

General Information

The completion of an accepted configuration change request takes **5-20 business days**. The first business day begins on the day the change request is placed with the vendor. You will be contacted regarding the status of the change, as required.

Form Completion Instructions

1. You must complete a separate change form for each circuit. Changes to multiple circuits cannot be requested on a single form.
2. You must complete all fields as specified. If your form is incomplete, it will be returned for your completion, thus delaying your application. If a field is not applicable to your site, indicate "Not Applicable" or "N/A".
3. Return the completed order form by e-mail to (servicedesk@ehealthontario.on.ca) or by secure fax to (416-586-4397).
4. Only enter business-related information on this form. A statement of confidentiality is included.

Site Information

Site Name

MSUID No

Is circuit shared with another client?

Yes No

Current location of the circuit

Floor

Room No. (or description)

Indicate the site business hours and the preferred day(s) of the week and time-of-day for the change. The vendor hours of operation are Monday to Friday, from 09:00 to 17:00 (excluding statutory holidays).

Site Business Hours

Preferred Installation Hours

Same as Site Business Hours?

Mon Tues Wed Thurs Fri AM PM Yes No

Contact Information

Please provide only business-related information.

The **Primary Contact** is the name of the individual with the authority to make decisions regarding the change. This individual can be either on or off-site.

First Name

Last Name

On-site?

Yes No

Business Telephone No. (include extension)

Business Fax No.

Business Pager/Cell Phone No.

Business e-mail

Signature

Date

The **Backup Contact** is the name of the individual to contact in the event the primary contact cannot be reached. This individual can be either on or off-site.

First Name

Last Name

Business Telephone No. (include extension)

Business Fax No.

Business Pager/Cell Phone No.

Business e-mail

The **Technical Contact** is the name of the individual to contact for additional technical details related to the requested change. This individual can be either on or off-site.

First Name	Last Name
Business Telephone No. <i>(include extension)</i>	Business Fax No.
Business Pager/Cell Phone No.	Business e-mail

Requested Changes

Multiple changes for the same circuit may be requested on the same form.

- Enable DHCP
- Disable DHCP
- Open Internet Source Traffic for Port 25. LAN address that is to be mapped to this port:
- Open Internet Source Traffic for Port 443. LAN address that is to be mapped to this port:
- New Hub/Spoke configuration: Please indicate below the MSUID for all sites involved and whether they are to be configured as a hub or a spoke.
- Change to an existing Hub/Spoke configuration: Please indicate below the MSUID for all sites involved and the nature of the change. (e.g., please add my site MIY391BERKEPP00003e as a spoke site to hub site MIY391BERKEPP00003e)

Note: All remote access from the Internet must be done via IPsec tunnels. eHealth Ontario will not allow remote access directly over the Internet into the firewall (e.g. RDP, VNC, PC Anywhere etc.).

Comments

If a change is not described in the above section, please provide a detailed explanation and we will review accordingly.

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.