PRM Analytics

MILLIMAN PRM Analytics™
BUSINESS CONTINUITY AND CLOUD INFRASTRUCTURE CONTRACT

This contract covers the development and maintenance of business continuity/disaster recovery solutions for the Indianapolis Office of Milliman.

The primary goal will be to design and maintain a solution that will enable Milliman staff to return to work within days in the event of catastrophic loss of primary IT equipment and facilities. This solution will focus on meeting the needs of both IndyHealth and PRM practices. It will also focus on fulfilling the business continuity requirements that are becoming more common on RFPs and prospective client security questionnaires.

The secondary goal is to explore utilizing cloud IT resources for more aspects of core business operations.

PRM staff currently have more expertise in implementing cloud-based IT solutions, so we are proposing this contract with the larger IndyHealth practice to develop a solution that will work for both practices. PRM staff will work closely with Stan Lynn and the rest of the Indy IT staff. It is likely that the need for PRM involvement will decline over time as the Indy IT department grows and develops more cloud expertise.

PRM Service	PRM Staff Time Estimate
• Initial design and testing period – PRM staff will design an infrastructure to support replication and recovery of Indianapolis IT resources in Azure.	~200-400 hours
• PRM Staff will seek GCS approval of the designed architecture	~50-150 hours
• Backup Configuration Phase - PRM Staff will facilitate training for IT staff and coordinate replication of NetApp data to Azure	~100-200 hours
• Jenkins implementation phase - PRM Staff will build cloud infrastructure to support running Jenkins at or beyond current capacity in Azure, in case of emergency	~150-300 hours
• Testing Phase – PRM Staff will assist Indianapolis IT staff in planning and executing regular disaster recovery drills and tests. During this time, Indianapolis IT will take ownership of the long-term operation of the solution.	~100-150 hours

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• Maintain readiness of solution (e.g. apply security updates, adapt to new client processes, and explore new cloud offerings).	~37.5 hours / quarter
• Facilitate quarterly tests: It is anticipated that once per quarter a client team will be chosen to perform work on the cloud infrastructure to test and refine the solution.	~37.5 hours / quarter

Due to the PRM practice benefiting from this work, PRM staff will charge a reduced rate of $100 per hour. Only time spent working on infrastructure shared by the PRM and IndyHealth practices will be included. Charges will be invoiced quarterly. Rates will go up by 3% each January 1st. If at any time it appears the estimated hours above would be inadequate, PRM staff will request written confirmation before continuing.

PRM staff will provide updates to the IndyHealth EPs on a quarterly basis.

If the cloud solution ultimately proves to be a viable replacement/upgrade to our current on-site infrastructure then the scope of these services above may be expanded subject to the agreement of both parties.

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I acknowledge the receipt of this contract and agree with the scope and terms.

_____   _October 19 2018_
Signature   Date

_____   _10/19/18_
Rich Moyer, Principal   Date