EHC Consulting Advisory Service Description

Scope

Upon execution of the Advisory Services agreement, EHC Consulting will provide its Advisory Service to [CUSTOMER] over an 8-week period. The Advisory Service will be inclusive of [CUSTOMER]'s Epic environment, including third-party application dependencies, and the [CUSTOMER] Executive Leadership Team's business objectives as it relates to Epic.

Services

Business Objectives Alignment

In the first week of the Advisory Service, EHC Consulting will meet with the [CUSTOMER] Executive Leadership Team to discuss business objectives inclusive of, but not limited to: cloud strategy, growth strategy, impending deadlines, financial health, CAPEX depreciation schedule, licensing contracts, patient care initiatives, trending technologies, and provider needs. These findings will be tied to the technical discovery exercises to create the deliverables that will be provided at the end of the Advisory Service.

Epic and 3rd Party Dependency Discovery

EHC Consulting will work with the [CUSTOMER] Office of the CIO to do a full assessment of the overall Epic environment. This exercise includes, but is not limited to, understanding: workflows, environment quantities, environment sizes, environment usage, hardware lifecycle, licensing, business continuity strategy, network topology, firewall rules, application delivery strategy, identity and access management, interconnected applications, third-party dependencies, and upgrade strategy.

Architect and Design

EHC Consulting will work with the [CUSTOMER] Office of the CIO to architect and design a cloud solution for Epic and other previously defined in-scope applications. Elements included in the architecture and design proposal include, but are not limited to: security, identity and access management, network, business continuity, monitoring, governance, ITSM, and Epic environment layout.

Migration Planning

EHC Consulting will work with the [CUSTOMER] Office of the CIO to review the solution created in the Architect and Design Service and create a migration plan that aligns with the proposed solution and [CUSTOMER] business objectives. EHC Consulting will form a detailed migration plan inclusive of: Epic cross project planning, Epic upgrade coordination, and milestone development that consists of concrete dates and deadlines to which EHC Consulting will be held accountable.

Findings Delivery

At the end of the Advisory Service, EHC Consulting will present the following deliverables to the [CUSTOMER] Executive Leadership Team and Office of the CIO: high- and low-level architecture diagrams, proposed Epic configuration, proposed Epic migration plan, proposed Epic remediation plan, proposed Epic on Cloud business case, TCO model, and Epic Operations document.

Goal

The goal of the EHC Consulting Advisory Service is to complete a full assessment of [CUSTOMER]'s current Epic environment and tie it to the business objectives of the organization. The deliverables that will be presented at the end of the Advisory Service are meant to be used as a Cloud Adoption Framework to move Epic and associated third-party applications to the public cloud in a risk-tolerant and cost-effective manner.