

FORM APPROVED COUNTY COUNSEL  
 BY: GREGORY P. PRIAMOS  
 DATE: 9/29/15

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
 COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

363



**SUBMITTAL DATE:**  
 September 23, 2015

**FROM:** Riverside County Regional Medical Center (RCRMC)

**SUBJECT:** Approval of Amendment No. 3 that provides contract performance updates to the Nexus IS Inc. onsite network agreement for the five-year period through June 30, 2020 at no additional costs. District 5; [Total \$0]; Hospital Enterprise Funds.

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Authorize the Purchasing Agent to sign Amendment No. 3 that provides contract performance updates to the Nexus IS Inc. onsite network agreement for the five-year period through June 30, 2020 at no additional costs; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI rates, as approved by County Counsel.

**BACKGROUND:**

**Summary**

On June 16, 2015 (M.O. 3-50) the Board of Supervisors approved the 2<sup>nd</sup> Amendment with Nexus IS Inc. for onsite network support for five years.

(Continued on Page 2)

*[Signature]*  
 Zareh H. Sarrafian  
 Assistant CEO - Health System

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0	\$ 0	\$ 0	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

**SOURCE OF FUNDS:** Hospital Enterprise Fund 40050  
**Budget Adjustment:** No  
**For Fiscal Year:** 15/16-19/20

**C.E.O. RECOMMENDATION:**

APPROVE  
 BY: *[Signature]*  
 Christopher M. Hans

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

Purchasing & Fleet Services: *[Signature]*  
 Teresa Summers, Assistant Director

Departmental Concurrence

- A-30
- Positions Added
- 4/5 Vote
- Change Order

3-42

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**  
**FORM 11:** Approval of Amendment No. 3 that provides contract performance updates to the Nexus IS Inc. onsite network agreement for the five-year period through June 30, 2020 at no additional costs. District 5; [Total \$0]; Hospital Enterprise Funds.

**DATE: September 23, 2015**

**PAGE: 2 of 2**

**BACKGROUND:**

**Summary (continued)**

The requested approval of the 3<sup>rd</sup> Amendment will update contractual terms for the current five-year service agreement as the original 2009 Nexus agreement included equipment purchase, installation services, financing, and managed services with corresponding terms for that specific effort. The attached amendment updates the existing contract with RUHS with agreed upon payment terms and also incorporates an updated service scope to include additional equipment to be monitored/serviced for the new five-year service period. There is no increase in the contract amount - only revisions to contract terms.

Nexus IS Managed Services continues to provide RUHS with the needed onsite 24 x 7 x 365 network support that is critical to keep our systems operational without interruptions. The services includes managing physical and logical moves, adds, and changes, configuration change management, application of system patches, failed hardware replacement, troubleshooting and resolving system incidents while managing hardware and software suppliers to ensure the efficient delivery of products and services.

**Impact on Citizens and Businesses**

No negative impact.

**Contract History and Price Reasonableness**

This amendment request is for modifications to the contract terms as it relates to the current five-year contract period. There is no additional cost resulting from this amendment. The agreement maintains the fixed five-year cost that was previously approved by the Board on June 16, 2015.

COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO THE AGREEMENT  
WITH  
NEXUS IS INC.

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Contract Term Including amendments:	June 14, 2015 to June 30, 2020
Effective Date of Amendment:	September 14, 2015
Maximum Amendment Amount:	\$ 3,448,675

The Agreement between County of Riverside, a political subdivision of the State of California, (herein referred to as "COUNTY"), herein referred to as COUNTY and Nexus IS, Inc., herein referred to as CONTRACTOR, and is amended as follows:

1. Delete in its entirety Section 1.1 "Description of Services" and replace with: "CONTRACTOR shall provide all services as outlined and specified in the attached Exhibit A-1, Scope of Services at the prices stated in the attached Exhibit B-1, Payment Provisions, and Attachment I, HIPAA Business Associate Attachment of the Agreement, consisting of six pages."

2. Delete in its entirety Section 3.1 "Compensation" and replace with: "The COUNTY shall pay the CONTRACTOR for managed services performed in accordance with the terms of the attached Exhibit B-1, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed \$3,448,674 over the period of June 14, 2015 to June 30, 2020 including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B-1, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement."

3. Delete in its entirety Section 3.3 "Compensation" and replace with: "CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within 30 days prior to June 30 for the following service period, and COUNTY shall pay the invoice within 30 working days from the date of receipt of the invoice. For this Agreement, send the original invoice to:  
Riverside County Regional Medical Center  
Attn: Accounts Payable  
26520 Cactus Ave  
Moreno Valley, CA 92555

a) Each invoice shall contain a minimum of the following information: invoice number and date; agreement number MCARC-92029-001-06/14; service descriptions, and an invoice total."

4. Delete in its entirety Section 5.1 "Termination" and replace with: "COUNTY may terminate this Agreement for cause or for non-appropriation of funding upon 30 days written notice served upon the CONTRACTOR stating the extent and effective date of termination. In the event that this Agreement is terminated for any reason at any time prior to full utilization of the contract period of performance, CONTRACTOR shall refund the COUNTY within 30 business days of the prorated refund balance amount."

All other terms and conditions of the Agreement are to remain unchanged.

**IN WITNESS WHEREOF**, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

**County**

County of Riverside  
Riverside County Regional Medical Center  
26520 Cactus Avenue  
Moreno Valley, CA 92555

**Contractor**

Nexus IS, Inc.  
1733 Alton Parkway  
Suite 150  
Irvine, CA 92606

By: \_\_\_\_\_

Name: Summer Cancel

Title: Procurement Contract Specialist

Date: \_\_\_\_\_

By:  \_\_\_\_\_

Name: Thomas Lyon

Title: Sr. VP of Managed Services

Date: 9/24/2015

FORM APPROVED COUNTY COUNSEL

BY:  \_\_\_\_\_

NEAL R. KIPNIS

DATE

Exhibit A -1 Scope of Services

## NexusCare

# Managed Services Renewal Proposal



Riverside County Regional Medical Center  
26520 Cactus Avenue  
Moreno Valley, CA 92555  
951-486-4397

Scott DeFreitas  
Business Transformation Specialist  
Managed Services  
949-265-6031



A DIMENSION DATA COMPANY

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## Company Overview

Nexus, a Dimension Data Company is passionate about our belief in the power of advanced technologies to transform business. We have over 30 years of experience helping organizations **Connect** to their customers, **Collaborate** to achieve their vision, and **Create** innovative ways to solve business problems using advanced technology. We do this by providing expertise in end-to-end technology solutions based on our distinct, yet complementary practices: Collaboration, Data Center, Cloud, Enterprise Networks, Business Video, and Consulting and Managed Services.

Nexus partners with industry leaders including Cisco, EMC, NetApp, Microsoft, Apple and VMware to ensure its customers are provided the most comprehensive and competitive solutions. Nexus serves the private sector, from small business to the Fortune 500; and the public sector including local, state, and federal government. Additionally, Nexus has highly specialized vertical market practices including education, retail, hospitality, and healthcare where it has developed proprietary applications that turn unified communication into clinical workflow solutions.

## NexusCare Managed Services

NexusCare is a subscription based service offering that provides 24/7/365 service desk, ticketing, and escalation along with unlimited remediation for unplanned incidents. The customized support solution is designed to provide the critical expertise required to manage and resolve system faults, with service incidents managed from notification to resolution. Stewardship meetings are included in the service as well as maintenance patching service for covered devices. This service model can be supplemented by a Nexus provided Designated Consulting Engineer (DCE) which is part of our Optimization Services. This fractional expert can provide best practice recommendations as well as architectural roadmaps. The other focus of our Optimization practice is our Assessment Services which utilizes an automated proprietary Cisco tool delivered by our Designated Consulting Engineers.

## Benefits/Features

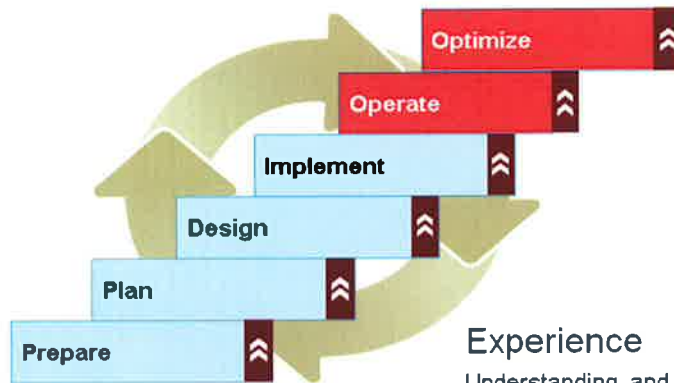
- **Focus on Strategic Priorities**
- **Access to Highly Specialized Expertise**
- **24x7x365 Support**
- **Reduce Risk Profile**
- **Cost Predictability**

- Accelerate New Technology Consumption

## NEXSTEPS – Lifecycle Approach

Decades of experience and thousands of deployments have taught us the best way to translate customer goals into repeatable, quality implementations. From planning and design to implementation and optimization, each step in the NexSteps process leads logically to the next and inevitably leads to the unique, customized combination of products and services to help drive your success. NexusCare Managed Services focuses on the **Operate** and **Optimize** phase of our methodology.

### NEXSTEPS >>



#### Experience

Understanding and translating our Customers' business goals into a successful, repeatable process.

## OPERATE

Our Operate phase provides several flexible choices for maintaining the ongoing health of your system. An organization will spend significant time in this phase living with the technology, while maintaining the system to its maximum performance, capacity, availability, reliability, and security.

Routine operations maintenance activities include managing physical and logical moves, add, and changes, configuration change management, application of system patches and upgrades, failed hardware replacement, troubleshooting and resolving system incidents, and



managing hardware and software suppliers to ensure the efficient delivery of products and services.

Nexus offers progressive support choices designed to be an extension of your staff to protect your investment. We help maximize system performance, reliability, availability and reduce your cost of ownership by taking advantage of our resources, expertise, and knowledge.

## **OPTIMIZE**

Our Optimize phase of Lifecycle Services is an optional add-on service designed to help you determine your current system state realization of ROI and other business benefits as defined in the original business case and then reduce your total cost of ownership by improving system performance and functionality. This service phase provides operational consultative support to minimize or avoid system downtime, decrease the number of network issues, and provide ongoing design and change review expertise and best practices to drive continuous productivity improvement and return on your technology investment.

# Operate Services

## NexusCare Portfolio



**Managed  
Network**



**Managed  
UC**



**Managed  
Data Center**



**Managed  
Contact Center**



**Managed  
Video**



**Managed  
Security**

## Managed Network

Network operational costs are continuing to increase each year. Hiring, training and managing network engineers, building and maintaining network management tools and company growth add to these costs. NexusCare Managed Network Services can help flatten and streamline these costs across your organization.

NexusCare supports the full Cisco platform technologies. Specifically, the following solution components are covered in the portfolio.

- Aggregation Services Routers
- Integrated Services Routers
- Nexus Switches
- Core Switches
- Edge Switches
- Wireless LAN Controllers
- Wireless AP's
- ASA's
- Network Admission Control
- Access Control Server
- VPN's

## NexusCare Managed Services Overview for RCRMC

This document describes Nexus Managed Services for Riverside County Regional Medical Center (RCRMC). In order to properly articulate the various services Nexus will provide, the services will be described in sections by “tasks” and “responsible party”.

Further, this document will also discuss and clarify additional sub-components of various aspects of the services Nexus will provide.

**Nexus will provide the following services (“tasks”) to RCRMC;**

### Network Administration Services

- Manage and administer contracted enterprise network devices.
- Coordination of issue resolution and perform recovery services.
- Trends, including performance against base line.
- Performance against SLA
- Management summaries
- Daily, weekly and monthly reports
- Network infrastructure design, installations and expansions
- IP address management
- Assisting RCRMC in the design, planning, implementation and administration services while providing connectivity between RCRMC network and third party network. Hardware and lease line charges are not included.
- Co-ordination with Telco providers for Data Network remediation and repair
- Network asset inventory
- Configuration documentation
- Provide Availability Management services for in-scope enterprise network devices
- Provide Change, Configuration and Release Management for all network hardware and software
- Participate in planning network services and maintain guidelines, policies and procedures
- IMAC services via Nexus provided 24X7 On-Site Technicians

## Monitoring and Fault Management

Nexus IS provides 24/365 up/down monitoring & fault identification services. The following services are included within the Management Services monitoring & fault management service offering:

- Up/Down device monitoring (24 hours per day, 7 days per week, 365 days per year)
- Proactively notify Client of error conditions according to Service Level Requirements
- Provide root cause analysis on Sev 1 tickets to determine source of the problem
- Actively work with service providers, client staff and Equipment vendors to identify and resolve problems, including working with hardware maintenance vendors to coordinate the repair and/or replacement of Devices
- Restore the Network to operating condition
- Maintain client specific notification and escalation procedures
- Maintain site contact information for each client location
- Conduct post-mortem meetings upon Client request within 48 hours of a major event (e.g., an outage greater than 12 hours, or an outage that requires public relations intervention)
- Install Cisco-approved Operating System patches
- Provide on-line access to view real-time trouble ticket status via an Internet portal (excluding maintenance windows)
- Maintain detailed asset information for each Device and connection including location, operating system version, serial number, and circuit id, if applicable.
- Develop and maintain copies of the following documents:
  - Client notification/escalation flowchart
  - Carrier notification/escalation flowchart

## On-Site Staff Augmentation and Engineering Support

Nexus IS will provide 24X7X365 on-site staff augmentation support services in combination with a remote-based managed services contract.

On-Site Nexus technicians will be available to deliver qualified services relating to the devices included in the contract. The “tasks” and work-objectives of these technicians will vary from day to day as support requirements change. The Nexus On-Site technicians will provide the first line of response for technical incidents that arise. Should a second level support be required, the Nexus On-Site technician will escalate to the assigned Nexus engineer within the 24X7X365 Nexus Technical Assistance Center.

Conversely to the On-Site to NTAC escalation process, should network incidents, anomalies or other undesirable network behavior appear, the responsible engineer within the NTAC Monitoring Center shall investigate all network issues outlined in this document. When remote access to network device does not allow for a timely and proper incident resolution, the assigned NTAC engineer will contact the On-Site Nexus Engineer for investigation and collaborative repair.

A ticket will be opened on the Nexus Care "Support Desk" web ticketing portal for tracking all incidents requiring NTAC assistance. This ticket will document time and date of incident, symptom of network problem, recommended action, implemented action, results of action and root cause analysis. This portal will be available to RCRMC staff, Nexus On-Site Staff and NTAC Engineers via password protected account.

Concurrently and in collaboration, both the On-Site Nexus Technician and the assigned NTAC engineer will work to resolve network incidents in a manner such that timing and urgency will be driving by the RCRMC Service Level Requirements (see table #2).

## Managed Services Responsibilities Matrix

Nexus declares that the following responsibilities shall be divided up between two (2) Internal Managed Services Support parties. Nexus will be providing both On-Site and Remote Based Technical Support services with RCRMC acting in a business decision making role as indicated on the matrix below.

Ref	Service Responsibility	Nexus On-Site Resource	Nexus Monitor Center	Customer
<b>Network Services Monitoring and on-site support</b>				
1	Monitor IT Network Infrastructure on a 24 hour X 7 day per week basis utilizing Nexus provided tools.	X		
2	Perform proactive alert notification for fault and performance conditions with Nexus provided tools.	X		
3	Measure and analyze network availability and performance	X		
4	Produce regular reports on network availability, performance, alerts, and faults.	X		
5	Document and enhance procedures for ensuring reliable monitoring of network infrastructure.	X		
6	Establish guidelines for all scheduled network equipment service outages for routine maintenance, installations, and upgrades.	X		X
7	Install and configure network devices according to pre-defined hardware, software, firmware, and performance definitions.	X		
8	Manage and maintain IP addresses and schematics.	X		
9	Create and maintain documentation and schematics of the network infrastructure environment. On-site creation w/transition to Monitor Center.	X		
10	Evaluate and analyze new technology for providing standards.	X		X
11	Approve new technology for providing standards.			X
12	Provide all fiber optic and category twisted pair cabling necessary for network infrastructure environment. (Custom bid, cannot provide unlimited materiel and labor).			X
13	Test and certify the physical cabling.			X

Ref	Service Responsibility	Nexus On-Site Resource	Nexus Monitor Center	Customer
14	Document resource usage requirements and track usage.	X		
15	Review and analyze monitoring reports for utilization and threshold trends.	X		
16	Prepare observations and recommendations on resource usage and capacity.	X		
17	Forecast bandwidth requirements.	X		
18	Approve observations and recommendations on resource usage and capacity.	X		X
19	Manage appropriate bandwidth to meet utilization projections on LAN (i.e. QOS).	X		
20	Provide physical hardware and software necessary to meet utilization projections.			X
21	Review and analyze monitoring reports to determine optimal utilization.	X		
22	Document and present recommendations on changes for increasing performance.	X		
23	Implement changes for performance tuning.	X		
24	Conduct ongoing performance reviews and recommend adjustments as necessary (Monthly Stewardship meeting via Web Meeting).	X		
25	Conduct hardware benchmark testing as required. (Baseline relative to installed standard).	X		
26	Adhere to consistent network standards for hardware and software purchases. (As it pertains to the Nexus response for original RFQ).	X		
27	Manage and maintain configuration documentation for all environments implemented by Nexus.	X		
28	Perform hardware configuration backups as scheduled on CLI/IOS based Cisco devices.	X		
29	Restore configuration data as required on contracted, monitored systems.	X		
30	Recommend and implement changes to hardware configuration backup.	X		
31	Approve hardware configuration backup strategy.	X		
32	Assist in implementing, maintaining, and periodically testing the configuration data backup and recovery procedures on contracted, monitored systems.	X		

Ref	Service Responsibility	Nexus On-Site Resource	Nexus Monitor Center	Customer
33	Assist in maintaining change management policies, processes, and procedures.	X		
34	Conduct change management training for IT management and staff.		X	
35	Review all submitted Request For Change prior to implementation	X		X
36	Approve changes to the network infrastructure environment.	X		X
37	Install all changes in accordance with Change Management processes	X		
38	Coordinate and communicate outages, scheduled and unscheduled.	X		
39	Define network infrastructure security requirements.	X		X
40	Recommend security policies and standards	X	X	
41	Approve recommended security policies and standards			X
42	Implement Customer defined security policies and standards	X		
43	Document and maintain security schemes, profiles, and procedures for all resources as directed by Customer's security policy (applies only to devices specifically contracted to Nexus).	X		
44	Implement reasonable and industry standard security (applies only to devices specifically contracted to Nexus).	X		
45	Provide for the physical security of the network infrastructure environment.			X
46	Manage and maintain administrative and technical support for physical security.			X
47	Monitor and respond to network infrastructure alarm systems.	X		
48	Administer and support data and systems security.	X		
49	Recommend reasonable and industry standard security audit process.	X		
50	Approve reasonable and industry standard security audit process.	X		
51	Nexus will maintain the consistent network security policies established during implementation of contracted network devices.	X		
52	Recommend network security hardware and software (most effective when involving Nexus Sales and Pre-Sales Applications Engineering team).	X		
53	Approve and provide recommended network security hardware and software.			X



Ref	Service Responsibility	Nexus On-Site Resource	Nexus Monitor Center	Customer
54	Install and maintain network security hardware and software provided by Customer (As it pertains to the Nexus response for original RFQ).	X		
55	Participate in and approve results of changes to security software.	X		X
56	Recommend the information security policies and settings.	X		
57	Approve the recommend information security policies and settings.	X		X
58	Implement the recommend information security policies and settings.	X		
59	Document and maintain access policies and procedures.	X		
60	Occasionally review security logs for Nexus-contracted security appliances or programs.	X		
61	Provide maintenance and/or support agreements between vendors and Customer for current maintenance and service contracts on all hardware and Independent Software Vendor (ISV) software.			X
62	Recommend and manage support agreements between vendors and Customer for current maintenance and service contracts on all hardware and Independent Software Vendor (ISV) software for devices and software programs contracted for service to Nexus (as it pertains to the Nexus response for original RFQ).	X		
63	Provide contracts for third-party support programs, obligations, and warranties.			X
64	Manage third-party support programs, obligations, and warranties for systems for devices and software programs contracted for service to Nexus. (As it pertains to the Nexus response for original RFQ).	X		X
65	Maintain and manage compliance with warranty, and support and maintenance agreements for network infrastructure for devices contracted for service to Nexus. (As it pertains to the Nexus response for original RFQ).	X		
66	Communicate contract provisions internally and to Customer's, as needed for contracted services. (As it pertains to the Nexus response for original RFQ).	X		
67	Maintain and manage asset management database, including regular physical inventory.	X		
68	Research and price network equipment required for new installations or upgrades. (Nexus On-Site resource to coordinate with Nexus Sales and Pre-Sales Applications Engineering team).	X		
69	Obtain network equipment from manufacturer or reseller.			X
70	Nexus will de-install equipment and move to location in hospital, Customer to arrange for disposal.	X		
71	Manage inventory (Nexus does not provide physical security of customer owned equipment).			X
72	Coordinate warranty and non-warranty repair work performed by manufacturer authorized repair depot.	X		

Ref	Service Responsibility	Nexus On-Site Resource	Nexus Monitor Center	Customer
73	Maintain and manage network equipment operating system software license inventory.	X		
74	Oversee network infrastructure equipment moves	X		
75	Provide "as-built" documentation of all Nexus supplied equipment.	X		
76	Maintain physical inventory and "as-built" of all Nexus supplied equipment	X		
77	Monitor MDF and IDF environmental variances within Nexus supplied appliances only.	X		
78	Monitor and maintain contracted uninterrupted power supplies (UPS) and backup power systems.			X
79	Administer contract services and other third party agreements (environmental, security, and other companies) related to the network infrastructure environment. (As it pertains to the Nexus response for original RFQ).	X		X
80	Plan, design, implement and administer connectivity between RCRMC network and third party network. Nexus will provide logical planning and design services. RCRMC will provide h/w and any required WAN circuits.	X		X
81	Manage the Telco provider as it relates to contracted data only devices.	X		
82	MAC address locking with the switch port (as it pertains to the Nexus response for original RFQ).	X		
83	Implement the security policy of deny all unless meets the criteria.	X		
84	Upon notification from RCRMC, Nexus will provide network-level services to contain and isolate undesired network behavior (i.e. Broadcast storms, Viral outbreaks, etc.). Nexus does not provide any virus detection solutions.	X		
85	Provide administration, capacity management and availability management for remote connectivity services and VPN appliances.	X		
86	Provide break-fix services for all network equipment covered under this Managed Services agreement	X	X	
87	Restoration of network services according to SLAs	X	X	
88	Knowledge transfer to RCRMC resources.	X		

## NexusCare LAN/WAN Elements Monitored

Element Monitored by Nexus IS	Monitor Frequency
<b>Connectivity</b>	
IP Polling	5 Min
SNMP Polling	5 Min
Restarts	5 Min
<b>Environmental</b>	
Temp State	5 Min
Fan State	5 Min
Power Supply State	5 Min
<b>Processor &amp; Memory</b>	
Processor Utilization	5 Min
Memory Fragmentation	5 Min
<b>Network Device Port &amp; Interface (Not applicable on servers)</b>	
Broadcasts	5 Min
Collisions	5 Min
Errors	5 Min
Port Flapping	5 Min
Speed Mismatch	5 Min
Duplex Mismatch	5 Min

# Service Delivery - Ticket Definitions

## Incident Ticket

An incident is an event where an otherwise stable device or service is adversely affected. This “change in state” will trigger an Incident Ticket to be generated based on the priority definitions below. The below table describes the Incident Severity Levels, how they are determined, and the support hours included for each severity level.

Incident Definitions			
Severity Level			Service Definition
Service-impacting Issues	Remote Incident Management and Technical Support	Severity 1 Critical Incident 24x7	<b>Critical: Business Impacting</b> <ul style="list-style-type: none"> <li>• Problem that is business impacting.</li> <li>• 25% or more of system or users affected (at least 2 users at small sites).</li> <li>• No acceptable workaround is available.</li> <li>• Full-time resources committed immediately to resolve the problem.</li> </ul>
		Severity 2 Major Incident 24x7	<b>Major: Business Impacting</b> <ul style="list-style-type: none"> <li>• Event that is business impacting. Operation of existing network is severely degraded or significant aspects of business operation are negatively affected by inadequate performance of supported products.</li> <li>• 15% or more of system or users affected (at least 2 users at small sites).</li> <li>• No acceptable workaround is available.</li> <li>• Immediate impact to a system or location or loss of redundancy.</li> <li>• Full-time resources committed immediately to resolve the problem.</li> </ul>
		Severity 3 Minor Incident 8x5	<b>Minor/Routine: End-User Business Impacting</b> <ul style="list-style-type: none"> <li>• Operation performance of your network is impaired while most business operations remain functional.</li> <li>• Less than 5% of system or users affected at a site.</li> <li>• Intermittent failures – occurs less than three times per day.</li> </ul>

\*\* Business Hours are defined as Monday –Friday 5am to 5pm Pacific Time excluding all major US holidays.

## Problem Ticket

A problem is a device or service that is operational, but has a function that is causing intermittent adverse behavior, or not functioning at normal parameters. Problem tickets are meant to prevent incidents from happening by taking a proactive approach to resolving potential bugs or outages. Problem tickets are also used to track the root cause of an outage. The below table describes the Problem Priority Levels, how they are determined, and the support hours included for each priority level.

Problem Definitions			
		Severity Level	Service Definition
Preventative or Proactive Technical Support	Remote Problem Management and Root Cause Analysis	Priority 1 Critical Problem Business Hours	<b>Critical: Business Impacting</b> <ul style="list-style-type: none"> <li>An intermittent outage or degradation of service that is business impacting, or</li> <li>A bug or security exploit that could cause an imminent outage or breach</li> <li>25% or more of system or users affected (at least 2 users at small sites).</li> </ul>
		Priority 2 Major Problem Business Hours	<b>Major: Business Impacting</b> <ul style="list-style-type: none"> <li>An intermittent degradation of service that impacts a significant portion of the business, or</li> <li>Replication to a redundant system has stopped</li> <li>15% or more of system or users affected (at least 2 users at small sites).</li> </ul>
		Priority 3 Low Problem Business Hours	<b>Low: End-User Impacting</b> <ul style="list-style-type: none"> <li>An intermittent degradation of service that impacts a subset or single user</li> <li>Replication to a redundant system has stopped</li> <li>Less than 5% of system or users affected at a site.</li> </ul>
		P4 Minor Problem Business Hours	<b>Minor: Little to No Impact</b> <ul style="list-style-type: none"> <li>End user requires information or assistance on supported products' capabilities.</li> <li>Normal technical support consultations expected to take less than one hour to complete.</li> <li>Root Cause Analysis performed for previous incident or outage.</li> <li>Concerns about functionality of a service or feature.</li> </ul>

\*\* Business Hours are defined as Monday –Friday 5am to 5pm Pacific Time excluding all major US holidays.

## Service Request or Change

Service Requests are any moves, adds, changes, or deletions of any service device or configuration. Service Requests can also be a request for training on a system, or for general information about a configuration or service. Service or Change requests that are related to a business impacting “break/fix” event that is tied to a problem or incident (as indicated above), are included in the NexusCare Managed Services contract services, and will be performed at no additional expense. Service or Change requests that are Moves, Adds, Changes, or Deletions to existing configuration or services will be billed against the Block of Hours included in the contract. The below table describes the Problem Priority Levels, how they are determined, and the support hours included for each priority level.

Service and Change Request Definitions			
		Severity Level	Service Definition
MAC-D and Project Tasks	Block of Hours – Service Request Change Support	P1 Critical Service Request Business Hours	<b>Critical Priority Service Change</b> <ul style="list-style-type: none"> <li>Critical change to fix or prevent a system outage affecting a production system</li> <li>Critical priority patches for bug fixes or security vulnerabilities</li> </ul>
		P2 Major Service Request Business Hours	<b>Major Priority Service Change</b> <ul style="list-style-type: none"> <li>Major priority change to device or system to support business operations.</li> <li>Change to existing or supporting new features or functionality that are business production affecting.</li> </ul>
		P3 Low Service Request Business Hours	<b>Low Priority Service Change</b> <ul style="list-style-type: none"> <li>Normal service requests expected to take less than four hours to complete.</li> <li>Simple MAC's that are low to no business impact, or single user impact.</li> </ul>
		P4 Minor Service Request Business Hours	<b>Minor Priority Service Change</b> <ul style="list-style-type: none"> <li>Minor priority service requests or changes that have no immediate or imminent business impact</li> <li>Complex MAC requests that take more than 4 contiguous hours that can be completed over a period of time.</li> <li>Simple MAC requests that are low to no business impact, or a single user impact.</li> </ul>

\*\* Business Hours are defined as Monday –Friday 5am to 5pm Pacific Time excluding all major US holidays.

## Service Level Objectives

Nexus tracks every Incident, Problem and Change ticket to provide a Service Level Objective for a Mean Time to Notify (MTTN) and a Mean Time to Repair (MTTR). Notification of an alert, phone call, or alert received will be made to the customer based on the Notification and Escalations table provided by the customer. Repair times are based on NOC and NTAC time spent in work efforts to remediate a problem, or perform a change. Any time waiting for third party vendor support or customer interaction will not be counted towards the SLO for MTTR. The table below represents Nexus' Service Level Objectives.

Ticket Type	Priority Level	Mean Time to Notify	Mean Time to Repair	Availability
Incident	SEV1 (Critical)	15 Minutes	2 Hours	24X7X365
Incident	SEV2 (High)	30 Minutes	4 Hours	24X7X365
Incident	SEV3 (Low)	60 Minutes	2 Days	Business Hours
Problem	P1 (Critical)	2 Hours	2 Days	Business Hours
Problem	P2 (High)	2 Hours	4 days	Business Hours
Problem	P3 (Low)	2 Hours	10 Days	Business Hours
Problem	P4 (Minor)	2 Hours	15 Days	Business Hours
Change	P1 (Critical)	2 Hours	2 Days	Business Hours
Change	P2 (High)	2 Hours	4 Days	Business Hours
Change	P3 (Low)	2 Hours	10 Days	Business Hours
Change	P4 (Minor)	2 Hours	15 Days	Business Hours

\*\* Business Hours are defined as Monday –Friday 5am to 5pm Pacific Time excluding all major US holidays.

\* Applies when Nexus 24X7X365 staff is contracted AND parts are available in sparing pool.

For incidents with a high impact and urgency that is reported to the Nexus NOC, we require our customers to call the NOC in order to hold Nexus to the MTTN SLO's. Emails or tickets opened via the portal of an urgent nature may be delayed.

## Escalation Levels within the Nexus TAC

The Monitoring Network Operations Center (NOC) and Nexus Technical Assistance Center (NTAC) are comprised of two (2) levels of analysts and engineers, plus additional staff members. There are Operational Managers within the NOC and NTAC, respectively. A Vice President of Service Delivery oversees the entire support organization.

Level 1 Analysts are **Network Monitoring Engineers** located within the Nexus Network Operations Center (NOC). The key service element provided by Level 1 Analysts is to intake and process network incident/MAC requests as well as observing, reporting, remediating and escalating network service incidents to Level 2 engineers when necessary.

Level 1 Analysts create tickets based on identified priority and performance criteria and also respond directly to calls from the client for outages and perceived performance problems. The Level 1 analysts are trained to work with the client on many basic issues.

Level 2 Engineers are **Nexus Technical Assistance Center (NTAC)** engineers. NTAC engineers will work directly with the client on all outages not resolved at Level 1. The Level 2 Engineers typically have more than one specialization in EMC, VMware and Cisco software and hardware support and are cross-trained in many relevant aspects of the client environment.

Level 3 Engineers are the subject matter experts in specific technologies within the support organization. They are the team leads for each group and focus on Problem Management which includes analyzing incidents for commonality for resolution and steps to complete change for the Change Management process. Any of the Nexus Analysts or Engineers will contact the manufacturer on behalf of the customer as required.

If clients have any issues with the quality of service they are receiving, the Nexus management team is available for escalations as follows:

Title	Name	E-mail	Office Phone
NOC/NTAC Manager	Malcom Sao	Malcom.Sao@nexusis.com	661-775-2465
Managed Services Engineering Manager	Dennis Laganiere	Dennis.Laganiere@nexusis.com	661-774-2469
Level 3 Engineering Manager	Rich Deschler	Rich.Deschler@nexusis.com	661-200-6935
Dir. of Managed Services	Karl Rosander	Karl.Rosander@nexusis.com	661-775-2801
Vice President of MS	Tom Lyon	Tom.Lyon@nexusis.com	661-775-2494



President & COO	Waheed Choudhry	Waheed.Choudhry@nexusis.com	925-226-3308
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## Nexus TAC Contact Information

Group	Address/Number	Available	Comment
NOC By Phone	(800) 266-2003, option 1	24/7/365	
NOC By Email	service@nexusis.com	24/7/365	High impact issues (Sev 1 & 2) must be reported by phone
Duty Manager By Phone	(800) 266-2003, option 1	24/7/365	

If for any reason you feel we are not meeting your service expectations please feel free to contact our NOC Manager Malcom J. Sao (single reach (661) 775-2465) or the Duty Manger ((800) 266-2003, option 1)

## Cisco TAC Escalations

If the NTAC requires additional or specialized assistance for problem resolution, the Cisco TAC will be contacted by the NTAC operations team. The Cisco TAC will provide the required level of escalated engineering support to Nexus IS and Nexus On-Site Technicians.

The Cisco TAC provides 24x7 support services for all Cisco hardware and software products under a maintenance and/or support agreement. Nexus IS will act as the liaison between Nexus On-Site Technicians and Cisco for all problems identified by or reported to the Nexus IS NTAC. The Nexus IS NTAC will own the original problem through to final resolution and Client satisfaction.

## Required Information for Non-Urgent Support Issues (Tasks to be done by Nexus On-Site Technicians)

When calling the NTAC or reporting a problem, the Nexus On-Site Technician must be able to provide the following information to the NTAC Analyst:

1. Location of the Service Incident
2. Any error messages or numbers reported by the system

3. On-Site contact
4. Callback information including phone numbers and call times
5. Server and/or device name, and serial number (if known)
6. Description of the Service Incident
7. Priority Definition of the Service Incident (see definitions in table 3 above)

## Support Connectivity

In order for Nexus IS to provide the most efficient full support from the Nexus IS TAC to the Client, it will be necessary to provide a reliable and efficient connection between the two companies. This may be achieved through a number of different types of network connections.

NexusCare includes a connection methodology for all of the NexusCare Managed Services clients. The solution will be built on a third party appliance-based application. This solution will provide a secure SSL/VPN connection via the Internet with minimal configuration and rapid deployment to the Client's network. This solution will consist of a reporting agent at the Client's location and a management console at Nexus IS. All of Nexus' Client networks will be logically separated from each other.

This SSL/VPN will provide the following services:

- Monitor the port interface of each device it's licensed to in order to determine if the device is "up" and responding. Occasional "pings" and SNMP traps will be sent to each device contracted to ensure its operational status.
- Provide a mechanism for occasional device access by Nexus Technical Assistance Center Engineering Staff.
- Provide a mechanism for Network Management Software to enquire as to the "Health and Welfare" of contracted devices.

## Customer Stewardship Overview

This Customer Stewardship Overview is designed to define the process for providing a monthly stewardship for Nexus Care contracted customers. This document is also intended to define the roles and responsibilities of Nexus IS Technical Assistance Center and the procedures to be followed in performing a Stewardship Call on a Monthly basis. This call will go over the following items in order to establish and retain the best working relationship possible with our customers:

- a. All tickets opened during that month
- b. Incidents that happened that month that need to be discussed with management
- c. Cisco major upgrades and Service Releases that have been released that month along with any Release notes attached to them
- d. Anything that the customer would like the NTAC to look into
- e. Status of the contract and/or amount remaining in their block of hours (if purchased)

## Planning and Attendance

Once a customer is transitioned into NTAC, the NTAC Manager will set up a monthly Stewardship Call with the customer. A date and time will be agreed upon for the first call and a recurring meeting will be established thereafter. This call should include any persons that the customer would like on the call as well as the NTAC Manager, Primary Engineer, and Nexus IS ASE for that customer. The Call should last no more than one hour and meeting notes will be taken by the Primary Engineer and posted in the customer folder on the internal NTAC customer support portal. If the Primary Engineer is unavailable the NTAC Manager will keep the meeting notes. Action items will be established and reported on no later than the following week.

## Stewardship Report

The NTAC Manager will prepare a report prior to the Stewardship Call that will include all tickets that were opened and closed that month. A breakdown will be given of all incident tickets by priority as well as work tickets. Mean Time to Notify (MTTN) and Mean Time to Resolve (MTTR) will be reported explained as well as any tickets that missed the Service Level Objectives as defined earlier in this document.

Each ticket in the report will contain a link to that ticket on the NTAC Support Desk web portal at <https://ntac.nexusis.com/supdesk>. The report will indicate the current status of the customer's Nexus Care Contract and a detailed explanation of which tickets have drawn from their current Block of Hours. The report will also explain how many hours are left on their current block. Lastly, the report will include anything else that the customer may want review in this monthly report.

## Agenda of the Stewardship Report

The NTAC Manager will send out an agenda before the Stewardship Call detailing what is to be discussed during the call. The Stewardship Report will be sent along with the agenda. The agenda will include the following items.

- a. Discussion of Incident and Problem tickets which are currently open.
- b. Discussion of Incident and Problem tickets opened that month.
- c. Discussion of Closed tickets that month.
- d. Discussion of MTTN and MTTR.
- e. Discussion of any escalations that have taken place during the month.
- f. Discussion of remediation steps for Problem tickets or Change Management requests.
- g. Discussion of Upgrades and/or Services Releases available.
- h. Present release notes to customer so they can decide whether or not to upgrade or patch.
- i. Discussion of any pain points they may have.
- j. Discussion of what NTAC can do to improve.
- k. Discussion of overall level of Satisfaction.
- l. Open discussion of anything the customer would like to discuss.

## Meeting Minutes

The Primary Engineer for this account will be responsible for taking the meeting minutes. If the Primary Engineer is not available for the meeting the NTAC Manager will take the minutes. The minutes should contain notes for each of the agenda items especially any concerns the customer may have. They will also contain any action items agreed upon. These actions items will then be worked on that week. The Primary Engineer will then send an update to the customer detailing the status of the action items. The Meeting Minutes will be posted into the customer's folder on the NTAC portal.

## Resolving Concerns for the Customer

Given the nature of the relationship the NTAC has with its customers, a customer is bound to have concerns that will need to be resolved. It is important that the NTAC Manager and Primary Engineer give validity to these concerns and help the customer understand that we want to help them. A step by step process will then be given to indicate how that concern is going to be resolved. Finally, the concern will be addressed at the next Stewardship Call to verify that a resolution has been reached and that the customer is completely satisfied with the outcome.

## Escalations

Any and all escalations that have taken place during the month will be discussed. If the escalation process was followed it will be pointed out and we will verify that the customer is satisfied with the escalation process. If the escalation process was not followed it will be determined what the customer's satisfaction level is. We will agree to a resolution to make sure that any problems do not happen in the future. The discussion will then be had with the individual engineer as well at the NTAC team as a whole to make sure we are following documented processes.

## Problem Tickets and Change Management

Remediation for any Problem tickets will be discussed and planned if needed. Change Management requests will also be discussed as these should be submitted along with the remediation steps for Problem tickets. Scheduled downtime for such Change Management will be planned. Any previous scheduled Change Management will also be discussed to make sure that all is working as desired and that the customer is satisfied with the results. The Primary Engineer will then update version information in the customer folder on the NTAC portal.

## Upgrades and Service Releases

Any major upgrades or Service Releases that have come out since the last monthly Stewardship Call will be detailed. The pros and cons of upgrading will be given along with the release notes from Cisco. The customer will then be given the chance to decide if they want NTAC to perform the upgrade. These types of upgrades will be drawn from their Block of Hours

## Definition of Severity Levels

Definition of Severity Levels	
Severity 1	Critical - Impact on patient care. 25% or more users are affected.
Severity 2	Major - Impact on patient care. 5% or more users are affected.
Severity 3	Minor- Operational performance of network is impaired.
Severity 4	Service request - MAC

## Hours of Operation

Nexus IS provides technical assistance to our clients on a 24 hour a day, 7 day a week basis. However, Minor Events, as defined in Table 3 above, are only supported during normal business hours.

## Scope

No.	RCRMC Network Devices	QTY
1	N7K-C7010 - Cisco Nexus 7010 switches	2
2	Cisco Catalyst 6509 switches operating as the hospital building's Distribution layer switches	2
3	Cisco Catalyst 6500 series switches; (1) 6506, (20) 6509s, and (1) 6513 switch	22
4	Cisco Catalyst 6500 series switches at Mental Health-ITF that connect back to the RCRMC network through RCIT's WAN network	2
5	Cisco ASA 5520 firewalls operating in statefull failover configuration	2
6	Cisco Catalyst 4948 switches used for server connections	12
7	Cisco Catalyst 2360 Radiology switches, connected with redundant links to both N7K Core switches	2
8	Cisco Nexus 5020 switches used for the VMware environment's storage network	2
9	N5K-C5596UP-BUN (Recently added)	2
10	N2K-C2232PP-BUN (Recently added)	4
11	Cisco 8510 Wireless Controller	1
12	Cisco Wireless Access Points (to be added)	170

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# Exhibit B-1 Payment Provisions

Supplement to Contract ID MMCARC - 92029-001 - 06/14

This is addendum to the contract to extend the existing agreement to add 5 years of managed services as defined in the contract. These prices are committed for a period of 5 years and the terms are only cancellable by either party for cause. Cause being defined as a failure to provide a cure to a breach of the terms or service deliverables defined in the contract and related addendums. Also added to the agreement is support for wireless access points and IP telephones to accept and process repair or change requests. Proposal reflects payment for 5 year term.

Shifts Delivered by Nexus Today	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hrs/wk	Total Hrs/Yr
1st Shift	Mario	Adel	Adel	Adel	Adel	Adel	Mario	8	56
2nd Shift	Suzanna	Mario	Mario	Mario	Suzanna	Suzanna	Suzanna	8	56
3rd Shift	Marlin	Marlin	Marlin	Marlin	Marlin	Marlin	Marlin	8	56
<b>Subtotal</b>								<b>24</b>	<b>168</b>

Shifts Included in Existing Contract	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hrs/wk	Total Hrs/Yr
1st Shift	Mario	Adel	Adel	Adel	Adel	Adel	Mario	8	56
2nd Shift	Suzanna	Mario	Mario	Mario	Suzanna	Suzanna	Suzanna	8	56
3rd Shift	Marlin	Marlin	Marlin	Marlin	Marlin	Marlin	Marlin	8	56
<b>Subtotal</b>								<b>24</b>	<b>168</b>

Additional Hours Delivered by Nexus

834

Existing Contract Terms	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Engineer on site 24 X 7 X 365. That is three 8 hour shifts per day 365 days per week	8760	8760	8760	8760	8760	43,800
	\$67.72	\$67.72	\$67.72	\$67.72	\$67.72	\$2,966,100
	\$593,220	\$593,220	\$593,220	\$593,220	\$593,220	

New Contract Terms*	Year 6	Year 7	Year 8	Year 9	Year 10	Total
Engineer on site 24 X 7 X 365. That is three 8 hour shifts per day, plus an added day shift, Wednesday and Thursday 365 days per week.	9594	9594	9594	9594	9594	47,970
Hourly Rate (Includes 2% COLA/yr)	\$69.07	\$70.46	\$71.86	\$73.30	\$74.77	
Price	\$662,692	\$675,946	\$689,464	\$703,254	\$717,319	\$3,448,674
						Purchase Order Amount
						Payment for 5 Year Term
						Contract Date: 7/1/2015 - 6/30/2020



Please note that incomplete forms will be returned unapproved

DATE REQUESTED: 9/4/2015

DATE REQUIRED: HERE TO ENTER A DATE.

DEPARTMENT: HR

MANAGER: DONALD BRADBURN

CONTACT NAME/PHONE:

DONALD BRADBURN

CONTACT EMAIL ADDRESS:

DBRADBURN@RC-HR-COM

INFORMATION SYSTEM NAME:

KRONOS

PROJECT SPONSOR:

BILL GORENSTEIN

PURCHASE REQUEST:  NEW EQUIPMENT/SERVICES  UPGRADE  REPLACEMENT  RENEWAL **COST \$ 1,496,193**

SERVICE TYPE:  PROFESSIONAL SERVICES  SOFTWARE  HARDWARE  RENEWAL

REQUIRED:  
DESCRIBE REQUEST

RHUS is requesting to purchase new software (SaaS) solution. Workforce management solution to provide complete automation of time tracking system.

BUSINESS NEEDS  
ADDRESSED

By purchasing the software, it will help RCRMC to comply with the Fair Labor Standard Act (FLSA), State laws and/or other regulations for time and attendance. In addition, it will also assist in operational cost savings due to obtaining the latest technologies to efficiently capture and report. The software will be licensed for the entire RCRMC staff of 3700.

ARE THERE ANY OTHER SYSTEMS THAT PROVIDE THE SAME FUNCTIONALITY? UNKNOWN

IS THIS COMPATIBLE WITH EPIC? UNKNOWN  
WILL THIS BE REPLACED BY EPIC? NO

BUSINESS CRITICALITY

- Required for direct patient care
- Contractual
- Regulatory/legal process (Regulation Code)
- Administrative requirement-Fiscal Impact
- Administrative requirement-without Fiscal Impact

BUSINESS IMPACT (SELECT ALL THAT APPLY)

- Support current operations
- Reduce Expenses
- Improve Customer Service
- Improve Operational Efficiencies

Department Head Signature: 

Date: here to enter a date.  
9/21/15

**RUHS APPROVAL**

Administrative Signature:

Date: here to enter a date.

Chief Information Officer Signature:

Date: here to enter a date.

Chief Medical Information Officer Signature:

Date: here to enter a date.

Chief Nursing Information Officer Signature:

Date: here to enter a date.

**DISPOSITION (IT DEPT USE ONLY)**

- Form Incomplete (see highlights/corrections)
- Approved (for inquiries, refer to Project/Assignment ID number)
- Denied /Reason:
- Held / Reason:

*For all technology procurements, RSS packet approved by Dept. Manager & Executive Mgmt. must be sent to [ITSystemsServiceRequest@RUHealth.org](mailto:ITSystemsServiceRequest@RUHealth.org). The RCIT Procurement Form (Policy H-11) is prepared, submitted & approved by County IT. The RSS packet will be sent to Fiscal for review/approval by IS Dept. Fiscal will submit the RSS packet to Purchasing for their review process.*



*Please note that incomplete forms will be returned unapproved*

**IS Dept Use Only (Management/HIS PMO)**

PROJECT NAME:	
PROJECT SPONSOR:	
ASSIGNED RESOURCES:	
REQUEST TYPE: <input type="checkbox"/> MAINTENANCE <input type="checkbox"/> BREAK/FIX <input type="checkbox"/> TASK (<50 HRS) <input type="checkbox"/> PROJECT (> 50 HRS) <input type="checkbox"/> > 100,000.	
Estimated Start Date: here to enter a date. Estimated Completion Date: here to enter a date. Estimated # Resources:	Estimated Project Hours: Project Priority: <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low RSS:
Revised Start Date: here to enter a date. Revised Completion Date: here to enter a date. Revised # Resources: here to enter a date.	Revised Project Hours: Project Priority: <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low RSS:
COMMENTS:	

**Project Completion**

Date Complete: here to enter a date. # Resources:	Actual Project Hours: Project Documentation Complete: here to enter a date.
COMMENTS:	
IS Mgmt/HIS PMO Approval: _____ Date: here to enter a date.	