

CIRCUIT REQUEST FORM

General Information

Please allow a **minimum of 120 business days** for the request of a new ONE[®] Network circuit.ⁱ

NOTE: To request the move of an existing ONE[®] Network Enterprise circuit to a new physical address, complete the *Move Form*.

1. Complete a separate form for each site address requesting a ONE[®] Network Enterprise circuit.
2. Complete all fields as specified. Fields marked with * are mandatory and required for initial processing.
3. Return the completed form to servicedesk@ehealthontario.on.ca or call 1-866-250-1554 for assistance.
4. Only enter business-related contact information on this form. A statement of confidentiality is included.

Site Information

Provide details below for the requested location of the eHealth Ontario circuit.

Organization Name*:		Site Name*:	
Suite # - Street Number & Name*:		City*:	Province: ON
Postal Code*:			
What date is the new circuit required to be operational? (DD-MM-YY):			
Requested eHealth Ontario Equipment Location:			
Floor:	Room Name/Number:	Rack Number:	
Building Name:			
Phone Number:	Is cell phone use permitted? Yes No		
Work restrictions that may impact installation of the eHealth Ontario circuit? Yes No <i>If yes, provide details below:</i>			
Special access requirements? Yes No <i>(e.g. use of personal protection equipment/escorted access etc.)</i>			
Is the building new/under construction? Yes No <i>If yes, complete questions below.</i>			
When will there be access to the location? (DD-MM-YY)			
When will the location have power? (DD-MM-YY)			
When is the location expected to be fully operational? (DD-MM-YY)			

Technical Information

Requirements for the eHealth Ontario circuit.

Total circuit bandwidth requested:	Mbps	Is redundancy required? ⁱⁱ	Yes	No
Total number of usable IP address required: <i>(Allow room for growth in the next 3-5 years)</i>		Will/does the site have a firewall installed?	Yes	No
Does the site have other network connections? <i>(If yes, provide details below i.e. Provider and Bandwidth)</i>				

Uninterruptible Power Source (UPS)

eHealth Ontario strongly recommends having a UPS of adequate size prior to the new circuit installation.

Check ONE option below:

Site currently has a UPS that can accommodate eHealth Ontario Network equipment

Site will install a UPS of adequate capacity prior to the installation of the eHealth Ontario Network equipment

Site waives the recommendation to have a UPS and accepts the associated risks

If a UPS is/will be installed, state the estimated run time:

HOURS
MINUTES

Number of available receptacles:

Client Requirements

The site must meet the following requirements prior to the installation of the eHealth Ontario circuit.

Power

NEMA 5-15 with 8 receptacles.

Clients are responsible for extending power to their rack and providing power to the eHealth Ontario equipment in the form of an uninterruptable power source (UPS) and/or backup generator.

Rack Space

Typically up to 7 RU of rack space (preferably contiguous) will be required for the eHealth Ontario equipment.

Switch

A managed layer 2 switch is required with sufficient copper ports available to support all services.

Cabling

Clients are responsible for all cabling between the eHealth Ontario equipment and the internal LAN.

Additional Infrastructureⁱⁱⁱ

Clients may be required to provide additional internal infrastructure if deemed necessary by eHealth Ontario or its vendor.

Contact Information

Business Contact – Has the authority to make decisions regarding the eHealth Ontario circuit.

Technical Contact – Has technical knowledge of the eHealth Ontario circuit and can provide site access.

Backup Contact – Is able to provide technical support and site access if the technical contact is unavailable.

Business Contact

First Name*:		Last Name*:	
Telephone (include extension)*:	Cell*:	Email*:	

Technical Contact

First Name*:		Last Name*:	
Company Name (if applicable):			
Telephone (include extension)*:	Cell*:	Email*:	

Backup Contact

First Name:		Last Name:	
Company Name (if applicable):			
Telephone (include extension):	Cell:	Email:	

Business Justification

Briefly outline the business justification for this request and how this circuit will support patient care.

Detail applications that will be in use on the circuit and attach any supporting materials (i.e. Business case) in a separate document.

Confidentiality

The information collected in this order form is kept strictly confidential once it is received by eHealth Ontario, and is used only for the purposes of provisioning and supporting eHealth Ontario circuits. eHealth Ontario has taken reasonable safeguards to ensure the security and confidentiality of all information. eHealth Ontario will employ all reasonable steps to protect the confidential information from unauthorized or inadvertent disclosure or use. All information gathered through this form in performance of the work done as a result of this agreement will be maintained by eHealth Ontario in strict confidence. eHealth Ontario may disclose the confidential information to employees, contractors and vendors who require the confidential information to fulfill a client's request under this agreement.

ⁱ Eligibility

eHealth Ontario will provide ONE[®] Network connection assuming funding and service is available and if the healthcare site meets the eligibility criteria. Otherwise, the public internet will be the default method by which healthcare providers will access eHealth Ontario services.

ⁱⁱ Diversity/Redundancy

Upon request, eHealth Ontario will endeavor to provide redundant connections assuming funding and service is available. Diverse connections may only be provided on a best-effort basis.

ⁱⁱⁱ Cost of additional Infrastructure

In order to accommodate an eHealth Ontario ONE[®] Network connection, additional infrastructure may be required (i.e. conduit, cabling, power etc.). While there is no cost to clients for a ONE[®] Network connection, clients are responsible for any costs incurred from the street to the point of delivery in order to facilitate the installation and operation of the service.