

IT MAINTENANCE

Saturday, Aug. 8 to Sunday, Aug. 9

Interruptions to IT Systems Expected

IT will perform system maintenance beginning **Saturday, Aug. 8 at 11:50 p.m. until Sunday, Aug. 9 at approximately 4 a.m.** This will not impact phones, internet, email or Wi-Fi.

- **Epic, Provation, CPN, Carefusion SentrySuite and eNICU** will experience three interruptions, each lasting approximately five minutes.
 - Before each interruption, you'll receive an alert to save your work and log off the application.
 - During the interruption, vitals and orders will be collected and will flow into the applicable application, when each interruption is complete.
 - You can log back in approximately five minutes after each interruption.
- Several applications, like **MARS, LaborWorkx, remote VPN and Apps Center**, may experience slowness and intermittent connectivity issues. If you're disconnected from an application, pause for five minutes then attempt to log back in.
- **OnBase** and **Express Scan** will not be available throughout the maintenance period. You will not be able to view or capture scans, including insurance cards, driver's licenses and interfaced items like Muse EKGs, Provation reports, wound care or PT/OT. Follow standard downtime procedures and instructions from your department or unit.

Questions?

- For technical questions or if you experience issues after the maintenance timeframe, contact the IT Help Desk:
 - Physicians: **832.667.5555**
 - Staff: **832.667.5600**

