

**General Information**

Allow a **minimum of 180 days** for the request of a new ONE® Network circuit.<sup>1</sup>

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

1. Complete a separate form for each site address requesting a ONE® Network circuit.
2. **Complete all fields as specified. Fields marked with \* are mandatory and required for processing.**
3. Return the completed form to [OH-servicedesk@ontariohealth.ca](mailto:OH-servicedesk@ontariohealth.ca) or call 1-866-250-1554 for assistance.
4. A statement of confidentiality is included.

**Site Information**

Organization Name*:	Site Name*:		
Suite # - Street Number & Name*:	City*:	Province: ON	Postal Code*:
Building Name (if applicable):			
What date is the new circuit required to be operational? (MM-DD-YY):	Site Phone Number:		

**Does the site have special access requirements?**

*(Personal protection equipment/escorted access etc.) If yes, provide details below:*

**Is the building new/under construction?**

When is the site expected to be ready for installation activities? *(including the necessary space, power and a dust-free environment for the Ontario Health Equipment)*

**Technical Information**

Total upload speed requested (Mbps):

Total download speed requested (Mbps):

Total bandwidth requested (Mbps):

Is redundancy required?<sup>3</sup>

If redundancy is required, is a split demark preferred?<sup>2</sup>

Is BGP Required?

If yes, is LAN equipment BGP capable?

Will a firewall with appropriate security policies be configured at the time of Ontario Health circuit installation?

Does the site have other network connections, including third party internet? *(If yes, provide details below i.e. Provider and Bandwidth)*

**Requested Location for Ontario Health Equipment:**

Floor:

Room Name/Number:

Rack Number:

**Requested Secondary location for Ontario Health Equipment *(if a split demark is required)*<sup>2</sup>**

Floor:

Room Name/Number:

Rack Number:

**Uninterruptible Power Source (UPS)**

Will the site have a UPS of adequate capacity installed prior to circuit installation?

Number of receptacles:

UPS standby time (Hours):

**Ontario Health's ability to maintain service is based upon the site having a suitable UPS.**

## Site Requirements

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

### Power

NEMA 5-15 with 8 receptacles.

Site is responsible for extending power to their rack and providing power to the Ontario Health equipment in the form of an uninterruptible power source (UPS) and/or backup generator.

### Rack Space

There should be a minimum of 8 RU (preferably contiguous) for the Ontario Health equipment.

### Switch

A managed Layer 2 switch is required with sufficient ports available to support all services. Based on the technical requirements and the proposed solution, a Layer 3 device with BGP capabilities may be necessary.

### Cabling

Site is responsible for all cabling between the Ontario Health equipment and the internal LAN. This includes (but is not limited to) cabling/conduit between demarks if a split demark has been requested.

### Additional Infrastructure<sup>4</sup>

Clients may be required to provide additional internal infrastructure if deemed necessary by Ontario Health or its vendor. This includes (but is not limited to) any cross connects required (which must be supplied by the site prior to circuit installation).

## Contact Information

**Business Contact<sup>5</sup>** – Will have the authority to make decisions regarding the Ontario Health circuit.

**Technical Contact** – Will have technical knowledge of the Ontario Health circuit and be able to provide site access.

**Site Access Contact** – Will be able to provide technical support and site access if the technical contact is unavailable.

### Business Contact<sup>5</sup>

First Name\*:

Last Name\*:

Title:

Telephone (*include extension*):

Cell\*:

Email\*:

### Technical Contact

First Name\*:

Last Name\*:

Telephone (*include extension*):

Cell\*:

Email\*:

### Site Access Contact

First Name:		Last Name:
Telephone ( <i>include extension</i> ):	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, white papers) in a separate document.

### Confidentiality

The information collected in this order form is kept strictly confidential once it is received by Ontario Health, and is used only for the purposes of provisioning and supporting Ontario Health circuits. Ontario Health has taken reasonable safeguards to ensure the security and confidentiality of all information. Ontario Health 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 Ontario Health in strict confidence. Ontario Health may disclose the confidential information to employees, contractors and vendors who require the confidential information to fulfill a client's request under this agreement.

### **<sup>1</sup> Eligibility**

Ontario Health will provide a ONE<sup>®</sup> 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 Ontario Health services. Lead times for circuit installation are dependent upon existing facilities and/or build requirements.

### **<sup>2</sup> Diversity**

Diverse connections may only be provided on a best-effort basis.

### **<sup>3</sup> Redundancy**

Upon request, Ontario Health will endeavor to provide redundant connections assuming funding and service is available. Site is responsible for providing cabling between demarks (where a split demark has been requested).

### **<sup>4</sup> Cost of additional Infrastructure**

In order to accommodate an Ontario Health ONE<sup>®</sup> Network connection, additional infrastructure may be required (i.e. conduit, cabling, power etc.). While there is no cost to clients for a ONE<sup>®</sup> 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.

### **<sup>5</sup> Business Contact**

The business contact noted on this form is responsible for providing a completed Support Contact Authorization Form for the site prior to the installation of the Ontario Health circuit.