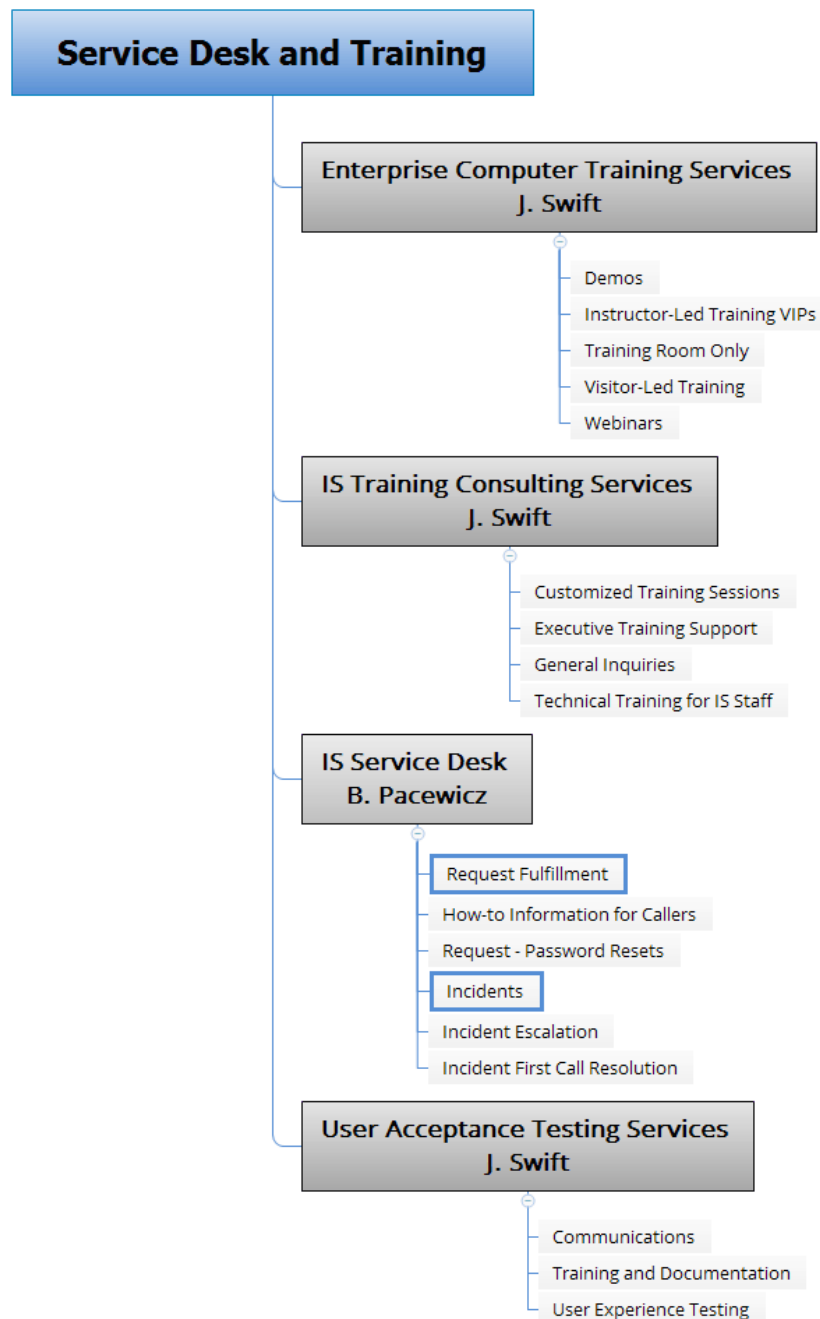


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Service/Operation Quality Expectations	In cases of VM downtime, the customer will receive a response to their ServiceNow ticket within 1 business day. The resolution time will vary depending on scope of downtime.
Price/Cost	
Cost Breakdown	There is no cost associated with this service at this time. Resources are available on a first come, first served basis and escalated on a case-by-case basis regarding any growth or expansion of the service. Costs and from where the funds will come will be determined when confronted.
Charge Back?	No

Service Desk and Training

These Services provide a point of contact between service providers and end users/customers. Their scope includes, but is not limited to, the day-to-day support, communication, and training of products and solutions deployed by IS Operations.



Service Owner	Joan Swift, IS Support Services
Short Description	IS Training offers computer training and documentation on enterprise-wide applications available on a standard MGB workstation
Long Description	<p>IS Training offers additional services related to the computer training needs of our employees and MGB hospital sites.</p> <p>Instructor-Led, Classroom Training</p> <ul style="list-style-type: none"> To assist users in efficiency and productivity with Microsoft Office applications, IS training offers instructor-led classes on applications including Word, Excel, PowerPoint, Access, Outlook and SharePoint. Schedules are published quarterly and classes run year round at MGH, BWH and DFCI. Off-site training at vendor locations is also available to provide flexibility in scheduling. <p>Online Webinar Training</p> <ul style="list-style-type: none"> Provide online training webinars for enterprise wide applications for Keygivers and Department Purchasers. These short, one-hour webinars are designed to save time and travel while educating students on the basics of using the MGB Authorization System and the Ergonomics Online Ordering System. Upon completion of training, students are set up with access to the application. <p>Performance Support Resources</p> <ul style="list-style-type: none"> IS Training publishes reference guides, training videos and other resources to assist users with using desktop applications found on standard MGB workstations. <p>Computer Training Rooms</p> <ul style="list-style-type: none"> Based on availability, IS training handles requests for hospital departments requiring computer training space. Rooms are equipped with student computers and a projector. In addition, we provide a referral service to other computer room locations throughout Mass General BrighamHealthCare hospital sites. <p>Support</p> <ul style="list-style-type: none"> As part of our support services, customer service and support is provided for Microsoft SharePoint, Shared File Areas, and computer room requests.
How To Initiate This Service	<p>Computer Training Classes Schedule & Registration</p> <p>All sites (except DFCI): Request training enrollment in PeopleSoft.</p> <p>DFCI: All registrations are processed myTalent.</p> <p>Other Service Requests</p> <ul style="list-style-type: none"> Use ServiceNow to search for reference guides and training videos or to open a ticket for a computer room requests.
Service Prerequisites	None
Service Hours	<p>Training is available Monday-Friday from 9am through 5pm.</p> <p>Computer training rooms are available 24/7 provided adequate staff coverage is available.</p>
Escalations	Any escalations should be made to the service owner, and if unavailable or further escalation point is needed, to the service owner's manager.
Competition	New Horizons, CompuWorks and other external vendors offering training on Microsoft Office.
Roadmap	Classes and reference guides are upgraded to the current version of Microsoft Office when new software is deployed to the enterprise.



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Key Delivery Partners	<ul style="list-style-type: none"> • MGB Information Systems Training • New Horizons Computer Learning Center • CompuWorks • Client Infrastructure Support
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Training is not provided for Microsoft Office 2013, Epic and other clinical applications or for non-enterprise wide applications. MGB IS Training does not create or conduct training on applications that are deployed to specific departments. Supported applications are standard desktop applications, primary Microsoft, that are deployed across the enterprise to all end users. If on-site training is not available for specific versions of software, IS training refers students to local training companies who offer negotiated rates to MGB HealthCare.
Reporting	<ul style="list-style-type: none"> • Monthly journal entry summarizing student attendance and fees incurred based on student enrollment • Maintain Profit/Loss stats in Excel file on the TRAIN shared file area.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	For vendor provided training classes, enrollments should meet or exceed seven employees to cover the actual costs.
Service/Operation Delivery Expectations	Supply of training classes and available seats should meet the demand of student requests. Classes are offered each month for just-in-time training opportunities.
Service/Operation Quality Expectations	User satisfaction is measured by post-class evaluation form which is routinely reviewed by IS training staff.

Price/Cost

Cost Breakdown	The class cost provides students with experienced instructors, working computers, comfortable classroom environment and appropriate reference materials.
Cost Description:	Full-day computer training classes incur a fee of \$100. Cancellation must be received five business days prior to the course date for a full refund.

<p>Service Owner</p> <p>Short Description</p> <p>Long Description</p> <p>How To Initiate This Service</p> <p>Service Prerequisites</p> <p>Service Hours</p> <p>Escalations</p> <p>Competition</p> <p>Roadmap</p> <p>Key Delivery Partners</p> <p>Targeted Customer</p> <p>Out-Of-Scope</p> <p>Reporting</p>	<p>Brett Pacewicz, IS Support Services</p> <p>The Service Desk provides IT support to all end users at Mass General Brigham Healthcare. This service is provided via phone or web.</p> <p>Scope of Service</p> <ul style="list-style-type: none"> Provide support for the entire population of the Mass General Brigham HealthCare Family of Institutions. We serve as the first point of contact between the Mass General Brigham Community and Information Systems. Calls and alerts that cannot be resolved at the first call level are logged, prioritized and escalated to the appropriate Information Systems resource. <p>Features:</p> <ul style="list-style-type: none"> Two locations Standard Call Management tool <p>Functions:</p> <ul style="list-style-type: none"> 24/7 operation <p>Benefits</p> <ul style="list-style-type: none"> Exposure to all factions of support throughout the MGB Institutions Ability to move into other areas of Partner support teams. <p>Users can place a phone call to their Service Desk, or they can open a ticket within ServiceNow to initiate a request or incident.</p> <p>None</p> <p>24x7x365</p> <p>The user contacts the Service Desk, and the L1 Analyst address the issue. If not able to resolve an escalation to the support team takes place.</p> <p>If a page is necessary, the initial page is generated to the primary on call of the support group at the opening of a ticket in ServiceNow. If no response is made within 10 minutes a second page is generated, if no response again within 10 minutes a page is generated to the secondary on call. If no response within 10 minutes a final page is sent to the manager of the group.</p> <p>None</p> <p>No future changes to this service are planned.</p> <ul style="list-style-type: none"> IS Operations ServiceNow (Vendor) <p>All MGB users, affiliates and contractors.</p> <p>Address what is not included or out-of-scope for the service.</p> <p>What is reported:</p> <ul style="list-style-type: none"> Avg call time of incidents resolved by Service Desk Average time to answer % of Incidents resolved by Service Desk Same day. Total # of tickets resolved at First Call Service Desk Abandonment % rate. Total # of calls offered to Service Desk Total # of Tickets submitted via online Total # of Tickets opened by the Service Desk Multitude of Unique reports specifically for designated support teams <p>How it is calculated:</p> <ul style="list-style-type: none"> ServiceNow Reporting
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Mass General Brigham

	<ul style="list-style-type: none"> • Cisco Unified Intelligence Center Reporting
	<p>Who produces the report</p> <ul style="list-style-type: none"> • Service Owner
	<p>When it is produced and distributed (frequency)</p> <ul style="list-style-type: none"> • Reports are generated daily/weekly/monthly
	<p>The method of distribution</p> <ul style="list-style-type: none"> • Distribution is by email
	<p>The frequency of review meetings</p> <ul style="list-style-type: none"> • Review meetings are/should be made by recipients of the reports.
	<p>Where are reports stored/made available from</p> <ul style="list-style-type: none"> • Service Owner maintains the storage of all generated reports. • Recipients are responsible for their data.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems
Core/Optional	Core Service

Service/Operation Level Expectations

Service/Operation Level Options	Information will be provided at a later time.
Service/Operation Delivery Expectations	Information will be provided at a later time.
Service/Operation Quality Expectations	Information will be provided at a later time.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Charge Back?	No

IS Training Consulting Services – phs

Service Owner	Joan Swift, IS Support Services
Short Description	IS Training offers consulting services for computer-related training and support inquiries.
Long Description	<p>IS Training consults with departments to offer guidance and support for specific computer-related training needs.</p> <p>Technical Training for IS Staff</p> <ul style="list-style-type: none"> Assist IS teams or individual staff members requiring specialized or customized technical training. Assist with locating the appropriate class and registration. Coordinates on-site training for group efforts. Negotiates rates and discounts with training vendors. Administer centralized training voucher programs if funded. Examples of technical classes include: ITIL, Business Analyst, Microsoft Technical Training, SCRUM, Java, Citrix, and others. <p>Customized Training Sessions</p> <ul style="list-style-type: none"> Assist departments with coordinating custom training sessions delivered by vendor. Serve as liaison between department contact and vendors to customize training classes and provide recommendations for group sessions. <p>General Training-related Inquiries</p> <ul style="list-style-type: none"> Provide consulting services to departments on selection and use of software such as web conferencing, Visio and others inquiries upon as needed. Provide vendor referral service for training providers and locations. <p>Training Support for Executive Staff</p> <ul style="list-style-type: none"> Based on availability, handle unique support calls and training requests for VIPS and others.
How To Initiate This Service	Please open a Service Desk ticket in ServiceNow
Service Prerequisites	None
Service Hours	<p>Training is available Monday-Friday from 9am through 5pm.</p> <p>Computer training rooms are available 24/7 provided adequate staff coverage is available.</p>
Escalations	Any escalations should be made to the service owner, and if unavailable or further escalation point is needed, to the service owner's manager.
Competition	External training vendors.
Roadmap	There are no changes planned in the delivery of this service.
Key Delivery Partners	<ul style="list-style-type: none"> MGB Information Systems Training New Horizons Computer Learning Center CompuWorks
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope Reporting	<p>Individualized training is not available for Microsoft Office applications</p> <ul style="list-style-type: none"> Monthly journal entry summarizing student attendance and fees incurred based on student enrollment Maintain Profit/Loss stats in Excel file on the TRAIN shared file area.
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service



Service/Operation Level Expectations

Service/Operation Level Options	For vendor provided training classes, enrollments should meet or exceed seven employees to cover the actual costs.
Service/Operation Delivery Expectations	Supply of training classes and available seats should meet the demand of student requests. Classes are offered each month for just-in-time training opportunities.
Service/Operation Quality Expectations	User satisfaction is measured by post-class evaluation form which is routinely reviewed by IS training staff.

Price/Cost

Cost Breakdown	The class cost provides students with experienced instructors, working computers, comfortable classroom environment and appropriate reference materials.
Cost Description:	Full-day computer training classes incur a fee of \$100. Cancellation must be received 5 business days prior to the course date for a full refund.

IS Training User Acceptance Testing Services – phs

Service Owner	Joan Swift, IS Support Services
Short Description	IS Training offers analysis and testing on enterprise-wide desktop application upgrades, migrations or new desktop applications.
Long Description	<p>IS Training staff work on IS project teams that introduce new applications, upgrades or migrations for desktop applications. These typically impact all users at Mass General Brigham. Activities include:</p> <p>User Experience Testing</p> <ul style="list-style-type: none"> Attend project meetings, test the product, analyze impact to end user and provide recommendations for better user acceptance. Actively participate as a project team member in product pilot phases to determine training needs and assist with workflow issues that impact end users. <p>Training and Documentation</p> <ul style="list-style-type: none"> Develop training, documentation and other end-user performance support resources for enterprise-wide upgrades, migrations and new desktop applications. <p>Communications</p> <ul style="list-style-type: none"> Develop communication plan and support ongoing efforts for the duration of the project including marketing materials, surveys and end-user communications.
How To Initiate This Service	Requests for these services should be addressed to Corporate Manager of Desktop Services.
Service Prerequisites	None
Service Hours	Service is available Monday-Friday from 9am through 5pm although some off-hours testing may be needed.
Escalations	Any escalations should be made to the service owner, and if unavailable or further escalation point is needed, to the service owner's manager.
Competition	Vendor-provided resources.
Roadmap	There are no changes planned for this service.
Key Delivery Partners	<ul style="list-style-type: none"> MGB Information Systems Training Implementation Partner Consultants Vendor
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	Non-computer related initiatives, deployments outside of IS Operations area, and software specific to individual groups are not eligible for this service.
Reporting	<ul style="list-style-type: none"> Testing & Training Plans Project documents: Minutes, Executive Status Report, Project Plan
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and/or outside of MGB Information Systems. Business services are usually a combination of several technical services.
Core/Optional	Optional Service

Service/Operation Level Expectations

Service/Operation Level Options	For vendor provided training classes, enrollments should meet or exceed seven employees to cover the actual costs.
Service/Operation Delivery Expectations	Must be scheduled and prioritized based to ensure that project work aligns with IS Training resource availability.



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Service/Operation
Quality Expectations

User satisfaction is measured by post pilot surveys and class evaluations.

Price/Cost

Cost Breakdown

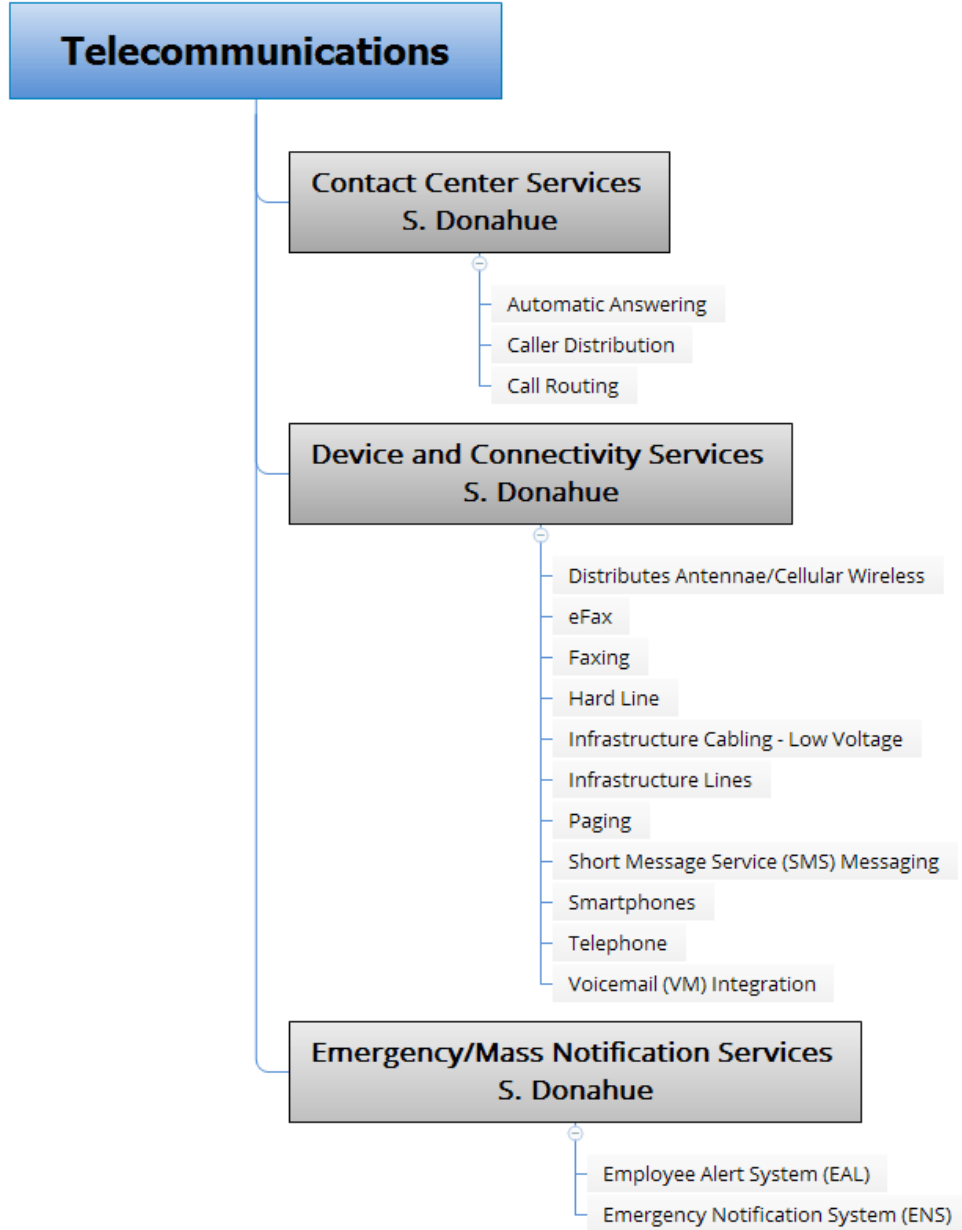
Consultant fees average from \$60-100 per hour based on the deliverables required for the project.

Charge Back?

Charges are only incurred if a consultant is employed for a specific engagement.

Telecommunications

These Services manage the supported telecommunication devices and solutions delivered to all users within the Mass General Brigham enterprise.



Contact Center Services – phs

Service Owner	Shawn Donahue, Infrastructure Technology Services
Short Description	Contact Center Services include the ability to have callers who dial into the MGB sites to have automatic answering and caller distribution capability.
Long Description	<ul style="list-style-type: none"> Contact Center Services include the ability to have callers who dial into the MGB sites to have automatic answering and caller distribution. These services include auto-answer, prompting callers with pre-recorded messages, placing callers on hold automatically and routing callers to available staff/agents and real-time and historical reporting on calling metrics. These call routing services are delivered through Cisco as the preferred vendor for contact center services. Cisco's Unified Contact Center Enterprise (UCCE) system is the foundation for delivering these features and capabilities. MGB Telecommunications also uses Cisco's Unified Intelligence Center (CUIC) for the reporting functions as part of the Contact Center solution. Telecommunications offers consulting services to meet with departments to discuss requirements for these services.
How To Initiate This Service	Requests for Telecommunications services should be made by entering a ticket request through the MGB Service Desk (ServiceNow application).
Service Prerequisites	Folks who have interest in using these services must be an employee of MGB Healthcare and supported by the MGB Telecommunications team.
Service Hours	24x7x365
Escalations	Initial requests should be opened via the IS Service Desk. Escalations are through Telecom management which can be contacted upon request through the IS Service Desk.
Competition	There are several third-party vendors who provide these services.
Roadmap	MGB evaluates these services on an annual basis for operational efficiencies, enhancements, growth, and cost savings opportunities.
Key Delivery Partners	Other Information Systems departments involved with the delivery of these services include Network Engineering.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	3rd party applications implemented that are not Cisco will not be supported by the MGB IS-Telecommunications department.
Reporting	<p>MGB telecomm offers 3 tiers of Reporting</p> <ul style="list-style-type: none"> Tier 1 - No reporting requirements Tier 2 - Standard reporting requirements Tier 3 - Custom reporting requirements <p>Tier 1 An automated pre-scheduled set of reports are configured so the ACD supervisor(s) receives two emailed reports – basic agent and queue report on a scheduled basis, i.e. once a week, once a month, etc.</p> <p>Tier 2 Each ACD supervisor(s) is granted access to the Cisco UCCE Reporting Center – CUIC. The ACD supervisor will then have access to a set of MGB defined standard reports. This set of reports currently includes 6 reports.</p> <p>MGB</p> <ul style="list-style-type: none"> Agent Historical All Fields Agent Real Time Agent Skill Group Historical All Fields Agent Not Ready



- Call Type Real Time
- Call Type Skill Group Historical Fields

Tier 3

Each ACD supervisor(s) is granted access to the Cisco UCCE Reporting Center. Within CUIC custom reports are written to meet very specific reporting requirements. Each custom report is a collection of custom SQL Queries presented in a custom view to display the required reporting metrics. We do need to outsource the custom reports to an outside vendor and budget is required.

Service Status

Operational service

Service Type

Business Service – Service delivered within and/or outside of MGB Information Systems.

Core/Optional

Optional service

Service/Operation Level Expectations

Service/Operation Level Options

Contact Center request implementations are based on a scope of the request. Basic moves, adds, or changes to agents can be completed within a 5 business day service level. More complicated requests such as new contact center implementation requests can take between 5-30 business days to implement. These service levels are the same for reporting requests. Simple access to the reporting server can be completed in 5 business days. Custom report requests can take between 5-30 days depending on the complexity of the report requirements

Service/Operation Delivery Expectations

We commit to our service levels stated above and have met these service levels on a consistent basis. Telecom staff is on call 24x7x365 ensuring minimal downtime on systems or P1 requests and repairs.

Service/Operation Quality Expectations

Maintainability of Telecom Contact Center services depends on the service impacted. Hardware failures to the Contact Center infrastructure could be resolved anywhere from minutes to hours. Major system failures can extend time to repair based on the severity of the failure from 1 hour to several hours. Our serviceability with vendors is contracted for .9999 service level of up time. Our security of services is good within the contact center environment.

Price/Cost

Cost Breakdown

Information will be provided at a later time.

Charge Back?

Information will be provided at a later time.

Service Owner	Shawn Donahue, Infrastructure Technology Services
Short Description	These services include telephone, voicemail, faxing, cellular, paging, contact center, calling card, audio or web conferencing, telecommunications billing, call recording, emergency notification, etc.
Long Description	<p>These services include telephone, voicemail, faxing, cellular, paging, contact center, calling card, audio or web conferencing, telecommunications billing, call recording, emergency notification, etc.</p> <p>MGB departments can request telecommunications services including telephone, voicemail, cellular, paging, contact center, calling card, audio or web conferencing, telecommunications billing, call recording, emergency notification, etc. As part of a service request, Telecommunications will consult with departments to gather the requirements for the services described above.</p> <p>Telephone</p> <ul style="list-style-type: none"> Cisco is the preferred and supported vendor for telephone services at MGB Healthcare. Telephones have different models including desktop, wireless, softphone (on your PC), video phones and conference room full duplex speaker phones <p>Voicemail</p> <ul style="list-style-type: none"> Cisco is the preferred and supported vendor for voicemail services at MGB Healthcare. Voicemail services include employee personal voicemail, department voicemail, call handler or menu options and integration of voice messages into your Outlook email inbox. <p>Cellular</p> <ul style="list-style-type: none"> MGB Telecommunications has corporate contracts in place with AT&T Wireless, Verizon Wireless and Sprint Wireless for mobile device procurement. MGB Telecommunications also supports cellular distributed antenna systems installed throughout MGH and BWH to distribute cellular signals in areas where the signal is poor. <p>Paging</p> <ul style="list-style-type: none"> MGB Telecommunications has corporate contracts with Spok Mobile and CA Alerts for beeper paging services. Telecommunications has supports paging to the cellular carriers (AT&T, Verizon, and Sprint). <p>Contact Center</p> <ul style="list-style-type: none"> Cisco is the preferred and supported vendor for Contact Center Services. Contact Center services is the ability to route inbound callers automatically to department staff while playing recorded messages that indicate department staff are occupied on other calls. This system places the callers automatically on hold listening to recorded messages or music until a department staff member becomes available to answer the call. There is also historical and real-time reporting capability with this service for department supervisors to manage staff including statistics of total calls offered to a department, average speed to answer calls, total number of abandoned calls, total minutes staff are on calls, etc. <p>Calling Card</p> <ul style="list-style-type: none"> MGB Telecommunications distributes Windstream calling cards to departments for calling outside of MGB facilities which required to be charged to department cost centers. <p>Audio and Web Conferencing</p> <ul style="list-style-type: none"> MGB Telecommunications has audio conferencing service contracts with Intercall and Windstream. MGB Telecommunications also has Web conferencing contracts with Intercall. Links to order these services are accessible from the MGB Service Desk intranet site through the MGB Applications. <p>Telecommunications Billing</p>



How To Initiate This Service

Service Prerequisites

Service Hours

Escalations

Competition

Roadmap

Key Delivery Partners

Targeted Customer

Out-Of-Scope

Reporting

- Telecommunications manages an internal billing database application called Pinnacle. The Pinnacle application maintains department information for all Telecom services. This system also includes departmental information associated to the individual services such as service Types, employee names, and department names, building names, floor numbers, rooms and cost center information.

Call Recording

- MGB Telecommunications offers the ability to record incoming or outgoing calls from telephones on the supported network. Call recording is provided through out partner Envision. Departments also have the ability to record computer screen workflow for performance management and training purposes. Telecommunications offers consulting services to meet with department to discuss requirements for this service.

Emergency Notification

- MGB Telecommunications offers two versions of emergency notification. The first is called our Emergency Notification System (ENS). This system is used as part of emergency communication and response during events either within the hospital or outside of the hospital. The ENS system is administered by designated hospital staff. The second system is called our Employee Alert System (EAS). This system is used as part of communicating important or critical events to large numbers of MGB employees across each institution. The EAS system is a employee self registration system. Telecommunications offers consulting services to meet with departments to discuss requirements for this service.

Requests for Telecommunications services should be made by entering a ticket request through the MGB Service Desk (ServiceNow application) .

These services must be applied to a valid MGB Healthcare cost center.

24x7x365

Initial requests should be opened via the IS Service Desk. Escalations are through Telecom management which can be contacted upon request through the IS Service Desk.

There are several third-party vendors who provide these services.

MGB evaluates these services on a annual basis for operational efficiencies and cost savings opportunities.

- IS Support Services
- IS Technical Services Organization
- IS Network Security
- IS Information Security
- IS Network Engineering

All MGB users, affiliates and contractors.

3rd party applications implemented that are not mentioned above will not be supported by the IS-Telecommunications department.

Telephone

Telephone monthly usage and billing reports are available to all cost center managers. Reports are accessible on a monthly basis from the IS Service Desk website.

Voicemail

There are no standard reports for voicemail services

Cellular

Cellular monthly usage and billing reports are available to all cost center managers. Reports are accessible on a monthly basis from the IS Service Desk website.

Paging

Telephone monthly usage and billing reports are available to all cost center managers. Reports are accessible on a monthly basis from the IS Service Desk website.



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Service Status Service Type Core/Optional	<u>Calling Card</u> There are no standard reports for calling card usage
	<u>Audio Web Conferencing</u> Audio Web Conferencing expense reports are available via Vision on the P&L reports. Details are available upon request from Telecom
	<u>Call Recording</u> There are no standard reports available for Call recording
	Operational Service - The service is currently offered and supported.
	Business Service – Service delivered within and outside of MGB Information Systems.
	Optional service

Service/Operation Level Expectations

Service/Operation Level Options	Telecommunications offers a 10-business day implementation service level on all services requested. There is a 24-hour service level to resolve Telecom repair requests.
Service/Operation Delivery Expectations	Telecom supports up to 1,000 service requests on a monthly basis. We commit to our service levels states above and have met these service levels on a consistent basis.
Service/Operation Quality Expectations	Maintainability of Telecom services depends on the service impacted. Telephone hardware failures or voicemail password changes can be resolved within our 24 hour SLT. Major system failures can extend time to repair based on the severity of the failure from 1 hour to several hours. Our serviceability with vendors is contracted for .99999 service level of up time. Our security of services is good with the exception of cellular messaging and paging. Telecom is working closely with Information Security to eliminate the risk of messaging confidential patient health information through an unsecure method

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Cost Description:	Information will be provided at a later time.

Emergency Notification Services – phs

Service Owner	Shawn Donahue, Infrastructure Technology Services
Short Description	These systems allow for communication to employees on multiple devices (iphone, cell phone, home phone, email, pager, SMS, etc.) during disasters or as part of emergency communication
Long Description	<p>We have two types of notification systems. The first is called our Emergency Notification System (ENS). This system is used as part of emergency communication and response during events either within the hospital or outside of the hospital. Examples of departments or hospital functions that use this system include HICS (Hospital Incident Command System), Hazardous Materials issues, Joint Commission notices, Information Technology systems downtime, etc. This system is a secure system where notification recipients need to enter system access PIN's to hear messages. Use of this system is administered through Sungard's Continuity Management System (CMS) LDRPS module. Teams are built in LDRPS and notifications are sent through Sungard's Notifind module within the CMS application. Departments who want to use this system require identifying a system administrator to own the management of this system and sending alerts.</p> <p>The second system is called our Employee Alert System (EAS). This system is used as part of communicating important or critical events to large numbers of MGB employees across each institution. This system is a self-registrations system where MGB staff registers onto the system to receive alerts. Employees enter their contact information and devices to be communicated to during the registration process. Employees can also select what institutions they would like to receive alerts from. Events that are communicated as part of the EAS system include inclement weather and facility or security issues which occur at MGB institutions.</p>
How To Initiate This Service	Requests for use of the ENS system should be made by entering a ticket request through the MGB Service Desk (ServiceNow application).
Service Prerequisites	Folks who have interest in using these systems must have a MGB network login ID.
Service Hours	24x7x365
Escalations	Initial requests should be opened via the IS Service Desk. Escalations are through Telecom management which can be contacted upon request through the IS Service Desk.
Competition	There are several third-party vendors who provide these services such as Everbridge and MIR3.
Roadmap	Not provided at this time.
Key Delivery Partners	Other Information Systems departments involved with the delivery of these services include the IS Disaster Recovery team.
Targeted Customer	All MGB users, affiliates and contractors.
Out-Of-Scope	3rd party applications implemented that are not Sungard will not be supported by the IS-Telecommunications department.
Reporting	Reporting is available through the Emergency Notification System (ENS). Real time reporting is available to monitor recipient responses within the ENS. Historical reports are also available in the ENS for activation and recipient response metrics. Real time reports are also available in the Employee Alert System (EAS) to monitor system activations are processed
Service Status	Operational Service - The service is currently offered and supported.
Service Type	Business Service – Service delivered within and outside of MGB Information Systems.
Core/Optional	Optional service



Service/Operation Level Expectations

Service/Operation Level Options	Service levels for completing ENS or EAS requests depends on the Type of request. Basic employee adds, changes or deletes can be completed within a 5-business day SLT. Adding additional institutions to the system or new teams can take between 5 - 15 business days to complete depending on requirements.
Service/Operation Delivery Expectations	We commit to our service levels stated above and have met these service levels on a consistent basis.
Service/Operation Quality Expectations	Maintainability of the ENS and EAS depends on the service impacted. These services are hosted by our vendor. Major system failures can extend time to repair based on the severity of the failure from 1 hour to several hours. Our serviceability with vendors is contracted for .9999 service level of up time. Our security of this service is password protected.

Price/Cost

Cost Breakdown	Information will be provided at a later time.
Cost Description:	Information will be provided at a later time.