

Michelle Endresz

From: Heidi Chapman on behalf of Amy Tucker
Sent: Monday, February 14, 2022 2:24 PM
To: Amy Tucker
Cc: David Hanson
Subject: CMO BLAST: Network Outages Wednesday 2-16 5:00 AM and Thursday 2-17 5:00 AM

Importance: High

Sent on behalf of Dave Hanson, Director – Network Operations and Security...

This week on **Wednesday February 16th at 5:00 – 5:30 AM** there will be an interruption of the Upstate Network Connections to the outside. No internet based applications will be available during this time. Also, internet connections from the outside into Upstate will not be available. There will be overhead pages before we begin the work and once the work is completed. **Specifically many of the systems that will be unreachable starting at 5:00 AM include but are not limited to:**

- Internet
- VPN – Citrix and Cisco AnyConnect
- Self Serve
- BB
- Banner
- MyChart (Patient portal)
- Upstate CareLink (Community portal)
- Haiku/Canto (iPhone,iPad)
- CareEverywhere activity within EPIC
- Surescripts (ePrescribing and Medication History queries)
- Launching Dragon/Nuance from within EPIC for dictation
- Tele Tracking
- Spok web site used to send text pages
- AMION
- Life Image (Image Sharing)
- Ambra (Image Sharing)
- Powershare (Image Sharing)
- Lifenet (Emergency Care System)

This week on **Thursday February 17th at 5:00 – 5:30 AM** there will be an interruption of service on some devices within the hospitals. These interruptions will be brief and will appear as long response times or as page not found on browser based applications. There will be overhead pages before we begin the work and once all work is completed. **Specifically the following system will be shutdown at 4:50 AM to support these changes and will be started back up as we complete the work:**

- Fuji Synapse PACS (SynmainDB)
- Fuji Synapse VNA (EcoreDB)
- Powerscribe (PS360db01/PS360db1)
- Dosewatch (Dosewatch01)
- Neuroquant (Neuroquant01)
- Vitrea Advanced Imaging System (VIMS-01)

Please have your downtime plans available during these outages.

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