

# Enterprise Testing Service

## Test Center Cloud Service Catalog

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*VERSION 2.0*



**U.S. Department of Veterans Affairs**  
Office of Information and Technology  
*Enterprise Testing Service*

## Revision History

Date	Revision	Description	Author
09/08/2017	2.0	Updated to reflect ETSTC cloud in the documentation; added what services are provided to the systems in cloud for SQA teams.	ETSTC
06/1/2017	1.0	ETSTC Service Catalog-Final	ETSTC

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## Overview of Services

Below is the list of services provided to the customers:

- Provide de-identified Veterans Health Information Systems and Technology Architecture (VistA) database to program/portfolio/project.
- Enable and disable Health Level 7 (HL7), VistALink, and remote procedure call (RPC) ports.
- Troubleshoot user connectivity to the databases.
- Troubleshoot port connectivity to the databases (such as Cache, Computerized Patient Record System [CPRS] connectivity, or any other application connecting to Enterprise Testing Service [ETS] Test Center [ETSTC] Cloud database).
- Provide user access to the assigned databases.
- Provide Secure File Transfer Protocol (SFTP) assistance.
- Backups will be scheduled for 45-60 days.
- Performs data backups onsite and offsite; offsite copies are determined by the amount of databases per project not to exceed three to sixteen weeks total. After the three weeks, only offsite tapes will be available for up to sixteen and must be requested from the Iron Mountain facility.
- Restores 1-4 days from tape backups if available.
- Databases not used for four or more months will be automatically decommissioned.

## How to Request Services

ETSTC Cloud services are tracked using the ETSTC Cloud service requests process. To request services from ETSTC Cloud, please submit a request at the Test Center Service Cloud Requests webpage located at:

<http://vhaispteam2.vha.med.va.gov/webentry/test%20center%20service%20request.htm>.

## Why ETSTC Cloud?

As a test center for the Department of Veterans Affairs (VA), ETSTC Cloud has provided Information Technology (IT) services to customers since 1998. Over the years, ETSTC Cloud has continued to evolve to meet customer requirements with respect to legacy VistA environments.

### Innovation

ETSTC Cloud is a federally owned service provider offering customers enterprise class infrastructure built from the ground up with market leading technologies. ETSTC Cloud continues to innovate with the introduction of virtualization and implements industry best practices to improve energy efficiency.

### Robust Infrastructure

ETSTC Cloud has a diverse and robust infrastructure that includes the physical plant with both VA legacy and virtual environments. ETSTC Cloud supports the Office of Management and Budget's (OMB) 300 programs.

# ETSTC Cloud Support Availability

ETSTC will respond via email to service-related incidents and/or requests submitted by the customer within the following time frames:

- .5-1 hour (during business hours) for issues classified as **High** priority.
- 24 hours for issues classified as **Medium** priority.
- 3-5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

For more details on submitting a request, refer to the ETS Service Request webpage located at:

<http://vaww.oed.portal.va.gov/engineering/testing/Pages/ServiceRequests.aspx>.

## Test Center Technician Availability

Coverage parameters specific to the service(s) covered in this Service Agreement are as follows:

- Limited Telephone support: Monitored 7:00 a.m. EST to 5:00 p.m. EST, Monday–Friday. Upon receipt of the service request, the assigned technician will contact the requestor to assist.
- Email support at [VAOITEPMOETSTESTCENTER@va.gov](mailto:VAOITEPMOETSTESTCENTER@va.gov): Monitored 7:00 a.m. EST to 5:00 p.m. EST, Monday–Friday. Emails received outside of office hours will be collected; however, no action can be guaranteed until the next work day.



# Service Agreement

## Infrastructure Services

The ETSTC Cloud infrastructure services are provided for customers to maintain control of their hosting platform while allowing ETSTC Cloud team to control the infrastructure on which it resides. ETSTC Cloud also offers four tiers of storage that are available to customers on demand.

ETSTC Cloud offers the following infrastructure services:

- Backup/archive
- Disaster recovery
- Disk storage
- Monitoring
- Network

The customer must provide the following documentation for infrastructure services:

- System design document (SDD)
- Firewall requests (if any) – Any communication between ETSTC Cloud and any systems inside VA network will require a Firewall
- Enterprise Security Change Control Board (ESCCB) requests (if any) – Any communication between ETSTC Cloud and any other systems outside VA network will require ESCCB, for which project teams will have to include ETSTC Director as one of the approver for VA ESCCB process.

## Service Out-of-Scope

The following services are not covered by this agreement:

- Refresh
- Applying nationally released patches or any project specific patches to the database after it is turned over to customers
- Logical link troubleshoot/configurations
- Desktop application support



# Service Agreement

## Customer Responsibilities

- The project team's POC or PM is responsible to schedule a meeting with ETSTC within 5-8 days.
- The database will be used only for intended customers.
- The database will be used only for software quality assurance (SQA) testing and is not used for training, presentation, live demonstrations, development, or documentation purposes; even with de-identified database, there still are security and privacy concerns. Violations to this policy will result in disciplinary action as defined in Regulation (VAR 820(b)), removal of the database.
- The database will not be handed off to other teams or projects.
- Obtain ETSTC Management approval to share the database with other projects, via ETSTC mail group, VA OIT EPMO ETS TEST CENTER.
- The ETSTC mail group, VA OIT EPMO ETS TEST CENTER, will be notified after the project is complete.
- Complete an Interconnection Agreement (ICA) if a connection is required from this database to any systems that are hosted inside VA network.
- Complete an ESCCB, include ETSTC Cloud Director as one of the approver in the ESCCB process, if a connection is required from this database to an external systems that are hosted outside VA network.
- Provide all the required documentation to the Service Provider when requested in order to assist with ESCCB and ICA process. The required documents include but not limited to ATO, MOU, ISA, SDD, ICD, any Architecture documents that describe the various communications that communicate from/to Vista database hosted in ETSTC Cloud.
- Submit user access requests through the ETS webpage with completed security access forms.
- The database will not be used for performance testing (PT) activities.
- Keep the account updated with VA national release patches.



# Service Agreement

## Service Provider (ETSTC Cloud) Requirements

**Service Provider** responsibilities and/or requirements include:

- Meet response times associated with service related incidents.
- Provide appropriate notification to customer for all scheduled maintenance.

## Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.
- Effective support of in-scope services is a result of maintaining consistent service levels.





# Service Agreement

## Acronyms

The following acronyms are used in this document. VA acronyms not in this list can be found at the VA Acronym Lookup site:

<http://vaww1.va.gov/Acronyms/fulllist.cfm>

**Table 1: Acronyms**

Term	Definition
ATO	Authority to Operate
CPRS	Computerized Patient Record System
EPMO	Enterprise Program Management Office
ESCCB	Enterprise Security Change Control Board
ETS	Enterprise Testing Service
ETSTC	ETS Test Center
HL7	Health Level 7
ICA	Interconnection Agreement
ICD	Interface Control Document
ISA	Interagency Security Agreement
IT	Information Technology
MOU	Memorandum of Understanding
OMB	Office of Management and Budget
PM	Project Manager
POC	Point of Contact
PT	Performance Testing
RPC	Remote Procedure Call
SDD	System Design Document
SFTP	Secure File Transfer Protocol
VA	Department of Veterans Affairs
VistA	Veterans Health Information Systems and Technology Architecture