



DCi Technology Infrastructure Support Services Leading Integrated Health Care Organization

This DCi customer's organization is a leading regional Integrated Health Care Delivery Network (IDN) providing treatment and services annually for approximately:

- 225,000 inpatients and same day surgery patients
- 450,000 Emergency Department patients
- 1.5 million outpatients
- and delivers more than 17,500 babies

The IDN includes more than 20,000 employees (second largest private employer in the state) and over 5,000 physicians, medical residents and interns.

This IDN provides nationally recognized services in burn treatment; cardiac surgery services for adults and children; the state's oldest, most experienced center for heart transplants, ranked 8th by volume in the nation; two of the state's five kidney transplant centers; a world-class reproductive medicine and science program; nationally recognized geriatric services; comprehensive cancer services; three Valerie Fund Children's Centers for Cancer and Blood Disorders; renowned women's and children's services, and the state's only neonatal ECMO program for life-support.

Services Goals

The client's Technology Resources area is charged with meeting all Information Technology (IT) infrastructure architecture and support requirements for the IDN.

DCi's goal is to provide comprehensive enterprise infrastructure management services and support programs encompassing call center, network management, telecommunications, systems, desktop and server administration, and operations to support this objective.

Currently, the environment consists of over 10,000 nodes dispersed throughout 42 facilities, and is dependent on optimal infrastructure availability and performance. In order to manage the complexity of such a large, dispersed, complex environment with its stringent high availability requirements DCi created a coordinated Technology Infrastructure Support Services Program (TIS).

DCi's solution lowers technology risks and allows our client to focus on its core competencies – optimized health care delivery. We provide TIS management services to assess, plan, design, deploy and operate a network, systems and event management environment with advanced alert and notification capabilities. The objective is to sustain agreed to service-levels supporting optimal infrastructure performance and availability at the best economic and to maintain a stable, predictable cost structure for the environment.

DCi SERVICES

Overall, TIS provides a much more effective and efficient platform for the delivery of current and future infrastructure services to the customer. DCi's services cover a large range of IT areas with established, consistent, measurable service levels. These service levels are a quantifiable method to determine infrastructure ROI and a predictable, consistent unit cost structure.

TIS provides the structure to accommodate a changing, dynamic environment and establishes clearly defined ROI through predictable cost structures related to service delivery levels. DCi provides the following services and resources to the value proposition.

DETAILED INFRASTRUCTURE SERVICES

This section lists the DCi's TIS services and programs currently delivered throughout the client's organization.

1. Professional Services

- 1.1. Architecture and design
- 1.2. Project Management
- 1.3. Business transformation services e.g., IT roll-outs, migrations and consolidations
- 1.4. Contract and Program Management
- 1.5. Standards
- 1.6. Reporting capabilities
- 1.7. Staff Augmentation/placement

2. Converged Network Management Services

- 2.1. WAN/LAN management
- 2.2. Event and Performance management
- 2.3. Video Conferencing including executive conferences and Ancillary Clinical Programs
- 2.4. VOIP
- 2.5. Remote access services
- 2.6. Security Administration and Intrusion Detection
- 2.7. Patch Management
- 2.8. WEB infrastructure support
- 2.9. Hardware maintenance

3. Systems Administration

3.1. Systems Management

- 3.1.1. ADS Directory services
- 3.1.2. Messaging support
- 3.1.3. NT/Windows 2000 administration
- 3.1.4. Performance management
- 3.1.5. Server management
- 3.1.6. Virus management
- 3.1.7. Business Continuity
- 3.1.8. Backup and Recovery

3.2. Desktop Management

- 3.2.1. Anti-virus support
- 3.2.2. Desk side support
 - 3.2.2.1. Desktop Install, Moves, Adds and Changes (IMAC)
 - 3.2.2.2. Printer and peripheral maintenance

3.3. Application System Support

- 3.3.1. Adjunct clinical system support
- 3.3.2. Adjunct specialty systems support e.g., Radiology and Radiation Oncology departments

4. Call Center

- 4.1. Tier 1 support
 - 4.1.1. Infrastructure
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4.1.2. Telecommunications

5. Telecommunications

5.1. Telecommunications cost analysis

5.2. Telecommunication operations optimization

SERVICE LEVEL MANAGEMENT

Service Level Management (SLM) refers to the scoping, defining, and evaluating of service-based performance criteria. Service Level Management and accompanying Service Level Agreements (SLA) are the preferred method of defining performance for providing IT services.

DCi's TIS measures, monitors and manages infrastructure service levels and collects events from our management toolsets and processes, associates them with services and monitors delivery of service. We approach Service-Level Management from a flexible tiered support structure and a 24 x 7 service availability basis.

This environment proactively delivers service level management information directly to the support staff responsible for meeting service levels in each service category. The toolset also includes reports that summarize the support functions ability to respond to service degradation within specified times, according to specified procedures.

CUSTOMER BENEFITS

DCi's TIS services allow a rational organization and redistribution of resources to:

- Maximize infrastructure service delivery cost structures with measurable, predictable ROI
 - Reduce overhead by leveraging resources and achieving economies of scale
 - Improve and in some cases establish consistent measurable service levels across the enterprise
 - Provide service delivery based on system wide priorities
 - Allow the client to flexibly respond to technological needs throughout the Health Care System environment
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