Sever Request Form

Project Information

Application Name:

New [ ]

Upgrade [ ]

Replacement [ ]

If this is a replacement, what system is it replacing?

Completed by:

Date:

Cost Center:

IT Project #:

Department Name:

Department Index:

Executive sponsor:

Department Sponsor:

What is the purpose of the new system?

Five year cost of ownership (determined by using the calculator provided): $ N/A

Has information Services reviewed the application requirements?

Yes [ ]

No [ ]

IS Person [ ] Details

What assistance will you require from the Information Services department for this project?

Vendor Information

Name:

Phone:

Contact Person:

Contact Phone:

Support hours (Pacific Time):

Support Phone:

What level of support will the vendor provide?

Application [ ]

Database [ ]

Technical Support including installation help.

Client [ ]

Workstation [ ]

[ ] Details

[ ] Details

How will vendor support be provided.

On Site [ ]

Remote Desktop (VPN) [ ]

Phone [ ]

VPN connection needed

Yes [ ]

No (If No proceed to [ ]
the next section)

Does the vendor have a Business Associates Agreement (BAA) on file with Purchasing? Please contact the Purchasing department to submit a BAA request at 619-543-6050. Once the BAA is completed and on file, submit a VPN Request Form

Yes [ ]

No [ ]

Application Information

Operational hours:

Maintenance window:

Will the system store any of the types of data elements listed regarding patients and/or subjects? (select all that apply)

Names	[ ]
Zip Codes	[ ]
Dates (birthdate, Admission, etc.)	[ ]
Telephone Numbers	[ ]
Fax Numbers	[ ]
E-mail addresses	[ ]
Social Security Number	[ ]
Medical Record Number	[ ]
Patient Number	[ ]
Encounter Number	[ ]
Diagnosis/Prognosis	[ ]
Health plan beneficiary numbers	[ ]
Insurance Identification Numbers	[ ]
Credit Card Numbers	[ ]
Bank Account Numbers	[ ]
Driver's license numbers	[ ]
Passport Numbers	[ ]
Photos or Video	[ ]
None	[ ]

Will this application perform credit card transaction processing?

Yes	[ ]
No	[ ]

Has Information Security reviewed the data security plan?

No	[ ]

Will restricted or sensitive application data be encrypted?

While in transit: Yes	[ ]
While in transit: No	[ ]
While at rest: Yes	[ ]

While at rest: No [ ]

Our organizational policy is to install all servers in the main data center at Kearny. Will this application support this policy?

Yes [ ]

No [ ]

If not, where will it be hosted?

Does the proposed location meet regulatory and policy requirements?

Yes [ ]

No [ ]

What are the critical services that must be running to ensure this system is fully operational and accessible?

Has the department defined and documented the Acceptance Test Criteria for this system/application?

Yes [ ]

No [ ]

Primary application administrator:

Name [ ] Details

Phone [ ] Details

Email [ ] Details

Pager [ ] Details

Backup application administrator:

Name [ ] Details

Phone [ ] Details

Email [ ] Details

Pager [ ] Details

Is this a web based/accessible application?

Yes [ ]

No [ ]

If Yes, what are the supported browsers?

Internet Explorer [ ] Details
Version

Safari Version [ ] Details

Firefox Version [ ] Details

Chrome Version [ ] Details

Other Version [ ] Details

Does the application require the installation of any software on workstations?

Clinical: Yes How Many [ ] Details

Clinical: No [ ]

Administrative: Yes [ ] Details
How Many
Administrative: No [ ]

What is the scope of this application?

Enterprise Clinical [ ]

Enterprise Operational [ ]

Departmental Clinical [ ]

Departmental [ ]
Operational

Is the installation software packaged for remote and automated installation

Yes [ ]

No [ ]

N/A [ ]

If the installation software is packaged for remote and automated installation, what is the format?

Executable [ ]

MSI [ ]

Other [ ] Details

How often are client updates released by the vendor?

Quarterly [ ]

Semi-annually [ ]

Annually [ ]

Other [ ] Details

How are client updates distributed?

Is the client compatible with Windows 64bit OS?

Yes [ ]

No [ ]

Who will be responsible for installing/updating the client?

Does the application require the use of or integration with any 3rd party utilities (is yes, please indicate the versions that are needed)?

Adobe Acrobat Version [ ] Details

Crystal Reports Version [ ] Details

Java [ ] Details

Microsoft .Net Vesrion [ ] Details

Other (be specific): [ ] Details

System Information

What is the timeframe for the application installation?

Next 30 days [ ]

2-3 Months [ ]

6-12 Months [ ]

Who will be responsible for the maintenance of the server hosting the application?

Vendor [ ]

Department [ ]

HS IS [ ]

Other: [ ] Details

If this is a replacement, how long will the applications run in parallel?

Will not be parallel [ ]

1-7 days [ ]

1-4 Weeks [ ]

Other [ ] Details

N/A [ ]

Is the application supported in a VMware virtual environment?

Yes [ ]

No [ ]

What is the number of licenses needed?

Windows Operating System (1 per server): [ ] Details

Database Software (1 per processor): [ ] Details

Other (list specific titles and license count): [ ] Details

What is the latest operating system supported?

Apple IOS Version [ ] Details

Apple OS Version [ ] Details

Apple Server OS Version [ ] Details

Google Android Version [ ] Details

HP Alpha VMS [ ]

HP-UX [ ]

HP Other [ ] Details

IBM AIX 5.3 [ ]

IBM AIX 6.1 [ ]

IBM AIX 7.1 [ ]

IBM AIX Other [ ] Details

IBM Mainframe	[ ]
Linux Red Hat	[ ]
Linux Ubuntu	[ ]
Linux BusyBox	[ ]
Linux Other	[ ] Details
Sun Solaris	[ ]
Windows Server 2008 R1	[ ]
Windows Server 2008 R2	[ ]
Windows Server 2012	[ ]
Windows Server 2012 R2	[ ]
Windows Server Other	[ ] Details
Windows Desktop 7 Enterprise	[ ]
Windows Desktop 8 Enterprise	[ ]
Windows Desktop Other	[ ] Details

Is 64Bit Windows supported?

Yes	[ ]
No	[ ]

Latest MS SQL Server version supported

2014	[ ]
2012	[ ]
2008	[ ]
Other	[ ] Details

Will the system be configuration provide any of the functions listed?

Web hosting: Yes server count	[ ] Details
Web Hosting: No	[ ]
Training environment: Yes server count	[ ] Details
Training environment: No	[ ]
Testing environment: Yes server count	[ ] Details
Testing environment: No	[ ]
Other: Yes server count	[ ] Details
Other: No	[ ]

Describe in words and/or drawing the detail of how data is processed. Include all the steps from the origin when they come to the application, the actors involved and the value added/transformation in each step.

Please provide a narrative description of system operations from the Security perspective.

How is the data protected as it flows through the system?

Please include a component diagram.

Please include a network diagram.

Interface Information

Does this application require that it receives or send data to other applications?

Yes [ ]

No (if no, skip to the next section) [ ]

Has the System Integration Team been consulted?

Yes [ ]

No [ ]

N/A [ ]

Does the application use standard interfacing format?

HL7 [ ]

EDI [ ]

Other [ ] Details

Frequency

Real Time [ ]

Daily [ ]

Weekly [ ]

Bi-Weekly [ ]

Monthly [ ]

Other [ ] Details

Describe inbound information.

Describe outbound information.

Database

Does the application utilize a database?

Yes [ ]

No (if no, skip to the next section) [ ]

What type of data base?

Microsoft SQL [ ]

Oracle [ ]

Cache [ ]

Other [ ] Details

Which version?

Does it run on 64-bit?

Yes [ ]

No [ ]

Amount of RAM needed for SQL/Database

Number of CPU's needed

Specify the Firewall Ports that need to be opened.

Does the server need to be physical.

Yes [ ]

No [ ]

If existing data needs to be transferred, please describe the process.

MS SQL Edition required

Enterprise [ ]

Standard [ ]

Express [ ]

Latest SQL Version supported

SQL 2008 R2 [ ]

SQL 2012 [ ]

SQL 2012 R2 [ ]

SQL 2014 [ ]

SQL 2016 [ ]

Specify required service pack

Specify SQL Components required

Reporting Services [ ]

Analysis Services	[ ]
Integrated Services	[ ]
Full Text Search	[ ]
Data Tools (formally BIDS)	[ ]
Other (be Specific)	[ ] Details

Specify special configurations for components

What type of licensing will your database server use?

Per Processor; how many?	[ ] Details
Per User; how many?	[ ] Details
Per Device; how many?	[ ] Details
Other; explain:	[ ] Details

What are the combined databases sizes and anticipated growth?

List database(s) that will be installed

For each database listed above, list the initial size and the projected size a year from now.

Can the database(s) be installed on:

Shared Server	[ ]
Shared Instance	[ ]

Vender server access required

Server Access (Server and Database)	[ ]
SQL Instance only	[ ]
Database access only	[ ]

Does your database support encryption?

SQL TDE	[ ]
Yes, what type?	[ ] Details
No	[ ]

If your database does not natively support encryption, will you use third party vendor tools to meet security requirements?

Yes, describe	[ ] Details
No	[ ]

Will your database application use any server redundancy?

Clustering - Provide details	[ ] Details
Mirroring - Provide details	[ ] Details

| High Availability Group - Provide details | [ ] Details |
| Other - Provide details | [ ] Details |

Will the data in the database be accessed from public web site or be used only from within the enterprise?

Public	[ ]
Enterprise Only	[ ]
Both Public and Enterprise	[ ]

Can your application/database be integrated with Active Directory Windows accounts?

| If Yes, Please explain | [ ] Details |
| No | [ ] |

Does it support windows authentication or requires Mix-mode enabled?

| If Yes, Please explain | [ ] Details |
| No | [ ] |

What account / accounts will be used to access data in the database?

IUSR account	[ ]
One application account for all users	[ ]
Each user will access the data using his/her unique application account.	[ ]
Each user will access the data using his/her unique active directory account.	[ ]
Other. Please explain:	[ ] Details

List the accounts that will be assigned the System Admin role

For each database, list the roles and user accounts that will be members of that role.

How is the data entered?

Direct User Entry	[ ]
Application	[ ]
Web	[ ]
Other	[ ] Details

Data retention period.

What mechanism will be used to track users accessing the database?
i.e. SQL logs, etc…

What is the anticipated database backup strategy?

TSM Database backup agent	[ ]	
Database Server Software Backup - Hourly Please give details	[ ]	Details
Database Server Software Backup - Daily Please give details	[ ]	Details
Database Server Software Backup - Weekly Please give details	[ ]	Details

What days and times will the database(s) be least used?

What is the expected Go Live date?

Primary Database Administrator: Name, Phone, Email, Pager

Backup Database Administrator: Name, Phone, Email, Pager

Policy Compliance Information

Does this application allow for operating system(s) to be upgraded within 6 months?

Yes [ ]

No [ ]

N/A [ ]

Does this application allow for database to be upgraded within 6 months?

Yes [ ]

No [ ]

N/A [ ]

Does this application allow for Microsoft Office to be upgraded within 6 months

Yes [ ]

No [ ]

N/A [ ]

Does this application allow for other software (Adobe, Crystal Reports, etc…) to be upgraded within 6 months

Yes [ ]

No [ ]

N/A [ ]

UCSD Health System conducts regular network scans for known vulnerabilities. Will detected vulnerabilities be mitigated within two weeks?

Yes [ ]

No [ ]

Does the system accommodate the use of Active Directory (AD) for server level access control?

Yes [ ]

No [ ]

How will user access to the application be managed?

Active Directory [ ]

Application [ ]

Database [ ]

Other [ ] Details

Have AD Groups been requested

Yes [ ]

No [ ]

Who will be designated as the owner of these groups (this will be the person(s) who will be able to approve adding users to each group)? Name, Phone, Email

How many users will need access to this System?

Web Hosting Information

Does this application use web technology?

Yes [ ]

No (if no, skip to the
next section) [ ]

Type of web access?

Intranet [ ]

Internet [ ]

Extranet [ ]

Does it run on 64-bit?

Yes [ ]

No [ ]

Will this application be used as a Front-end to PII or PHI?

Yes [ ]

No [ ]

Does this application require an SSL or HTTPS access?

Yes [ ]

No [ ]

Does this application support SSO?

Yes [ ]

No [ ]

If so, does it support or plan on supporting Shibboleth?

Yes [ ]

No [ ]

Does this application require SMTP (will it be sending emails)?

Yes [ ]

No [ ]

Primary web administrator. Name, Phone, Email, Pager

Backup web administrator. Name, Phone, Email, Pager

Backup Infromation

What is the recovery point objective (RPO), i.e. how far back in time do application transactions need to be recovered?

Last Backup [ ]

Last Hour [ ]

Last Transaction [ ]

Other [ ] Details

What is the recovery time objective (RTO), i.e. how long can the application be unavailable before it's restored?

More than 3 days [ ]

1-2 days [ ]

1-8 hours [ ]

Less than 1 hour [ ]

Has a Disaster Recovery process been outlined?

Yes [ ]

No [ ]

Specify DR configuration:

Our DR site [ ]

Vendor's DR site [ ]

Cluster [ ]

Hot Spare [ ]

Spare Equipment [ ]

Other [ ] Details

Additional Information

Please include any additional information