



IT Service Catalog

Overview

Welcome to the Puerto Rico Housing Finance Authority's (PRHFA's) IT service catalog outlining 2012 IT service offerings. The following information explains the technology products and services offered to IT customers for FY2013.

Version	Author	Date	Description
1.0	Juan Pablo Semidey	04/01/12	Original version.
1.1	Migxenia Maldonado	04/11/12	Minor modifications to original version.
1.2	Juan Pablo Semidey Migxenia Maldonado	04/23/12	Changes in service catalog structure and scope of services to reflect data gathered in PRHFA user sessions.
1.3	Juan Pablo Semidey	05/10/12	Changes arising from discussions with Osvaldo Padilla.
1.4	Juan Pablo Semidey	05/11/12	Additional changes arising from discussions with Osvaldo Padilla.
1.5	Migxenia Maldonado	05/16/12	Change of Service Availability for applications HDS, SMI and SSP per discussions
1.6	Migxenia Maldonado	06/15/12	Deletion of Service 6.2 that was listed as Voucher Printing because it is a retired service per discussions with Osvaldo Padilla.

Service Ownership

#	Service Category	Service Owner(s)	Contact
1	Server Administration Services	PRHFA IT Department	Oswaldo Padilla
2	Database Services	PRHFA IT Department	Oswaldo Padilla
3	IT Client Services	PRHFA IT Department	Oswaldo Padilla
4	Networking Services	PRHFA IT Department	Oswaldo Padilla
5	Telecommunications Services	PRHFA IT Department	Oswaldo Padilla
6	Production Support	PRHFA IT Department	Oswaldo Padilla
7	Applications and Systems	PRHFA IT Department	Oswaldo Padilla

Service Category: Server Administration Services									
Service Description: Service support and delivery of standard/approved servers and associated components / devices.									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charge(s)
1.1	Server Build	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Server hardware and software installation, configuration and pre-deployment testing for development, quality assurance and production servers in the PRHFA IT Data Center.	<ul style="list-style-type: none"> - Initial hardware setup - Operating system installation - Server build / image install - Standard software installation - Environmental equipment installation - Security and compliance review - Server component configuration 	<ul style="list-style-type: none"> - Non-standard devices - Servers and/or related components not covered by an active third-party service agreement or Operating Level Agreement (OLA) 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
1.2	Server Maintenance and Support	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Maintenance and support of server(s) and server related component(s).	<ul style="list-style-type: none"> - Patch management based on Risk Analysis - Operating system upgrades and revisions based on Risk Analysis - Relevant component upgrades and/or changes based on Risk Analysis 	<ul style="list-style-type: none"> - Non-standard devices - Servers and/or related components not covered by an active third-party service agreement - Non-standard server component installation and/or configuration 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
1.3	Server Backup Management	Live	Edrick Cabrera, PRHFA Systems Security Officer (787) 765-7577 x4509	Server Backup Management includes offsite media management and system administration associated with backup storage software and associated devices.	<ul style="list-style-type: none"> - Management of all server backup hardware and software - Daily server operating system / file system backups 	<ul style="list-style-type: none"> - Off-site storage beyond one (1) calendar year of data - Backup Management services for personal computing systems - Database backup services 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
1.4	Server Recovery Management	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Server Recovery Management includes offsite media management and system administration associated with backup storage software and associated devices. Backup and recovery process development, implementation and administration based on IT policies and baselines.	<ul style="list-style-type: none"> - Management of all server restoration hardware and software - Server image and/or file system(s) restoration 	<ul style="list-style-type: none"> - Recovery Management services for personal computing systems / devices or individual files - Database recovery services 	24x7x365 for registered IT Customers and Configuration Items (CIs)	PRHFA internal areas, departments, and divisions	To be negotiated
1.5	Server Performance Management	Live	Edrick Cabrera, PRHFA Systems Security Officer (787) 765-7577 x4509	Performance Management includes monitoring and notification of servers to ensure continuous IT service.	<ul style="list-style-type: none"> - Automated monitoring of server thresholds - Reporting of server anomalies - Notification of server performance information to PRHFA Help Desk 	<ul style="list-style-type: none"> - Non-standard devices - Servers and/or related components not covered by an active third-party service agreement 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated

Service Category: Database Services
Service Description: Service support and delivery of database services for approved IT applications.

Req#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charges
2.1	Database Planning and Advisory Services	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Advisory services for internal planning related to logical and physical database design projects.	- Assist with database designs based on project requirements - Assist development team(s) with database performance planning	Database installation, configuration, maintenance, support and/or performance management services	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
2.2	Database Installation and Configuration	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Database hardware and software installation, configuration and data access testing for database instances serving approved IT applications.	- Installation of database disk hardware - Installation of database server software - Assist with data migration and integrity activities - Integrate backup and recovery processes into the business continuity plan - Consult with business on needs related to database technologies - Implement standard DR, backup and recovery services	- Non-standard or unregistered databases and/or software - Databases not covered by an active third-party service agreement or Operating Level Agreement (OLA)	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
2.3	Database Maintenance and Support	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Maintenance and support of databases and related data components.	- Patch and upgrade management services - User account administration (database tier only) - Change Management for database related entities - First tier database support and incident remediation	- Non-standard or unregistered databases and/or software - Databases not covered by an active third-party service agreement or Operating Level Agreement (OLA)	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
2.4	Database Backup and Recovery	Live	Edrick Cabrera, PRHFA Systems Security Officer (787) 765-7577 x4509	Database Backup Management services include offsite media management. Database Recovery includes data recovery of full or partial database instances serving IT applications.	- Management of database backup hardware and software - Daily, weekly, monthly and annual data backup services - Partial/full data/database instance restoration	- Non-standard or unregistered databases and/or software - Databases not covered by an active third-party service agreement or Operating Level Agreement (OLA)	24x7x365 for registered IT Customers and Configuration Items (Cis)	PRHFA internal areas, departments, and divisions	To be negotiated
2.5	Database Performance Management	Pre-Production	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Performance Management includes monitoring and notification of the database environment to ensure maximum availability and adequate capacity.	- Automated monitoring of database services and thresholds - Reporting of database anomalies - Notification of database performance information to PRHFA Help Desk	- Non-standard or unregistered databases and/or software - Databases not covered by an active third-party service agreement or Operating Level Agreement (OLA)	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated

Service Category: IT Client Services									
Service Description: IT Client Services products provides IT customers with technology services required to complete basic, day-to-day job activities.									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charge(s)
3.1	Client Software Installation and Support	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Installation and support of approved and licensed software or standard images for laptop and desktop Windows-based clients.	<ul style="list-style-type: none"> - Installation of standard software packages - Initial load of laptop or desktop personal computer disk image - User-specific configurations of Windows computing environment - Routine maintenance services including patches, fixes, virus updates, BIOS updates 	<ul style="list-style-type: none"> - Non-standard software installation - Non-Windows software installation - Technology that should not be installed or implemented 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.2	New PC/Laptop Request Fulfillment	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Fulfillment of new PC/Laptop requests for new employees or to substitute a currently-deployed PC/Laptop.	<ul style="list-style-type: none"> - Physical fulfillment of a new PC/Laptop - Initial delivery and physical setup of systems - Delivery and installation of PC/Laptop to the PRHFA location where the PC/Laptop will be located 	<ul style="list-style-type: none"> - Non-standard software installation - Technology that should not be installed or implemented 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.3	PC/Equipment Physical Moves	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Physical relocation of PC's and other IT equipment.	<ul style="list-style-type: none"> - Physical move of the equipment from its current location to a location designated by the requester - Connection of networked equipment to the LAN - Testing and validation of LAN connectivity 	<ul style="list-style-type: none"> - Move to locations outside PRHFA's facilities - Equipment that is not owned or leased by the PRHFA 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.4	Hardware Break/Fix Support	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Second-tier troubleshooting and diagnosis of laptop and desktop issues associated with hardware devices/failures.	<ul style="list-style-type: none"> - Remote support or desk side visit to assist with user issues - Taking the hardware back to the IT area for repairs (if required) - Providing the user with a PC/Laptop for temporary use (if required) - Underpinning contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Non-standard hardware support - Technology that should not be installed or implemented 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.5	Printer/Multi-Function Support	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Installation, setup and or troubleshooting of network printers, networked multi-function equipment (printer/copier/scanner) and standalone devices.	<ul style="list-style-type: none"> - New printer installation (standard devices only) and network activation - Troubleshooting of network issues between PC/Laptops and printers/multi-function equipment - Troubleshooting of standalone equipment - Troubleshooting equipment malfunctions related to printers/multi-function equipment - Toner purchase, inventory, and replacement - Underpinning contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Non-standard hardware support - Technology that should not be installed or implemented 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.6	DLP Projector (InFocus)	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Assignment of the PRHFA's DLP projector for use in a presentation, meeting, or training exercise.	<ul style="list-style-type: none"> - Use of the DLP projector for the assigned date and time period - Support in interfacing the DLP Projector with a content source (e.g. PC, laptop, TV) - Replacement of defective light sources within projector 	<ul style="list-style-type: none"> - Use of the DLP Projector in locations outside PRHFA's facilities - Interface with displays not supported by the DLP Projector 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated
3.7	Help Desk	Live	PRHFA Help Desk (787) 765-7577 x7000	Providing a point of contact for IT users seeking to make requests from the IT Department or reporting incidents related to IT services.	<ul style="list-style-type: none"> - Recording of IT-related user requests - Referral of user requests to assigned staff in the IT Department - Recording of incidents related to IT services - Attempt to diagnose and resolve the incident within initial call - Referral of incidents to staff in the IT Department - Referral of incidents to the GDB or other third parties according to corresponding Underpinning Contract (UC) 	<ul style="list-style-type: none"> - Non-standard hardware or software support - Support for non-PRHFA hardware or software - Technology that should not be installed or implemented 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, commercial banks, housing project owners, and housing project administrators authorized to access PRHFA systems	To be negotiated

Service Category: IT Client Services
Service Description: IT Client Services products provides IT customers with technology services required to complete basic, day-to-day job activities.

Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charge(s)
3.14	Security Remediation	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Service related to registered security threats or vulnerabilities (e.g. virus, worm infection).	<ul style="list-style-type: none"> - Triage, register and assign resources to security incidents reported by authorized users - Assistance / removal of security threats (e.g. viruses, worms) and removal from the computing environment - Coordination of activities with other service groups for the purposes of security remediation - Disconnecting infected machines from the network (if required) - Applying recommended fixes and/or patches (if required) - Rebuilding machines (if required) 	- Remediation of security issues on unregistered assets	24x7x365 for registered IT Customers and Configuration Items (CIs)	PRHFA Internal areas, departments, and divisions	To be negotiated

Service Category: Networking Services Service Description: Service support and delivery of standard/approved network devices and associated components.									
Rel#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery, Scope	Service Charge(s)
4.1	LAN Administration	Live	Oswaldo Padilla, PR-HFA IT Manager (787) 765-7577 x4508	Local Area Network (LAN) design, implementation, support, daily administration and management.	<ul style="list-style-type: none"> - Network jack installation - Router installations & configuration - Customer issue analysis and resolution - Issue management and escalation to external vendor(s) - Underpinning contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Redundant network connections - Non-standard network devices - Third party network connections - Wireless access / access points 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PR-HFA Internal areas, departments, and divisions	To be negotiated
4.2	Wireless Access Point Administration	Live	Oswaldo Padilla, PR-HFA IT Manager (787) 765-7577 x4508	Wireless Access Point installation, implementation, daily administration and management.	<ul style="list-style-type: none"> - Wireless Access Point installation and configuration, including security - Customer issue analysis and resolution - Issue management and escalation to external vendor(s) - Underpinning contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Non-standard or unauthorized access points - Third party network connections 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PR-HFA Internal areas, departments, and divisions	To be negotiated
4.3	Internet Access	Live	Oswaldo Padilla, PR-HFA IT Manager (787) 765-7577 x4508	Internet Access administration and management, including general-purpose and dedicated Internet connections.	<ul style="list-style-type: none"> - Internet access through the Government Development Bank's Direct Internet Access (DIA) circuit - Internet access through dedicated Internet lines for use with HDS MMS/Lives and AOD/COL. - Customer issue analysis and resolution - Issue management and escalation to the GDB - Underpinning Contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Non-standard or unauthorized internet connections - Third party internet connections 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PR-HFA Internal areas, departments, and divisions; commercial banks, housing project owners, and housing project administrators authorized to access PR-HFA systems	To be negotiated
4.4	WAN Administration	Live	Oswaldo Padilla, PR-HFA IT Manager (787) 765-7577 x4508	Wide Area Network (WAN) design, implementation, support, daily administration and management.	<ul style="list-style-type: none"> - Network backbone installation and configuration management including: <ul style="list-style-type: none"> - Cabling - Switches - Routers - Issue management and escalation to external vendor(s) - Underpinning contract (UC) negotiation and facilitation 	<ul style="list-style-type: none"> - Redundant network connections - Non-standard network devices - Third party network connections 	24x7x365 for registered IT Customers and Configuration Items (CIs)	PR-HFA Internal areas, departments, and divisions	To be negotiated

Service Category: Telecommunications Services									
Service Description: Service support and delivery of standard/approved telecommunications components and devices.									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charge(s)
5.1	Telephone & Voicemail	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Provision of standard telephone services.	<ul style="list-style-type: none"> - Telephone installation, management, support and configuration - Telephone support - Voicemail services - Voicemail password reset - Outside line access codes 	<ul style="list-style-type: none"> - Employee usage reporting - Tracking and reporting on usage - Remote / calling card services 	24x7x365 for registered IT Customers and Configuration Items (CIs)	PRHFA internal areas, departments, and divisions	To be negotiated
5.2	Cell Phone Services	Pre-production	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Procurement, setup and management of cell phones for authorized employees.	<ul style="list-style-type: none"> - Management of cell phones provided by contracted vendor - Voicemail password reset - Procurement and distribution of phone and accessories 	<ul style="list-style-type: none"> - Tracking and reporting on usage - International cell phone services - Setup of monthly calling plans 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA internal areas, departments, and divisions	To be negotiated

Service Category: Production Support Services
Service Description: Service support and delivery of Operations Functional Areas.

Rc#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charge(s)
6.1	Problem Management and Event Management	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Correct faults and problem situations that are discovered by the PRHFA IT Department.	Discover and classify device/service/process faults for registered Cis. - Processing and printing of tax withholding statements (480.x) as agreed with the Accounting, Finance, and Risk Department - Storage and delivery of printed tax withholding statements (480.x)	Any Configuration items (Cis) that are not duly registered. Any other printing jobs.	24x7x365 for registered IT Customers and Configuration Items (Cis)	PRHFA Internal areas, departments, and divisions	To be negotiated
6.2	Tax Withholding Statements (480.x)	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Printing of Puerto Rico Department of the Treasury (Hacienda) tax withholding statements (480.x) for payees during a calendar year.	- Accessibility to secured areas according to PRHFA Internal policies - Requests for new or replacement proximity cards - Changes in secure areas that can be accessed with a proximity card - Maintenance and replacement of magnetic locks for doors with access secured through proximity card services	Access to the entrances to the Puerto Rico Housing Department Building.	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
6.3	Facilities Management	Live	José Luis de Jesús, PRHFA IT Director (787) 765-7577 x1253	Managing proximity card access to the PRHFA's facilities.	- Recording of feeds from cameras deployed throughout the PRHFA's facilities - Library administration functions related to historical camera recordings according to the Disaster Recovery & Business Continuity Backup policy - Maintenance and replacement of security cameras		24x7x365 for registered IT Customers and Configuration Items (Cis)	PRHFA facilities in Floors 1, 2, and 3 of the Puerto Rico Housing Department (PRHD) building	To be negotiated
6.4	Physical Security Monitoring	Live	José Luis de Jesús, PRHFA IT Director (787) 765-7577 x1253	Managing the security cameras deployed throughout the PRHFA's facilities		Camera feeds outside the current Disaster Recovery & Business Continuity policy	24x7x365 for registered IT Customers and Configuration Items (Cis)	PRHFA facilities in Floors 1, 2, and 3 of the Puerto Rico Housing Department (PRHD) building	To be negotiated
6.5	Disaster Recovery & Business Continuity	Live	José Luis de Jesús, PRHFA IT Director (787) 765-7577 x1253	Recovery of essential IT services capabilities as a result of an emergency situation or significant business interruption.	- Recovery of essential IT services and applications in an alternate facility - Recovery of IT services and applications described in the PRHFA's Enterprise Continuity of Operations Plan (COOP) and Disaster Recovery Plan (DRP) - Daily incremental backups of all server-resident data, full weekly backups of all server-resident applications and data - Storage of incremental backups for the last seven days, full backups for the last four weeks, for the previous twelve months, and the previous four years	- Recovery of IT services beyond those in the PRHFA's COOP and DRP - IT services requiring capacity beyond that assigned by the GDB in the alternate recovery sites	24x7x365 for registered IT Customers and Configuration Items (Cis)	PRHFA Internal areas, departments, and divisions	To be negotiated

Service Category: Applications and Systems Service Description: Planning, delivery, support, and maintenance of production applications and systems									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charges(s)
7.1	Application Planning	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Advisory services for internal planning related to application projects to support PRHFA operational and administrative processes.	<ul style="list-style-type: none"> - Assist with IT project technical feasibility assessments - Support PRHFA business areas in identifying technical approaches to address IT needs - Support business areas in estimating budget and staffing requirements for IT projects 	Projects or initiatives that have not been approved or sanctioned by PRHFA management.	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA, internal areas, departments, and divisions	To be negotiated
7.2	Application Development	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Custom-development or configuration services for new systems or to enhance existing systems.	<ul style="list-style-type: none"> - Review functional and technical requirements for application project - Develop the application or enhancement to an existing custom-developed application - Configure a new COTS application or make changes to its current configuration 	Projects or initiatives that have not been approved or sanctioned by PRHFA management.	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA, internal areas, departments, and divisions	To be negotiated
7.3	Project Management	Pre-production	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Services to support the planning, analysis, development and implementation of IT projects.	<ul style="list-style-type: none"> - Manage project scope, budget, and timeline - Escalate project issues to adequate managerial levels - Manage project communications - Ensure project acceptance by PRHFA business areas 	<ul style="list-style-type: none"> - Projects or initiatives that have not been approved or sanctioned by PRHFA management. - Projects must have an IT component. 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	PRHFA, internal areas, departments, and divisions	To be negotiated
7.4	Intranet	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Internal computer network to share information, content, and organizational resources.	<ul style="list-style-type: none"> - Ensure supporting server availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Performance management of servers supporting information, content, or other resources - Manage configuration items related to servers supporting information, content, or other resources 	<ul style="list-style-type: none"> - Content, applications and technologies that have not been approved by PRHFA management - Changes to information, content, or other resources that are not owned by the Information Technology Department 	24x7x365 for registered IT Customers and Configuration Items (CIs)	PRHFA, internal areas, departments, and divisions	To be negotiated
7.5	Electronic mail (e-mail)	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Electronic messaging service through a local e-mail client (Microsoft Outlook) on users' desktops or browser-based access using Outlook Web Access (OWA)	<ul style="list-style-type: none"> - Provide access to the PRHFA global address list - Create and modify mailing lists - Provide access to e-mail outside of the PRHFA network using Outlook Web Access - Provide ability to send and receive e-mail to and from internal or external recipients - Perform Outlook client configuration and corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Manage configuration items related to e-mail service 	<ul style="list-style-type: none"> - Unsupported e-mail clients including unsupported browsers - Configuration and support to non-PRHFA e-mail accounts - Application enhancements or changes to the e-mail server or database - Upgrades to the underlying database or operating system 	24x7x365 for registered IT Customers and Configuration Items (CIs)	PRHFA, internal areas, departments, and divisions	To be negotiated
7.6	Dividas	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application to manage assessments payable by Section 8 beneficiaries that received excess benefits.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Housing Project Administration Department and other authorized users	To be negotiated
7.7	HDS Multifamily Management	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application to manage processes related to projects where the PRHFA is PBCA.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Housing Project Administration Department and other authorized users	To be negotiated

Service Category: Applications and Systems Service Description: Planning, delivery, support, and maintenance of production applications and systems									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Services Availability	Delivery Scope	Services Charged(s)
7.8	PBT Compliance Module	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application to manage project owner and project administrator invoices related to projects under PBCA.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Housing Project Administration Department and other authorized users	To be negotiated
7.9	Moore – Secured 32	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application that supports secure check printing.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
7.10	MWA-P100	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Middleware between MortgageWare, Moore - Secured 32, and Lawson to exchange payment information related to individual mortgage loans.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
7.11	SYC	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application that supports bank account reconciliation processes.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
7.12	Expert PR Taxes	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to generate tax withholding statements (480-X) sent annually to PRHFA suppliers.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
7.13	ALICETC	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	System used to evaluate tax credit applications submitted by project owners.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Multi-Family Financing and Tax Credit Department and other authorized users	To be negotiated
7.14	Manpre	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to formulate and manage the PRHFA's budget.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated
7.15	Recaudaciones	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application that registers all collections and revenues received by the PRHFA.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Accounting, Finance, and Risk Department and other authorized users	To be negotiated

Service Category: Applications and Systems Service Description: Planning, delivery, support, and maintenance of production applications and systems									
Ref#	Service	Status	Contact	Service Definition	Basic Level Services	Services Not Included	Service Availability	Delivery Scope	Services Charges
7.16	MortgageWare	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to manage individual mortgage loan origination, underwriting, and closing.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Loan Services Department and other authorized users	To be negotiated
7.17	CLCS	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used for commercial loan administration.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Loan Services Department and other authorized users	To be negotiated
7.18	OREOSYS	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to maintain the inventory of the PRHFA's REO properties and support their administration.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Loan Services Department and other authorized users	To be negotiated
7.19	Actifs	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to support asset management.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Administrative Services Department and other authorized users	To be negotiated
7.20	Expert Workflow	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to keep tracks of letters, packages, and other correspondence received by the PRHFA.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Administrative Services Department and other authorized users	To be negotiated
7.21	SMI	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to manage the PRHFA's mortgage insurance portfolio.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Underwriting, Subsidy, and Secondary Market Department and other authorized users (including non-PRHFA personnel)	To be negotiated
7.22	SSP	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to manage single family subsidies offered by the PRHFA.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Underwriting, Subsidy, and Secondary Market Department and other authorized users (including non-PRHFA personnel)	To be negotiated
7.23	ALICEHM (HOME)	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application that supports compliance evaluations of the PRHFA's tax credit program.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	HOME Program Department and other authorized users	To be negotiated

Service Category: Applications and Systems									
Service Description: Planning, delivery, support, and maintenance of production applications and systems									
Ref#	Service	Status	Contact	Service Definition	Base Level Services	Services Not Included	Service Availability	Delivery Scope	Service Charges
7.24	AODI/COL	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to monitor projects to which tax credits have been granted.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Audit and Compliance Office and other authorized users	To be negotiated
7.25	AOD/IMF	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to generate tax credit reports for the Internal Revenue Service (IRS).	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Audit and Compliance Office and other authorized users	To be negotiated
7.26	Recosys	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used as the PRHFA's contracts and service order registry, as well as pre-intervention processes to invoices associated with the contracts and service orders.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Administration Area (Contracts Office) and other authorized users	To be negotiated
7.27	Intake Capture	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to capture and index images of administrative documents.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Administrative Services Department and other authorized users	To be negotiated
7.28	La Llave Para Tu Hogar	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to manage the "La Llave para tu Hogar" subsidy program.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Underwriting, Subsidy, and Secondary Market Department and other authorized users	To be negotiated
7.29	Fujitsu ScandAl	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Application used to capture and index images of loan documentation.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Underwriting, Subsidy, and Secondary Market Department and other authorized users	To be negotiated
7.30	Access	Live	Oswaldo Padilla, PRHFA IT Manager (787) 765-7577 x4508	Database management system used to manage information related to PRHFA's actions to remediate audit findings.	<ul style="list-style-type: none"> - Ensure application availability - Perform corrective maintenance, including application bug fixes and errors detected by PRHFA business areas - Application performance management - Manage configuration items related to application 	<ul style="list-style-type: none"> - Application enhancements or changes to the application code or database - Upgrades to the underlying database or operating system 	Normal business hours (9x5) M-F, 8:00 AM - 5:00 PM, Atlantic Standard Time	Audit and Compliance Office and other authorized users	To be negotiated