



UnitedHealthcare

Our Infrastructure



Information Technology



UnitedHealth Group

Introduction

UnitedHealth Group is a large and growing company and an industry leader in the health care community.

One way that we stay an industry leader is by creating and managing an IT infrastructure that can maintain current and future business needs.

This course is designed to give you a glimpse into the vast UHG IT Infrastructure.

Let's start by introducing you to some common terminology.



Speaking my language...

- **Nationalization**
 - Bringing customers onboard to our network resources.
- **Herculization**
 - When customers get a PC with the standard image.
 - Customers now login to the MS Domain.
 - This is in most cases a term user when a user is switched over to a computer that is 'owned' by UHG.
- **Rationalization**
 - When a site receives HP Printers that are on lease from HP and supported by HP.

Mainframe ..What is it?

- Mainframe is an industry term for a large computer. The name comes from the way the machine is built up: all units (processing, communication etc.) were hung into a frame. Thus the main computer is built into a frame, therefore: **Mainframe**
...and therefore: totally different from what you have on your desk.
- And because of the sheer development costs, mainframes are typically manufactured by large companies such as IBM and Unisys.
- Their main purpose is to run commercial applications of Fortune 1000 businesses and other large-scale computing purposes.
Think here of health care of course, but also banking and insurance businesses where enormous amounts of data are processed, typically (at least) millions of records, each day.

MAINFRAMES



Mainframes

- IBM Mainframes
 - PCOMM
- Unisys Mainframe
 - Bridge 32



- **Unix is a powerful, multi-user environment that has been implemented on a variety of platforms. Once the domain of servers and advanced users, it has become accessible to novices as well through the popularity of Linux and Mac OS X. With the notable exception of Microsoft Windows, all current major operating systems have some kind of Unix at their cores.**
- **Unix was developed in 1969, but in the past three decades many others have contributed to its evolution. In reality, Unix is not so much a single operating system as it is a standard upon which organizations and companies base their own systems. They can each have different graphical interfaces, but from the Unix shell, a command line feature common to all versions, they are very similar.**

Unix

- **Operating System (not a machine)**
 - Solaris
 - HP-UX
 - AIX

- **Used mostly on servers and comes in many varieties.**



- Some users logon to UNIX servers to maintain them.
- Other users have “UNIX” credentials used to logon to applications that run on UNIX servers.
 - The USC can reset passwords for UNIX credentials to logon to UNIX applications.
 - The USC *cannot* reset passwords to UNIX servers.

- The first AS/400 systems were delivered by IBM in 1988 under the tag line "Best of Both Worlds" and the product line has been refreshed continually since then. The programmers who worked on OS/400, the operating system of the AS/400, did not have a UNIX background so they are very different.

AS400 at UHG (Examples)

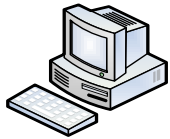
- RXClaim
 - Prescription Solutions
- Dental (PDBI)(OptumHealth PacificDental Benefits)
- APIPA (Americhoice)
- Vision (OptumHealth Speciality Benefits)
- Harrington Health Kansas

- First commercial release in 1977
 - Once called VAX system
- Allows clustering
 - Cluster is a group of linked computers
 - They act as one computer
- NICE most common UHG application
- Most users access through WRQ Reflections interface

- **Citrix is the software that is used to connect a desktop computer to a remote server in order to run an application.**
- **Citrix allows a desktop computer, whether Macintosh or Windows-based, to access centralized applications using a server's memory and processing.**
- **Citrix uses Independent Computing Architecture (ICA) a proprietary protocol for an application server system, designed by Citrix Systems. The protocol lays down a specification for passing data between server and clients, but is not bound to any one platform.**
- **Virtually any application that can run on a Citrix server can be executed over Citrix ICA. These include most Windows-based applications as well as UNIX, text, and Java applications.**

The Citrix Connection Process

End User PC



Web Interface Server



Citrix Application Server

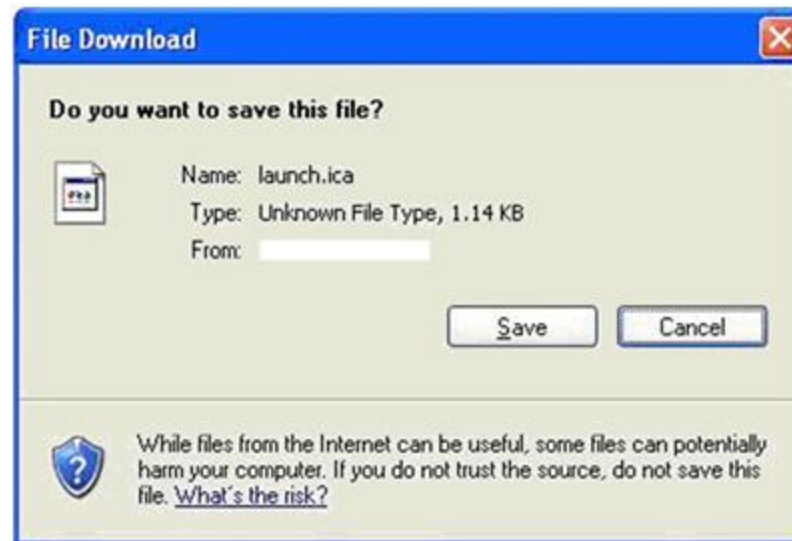


- End user connects to web via office network, B2B or VPN Connection.
- End user logs into Citrix site using network credentials.
- The Web Interface Server will pass the supplied credentials to a designated Citrix server in the farm, which then authenticates them against the respective domain.
- The Web Interface will then present a list of applications to which the user is allowed.
 - If the end user has the appropriate access, the designated applications will be displayed on the application page.
- The application needed is selected from a list in the application window. The application begins to launch which normally take 1-2 minutes. At this time the end user is placed on a server. The server placement is based on load balancing. The end user and the USC Analyst has no control over the server that the end user is connecting to.

- Two parts to Citrix

1. Thin client application installed on PCs

- ▶ If the client is not installed customer will get this error



- Two parts to Citrix
 - 2. Many Windows servers on a Citrix *Farm*
 - a. Client attaches to servers using the thin client
 - b. Sees icons for applications they have access to
 - a. Access comes from a global group
 - c. Launch applications from Citrix Window

- Many Citrix Farms
 - Most common Farm is myapps.uhc.com
 - Uses MS Domain Credentials

Please enter the problem description or question:

citrix ABC ✓

Product: ▼ **Business Segment:** ▼

Find Answer

Citrix (apps.medstat.com)
Citrix (bhccitrix.bh.pri)
Citrix (Generic)
Citrix (genesis.ingenix.com)
Citrix (https://securenet.uhc.com)
Citrix (myapps.uhc.com)
Citrix (pubccitrix.uhc.com)
Citrix (portal4.fhinc.fhi.net)
Citrix (portal6.fiservhealth.com)
Citrix (ras01.b2000.com)
Citrix (Rubi)
Citrix (trizetto.net)
Citrix (wimps.oxhp.com)
Citrix (www.whiclient.com)
Optumhealth Bank ITI Citrix

[Citrix application, Citrix then closes](#)
s.medstat.com) issue
esis.ingenix.com) issue

- Client Lookup Tool
 - Can see Citrix sessions
 - Only myapps.uhc.com Citrix displayed
 - If a customer has only Citrix sessions they do not use a Herculized PC

[USC Link](#)[WTXW0404](#)

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Kooiker JoAnne Tupy

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Domains

- All Herculized PCs log onto the MS Domain
- We can reset MS Domain passwords through SATS
- Customers use other domains to login to applications and legacy network resources

DOMAIN NAMES:
MS
AMS01
APPS
AVIDYNHEALTH.NET
BENSIGHT.ADS
BH
BPI.BENPLAN.LOCAL
CORP.PHS.COM
CORP.UMR.COM
DMZMGMT
FHINC.FHI.NET
FISERV.LEX
HTS.LOCAL
ICS.FISERVHEALTH.COM
INGENIX
JWHUTTON.COM
MAMSI
NA (Actual name of the Domain)
OXFORD
PDV
PHS.WEST