



Military Health System (MHS)

Workload Management System for Nursing (WMSN)

- Program/System Security
- Certification and Accreditation Support
- Configuration Management
- Reliability, Maintainability, and Availability (RM&A)
- System Design, Development and Updates/Migration
- Formal Testing
- Training
- Maintenance

PROJECT OVERVIEW

The Resource Information Technology Program Office (RITPO) is responsible for the planning, integration, and oversight of the WMSN Resource Management IT solution for the MHS. The WMSN is a stand-alone client-server application using an ACCESS Database and is located at 41 Navy and Air Force medical treatment facilities worldwide.

PSI SERVICES

PSI provides software maintenance for WMSN to include System and Database Administration support, and Tier III software engineering support to fix system incidents reported through the MHS Helpdesk. This operational support and management of WMSN is provided at Navy and Air Force sites and includes administration, data input, data manipulation, and data reporting.

PSI also provides services such as configuration and access control, basic troubleshooting, and maintenance of WMSN, resolving problems within customer-driven, service-level objectives. In addition, PSI provides the necessary support and resources to operate customer support functions including help-desk facilities, dial-up access to provide information, tools, techniques and procedures to assist information systems users at all levels. PSI provides Tier III maintenance services on WMSN for customers from 0700 to 1900 EST Monday through Friday, answering approximately 70 calls per month.

CONTACT

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About Planned Systems International, Inc.

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services based on the mission of our customers. Our winning combination of people, technology, processes and experience helps our customers achieve sustainable success.